Firefox Input v1.6

Prepared by: Aakash Desai

July 19, 2010

Summary

Problem

Firefox Input is lacking from a dearth of options available to those who would like to triage the heavy amount of feedback received. For example, we currently don't have options for users to poll data into their own formats (i.e. Atom Feeds), it's tough to read the data on Mobile pages, or triage major issues. We'd like to fix these issues as well as add the ability to submit and triage URLs via 'Happy' feedback.

Goals

1. **Make analysis easier**

2. **Get ready for Mobile Firefox 2 Beta 1**

3. **Help users triage messages related to URLs**

New Features

#	Feature	Priority
1.6.1	Addition of Mobile	P1
1.6.2	Clusters	P1
1.6.3	Sites	P1
1.6.4	"With URL?" Checkbox	P2
1.6.5	URL on Happy Submission	P2

1.5.1 -Addition of Mobile

Instance Submission Pages from Product Buttons (Add-On)

Mock: http://www.flickr.com/photos/aakashhdesai/4731841302/in/set-72157624351126624/

Notable Remarks

1. In-Product Buttons: Just like with Firefox 4 Beta, we'll have in-product buttons that link to Input's submission pages. The only thing that will change now is the placement of the buttons, but the underlying code should be the same as the Feedback add-on on Firefox (without Test Pilot).

Submission Forms (Webpage)

Positive Feedback Mock: http://www.flickr.com/photos/aakashhdesai/4731198589/in/set-72157624351126624/

Negative Feedback Mock: http://www.flickr.com/photos/aakashhdesai/4731198569/in/set-72157624351126624/

Notable Remarks

1. New Layout: No major code changes are needed on our submission pages. The layout was designed by Madhava. We'll need more touch-friendly fonts and buttons (i.e. bigger)

Thank You (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4731198497/in/set-72157624351126624/

Notable Remarks

1. New Layout: No major code changes are needed on our thank you page. The layout was designed by Madhava. We'll need more touch-friendly fonts and buttons (i.e. bigger).

2. User Agent Sniffing: To get better constructive feedback from the user, we only want Beta users on the latest Mobile Firefox Beta to submit information to us. So, the following actions should be performed to safeguard against improper submissions.

    a. Latest Mobile Firefox Beta: Direct the user to the correct submission page

    b. Old Mobile Firefox Beta: Direct the user to a page with a download link to get the latest Beta Program build (on a device)

    c. Mobile Firefox Releases: Direct the user to a page with a download link to get the latest Beta Program build (on a device)

    d. Non-Mobile Firefox Browsers: Direct the user to a page with a download link to opt-in to our Beta Program (on a device)

    e. Mobile Firefox Browser on Desktop: Direct the user to a page with a download link to opt-in to our Beta Program (on a device)

Download Beta (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4731841378/in/set-72157624351126624/

Notable Remarks

1. New Layout: No major code changes are needed on our thank you page. The layout was designed by Madhava. We'll need more touch-friendly fonts and buttons (i.e. bigger).

2. Hyperlink to Beta Builds: The link should now be to www.mozilla.com/m/beta

Dashboard (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4733750768/in/set-72157624351126624/

Notable Remarks

1. New Layout: We're switching the dashboard to a one-column format with an accordion interface. Each box should be "closed" by default and then opened when a user taps on the box's button/header. The boxes should not be updated for information unless they are visible (i.e. "open").

2. Product Combo-Box: The box should now include "Mobile" as an option for UA strings and be the default when the user goes to input.mozilla.com/m.

3. Version Combo-Box: The box should now include the latest beta version of "Mobile" Firefox as an option and be the default when user goes to input.mozilla.com/m.

Search Results (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4742030871/in/set-72157624351126624/

Notable Remarks

1. New Layout: We're switching the dashboard to a one-column format with an accordion interface. The search results should be shown by default, but all other boxes should be "closed" by default and then opened when a user taps on the box's button/header. The boxes should not be updated for information unless they are visible (i.e. "open").

2. Results Listing
   a. Messages: Lists the last 5 messages that match the search description. When UA or URL boxes are clicked, a section of the message pops down just like the current capability.

1.6.2 - Clusters

Clusters (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4788765451/

Notable Remarks

1. Automation: The dataset (Day and Week) need to be updated daily at 12pm midnight PST in order to keep information updated consistently.

2. Warning: We should note that this is a Beta release in 1.5 as the clustering software has not been perfected. Also, we should include the message shown in the mock on the top of the page as well.

3. Controls

a. Time Interval: The box allows users to determine what dataset to cluster depending on today's date. For example, data can be siphoned and clustered around the past day (24 hours) or Week (168 hours). By default, "Day" should be selected.

b. Minimum Likenesses ComboBox: The box allows users to determine what results to show on the page depending on the minimum of clusters siphoned by the time interval. By default, "250" should be selected.

c. Overview ComboBox: The box allows users to determine if the datasets to cluster should be siphoned by happy/sad overview. By default, "both" should be selected.

4. Cluster View: Each set of clusters should show above or below one another depending on the controls set.

a. "term match": The matching phrase that's found through Dave's clustering software should be shown as a title to each boxed set.

b. LIkenesses link: The user should be directed to a search results page for the likenesses found in the cluster.

c. First 5 messages: The latest 5 messages received in our polled data sets, with similarities to the "term match" should be shown with happy/sad smiley, URL, UA and Translate links available in each message.

1.6.3 - Sites

Sites (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4809329883/

Notable Remarks

1. URL Snippets: The application will siphon through the past week's (i.e 168 hours) 'sad' messages and filter, then categorize messages based on URL's submitted and their domains.

a. Most Usual Comment: An output of a cluster analysis performed on the messages received (per domain).

b. View Messages Related to URL: Hyperlinks to searches with parameters set to "happy" or "sad", product as "firefox", URLs associated

c. URLs: Domain links ordered by the number of messages found matching the domain within the past week's 'sad' messages

d. Related Messages: Number of messages related to the domain within the snippet.

2. Controls

a. Time Interval: The box allows users to determine what dataset to cluster depending on today's date. For example, data can be siphoned and clustered around the past day (24 hours) or Week (168 hours). By default, "Day" should be selected.

    b. Minimum Similarities CombBox: The box allows users to determine what results to show on the page depending on the minimum of clusters siphoned by the time interval. By default, "250" should be selected.

    c. Overview ComboBox: The box allows users to determine if the datasets to cluster should be siphoned by happy/sad overview. By default, "both" should be selected.

1.6.4 - "With URL?" Checkbox

Dashboard/Search Results (Webpage)

Mock: Not Necessary

Notable Remarks

1. URL Checkbox: On the advanced options, within both the Dashboard and Search Results pages, a checkbox checked "off" by default should be available for users who want to search only for messages with URLs attached to them.

1.6.5 - URL on Happy Submission

Submission (Webpage)

Mock: http://www.flickr.com/photos/aakashhdesai/4810578208/

Notable Remarks

1. URL Input: We want to grab user issues when they submit negative feedback, so to do this, the url the user was on when the "Sad" Navigation Toolbar Button was clicked should be populated to this field. Offer an opt-out checkbox and string to add a website that have a particular issue with.