Firefox Input v1.5

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Summary

Problem

Firefox Input is lacking from a dearth of options available to those who would like to triage the heavy amount of feedback received. We currently don't have options for users to poll data into their own formats (i.e. streams, clusters, etc.), it's tough to read the data on Mobile pages, people in different locales cannot read the text on the dashboard in anything other than American English or translate messages from another language into their own. We'd like to fix these issues as well as refine our data submission forms to allow users with ideas about Firefox to go through another feedback mechanism to funnel the data a little better.

Goals

1. **Make triage and analysis easier**

2. **Get ready for Firefox 4 Beta 2**

3. **Get ready for Mobile Firefox 2 Beta 1**

New Features

#	Feature	Priority
1.5.1	Addition of Mobile	P1
1.5.2	Searches with Feeds	P1
1.5.3	Localization of Webpages	P1
1.5.4	Translation for Individual Messages	P2
1.5.5	Idea Submission	P2
1.5.6	Clusters	P2
1.5.7	Surveys on Thank You Page	P3

1.5.1 -Addition of Mobile

Instance Submission Pages from Product Buttons (Add-On)

Mock: http://www.flickr.com/photos/aakashhdesai/4731841302/in/set-72157624351126624/

Notable Remarks

1. In-Product Buttions: Just like with Firefox 4 Beta, we'll have in-product buttons that link to Input's submission pages. The only thing that will change now is the placement of the buttons, but the underlying code should be the same as the Feedback add-on on Firefox (without Test Pilot).

Submission Forms (Webpage)

Positive Feedback Mock: http://www.flickr.com/photos/aakashhdesai/4731198589/in/set-72157624351126624/

Negative Feedback Mock: http://www.flickr.com/photos/aakashhdesai/4731198569/in/set-72157624351126624/

Notable Remarks

1. New Layout: No major code changes are needed on our submission pages. The layout was designed by Madhava. We'll need more touch-friendly fonts and buttons (i.e. bigger)

Thank You (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4731198497/in/set-72157624351126624/

Notable Remarks

1. New Layout: No major code changes are needed on our thank you page. The layout was designed by Madhava. We'll need more touch-friendly fonts and buttons (i.e. bigger).

2. User Agent Sniffing: To get better constructive feedback from the user, we only want Beta users on the latest Mobile Firefox Beta to submit information to us. So, the following actions should be performed to safeguard against improper submissions.

   a. Latest Mobile Firefox Beta: Direct the user to the correct submission page

   b. Old Mobile Firefox Beta: Direct the user to a page with a download link to get the latest Beta Program build (on a device)

   c. Mobile Firefox Releases: Direct the user to a page with a download link to get the latest Beta Program build (on a device)

   d. Non-Mobile Firefox Browsers: Direct the user to a page with a download link to opt-in to our Beta Program (on a device)

   e. Mobile Firefox Browser on Desktop: Direct the user to a page with a download link to opt-in to our Beta Program (on a device)

Download Beta (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4731841378/in/set-72157624351126624/

Notable Remarks

1. New Layout: No major code changes are needed on our thank you page. The layout was designed by Madhava. We'll need more touch-friendly fonts and buttons (i.e. bigger).

2. Hyperlink to Beta Builds: The link should now be to www.mozilla.com/m/beta

Dashboard (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4733750768/in/set-72157624351126624/

Notable Remarks

1. New Layout: We're switching the dashboard to a one-column format with an accordion interface. Each box should be "closed" by default and then opened when a user taps on the box's button/header. The boxes should not be updated for information unless they are visible (i.e. "open").

2. Product Combo-Box: The box should now include "Mobile" as an option for UA strings and be the default when the user goes to input.mozilla.com/m.

3. Version Combo-Box: The box should now include the latest beta version of "Mobile" Firefox as an option and be the default when user goes to input.mozilla.com/m.

Search Results (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4742030871/in/set-72157624351126624/

Notable Remarks

1. New Layout: We're switching the dashboard to a one-column format with an accordion interface. The search results should be shown by default, but all other boxes should be "closed" by default and then opened when a user taps on the box's button/header. The boxes should not be updated for information unless they are visible (i.e. "open").

2. Results Listing
    a. Messages: Lists the last 5 messages that match the search description. When UA or URL boxes are clicked, a section of the message pops down just like the current capability.

1.5.2 - Searches with Feeds

Dashboard/Search Results (Webpage)

Mock: None needed.

Notable Remarks

1. RSS Feed: We want to allow triagers to receive information from our messages received without having to constantly reload the page with Ctrl/Cmd+Shift+R. Some particulars here are to only poll every 30 seconds (or double it to a minute if there's still too much load) in order to reduce load on our servers.

1.5.3 - Localization of Webpages

All (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4786728383/

<u>Notable Remarks</u>

1. Submission Pages/Download Beta/Thank You: The pages should sniff for the user's locale string within their browser's UA string and serve pages that populate the correct language.
2. Dashboard/Search Results: The pages should sniff for the user's locale string within their browser's UA string and server pages that populate the correct language.
   a. Boxes: **?????????????????**

1.5.4 - Translation for Individual Messages

Dashboard/Search Results (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4787501880/

<u>Notable Remarks</u>

1. Translate Link: The hyperlink, available on each individual message will send the message string as a parameter to Google Translate, in a new tab, with "detect language" selected in the "Translate from" field and to the user's locale (auto-detected by Google).

1.5.5 - Idea Submission

Submission Forms (Webpage)

Mock: WIP

<u>Notable Remarks</u>

1. UserVoice: Addition of an option in the feedback menu that points the user to firefox.uservoice.com as a method of idea submission to divert users away from Happy/Sad Feedback and more toward a better implementation.

1.5.6 - Clusters

Clusters (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4788765451/

Notable Remarks

1. Automation: The dataset (Day and Week) need to be updated daily at 12pm midnight PST in order to keep information updated consistently.

2. Warning: We should note that this is a Beta release in 1.5 as the clustering software has not been perfected. Also, we should include the message shown in the mock on the top of the page as well.

3. Controls
    a. Time Interval: The box allows users to determine what dataset to cluster depending on today's date. For example, data can be siphoned and clustered around the past day (24 hours) or Week (168 hours). By default, "Day" should be selected.
    b. Minimum Likenesses ComboBox: The box allows users to determine what results to show on the page depending on the minimum of clusters siphoned by the time interval. By default, "250" should be selected.
    c. Overview ComboBox: The box allows users to determine if the datasets to cluster should be siphoned by happy/sad overview. By default, "both" should be selected.

4. Cluster View: Each set of clusters should show above or below one another depending on the controls set.
    a. "term match": The matching phrase that's found through Dave's clustering software should be shown as a title to each boxed set.
    b. LIkenesses link: The user should be directed to a search results page for the likenesses found in the cluster.
    c. First 5 messages: The latest 5 messages received in our polled data sets, with similarities to the "term match" should be shown with happy/sad smiley, URL, UA and Translate links available in each message.

1.5.6 - Surveys on Thank You Page

Thank You (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4789287682/

Notable Remarks

1. SurveyGizmo: Addition of a sentence of text with a link that directs the user to the latest survey available for users to take after submitting feedback. The area should be hidden unless there is a new survey.