

mozilla

mozilla

Project SUMO
support.mozilla.com

David Tenser
May 31st, 2008



Agenda

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- **Introduction to the SUMO project**

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- **Introduction to the SUMO project**
- **SUMO and Firefox 3**

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- **SUMO and Firefox 3**
- **Localization**

Agenda

- **Introduction to the SUMO project**
- **SUMO and Firefox 3**
- **Localization**
- **Plans and ideas for the future**

What is SUMO?

I love SUMO!



**SUMO = support.mozilla.com
(or simply Firefox Support)**

History of Firefox Support

History of Firefox Support

- mozillaZine Forums



mozillaZine

Firefox Support

MozillaZine Forum Index -> Firefox Support [Create New Topic] [Ask New Question] Mark all topics read

Advertisement

Topics	Replies	Author	Views	Last Post
 Announcement: New Windows Media Player Plugin for XP/Vista and Firefox 2	1	trolly	67253	17 Apr 2007 06:54 pm Vectorspace →
 Announcement: INSTANT HELP — Frequently Asked Questions	0	Filipp0s	908381	28 Jul 2004 12:59 am Filipp0s →
 Sticky: Update failed: One or more files could not be updated. [Goto page: 1 ... 8, 9, 10]	137	trolly	65899	16 Feb 2008 07:55 pm trolly →
 Sticky: Using Google Search Through the Forums	0	Dartman	11602	23 Jun 2007 03:27 am Dartman →
 Sticky: Problems after Updating Firefox	3	stevix	61733	01 Jun 2007 07:05 pm DanRalsch →
 Sticky: Problems loading websites after Firefox update	0	Dartman	68935	24 Feb 2007 06:22 am Dartman →
 Sticky: Quicktime/Real/Windows Media Player Issues (Windows)	0	Vectorspace	772085	23 Jan 2005 06:06 pm Vectorspace →

History of Firefox Support

- mozillaZine Forums
- Phoenix Help

History of Firefox Support

- mozillaZine Forums
- Phoenix Help

Phoenix Help	The Unofficial Phoenix FAQ
Main Menu <ul style="list-style-type: none">> Home> Phoenix FAQ> Tips & Tricks> Keyboard Shortcuts> Editing Config. Files	<h2>Phoenix Help</h2> <p>This is a site dedicated to Phoenix, the new web browser from Mozilla.org. The site is intended for users who wants to learn how to configure Phoenix to fit their needs.</p> <p>Basically, there are three main sections on Phoenix Help:</p> <p>Phoenix FAQ Tips & Tricks Keyboard Shortcuts</p> <p>If you find this site useful, please drop me a line in the guestbook!</p> <p>Sign Guestbook View Guestbook</p>
Links <ul style="list-style-type: none">> Phoenix Project Page> Download Phoenix> Official Extensions> MozillaZine Forums> Mozilla.org	
Site Info <ul style="list-style-type: none">> About Phoenix Help> News> Contact	
	© 2002 David Tenser.

History of Firefox Support

- mozillaZine Forums
- Phoenix Help

The screenshot shows the Phoenix Help website. On the left is a navigation sidebar with three sections: 'Main Menu' (Home, Phoenix FAQ, Tips & Tricks, Keyboard Shortcuts, Extensions, Themes, Editing Config. Files, Reporting Bugs), 'Links' (Phoenix Project Page, Download Phoenix, mozillaZine Forums, Mozilla.org), and 'Site Info' (About Phoenix Help, News, Contact). The main content area is titled 'Phoenix Help' and 'The Unofficial Phoenix FAQ'. It features a welcome message, a poll titled 'Phoenix - Creating A Brand New Tomorrow, Today!' with a 'Vote' button, and a section for 'View Current Results | View Previous Poll' showing results [1 | 2 | 3]. A text block discusses the poll results, noting that many Phoenix users are former IE users. A callout box titled 'Problems viewing the menu?' provides instructions for users of Internet Explorer. At the bottom, there is a guestbook link and a copyright notice for David Tenser.

History of Firefox Support

- mozillaZine Forums

~~• Phoenix Help~~


- Firebird Help

Mozilla Firebird

de | en | es | fr | it | ja | ko | mk | nl | si | sv | zh

Mozilla Firebird

Mozilla Firebird is a free, open-source and cross-platform web browser for Windows, Linux, MacOS X and other operating systems. It is small, fast and easy to use, and offers many advantages over other web browsers, such as the [tabbed browsing](#) and the ability to [block pop-up windows](#). Read the full [feature list](#) or [download Mozilla Firebird 0.7](#) now.



[Find out why](#) people everywhere are switching to Mozilla Firebird. Be sure not to miss the great [Introduction to Mozilla Firebird](#).

Latest News

Mozilla Firebird 0.8 to be released on Monday

Mozilla Firebird 0.8 is scheduled to be released on Monday the 9th of February.

Posted by David Tenser | 2004-02-07 [Mozilla Firebird News](#)

Mozilla Tips reaches 100 Tips and 90,000 Visits

On December 18, 2003, [Mozilla Tips](#) has reached it's 100th tip for Mozilla, Firebird, Thunderbird and available extensions. This is a nice big number that we were shooting for when we started the site earlier this year! Thanks

Main Menu

Home

- » News
- » Features
- » Download

Documentation

- » Keyboard Shortcuts
- » Mouse Shortcuts
- » Options Window
- » Tips & Tricks
- » Menu Reference

