

# 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



All text and image content in this document is licensed under the Creative Commons Attribution-Share Alike 4.0 License (unless otherwise specified). "LibreOffice" and "The Document Foundation" are registered trademarks. Their respective logos and icons are subject to international copyright laws. The use of these thereof is subject to trademark policy.