

SUMO Forum

Community Office Hours

Agenda

- 1. Thanks!
- 2. Help Wanted!
- 3. Who, What, How
 - Links: https://mzl.la/tbforum

Thanks!

The Forum is powered by contributors.

Thank you: davidsk, MattAuSupport, Toad-Hall, sfhowes, christ1,
 @next and many more



Who?

The Forum is powered by contributors.

A community of volunteers (with some staff) who write answer support questions



What? 2023 Stats!

12000

Questions

>1000

solved

>50

Contributors

What?

The SUMO Forum is a forum in English (mostly), Dutch, Italian and a few other languages.

- Same markup language as the Knowledge Base (similar to Wikipedia's).
 - \circ = Heading =
 - Links: [https://somewhere.com click me to goto somewhere.com]
 - Bold: '''bold text''' → bold text



Help Wanted

Get in where you fit in :-)!

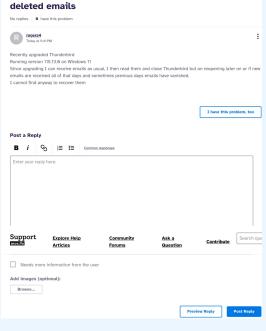
- Find a Thunderbird question
- Reply using these guidelines: <u>Answering questions on the Support</u>
 <u>Forum</u>
- Questions on how to support folks? Ask in <u>matrix</u> (public) or <u>slack</u> (NDA required)
- Email <u>wayne@thunderbird.net</u>, <u>roland@thunderbird.net</u>



How? Workflow

- Repeat
 - Find a question
 - Reply







HOW: DOs and DON'Ts

- DO: Ask for troubleshooting details (OS, TB version, email provider) & ask them to try <u>Troubleshoot Mode</u>. Screen shots are worth ten thousand words.
- DO: Show you have read their question (by using their language)
- DO: Whenever possible reference <u>KB articles</u> so that users learn to self-service
- DO: Copy/paste canned responses but contextualize it for their unique problem
- DO: Tag questions (e.g. bug12345, tb128, gmail, outlook, hotmail, comcast)
- DO: Avoid suggesting unsupported customizations via userChrome and about:config
- DO: Ask for help if you don't exactly know how to reply to a question:
 - Ask in <u>matrix</u> (public) or <u>slack</u> (NDA required)
- DON'T: File a bug unless you've <u>created a SUMO Question</u> first
- DON'T: Put up with abuse. Report it to Wayne.
- DON'T: Lose your cool. Email is important in users' daily lives and issues around email are frustrating to users. Please take the higher ground!



How?

DEMO!

• support.allizom.org is a safe space for testing your skills



Thank you!