Support

- » Mozilla Firebird FAQ
- » Editing Config. Files
- » Reporting Bugs

Extensions

Themes

Links

- Mozilla Firebird Forums
- Mozilla.org
- Other Links
- Mozilla Thunderbird

Site Info

- About This Site
- Site News
- Contact

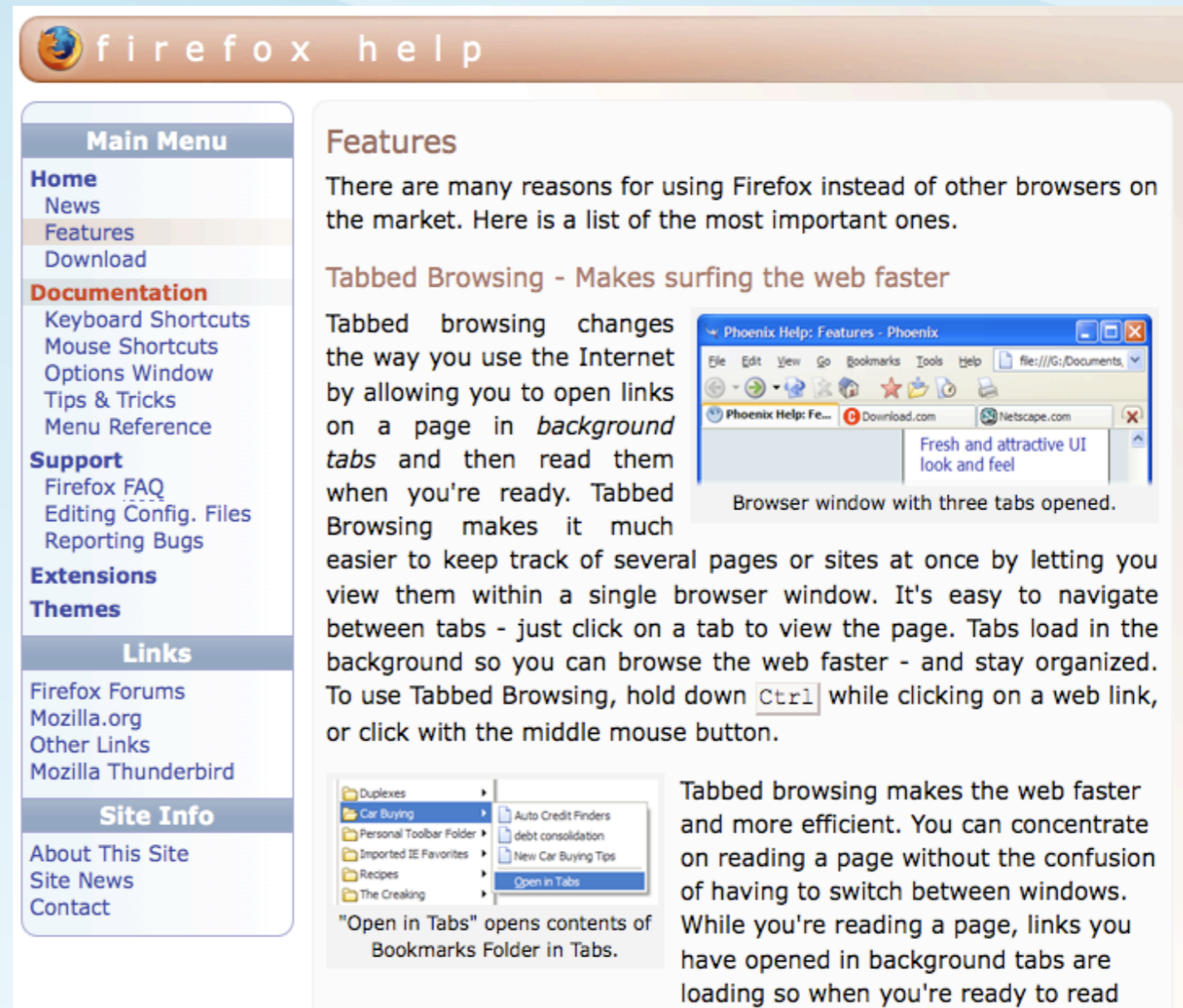
History of Firefox Support

- mozillaZine Forums

~~• Phoenix Help~~

~~• Firebird Help~~

- Firefox Help



The screenshot shows the Firefox Help website. The top navigation bar includes the Firefox logo and the text "firefox help". A left-hand navigation menu is organized into sections: "Main Menu" (Home, News, Features, Download), "Documentation" (Keyboard Shortcuts, Mouse Shortcuts, Options Window, Tips & Tricks, Menu Reference), "Support" (Firefox FAQ, Editing Config. Files, Reporting Bugs), "Extensions", and "Themes". Below these are "Links" (Firefox Forums, Mozilla.org, Other Links, Mozilla Thunderbird) and "Site Info" (About This Site, Site News, Contact). The main content area is titled "Features" and discusses the benefits of Firefox. It highlights "Tabbed Browsing - Makes surfing the web faster" and explains how it allows users to open multiple pages in the background, making it easier to manage several pages at once. A sub-section titled "Tabbed Browsing - Makes surfing the web faster" includes a screenshot of a browser window with three tabs open: "Phoenix Help: Fe...", "Download.com", and "Netscape.com". The text below the screenshot states, "Browser window with three tabs opened." Another sub-section titled "Tabbed Browsing makes the web faster and more efficient" includes a screenshot of a context menu with the "Open in Tabs" option highlighted. The text below this screenshot states, "'Open in Tabs' opens contents of Bookmarks Folder in Tabs."

firefox help

Main Menu

- Home
- News
- Features
- Download

Documentation

- Keyboard Shortcuts
- Mouse Shortcuts
- Options Window
- Tips & Tricks
- Menu Reference

Support

- Firefox FAQ
- Editing Config. Files
- Reporting Bugs

Extensions

Themes

Links

- Firefox Forums
- Mozilla.org
- Other Links
- Mozilla Thunderbird

Site Info

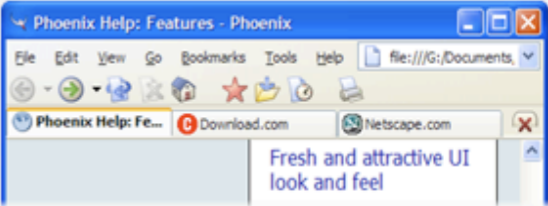
- About This Site
- Site News
- Contact

Features

There are many reasons for using Firefox instead of other browsers on the market. Here is a list of the most important ones.

Tabbed Browsing - Makes surfing the web faster

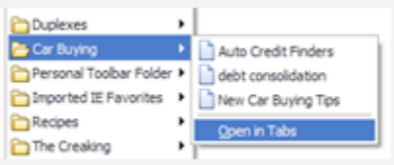
Tabbed browsing changes the way you use the Internet by allowing you to open links on a page in *background tabs* and then read them when you're ready. Tabbed Browsing makes it much easier to keep track of several pages or sites at once by letting you view them within a single browser window. It's easy to navigate between tabs - just click on a tab to view the page. Tabs load in the background so you can browse the web faster - and stay organized. To use Tabbed Browsing, hold down **Ctrl** while clicking on a web link, or click with the middle mouse button.



Browser window with three tabs opened.

Tabbed browsing makes the web faster and more efficient.

Tabbed browsing makes the web faster and more efficient. You can concentrate on reading a page without the confusion of having to switch between windows. While you're reading a page, links you have opened in background tabs are loading so when you're ready to read



"Open in Tabs" opens contents of Bookmarks Folder in Tabs.

History of Firefox Support

- mozillaZine Forums

- ~~• Phoenix Help~~

- ~~• Firebird Help~~

- Firefox Help



The screenshot shows the mozilla.org website interface. At the top, there is a search bar with the text "search mozilla:" and a "Go" button. Below the search bar are navigation tabs for "Products", "Support", "Store", "Developers", and "About". The main content area is divided into two columns. The left column contains a "Firefox Help" menu with links to "Mozilla Firefox FAQ", "Tips & Tricks", "Keyboard Shortcuts", "Mouse Shortcuts", "Menu Reference", "Options/Preferences", "Editing Config. Files", "Reporting Bugs", "Firefox Product Page", "Firefox Central", and "Forums". The right column is titled "Firefox FAQ" and contains the text "This is the Firefox FAQ, which contains the most frequently asked questions about the Firefox browser." Below this is a "Contents" section with a list of links under the heading "General Questions": "What is Firefox?", "What is Mozilla?", "Is Firefox free?", "Where can I download Firefox?", "How do I install Firefox?", "How do I uninstall Firefox?", "What's the difference between releases and nightlies?", "Is Firefox available in my language?", "Where is the e-mail client?", "I'm a Linux user, does Firefox support XFT?", "Where are my bookmarks, passwords and other personal information saved?", "How do I start the Profile Manager?", "How do I move my profile or restore a backed up copy?", "What is Talkback?", "Why haven't you responded to the mail I sent you?", "Who is working on Firefox?", and "Where do I submit feature requests?"

