sumo

open source support

David Tenser
djst@mozilla.com
djst.org/blog

Agenda

- Is support really needed?
- Why SUMO?
- Overview of SUMO
- Status of Mozilla support in Swedish

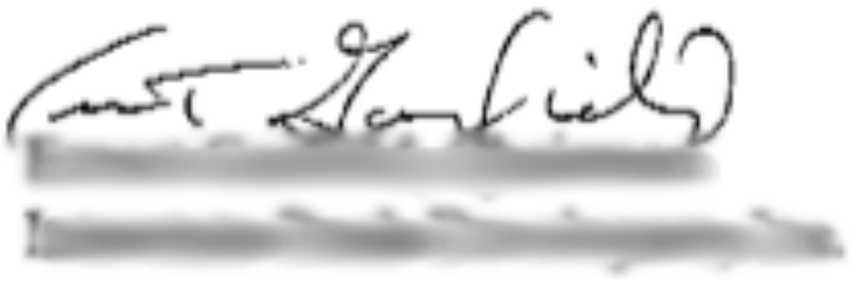
Is support really needed?

Is support really needed?

By fax:
(650) 903-0875
Attn: Legal Support, DMCA Complaints

I do not know who in Mozilla to turn to for help. I installed FireFox yesterday. The program immediately removed three months of e-mail from my inbox. In addition, the only e-mail it permits me to receive is that mail that goes in the spam box.

Please have a tech call me. I cannot locate any number except your fax number. My business is virtually frozen until I get it repaired.



Is support really needed?

Dear Sir/Madam-

I am having some problems with Firefox and can't seem to find the answers on your support page.

I am unable to "open a new window".

I cannot upload photos to my e-bay auction page.

I have tried re-installing Foxfire, but that doesn't resolve the problem.

I've never had any problems with your browser, which I have been using with much satisfaction for many years. My OS is Windows Vista. Please help me.

Thanks,

Gerda Lykert

[redacted]

Is support really needed?

Gentlemen:

I am buying a new computer, and I need to install Mozilla Fire Fox on it.
How do I do this? What steps do I need to take?

My e-mail address is [redacted].

Thank you very much, in advance, for your instructions. I don't want to have to compute without Fire Fox.

Sincerely,

Is support really needed?

I am trying to get mozillafirefox downloaded into my computer. I went to mozilla.org and, I wound up in something called domains.

