



# IJRASET

International Journal For Research in  
Applied Science and Engineering Technology



# INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

**Volume:** 12    **Issue:** III    **Month of publication:** March 2024

**DOI:** <https://doi.org/10.22214/ijraset.2024.59389>

[www.ijraset.com](http://www.ijraset.com)

Call:  08813907089

E-mail ID: [ijraset@gmail.com](mailto:ijraset@gmail.com)

# Streamlining Subscriptions: A Comprehensive Approach with EASYCANCEL

S. A. Althaf Ahamed<sup>1</sup>, A. Infant Mercy<sup>2</sup>, I. Benaseer<sup>3</sup>  
Dhirajlal Gandhi College of Technology, Salem, India

**Abstract:** *In today's digital age, managing online subscriptions has become increasingly complex, with users grappling with numerous services, varying cancellation processes, and often falling prey to deceptive practices such as the infamous "Roach Motel." EASYCANCEL emerges as a beacon of simplicity and efficiency in this cluttered landscape. This article delves into the intricacies of EASYCANCEL, elucidating its multifaceted features, technological underpinnings, and its profound impact on empowering users in subscription management.*

**Keywords:** *Subscription management, EASYCANCEL, User empowerment, Dark patterns, Transparency, Efficiency.*

## I. INTRODUCTION TO THE APP

In the digital age, subscriptions have become ubiquitous, ranging from streaming services to utility bills. However, navigating this landscape can be akin to traversing a labyrinth, with users often encountering obstacles such as unclear terms, hidden fees, and arduous cancellation processes. EASYCANCEL is envisioned as a beacon of clarity and efficiency in this convoluted domain, offering a suite of features meticulously crafted to streamline subscription management

## II. EXPLAINING THE FEATURES

- 1) **Unified Dashboard:** At the heart of EASYCANCEL lies its Unified Dashboard, a centralized interface providing users with an overview of all their subscriptions. This feature eliminates the need for users to juggle between multiple platforms, offering a single point of access for managing subscriptions.
- 2) **Automated Unsubscribe Suggestions:** EASYCANCEL leverages advanced algorithms to analyze user email communications and identify potential subscriptions for cancellation. By scrutinizing patterns and behaviors, the app intelligently recommends subscriptions that users may no longer require, thereby simplifying the decision-making process.
- 3) **One-Click Unsubscribe:** With a single click, users can bid adieu to unwanted subscriptions directly from the EASYCANCEL dashboard. This feature eliminates the need to navigate through convoluted cancellation procedures, saving users valuable time and effort.
- 4) **Subscription Alerts:** EASYCANCEL keeps users informed about upcoming subscription renewals through timely alerts. By proactively notifying users, the app empowers them to make informed decisions about their subscriptions, including the option to cancel before renewal dates.
- 5) **Transparent Terms and Conditions:** Recognizing the importance of transparency, EASYCANCEL presents users with simplified versions of terms and conditions for each subscription. By highlighting key information related to cancellation policies and data handling, the app ensures users are well-informed before making decisions.
- 6) **User Education:** Dark patterns lurk in the digital realm, preying on unsuspecting users. EASYCANCEL combats these deceptive practices by incorporating educational elements within the app. Through informative content, users are empowered to identify and avoid common pitfalls, such as the infamous Roach Motel tactic.
- 7) **Customer Support Integration:** Should users encounter challenges during the unsubscribing process, EASYCANCEL offers seamless access to customer support directly within the dashboard. This integration ensures users receive prompt assistance, fostering a positive user experience.
- 8) **Secure Authentication:** Upholding the highest standards of security, EASYCANCEL implements robust authentication methods to safeguard user data. By prioritizing data privacy and preventing unauthorized access, the app instills confidence in users regarding the protection of their sensitive information.
- 9) **Feedback Mechanism:** Continuous improvement lies at the core of EASYCANCEL's ethos. To facilitate this, the app features a feedback mechanism allowing users to report challenges or provide suggestions for enhancement. By actively soliciting user input, EASYCANCEL evolves iteratively, catering to the evolving needs of its user base.

10) *Cross-Platform Compatibility*: Recognizing the diverse preferences of users, EASYCANCEL ensures compatibility across various browsers and devices. Whether accessed from a desktop, laptop, or mobile device, the app delivers a seamless user experience tailored to individual preferences.