History of Firefox Support

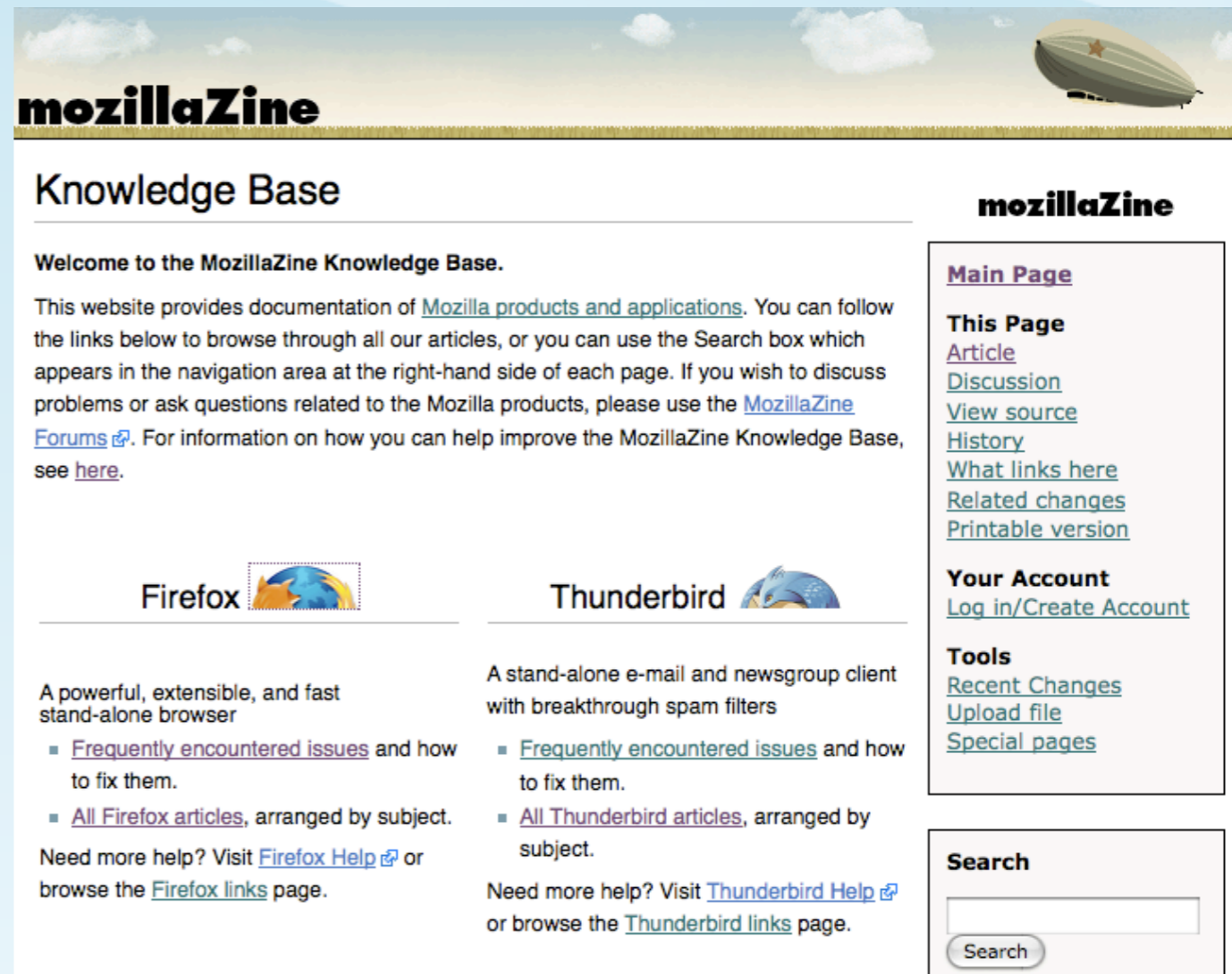
- mozillaZine Forums

- ~~• Phoenix Help~~

- ~~• Firebird Help~~

- Firefox Help

- mozillaZine Knowledge Base




mozillaZine

Knowledge Base

Welcome to the MozillaZine Knowledge Base.


This website provides documentation of [Mozilla products and applications](#). You can follow the links below to browse through all our articles, or you can use the Search box which appears in the navigation area at the right-hand side of each page. If you wish to discuss problems or ask questions related to the Mozilla products, please use the [MozillaZine Forums](#). For information on how you can help improve the MozillaZine Knowledge Base, see [here](#).

Firefox 

A powerful, extensible, and fast stand-alone browser

- [Frequently encountered issues](#) and how to fix them.
- [All Firefox articles](#), arranged by subject.

Need more help? Visit [Firefox Help](#) or browse the [Firefox links](#) page.

Thunderbird 

A stand-alone e-mail and newsgroup client with breakthrough spam filters

- [Frequently encountered issues](#) and how to fix them.
- [All Thunderbird articles](#), arranged by subject.

Need more help? Visit [Thunderbird Help](#) or browse the [Thunderbird links](#) page.

mozillaZine

[Main Page](#)

This Page

- [Article](#)
- [Discussion](#)
- [View source](#)
- [History](#)
- [What links here](#)
- [Related changes](#)
- [Printable version](#)

Your Account

- [Log in/Create Account](#)

Tools

- [Recent Changes](#)
- [Upload file](#)
- [Special pages](#)

Search

History of Firefox Support

• mozillaZine Forums

• ~~Phoenix Help~~

• ~~Firebird Help~~

• Firefox Help

• mozillaZine Knowledge Base

• mozillaZine.jp



The screenshot shows the mozillaZine website interface. At the top, there's a navigation bar with links for Releases, Fx 2.0.0.14, Tb 2.0.0.14, Calendar 0.8, Cm 1.6.1, Sm 1.1.9, Nightlies, Fx, Tb, Cm, Sm, Forums, Fx, Tb, Sm, and Calendar. The main content area features a sidebar on the left with a '過去のニュース' (Past News) section containing several links to news items about Firefox releases and community events. The main article is titled 'about:mozilla - 新しいコンテスト、Support Firefox day、Firefox 3、AMO、LiMo、Shredder、などなど' and is dated 2008/05/23. The article text discusses the 'about:mozilla' newsletter and lists several key events and updates, including a reader survey, a Firefox screen-cast contest, the Support Firefox day event, the release of Firefox 3 Release Candidate 1, and the participation of Mozilla in the LiMo Foundation. A search box and a 'フォーラム' (Forum) link are visible on the right side of the page.

mozillaZine

Releases | Fx 2.0.0.14 | Tb 2.0.0.14 | Calendar 0.8 | Cm 1.6.1 | Sm 1.1.9 | Nightlies | Fx | Tb | Cm | Sm | Forums | Fx | Tb | Sm | Calendar

過去のニュース

[about:mozilla - 新しいコンテスト、Support Firefox day、Firefox 3、AMO、LiMo、Shredder、などなど](#)

2008/05/23 金曜日 - 00:38:34 by potappo

Mozilla コミュニティのためのニュースレターである [about:mozilla](#) が今週も発行された。全文は、[DevNews 日本語版](#) を参照されたい。今号は以下のような内容になっている。

- about:mozilla 読者調査
- Firefox スクリーンキャストコンテストが始まりました!
- Support Firefox day が今週の金曜日開催されます!
- Firefox 3 Release Candidate 1 がダウンロード可能に
- アドオン開発者へ：Firefox 3 最終 MaxVersion アップデート
- Mozilla が LiMo Foundation に参加
- Thunderbird “Shredder” alpha 1 がダウンロード可能に
- 開発カレンダー
- Email ニュースレターを購読するには

今号のおすすめは、「Support Firefox day」。サポートのためのイベントだが、Mozilla Corporation の CEO である [John Lilly](#) や Mozilla プロジェクトに古くから関わり、現在は Mozilla Corporation の社員として、コミュニティのまとめ役などを行っている [Asa Dotzler](#) などのチャットイベントも開催される。日本時間では、午前0:00 ~ 午前9:00 という時間帯だが、[スケジュールが公開されている](#)ので、興味のある時間帯だけ参加するというのも良いのではないだろうか。

検索

検索

フォーラム

[MozillaZine.jp について](#)

MozillaZine

[en](#)
[es](#)
[fr](#)
[ko](#)

開発

[bonsai](#)
[lxr](#)

History of Firefox Support

• mozillaZine Forums

• ~~Phoenix Help~~

• ~~Firebird Help~~

• Firefox Help

• mozillaZine Knowledge Base

• mozillaZine.jp

• Mozilla-Gumi



The screenshot shows the Mozilla Japan website (mozilla.gr.jp) with a purple header. The header includes the Mozilla logo and the text 'もじら組 The Mozilla-gumi'. Below the header is a navigation bar with links for 'ホーム | ニュース | プロジェクト | ドキュメント | フォーラム | Wiki' and 'Bugzilla-jp'. A search bar is located in the top right corner. The main content area features a message about Netscape support ending on March 1st. Below this is a section for the Mozilla community in Japan, with a 'もじら' logo and the text 'User Group Japan Mozilla.gr.jp'. A list of links for 'もじら組サイトナビ' includes: '質問したい(もじら組フォーラム) [フォーラム利用上の注意事項]', 'FAQ や Tips 集をみたい(もじら組Wiki)', 'メーリングリストに参加したい(もじら組ML)', 'チャットに参加したい(もじら組IRC)', and 'SeaMonkeyを知る(もじら組もじら団)'. On the right side, there are sections for '迷惑メールにお困りのあなたへ' and '拡張テーマで自在カスタマイズ', each with links for Thunderbird and Firefox 2.0.0.14, including '最新版ダウンロード(Mozilla Japan)', 'Thunderbirdのページ', and 'Thunderbird2 問題報告センター'.

