

Discourse Testing

2020

Agenda

- Why this test
- How did we proceed
- What we did
- Going further
- Testers' feedback

Why this test

- AskBot is maintained by one person who sometimes has delays in his responses, moderation is far from ideal, infra team actions are limited
- Discourse appeared as a good replacement even if not the best appropriate tool for a Q&A forum
- It has a large base of contributions and could be adapted with settings, plug-ins and css changes

How did we proceed

- Guilhem installed the instance with the basic settings. Then I personally invited all the AskBot moderators to participate to the test. After that, the whole community was invited too.
- There are currently 60 subscribers on the instance.
- Then we tweaked the instance upon the provided feedback. Each time a problem was met we tried to solve it by adding plug-ins or changes in the settings.
- There is more that can be done, but I don't want to invest more time if it's not the chosen solution.

What we did

- Installed plug-ins:
 - Discourse-openid-connect
 - Discourse-question-answer
 - Discourse-solved
- Settings:
 - One category per language (17 languages currently)
 - Q&A plugin activated on demand per category
 - upload of documents
 - more actions allowed for new users (more posts, likes, etc.)
 - allow tags creation at level 2
 - minimum length of a post is 5 chars
 - fixed category position (prevent to sort them by topic)
 - allow to filter by solve/unsolved questions
 - allow to filter by tags
 - Summary posts required 5 posts instead of 10

Going further

- As said more can be done:
 - Decide the type of changes we want: more like Fedora or Mozilla or Gnome or ...
 - <https://discourse.gnome.org/c/community/8>
 - <https://discourse.mozilla.org/c/communities>
 - <https://discourse.opensourcediversity.org/c/lounge/6>
- This will be second part of the feedback if Discourse is adopted

Testers' feedback

We had little feedback for the moment, I need to write back to each tester to try to get more. But with the display order corrected, the feedback is rather positive.

- e.g.:

A nice service, I like it

More modern view, a nice and fast mobile view, many options for notifications

I didn't see these cons =)

I didn't use other Discourse services before

Yes, I would go with Discourse

In my experience with Ask many users think it is like a forum and use answer and comments in a wrong way.

Discourse is much better for this, since it allows multiple answers by the same user.

Then answers to answers are much like comments in ask.

I really like this behavior.

2020



Thank You



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