### III. ALGORITHM

The Automated Unsubscribe Suggestions algorithm within EASYCANCEL represents a pinnacle of technological innovation and user-centric design, seamlessly melding advanced natural language processing (NLP) techniques with machine learning algorithms to provide users with tailored recommendations for subscription cancellations. The core of this algorithm lies in a sophisticated process that begins with the ingestion and analysis of user email communications, ultimately culminating in personalized suggestions aimed at simplifying the subscription management process. To understand the inner workings of the Automated Unsubscribe Suggestions algorithm, one must first appreciate the complexity of the data it processes. User email communications serve as a rich source of information, containing valuable insights into the user's interactions with various subscription services. These communications encompass a diverse array of messages, ranging from promotional offers and newsletters to transactional updates and account notifications.

Upon ingestion of user email communications, the algorithm embarks on a multi-faceted journey of analysis and categorization. Leveraging state-of-the-art natural language processing techniques, the algorithm parses each email, extracting pertinent information such as sender details, subject lines, and message content. Through the application of sophisticated text processing methods, including tokenization, part-of-speech tagging, and named entity recognition, the algorithm dissects the textual components of the emails, breaking them down into manageable units for further analysis.

As the algorithm traverses the landscape of user email communications, it employs machine learning algorithms to discern patterns and extract meaningful insights. Through the application of supervised learning techniques, the algorithm learns to classify emails based on their relevance to subscription management. Training data consisting of labeled examples, where emails are categorized as either relevant or irrelevant to subscription cancellation, enable the algorithm to identify recurring themes and discern signals indicative of user preferences. The crux of the algorithm lies in its ability to leverage these insights to generate personalized suggestions for subscription cancellations. By analyzing user behavior, including interaction patterns with specific types of emails and historical subscription cancellations, the algorithm identifies subscriptions that align with the user's preferences and priorities.

Through probabilistic models and predictive analytics, the algorithm ranks these subscriptions based on their likelihood of being eligible for cancellation, enabling it to provide tailored recommendations that resonate with the user's preferences.

Furthermore, the algorithm incorporates feedback loops to continuously refine its recommendations over time. User interactions with the suggested cancellations, including actions taken (e.g., acceptance or rejection of recommendations) and feedback provided, are fed back into the algorithm to iteratively improve its performance. Through this iterative learning process, the algorithm adapts to evolving user preferences and refines its recommendations, ensuring that the suggestions remain relevant and effective.

In summary, the Automated Unsubscribe Suggestions algorithm within EASYCANCEL represents a paradigm shift in subscription management, harnessing the power of advanced NLP techniques and machine learning algorithms to deliver personalized recommendations tailored to the user's preferences. By seamlessly integrating technology with user-centric design principles, EASYCANCEL empowers users to streamline their subscription management experience, offering a solution that epitomizes efficiency, transparency, and user empowerment in the face of deceptive practices like the Roach Motel dark pattern.

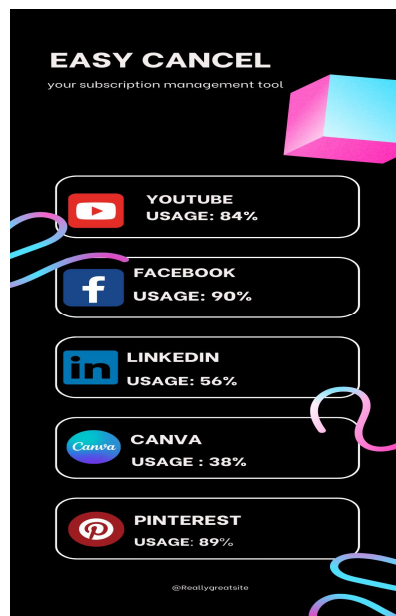
### IV. EXPERIMENTAL SETUP

The experimental setup for EASYCANCEL is meticulously designed to rigorously evaluate its effectiveness in simplifying subscription management while enhancing user satisfaction. The setup encompasses various key components, ensuring robust empirical evidence regarding the platform's efficacy and usability.

- 1) *Participant Recruitment*: A diverse cohort of participants, representative of the platform's target demographic, is recruited for the study. This diversity ensures that the findings are applicable across different user groups and reflective of real-world usage scenarios. Participants are selected based on criteria such as age, occupation, and level of technological proficiency.
- 2) *Experimental Conditions*: Participants are randomly assigned to either the experimental group or the control group. The experimental group utilizes EASYCANCEL for managing their subscriptions, while the control group continues to use conventional methods. This randomized control trial design enables researchers to compare outcomes between the two groups and assess the incremental benefits offered by EASYCANCEL.