Why do we need official support?

Why do we need official support?

Subject: bugg

Date: Fri, 09 Nov 2007 01:37:52 -0300

To: sysadmins@mozilla.org

I don't know, if this is a new bugg, but in first time I has used Firefox 1.5. After the all update I can't go at many old web sites.

Why do we need official support?

⬆ Subject: Installing latest Firefox on Network Computer now used for personal use.
Date: 10/24/07 9:10 PM
To: tensor@gmail.com ▼

Tenser,

I was given an HP computer that was formerly on a network, running Win XP. Version 2.0 of Firefox ran okay, but recently stopped running. Tried to install latest version of Firefox without success. Can we use Remote Help to fix this problem?

thanx,

Why do we need official support?

Subject: bugs 10.0.0.11 - XP
Date: Fri, 14 Dec 2007 09:34:31 -0500
To: bugzilla-admin@mozilla.org

-
hi.

after it automatically upgraded... my bookmarks were lost, i couldn't "enter" after typing something into a search engine box, or "enter" into my webmail.

...rendering the browser useless.

Logging off and changing accounts seemed to be the work around... b/c it immediately upgraded - again... but seems to work.

any ideas?

thanks.

PS... it's very difficult to reach this department. i would prefer an easier method.

=

Why do we need official support?

Subject: Wiped out my bookmarks AGAIN
Date: Thu, 8 Nov 2007 10:35:47 -0500 (EST)
To: bugzilla-admin@mozilla.org

When updating to the latest version of Fuddlefox my bookmarks were totally erased yet again as happened with an upgrade of Fuddlefox a few versions back.

I'M NOT IMPRESSED!!! FIX IT

I'll never find half of my bookmarks ever again thanx to you.. Grrr!!

Why do we need (better) official support?

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- **Firefox is no longer a web browser used by just tech savvy people**
 - **User base has grown exponentially since 2004**
 - **Over 170 million active users today**

Why do we need (better) official support?

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 - **User base has grown exponentially since 2004**
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 - **Tremendous community efforts to provide support, but scattered across different sites with various levels of completeness**

Why do we need (better) official support?

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Why do we need (better) official support?

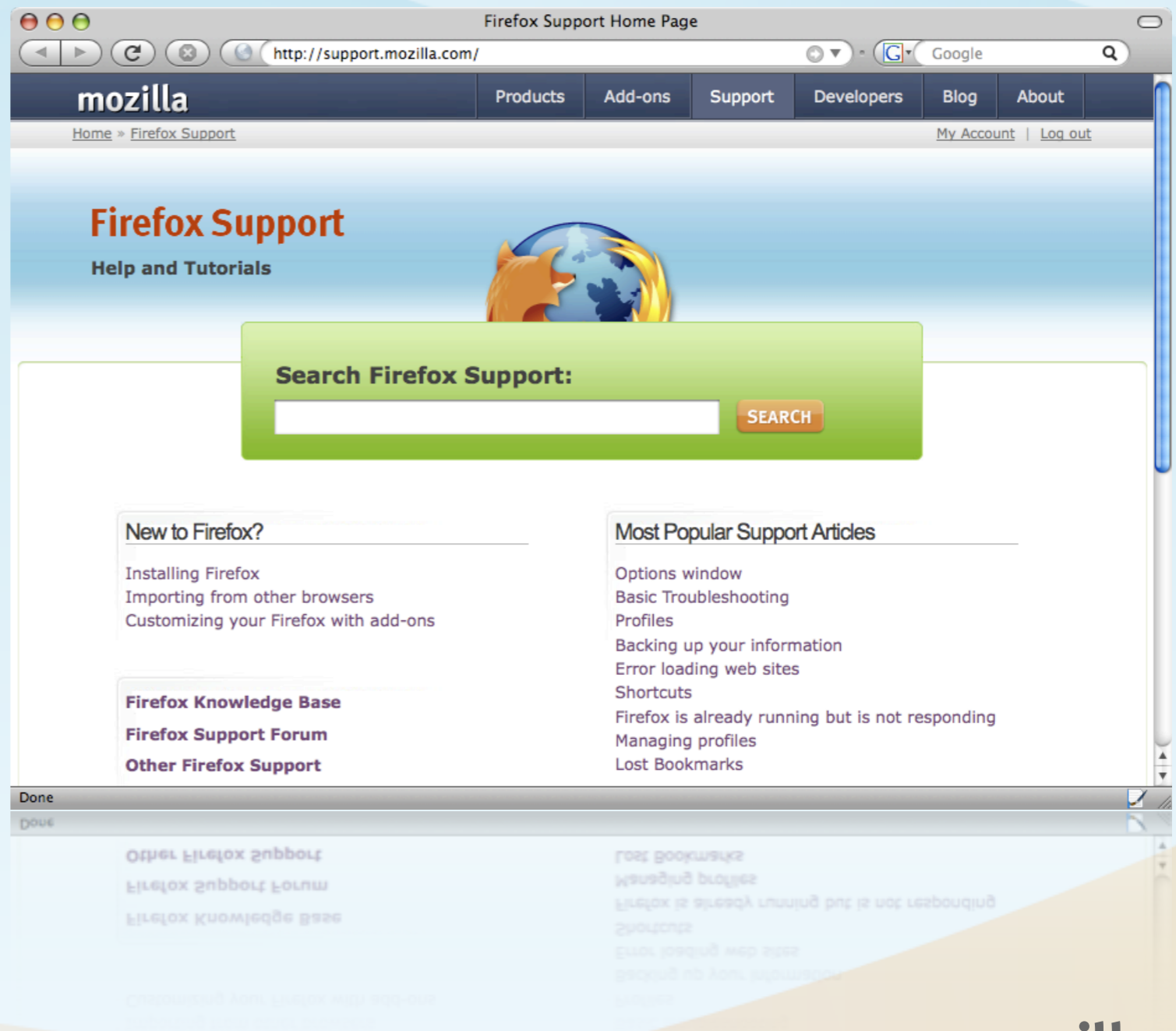
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 - **Tremendous community efforts to provide support, but scattered across different sites with various levels of completeness**
- **We need better knowledge about our user's experiences**
- **Our users deserve it**

Why do we need (better) official support?

The components of SUMO

The components of SUMO

- Knowledge Base
- Forum
- Live Chat



Knowledge Base

- **Currently over 200 English how-to's, tutorials, references, and troubleshooting articles**
- **Wiki-based system**
 - **Anyone can edit an article**
 - **Edits are reviewed and approved before published**
 - **Based on TikiWiki CMS/Groupware**



TikiWiki CMS/Groupware is a LGPL licensed content management system.