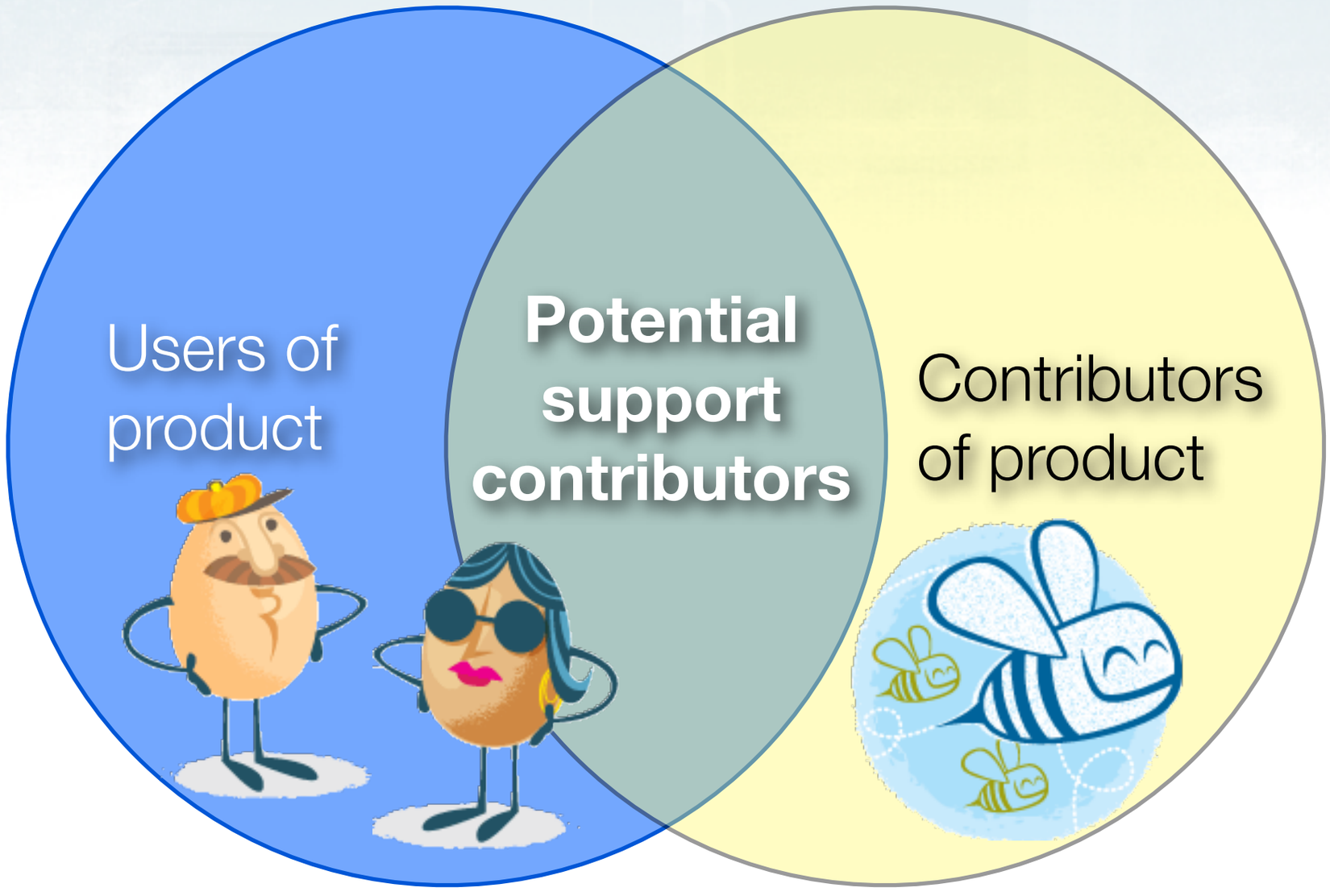
I am completely lost. I was told you have the best firewall in the business. I recently wound up with 746 viruses. I managed to get rid of them through system support, but I am sure I need more firewall strength.

Is there any way I can get through to you where someone can talk me through this problem? I find no phone contact for me to use.

Is support really needed?

from Lindsey Rosenstein.
Have had Mozilla Firefox for a long time.
Today I can't get it. It says DIRECTORY LISTING DENIED.
I've tried reinstalling several times now, searching. Still comes up with the same message and NO Mozilla. Help, please!

