

mozilla



sumo
open source support

Who are we?

Much of what Mozilla does involves code:

- Firefox
- Webmaker
- Focus by Firefox
- Firefox OS

But what happens if users have a problem?

They contact Mozilla Support!

Also known as SUMO (MOzilla SUpport).

Made up of four main functions:

- Support Forum
- Knowledge Base
- Army of Awesome / Social media
- Kitsune

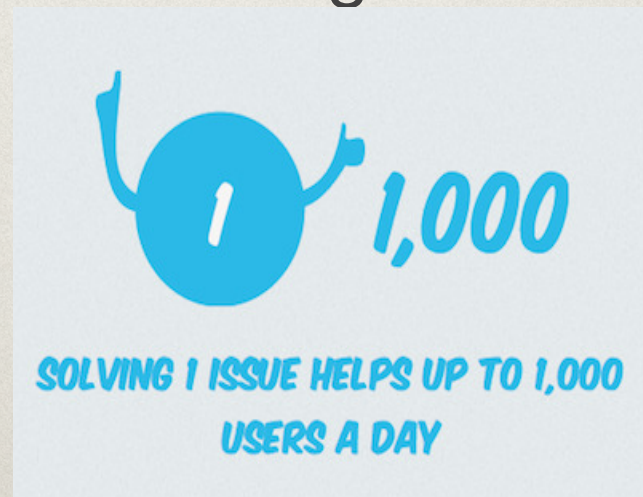
Support Forum

Users write in with questions through a portal...

...and we answer them!

At the “sharp end” directly helping users.

Witnesses trends in questions and works with the Product teams to find long term solutions.



Knowledge Base

Turning technical issues into easy to understand articles and guides.

A reference source for users, but also in support of other Mozilla Support teams.

- Articles are also localised into different languages.

Army of Awesome

Answering questions that come in from social media (Twitter and Facebook).

Makes use of Knowledge Base articles.



Kitsune

The core Mozilla Support platform.

Open source software.

Opportunities for coders to get involved in a Mozilla project.



Case study

User asked a question on the Support Forum.

Answer was researched with assistance from the product team.

Question answered – user happy!

Answer turned into a Knowledge Base article...

...and has since been translated into other languages to help more people.

To do this we need your help..

SUMO is mainly contributors...just like you.

Do you want to contribute to the open web?

Have some level of tech skills?

Are good at customer services?

An IT or CS student?



What is the commitment?

Have fun and do new things.

Help users as described in the “how to contribute” guides.

Commitment of one year.

Read Firefox and Mozilla product news updates.

Let your team leader know about any changes on circumstances.

What will you get out of it?

Increased knowledge of how Mozilla software works.

Learn non-coding problem solving skills.

Make use of research skills and communicate with different areas of Mozilla.

Learn how to write technical documents.

Kitsune – Opportunity to get involved coding on Mozilla software.

All are welcome!

No need to give us your name, age, gender, location.

No need to have coding skills.

Learn at your own pace – no pressure.

No “performance targets”.

Opportunities to learn new skills.

Fit contributing around work, education, life.

Want to get involved?

Get more details on how to get involved here:

<https://support.mozilla.org/en-US/get-involved>

Meet the SUMO community and introduce yourself:

<https://support.mozilla.org/en-US/forums/contributors>

Talk to us on IRC: #sumo





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