Knowledge Base

- **Tags to connect relevant articles and enhance search criteria**
- **Not strictly categorized – emphasis on search**
- **Article feedback system**
- **Per-article discussion thread for contributors**

Emphasis on search



Emphasis on search



Emphasis on search



Emphasis on search

The screenshot shows a web browser window with the address bar displaying "http://support.mozilla.com - Mozilla Support". The page title is "Firefox Support" with the subtitle "Help and Tutorials". A search bar contains the text "can't access the internetz" and a "SEARCH" button. Below the search bar, it indicates "3 search results for 'can't access the internetz'". A suggestion "Did you mean: can't access the *internets*" is shown. The results list includes:

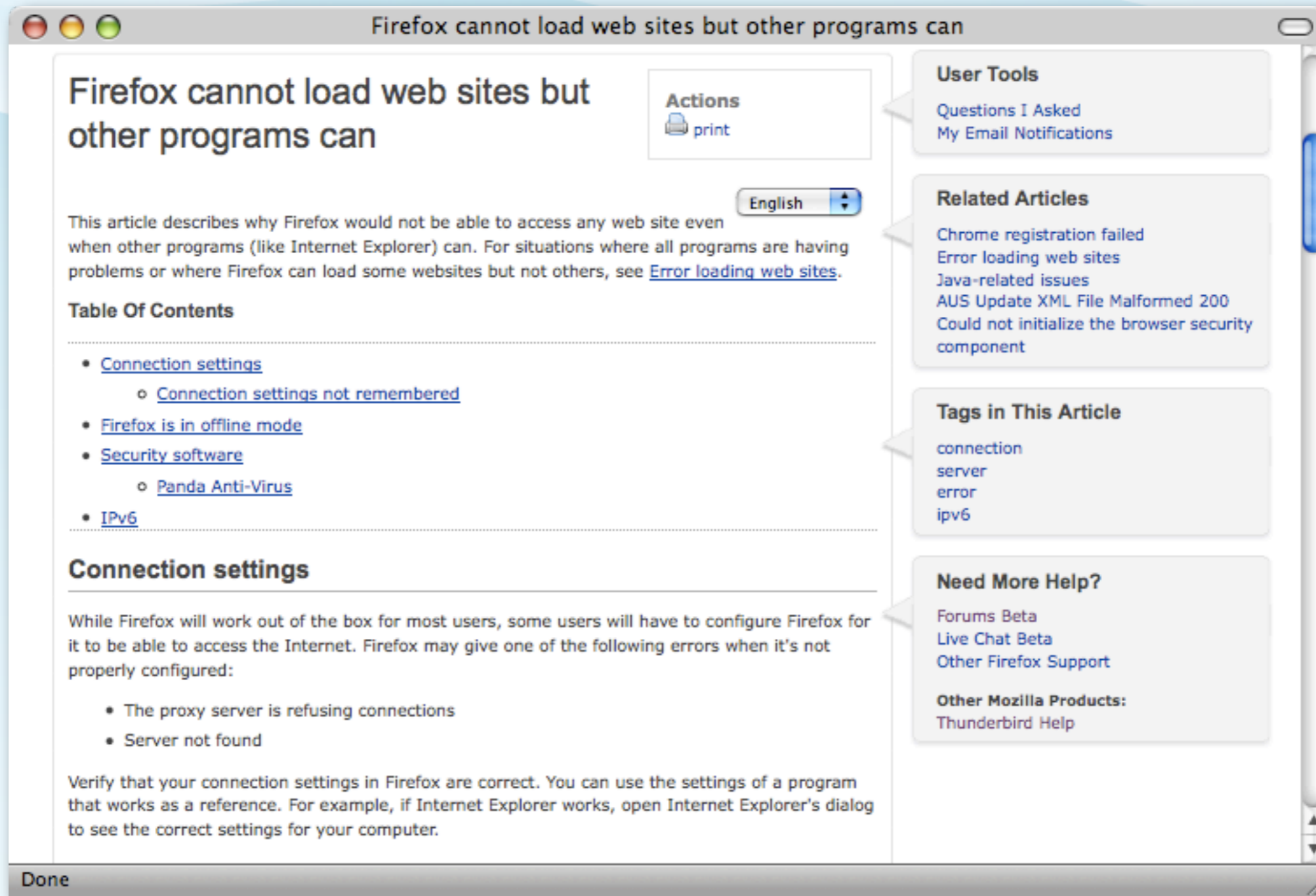
- 1. [Firefox cannot load web sites but other programs can](#)
While Firefox will work out of the box for most users, some users will have to configure Firefox for it to be able to **access the Internet**. ...
- 2. [The protocol is not associated with any program](#)
when you try to **access** certain addresses. It also explains how to make the correct program start. This error can occur with any protocol that Firefox **can't** ...
- 3. [Cannot connect after upgrading Firefox](#)
This article covers why you would not be able to **access** any web sites after ... block the updated version of Firefox from accessing to the **Internet**. ...

Each result has a "more like this" link. On the right side, there are sections for "User Tools" (Questions I Asked, My Email Notifications) and "Need More Help?" (Forums Beta, Live Chat Beta, Other Firefox Support). Below that is "Other Mozilla Products: Thunderbird Help". The browser status bar at the bottom left shows "Done".

Emphasis on search

The screenshot shows a web browser window with the address bar displaying "http://support.mozilla.com - Mozilla Support". The page title is "Firefox Support" with the subtitle "Help and Tutorials". A search bar contains the text "can't access the internetz" and a "SEARCH" button. Below the search bar, it indicates "3 search results for 'can't access the internetz'". A suggestion "Did you mean: can't access the *internets*" is shown. The first result is titled "Firefox cannot load web sites but other programs can" and is highlighted with a red rounded rectangle. The text of this result reads: "While Firefox will work out of the box for most users, some users will have to configure Firefox for it to be able to **access the Internet**. ...". To the right of the search results are two sidebars: "User Tools" with links for "Questions I Asked" and "My Email Notifications"; and "Need More Help?" with links for "Forums Beta", "Live Chat Beta", and "Other Firefox Support". Below that is "Other Mozilla Products:" with a link for "Thunderbird Help". The browser's status bar at the bottom left shows "Done".

Emphasis on search



Article Feedback

Did this article solve a problem you had with Firefox?

Was this article easy to understand?

Have more feedback about this article?

This is your chance to help us improve the quality of this article. You will not receive a reply to your feedback; if you need help, [ask a support question](#).