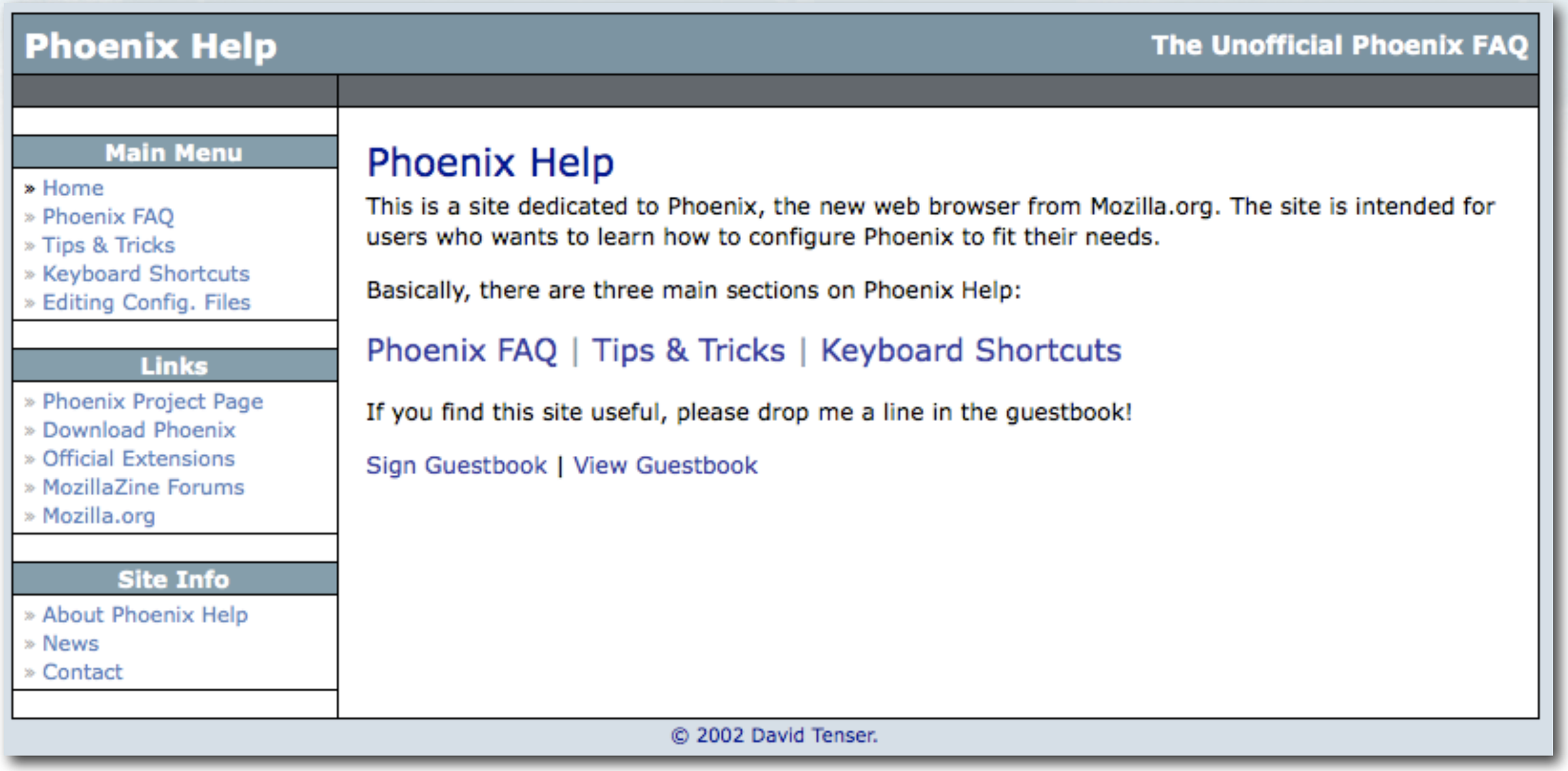
Mozilla's support challenge



Why SUMO?

About: - Phoenix
File Edit View Bookmarks Tools Help
about:
The Mozilla Organizat... Latest Builds
Phoenix 0.1
Mozilla/5.0 (Windows; U; Win95; en-US; rv:1.2b) Gecko/20020923 Phoenix/0.1
Copyright © 1998-2002 by Contributors to the Mozilla codebase under the Mozilla Public License and Netscape Public License. All Rights Reserved.
Done
Start
About: - Phoenix
4:50 PM

Why SUMO?


Phoenix Help
The Unofficial Phoenix FAQ
Main Menu
» Home
» Phoenix FAQ
» Tips & Tricks
» Keyboard Shortcuts
» Editing Config. Files
Links
» Phoenix Project Page
» Download Phoenix
» Official Extensions
» MozillaZine Forums
» Mozilla.org
Site Info
» About Phoenix Help
» News
» Contact
Phoenix Help
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.
Basically, there are three main sections on Phoenix Help:
Phoenix FAQ | Tips & Tricks | Keyboard Shortcuts
If you find this site useful, please drop me a line in the guestbook!
Sign Guestbook | View Guestbook
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Why SUMO?

