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

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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.

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