CLWE work at TikiFest Montreal Aug 2008

Look at the followign feedback from Mozilla foundation.

Hi Alain. I'm Chris Ilias. I manager the Firefox Support Knowledge Base at support.mozilla.com. After going through the results of a Contributor survey, there is a list of changes I would like made to the Knowledge Base software; and I was told to list them for you. The full results and analysis can be found at: <http://groups.google.com/group/mozilla.support.planning/msg/cdd0baa5abf970d9>.

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446069>
Right now, we have an actions box at the top of each article with links to "Edit this page" and "Translate this page". In addition to the links in the actions box, there should be a link to "Edit this page" and "Translate this page" at the bottom of each article where it says "Help us improve this article."

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446070><https://bugzilla.mozilla.org/show_bug.cgi?id=446201>
Within the article editor, there is a text field called "Edit Summary", where the contributor is supposed to summarize his/her edit. People have not been filling this out and not citing references for the information they add. The above two bugs are about renaming the text field and making it mandatory to fill the field.

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446071>
When editing an article, there's a notice at the top, saying "You are editing the staging copy of the approved version of this page. Changes will be merged in after approval."
We can make people more aware of the system and documentation by enlarging that notice, by adding links to:
http://support.mozilla.com/en-US/kb/Best+Practices+for+Support+Documents
http://support.mozilla.com/en-US/kb/Style+Guide
and the policies page (bug 446066)

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446072>
In the article editor, we need the content area (where the article source is edited) taller and wider. It is often hard to tell when a text on a new line is a result of line-wrap or an actual line-break.

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446073>
The font used in the content area needs to be changed to something easier to use, like that used when typing comments at bugzilla.mozilla.org

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446076>
We use special tags called SHOWFOR to show/hide content per operating system. See <http://support.mozilla.com/en-US/kb/Using+SHOWFOR>. These are often used; so quicktags for these would help. I don't want to clutter the editor; so if we can make the SHOWFOR a drop-down menu, that would help a lot.

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446078>
In addition to SHOWFOR tags, we use dynamic content blocks for lines of text used often. Unfortunately, this still requires often typing the

same content tag. The above bug is a request for a quickpaste function for our dynamic content blocks.

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446079>
After saving an article edit, there should be a page that thanks the person for contributing, and explains that the edit was made on a staging copy and will require approval before going live. We'll have the text for it soon.

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446081>
At the bottom of each article, there's a block of text that says "Still need help? Ask a support question.", which links to <http://support.mozilla.com/en-US/kb/Ask+a+question>. That block does not appear for people when logged in; and as a result, a lot of registered users have been using article comments for user support. The above bug is a request to make the "Still need help?..." box visible all the time.

- <https://bugzilla.mozilla.org/show_bug.cgi?id=446082>
When an article edit is approved or rejected, we would like to notify the person who's edit is being approved or rejected. If it is rejected, the person doing the rejection should be able to explain why.

I hope this didn't overwhelm you. I look forward to working with you Alain; and I appreciate your help.