Welcome to Firefox 3.5 Beta 4 - Mozilla Firefox 3.5 Beta 4
File Edit View History Bookmarks Tools Help
http://www.mozilla.com/
Wikipedia (en)
Welcome to Firefox 3.5 Beta 4
FIREFOX 3.5 IS COMING...
Thank you for helping test Firefox 3.5 Beta 4! This release is being made available for testing purposes only. You should read the release notes before getting started.
We want to hear all of your thoughts about this beta, especially if you encounter broken sites or other web weirdness. Drag this feedback button onto your bookmarks toolbar and click on it when you have something to tell us. We'll be waiting to hear from you! (Or, if you'd prefer, you can file a bug.)
Feedback
(If you're interested in helping Mozilla test pre-release software, you might want to sign up on the beta tester mailing list.)
Everyone
Web Developers
Extension Developers
Use the new Private Browsing Mode and the updated Clear Recent History function (in the Tools menu) to keep your browsing habits a secret.
Tear tabs off the tab bar to create new windows, and drag and drop them from one Firefox window to
Done

Overview of SUMO

- Knowledge Base
- Support Forum
- Live Chat

Firefox Support

Har du en fråga om Firefox? Sök bland artiklarna i vår communitybaserade kunskapsbas för svaren du behöver.

Firefox Sök i kunskapsbasen

Nyligen börjat använda Firefox?

Med dessa artiklar kommer du snabbt igång och surfar som ett proffs!

- Installing Firefox
- How to set the home page
- Browsing basics
- Customizing Firefox with add-ons

Populära supportartiklar

- Cannot clear Location bar history
- Cannot connect after upgrading Firefox
- Firefox has just updated tab shows each time you start Firefox
- Rensa ut känslig data
- How To Make Firefox The Default Browser
- How To Clear Search Bar History
- Pop-Up Blocker
- Smart Location Bar
- Organizing Bookmarks
- Importing bookmarks and other data from Internet Explorer

Thunderbird

Letar du efter hjälp med Thunderbird?

Lär dig mer

Förbättra Firefox Support

Visste du att det mesta av artiklarna på denna hemsida är skrivet av voluntärer?

Läs om hur du kan hjälpa till

Status of Mozilla support in Swedish

mozilla.se

Hjälpforum för Mozilla

FAQ Search Memberlist Usergroups Register

Profile Log in to check your private messages Log in

mozilla.se Forum Index

Information

Sorry, but this board is currently unavailable. Please try again later.

Status of SUMO in Swedish

Rank	Locale	# localized articles
1	en-US	294
2	ja	166
3	it	159
4	de	122
5	nl	96
6	cs	64
7	fr	53
8	uk	48
9	fi	46
10	pt-BR	42
11	es	35
12	ru	35
13	pt-PT	30
14	no	29
15	zh-CN	27
16	lt	24
17	ca	24
18	id	24
19	fy-NL	23
20	sk	22
21	pl	22
22	he	19
23	vi	16
24	hu	13
25	**sv-SE**	**12**
26	sr	10
27	zh-TW	7
28	ro	6
29	ko	5
30	si	4

Most Popular Support Articles

These articles account for over half of the total traffic to the Knowledge Base. Many users who visit Firefox Support will have their problems solved by these articles.

Titel	Page Hits	Status
För Internet Explorer-användare	11.58%	Needs review
How to set the home page	6.09%	Needs translation
Inställningar	4.42%	Translated
Profiles	2.83%	Needs translation
Kortkommandon	2.65%	Needs review
Använda Firefox	2.39%	Needs review
Installera Firefox	2.32%	Needs review
Popup-fönster	2.28%	Needs review
Inställningar-fönstret - Allmänt	1.71%	Translated
Inställningar-fönstret - Sekretess	1.65%	Translated
Rensa ut känslig data	1.59%	Translated
Inställningar-fönstret - Avancerat	1.58%	Needs review
Inställningar-fönstret - Innehåll	1.55%	Translated
Installera Firefox för Windows	1.55%	Needs review
Hantera profiler	1.40%	Needs review
Anpassa Firefox	1.37%	Translated
Säkerhetskopiera din information	1.35%	Needs review
Menyförklaringar	1.26%	Needs review
Gör Firefox personlig med tillägg	1.25%	Needs review

We need your help!

- Write new Knowledge Base articles
- Improve or correct existing articles
- **Översätt artiklar till svenska!**
- Review other people's edits
- Create screenshots and screencasts
- Answer questions in the forum
- Help people using Live Chat
- Hack on the codebase

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Questions?
Thoughts?
Ideas?

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open source support

Help us help!

IRC: irc.mozilla.org: #sumo
Blog: blog.mozilla.com/sumo
support.mozilla.com/kb/How+to+contribute
djst@mozilla.com