

Firefox Input v2.0

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Summary

Problem

Firefox Beta users have been submitting feedback about potential enhancements that they would like to see in Firefox. Unfortunately, Input does not support this use case. Therefore, we need to add another path for users to submit this information, so as to better siphon our feedback in a much more easy to read method. Secondly, with this new alternative path for feedback, a simple list of messages and clusters over varying time periods within each beta is not enough to explain how many posts our users are sending in on a given hour/day/set of days. Therefore, we'll be adding a time-based line graph to the Input Dashboard that is strikingly similar to the "Summary" graph on AMO Add-on Statistics Dashboards.

Goals

- 1. Add an Idea Box**
- 2. Add a time-base line graph to the Input Dashboard**

New Features

#	Feature	Priority
2.0.1	Idea Box	P1
2.0.2	Submission vs. Time Line Graph	P1

2.0.1 - Idea Box

Instance Submission Pages from Product Buttons (Add-On)

Mock: <http://www.flickr.com/photos/aakashhdesai/4923931429/>

Notable Remarks

1. In-Product Button: A new button below the “Firefox made me sad because” should be added to the Feedback Add-on. The text for this menu item should say “I have an idea for Firefox...” that links to the idea submission form located at <http://input.mozilla.com/idea> .

Submission Form (Webpage)

Mock: <http://www.flickr.com/photos/aakashhdesai/4923931517/>

Notable Features

1. User Agent Sniffing: To get better constructive feedback from the user, we only want Beta users on the latest Firefox Beta to submit information to us. So, the following actions should be performed to safeguard against improper submissions.
 - a. Latest Firefox Beta: Direct the user to the correct submission page
 - b. Old Firefox Beta: Direct the user to a page with a download link to get the latest Beta Program build

- c. Firefox Releases: Direct the user to the correct submission page
 - d. Non-Firefox Browsers: Direct the user to a page with a download link to opt-in to our Beta Program
2. Text Counter: A user will be able to submit 250 characters (double the max limit of happy/sad comments). Instead of only applying a hard count, we'll implement a soft count of 200 characters (i.e. about 33 words) for people to comment on. To do this, a countdown-ing (from 200) counter should be shown in green (Hex #0AC92B). As the soft-200 is reached, the next 25 characters should be colored orange (Hex #FF4500) and then the last 25, red (Hex #8B0000).
3. Submission: A HTTP POST, with the following fields, should be sent to RMO. The user should then be directed to a "Thank You" page
- a. Sentiment: A new sentiment category, called "Idea", should be submitted.
 - b. Text Input: The user should be able to give mostly free-form feedback (profanity is blocked). Unlike the 120 character max limit on happy/sad feedback, we will provide a max of 250 characters to users to submit their thoughts.
 - c. Build Id: The sniffed user-agent should be added to a separate, but hidden field on the form and submitted with the rest of the fields.

Dashboard (Webpage)

Mock: <http://www.flickr.com/photos/aakashhdesai/4924682950/>

Notable Remarks

1. View: We treat the new category, "Ideas", the same as Happy/Sad feedback. Messages received should be listed under "Latest Feedback", have the time sent in/platform/locale snippets and the option to "Translate Message". The only key differentiator is a lightbulb icon to the left of the message.
2. Data Reporting:
 - a. Feedback: There should be a checkbox item under "Types of Feedback" that lists "Ideas". If checked, a search will be performed for messages under "Ideas" and within the specific list of modifiers.
 - b. Themes: There should be a checkbox item under "Types of Feedback" that lists "Ideas". This means that we'll need to create clusters around messages received under the "Ideas" category on a daily basis.

Search Results (Webpage)

Notable Remarks

1. View: We treat the new category, “Ideas”, the same as Happy/Sad feedback. Messages received should be listed under “Latest Feedback”, have the time sent in/platform/locale snippets and the option to “Translate Message”. The only difference will be that a lightbulb icon will be shown to the left of the message rather than a happy/sad smiley face.
2. Data Reporting:
 - a. Feedback: There should be a checkbox item under “Types of Feedback” that lists “Ideas” and aggregates
 - b. Themes: There should be a checkbox item under “Types of Feedback” that lists “Ideas”. This means that we’ll need to create clusters around messages received under the “Ideas” category on a daily basis.

2.0.2 - Submissions vs. Time Line Graph

Dashboard (Webpage)

Mock: <http://www.flickr.com/photos/aakashhdesai/4924682950/>

Notable Remarks

1. Graph: We’ll be using a DHTML-based AJAX widget called Timeplot. This is the same widget that AMO uses on their Add-on Statistic Dashboard, but whose controls are tied to the LHS sidebar controls of the dashboard.
 - a. Time Axis (X): The period of time (notated either per hour or by day) for which feedback was received. 24 hours should be selected by default.
 - b. Submission Axis (Y): Number of feedback received notated by every 100 messages.
 - c. Mouse Hover Effects:
 - i. Cursor inside the Graph: Once a user hovers over an hourly/daily point on the graph, the messages received in between that hour/date and the previous hour/date should be shown in a box colored the same as its line. An example of this can be found on AMO’s statistics dashboard for AbBlockPlus.
 - ii. Mouse outside the Graph: The on hover effects should disappear from view on the graph.
2. Controls: The default view should be over 1 Day and should allow the user to zoom out to 7 days and 30 days so long as feedback has been received past the view shown. For example, zooming out to a 7 day view should only be possible when there are greater than 1 day of feedback received. The same for 30 days from a 7 Day view.

- a. Zoom In: The button is grayed/un-clickable unless the user is in a view that is greater than the minimum view.
- b. Zoom Out: The button should be enabled/clickable if there is a larger view available (dependent on whether there is feedback received for a larger time period than the one in view).
 - i. 1day View (Default): X-axis is now hourly over the past 24 hours (irregardless of beginning/ending of days)
 - ii. 7day View: X-axis is now daily over the past 7 days (beginning/ending of days PST is taken into account here)
 - iii. 30day View (Maximum): X-axis is now daily over the past 30 days (beginning/ending of days PST is taken into account here)

Other Notables

Bug 589854 - Support “No Url” keyword search

Bug 573817 - Rypple/Twitter-like word countdown counter on Idea Box