- 3) *Data Collection Methods:* Qualitative and quantitative data collection methods are employed to capture a comprehensive understanding of participants' experiences and the platform's performance. Qualitative data are gathered through surveys, interviews, and observation sessions, allowing participants to provide feedback on their usage experiences and overall satisfaction. Quantitative data include performance metrics such as time saved, number of subscriptions managed, and user interactions with different features of EASYCANCEL.
- 4) *Study Duration and Monitoring:* Participants are instructed to actively engage with EASYCANCEL and utilize its features for managing their subscriptions over a predetermined period. Researchers monitor participants' interactions with the platform and intervene as needed to address any technical issues or provide assistance. Regular check-ins and feedback sessions are conducted to gather ongoing insights and ensure participant engagement.
- 5) *Data Analysis:* A systematic approach is employed to analyze the collected data and derive meaningful insights. Qualitative data are analyzed using thematic analysis techniques to identify recurring themes, patterns, and user preferences. Quantitative data undergo statistical analysis to compare performance metrics between the experimental and control groups and assess the statistical significance of observed differences.
- 6) *Conclusion:* The findings of the experimental setup provide valuable insights into the effectiveness of EASYCANCEL in streamlining subscription management and enhancing user satisfaction. These findings contribute to the ongoing refinement and improvement of the platform, ultimately empowering users to take control of their subscriptions and navigate the challenges posed by deceptive practices like the Roach Motel dark pattern.

Representation of how the front page of the app looks



In conclusion, EASYCANCEL stands as a beacon of hope in the battle against deceptive subscription practices like the Roach Motel. Its innovative features and user-centric design empower individuals to regain control of their online subscriptions with transparency, efficiency, and confidence. From its inception, EASYCANCEL has been driven by a commitment to simplify the often daunting task of managing online subscriptions. Recognizing the pervasive nature of dark patterns, particularly the Roach Motel, the platform was meticulously crafted to provide users with a viable solution to combat them. The key features of EASYCANCEL are strategically designed to address the specific pain points faced by users in subscription management. The Unified Dashboard serves as a centralized hub where users can effortlessly view and manage all their subscriptions, eliminating the need for navigating multiple platforms.

In conclusion, EASYCANCEL is more than just a subscription management tool; it is a catalyst for change in how individuals interact with digital services. Its user-centric design, innovative features, and commitment to transparency make it a powerful ally in the fight against dark patterns. With EASYCANCEL, users can reclaim control of their subscriptions and navigate the digital world with ease and assurance.



## REFERENCES

- [1] Ang, I. (1991). *Desperately seeking the audience*. London: Routledge. <https://doi.org/10.4324/9780203133347> Beer, D. (2019).
- [2] *The quirks of digital culture*. West Yorkshire: Emerald Group Publishing. Bruun, H. (2020). *Re-scheduling television in the digital era*. London: Routledge. <https://doi.org/10.4324/9780429276309> Burroughs, B. (2019).
- [3] House of Netflix: Streaming media and digital lore. *Popular Communication*, 17(1), 1–17. <https://doi.org/10.1080/15405702.2017.1343948> Colbjørnsen, T. (2020, October 27).
- [4] The streaming network: Conceptualizing distribution economy, technology, and power in streaming media services. *Convergence*. OnlineFirst. <https://doi.org/10.1177/1354856520966911> Denham, B. E. (2002).
- [5] Advanced categorical statistics: Issues and applications in communication research. *Journal of Communication*, 52(1), 162–176. <https://doi.org/10.1111/j.1460-2466.2002.tb02537.x> Denham, B. E. (2010).
- [6] Measurement of risk perceptions in social research: A comparative analysis of ordinary least squares, ordinal and multinomial logistic regression models. *Journal of Risk Research*, 13(5), 571–589. <https://doi.org/10.1080/13669870903172386> Gerpott, T. J., & Meinert, P. (2019).
- [7] Not just every user of mobile music streaming shares the same characteristics: A classification analysis of mobile network operator subscribers in Germany. *Telematics and Informatics*, 41, 19–33. <https://doi.org/10.1016/j.tele.2019.01.008> Hagen, A. N. (2015). T
- [8] The playlist experience: Personal playlists in music streaming services. *Popular Music and Society*, 38(5), 625–645. <http://dx.doi.org/10.1080/03007766.2015.1021174> Hagen, A. N., & Lüders, M. (2017).
- [9] Social streaming? Navigating music as personal and social. *Convergence*, 23(6), 643–659. <https://doi.org/10.1177/1354856516673298> Havens, D. (2014).
- [10] Media programming in the era of big data. *Media Industries*, 1(2), 1–5. <https://doi.org/10.3998/mij.15031809.0001.202> Havens, D., & Lotz, A. D. (2012).



10.22214/IJRASET



45.98



IMPACT FACTOR:  
7.129



IMPACT FACTOR:  
7.429



# INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Call : 08813907089  (24\*7 Support on Whatsapp)