Enter this number: **2 3 8 6 2**

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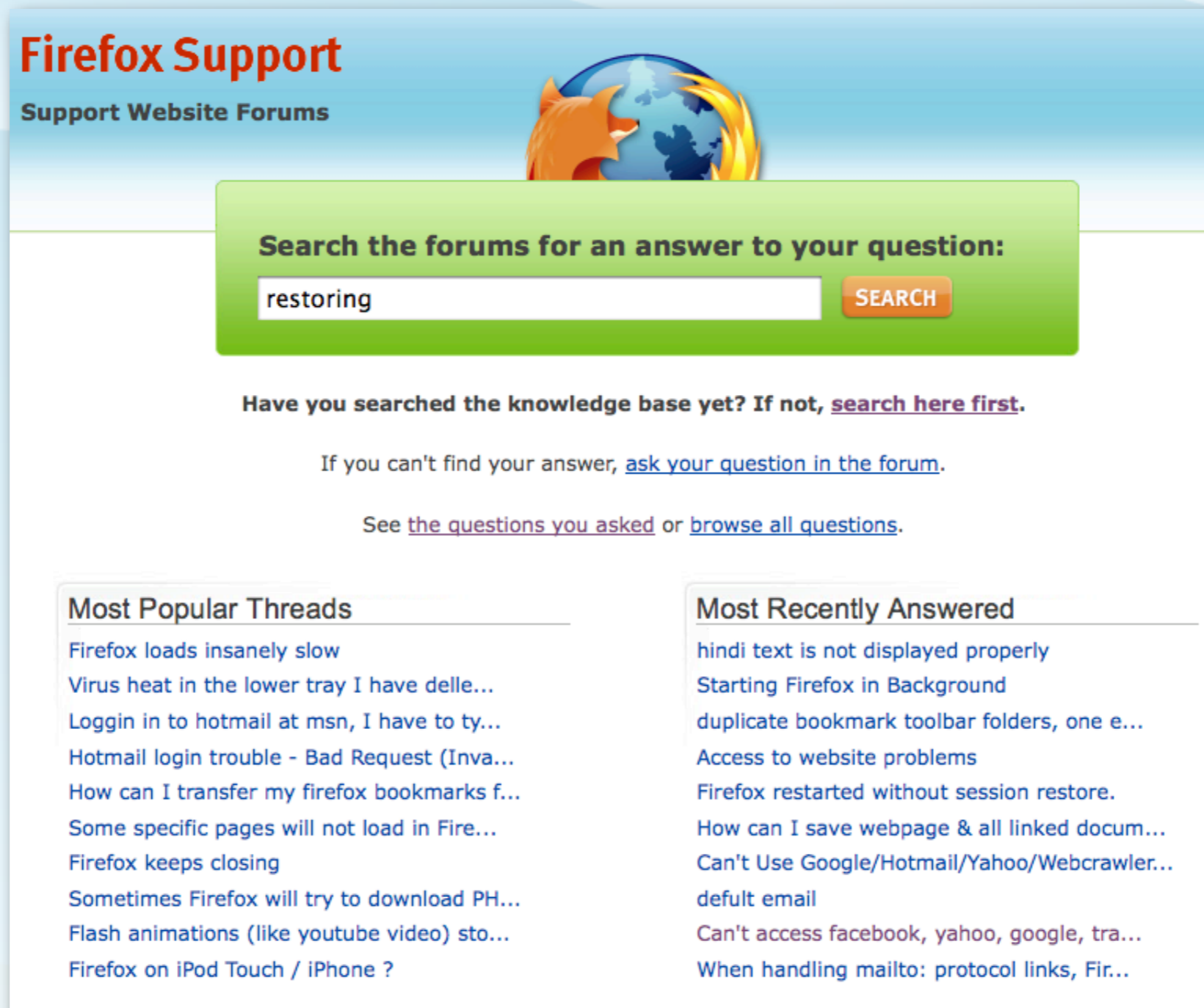
This is your chance to help us improve the quality of this article. You will not receive a reply to your feedback; if you need help, [ask a support question](#).

Hi! I'm John Strass and i like your site! cheap viagra Thank you!


Enter this number: 2 3 8 6 2

Support Forum

Support Forum



Firefox Support
Support Website Forums



Search the forums for an answer to your question:

restoring

Have you searched the knowledge base yet? If not, [search here first](#).

If you can't find your answer, [ask your question in the forum](#).

See [the questions you asked](#) or [browse all questions](#).

Most Popular Threads

- Firefox loads insanely slow
- Virus heat in the lower tray I have delle...
- Loggin in to hotmail at msn, I have to ty...
- Hotmail login trouble - Bad Request (Inva...
- How can I transfer my firefox bookmarks f...
- Some specific pages will not load in Fire...
- Firefox keeps closing
- Sometimes Firefox will try to download PH...
- Flash animations (like youtube video) sto...
- Firefox on iPod Touch / iPhone ?

Most Recently Answered

- hindi text is not displayed properly
- Starting Firefox in Background
- duplicate bookmark toolbar folders, one e...
- Access to website problems
- Firefox restarted without session restore.
- How can I save webpage & all linked docum...
- Can't Use Google/Hotmail/Yahoo/Webcrawler...
- defult email
- Can't access facebook, yahoo, google, tra...
- When handling mailto: protocol links, Fir...

Support Forum

- **Users can ask questions not covered in the Knowledge Base**
- **Questions are seen by many volunteer helpers**
- **Users and helpers don't have to be online at the same time**

Live Chat

Live Chat

Firefox Support

Help and Tutorials

Welcome to Live Chat!

Live Chat provides real time text support right in your browser. If Foxkeh says we're open, click on him to begin a one on one chat with one of our volunteers.

How to get started

English


1. If the fox on the right has a sign that says "We're Open," that means people are ready to help you with your Firefox problem. Click on the sign to launch the chat window.
2. Fill out as many of the fields as you can and click [Start Chat](#).
3. When someone answers your question, the request window will change to show a chat field and the conversation starts.

What you should know

- Helpers are volunteers, not Mozilla employees.
- We're currently only providing support in English.
- We'll never ask you to give us personal information, including passwords. If someone does, [report them](#).
- We expect our users and helpers to be polite with each other; [see our rules](#).
- Transcripts are kept for quality purposes and to keep info in the knowledge base up to date. You'll be given a chance to request a copy of the transcript when your chat is over.

Click below to chat

We're Closed.
Please come back later,
or click for more options.



Since your last visit

Mon 26 of May, 2008

- [9 new comments](#)
- [674 new posts](#)
- [54 wiki pages changed](#)
- [11 new polls](#)
- [225 new users](#)

Hours of operation

- **Monday through Friday:**
 - 1pm to 4pm PDT (GMT -7)
- For **Saturdays, Sundays and holidays** see our [after hours policy](#)

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mozilla

Live Chat

- **Users can get instant, personal help**



Live Chat

- **Users can get instant, personal help**
- **Helpers can walk users through troubleshooting a problem**



Live Chat

- **Users can get instant, personal help**
- **Helpers can walk users through troubleshooting a problem**
- **Users and helpers need to be logged in at the same time**



Firefox 3 Product Help

Firefox 3 Product Help



Firefox 3 Product Help

- **SUMO will be the product help for Firefox 3**
- **Currently being localized to 25+ languages (including Japanese!)**

Firefox 3 Product Help – Benefits

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- **Lower technical barrier for volunteers**
 - **Easy to sign up and improve a support article**
 - **Reduced workload for main content writers**

Firefox 3 Product Help – Benefits

- **Lower technical barrier for volunteers**
 - Easy to sign up and improve a support article
 - Reduced workload for main content writers
- **Dynamic content**
 - Ability to improve/correct documentation even after a release

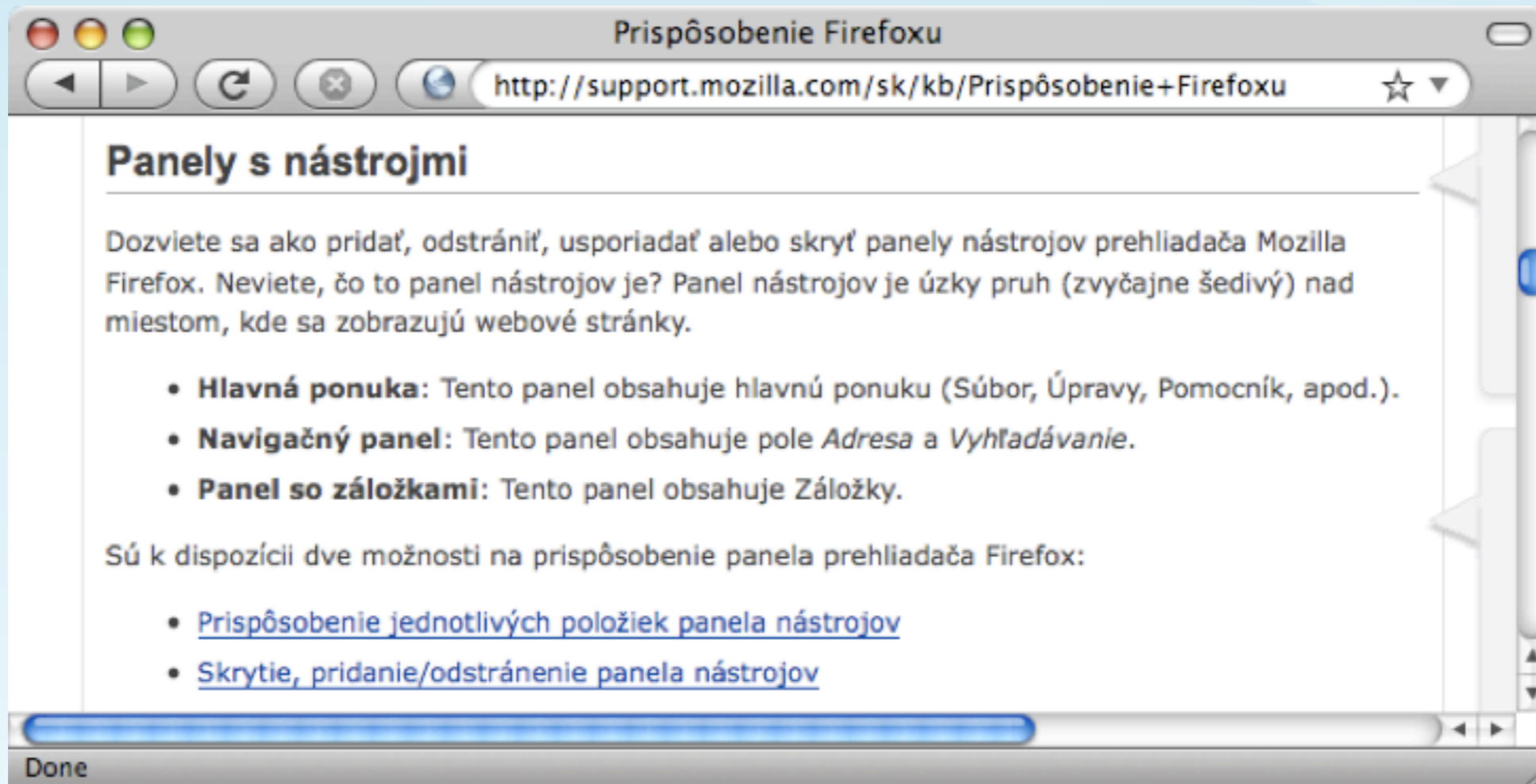
Firefox 3 Product Help – Benefits

- **Lower technical barrier for volunteers**
 - Easy to sign up and improve a support article
 - Reduced workload for main content writers
- **Dynamic content**
 - Ability to improve/correct documentation even after a release
- **More exposure to the SUMO project, leading to more volunteers and higher quality Firefox support**

Localization

Localization

- Ability to translate articles



Localization

- Ability to translate articles



Localization

- Ability to translate articles
- Ability to localize the entire app

設定ウィンドウ

Show content customized for:°

Firefox 2 Firefox 3 All

Windows Linux Mac OS

このドキュメントは、オプションウィンドウのすべてのオプションについて説明します。

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言語選択

日本語

Localization

- Ability to translate articles
- Ability to localize the entire app

設定ウィンドウ

Show content customized for: **°**

Firefox 2 Firefox 3 All

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言語選択

日本語

Localization

- Ability to translate articles
- Ability to localize the entire app

設定ウィンドウ

プラットフォーム別のコンテンツを表示

Firefox 2 Firefox 3 All

Windows Linux Mac OS

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言語選択

日本語

Localization




- Ability to translate articles
- Ability to localize the entire app
- “Article not translated” notification

このページはまだ° 日本語 (ja). Perhaps you could help us with that?° Just click° [このページを翻訳°](#) and follow the instructions°.

ActiveX

ActiveX is the mechanism by which Internet Explorer loads other applications in the browser. Through ActiveX, IE loads Windows Media Player, Flash, Quicktime, and other applications that can read files embedded in web pages. ActiveX controls are activated when you click an item such as a .WMV file on a web page to download it for display in your Internet Explorer browser window.

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Localization




- Ability to translate articles
- Ability to localize the entire app
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Localization

- **Ability to translate articles**
- **Ability to localize the entire app**
- **“Article not translated” notification**
- **Automatic language detection based on browser settings**

Plans and ideas for the future

Plans and ideas for the future

- **Redesigned website**

Firefox Support

Help and Tutorials



Search Firefox Support:

New to Firefox?

[Installing Firefox](#)

[Using Firefox](#)

[Customizing your Firefox with add-ons](#)

Firefox Knowledge Base

[Support Forum](#)

[Other Firefox Support](#)

[Looking for Thunderbird Support?](#)

Popular Support Articles

[ActiveX](#)

[Options window](#)

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[Basic troubleshooting](#)

[Windows Media Player - Windows 2000-ME-98](#)

[Firefox cache file was infected with a virus](#)

[Images or animations do not show](#)

[Unable to download or save files](#)

[Backing up your information](#)

[Firefox is already running but is not responding](#)

[More articles...](#)



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Firefox Help & Tutorials

Have a question about Firefox? Search our community-powered Knowledge Base for the answers you need.



Firefox Search the Knowledge Base

Firefox Support

[Knowledge Base](#)

[Support Forum](#)

[Ask a Question](#)

[Other Firefox Support](#)

[How to Contribute](#)

[Log In](#)

New to Firefox?

These articles will get you started and browsing like a pro!

- [Installing Firefox](#)
- [Importing from other browsers](#)
- [Customizing your Firefox with add-ons](#)

Popular Support Articles

- [Profiles](#)
- [Options window](#)
- [Basic troubleshooting](#)
- [Managing profiles](#)
- [Editing configuration files](#)
- [Backing up your information](#)
- [Error loading web sites](#)
- [Firefox is already running but is not responding](#)
- [ActiveX](#)

Thunderbird

Looking for Thunderbird support?

[Learn More](#)



Improve the Knowledge Base

Did you know that most of the content on support.mozilla.com was written by volunteers?

[Find out how you can help.](#)

Plans and ideas for the future

- Redesigned website
- **Screencasts for the Knowledge Base**

Plans and ideas for the future

- Redesigned website
- **Screencasts for the Knowledge Base**



<http://spreadfirefox.com/screencastcontest>

Plans and ideas for the future

- Redesigned website
- Screencasts for the Knowledge Base
- **Improving the Forum**

Plans and ideas for the future

- Redesigned website
- Screencasts for the Knowledge Base
- **Improving the Forum**

<http://support.mozilla.com/ja/forum> ?

Plans and ideas for the future

- Redesigned website
- Screencasts for the Knowledge Base
- Improving the Forum
- **Improving search**

Plans and ideas for the future

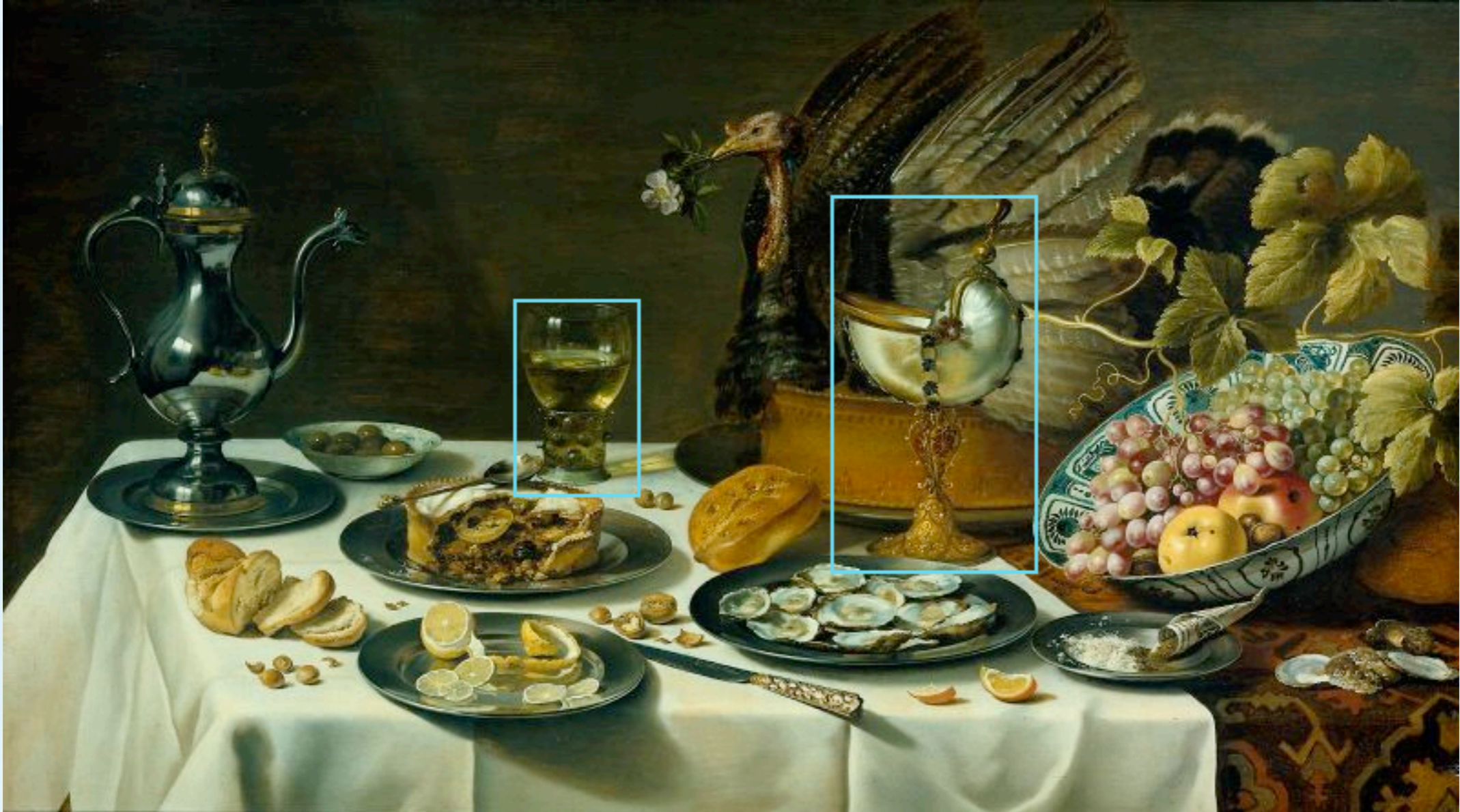
- Redesigned website
- Screencasts for the Knowledge Base
- Improving the Forum
- **Improving search**

Google Summer of Code project: Powerful search engine for SUMO

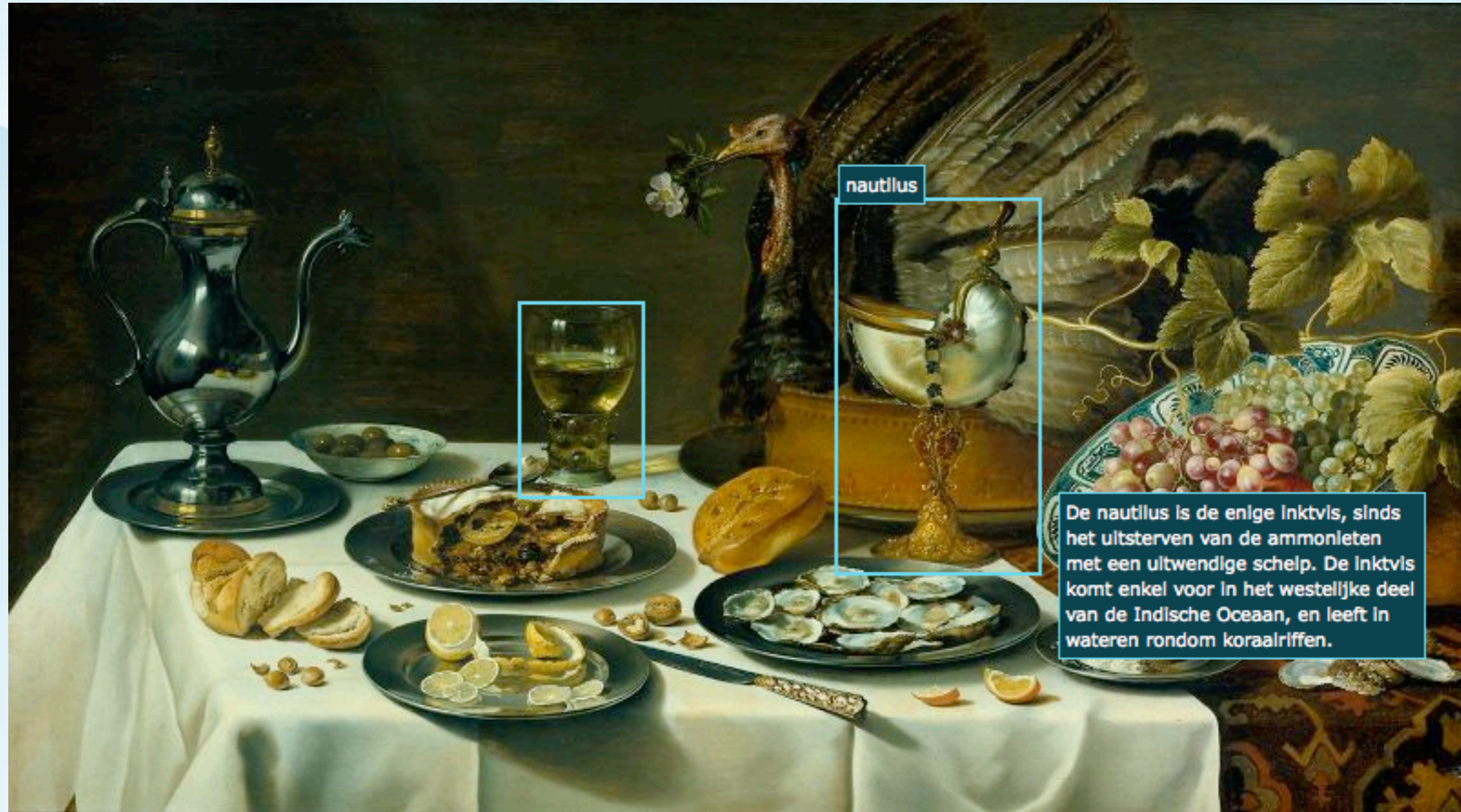
Plans and ideas for the future

- Redesigned website
- Screencasts for the Knowledge Base
- Improving the Forum
- Improving search
- **Screenshot annotations**

Plans and ideas for the future



Plans and ideas for the future



De nautilus is de enige Inktvis, sinds het uitsterven van de ammonieten met een uitwendige schelp. De Inktvis komt enkel voor in het westelijke deel van de Indische Oceaan, en leeft in wateren rondom koraalriffen.

Plans and ideas for the future

- Redesigned website
- Screencasts for the Knowledge Base
- Improving the Forum
- Improving search
- **Screenshot annotations**

Plans and ideas for the future

- Redesigned website
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- Improving the Forum
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- **Screenshot annotations**

Google Summer of Code project: Online in-wiki screenshot annotator and editor

Plans and ideas for the future

- Redesigned website
- Screencasts for the Knowledge Base
- Improving the Forum
- Improving search
- Screenshot annotations
- **Your ideas here! ^_^**

Wrapping up

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- **SUMO will improve the overall support experience for mainstream Firefox users**

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- **SUMO gives local communities the tools they need to build high quality Firefox support**

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- **SUMO can help improving the quality of Firefox itself**

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- **SUMO** gives local communities the tools they need to build high quality Firefox support
- **SUMO** can help improving the quality of Firefox itself



We need your help!

We need your help!

- **Providing feedback**
- **Writing articles**
- **Translating articles**
- **Reviewing article changes**
- **Helping users in the forum**
- **Helping users in Live Chat sessions**
- **Hacking the SUMO/TikiWiki source**
- **Other things?**

Thanks for listening!



Questions?

