

Firefox OS

SUPPORT WELCOME PACK

User Success Team @ Mozilla
February 2, 2015

INCLUDED IN THIS PACK



FxOS Overview

- What is FxOS?



How can we help - Tiers of support

- Tier 1
- Tier 2
- Tier 3
- Mozilla Help - app for offline support







WHAT IS FxOS?

Firefox OS (sometimes abbreviated FxOS) is the Open Source, Mobile Operating System developed by Mozilla.

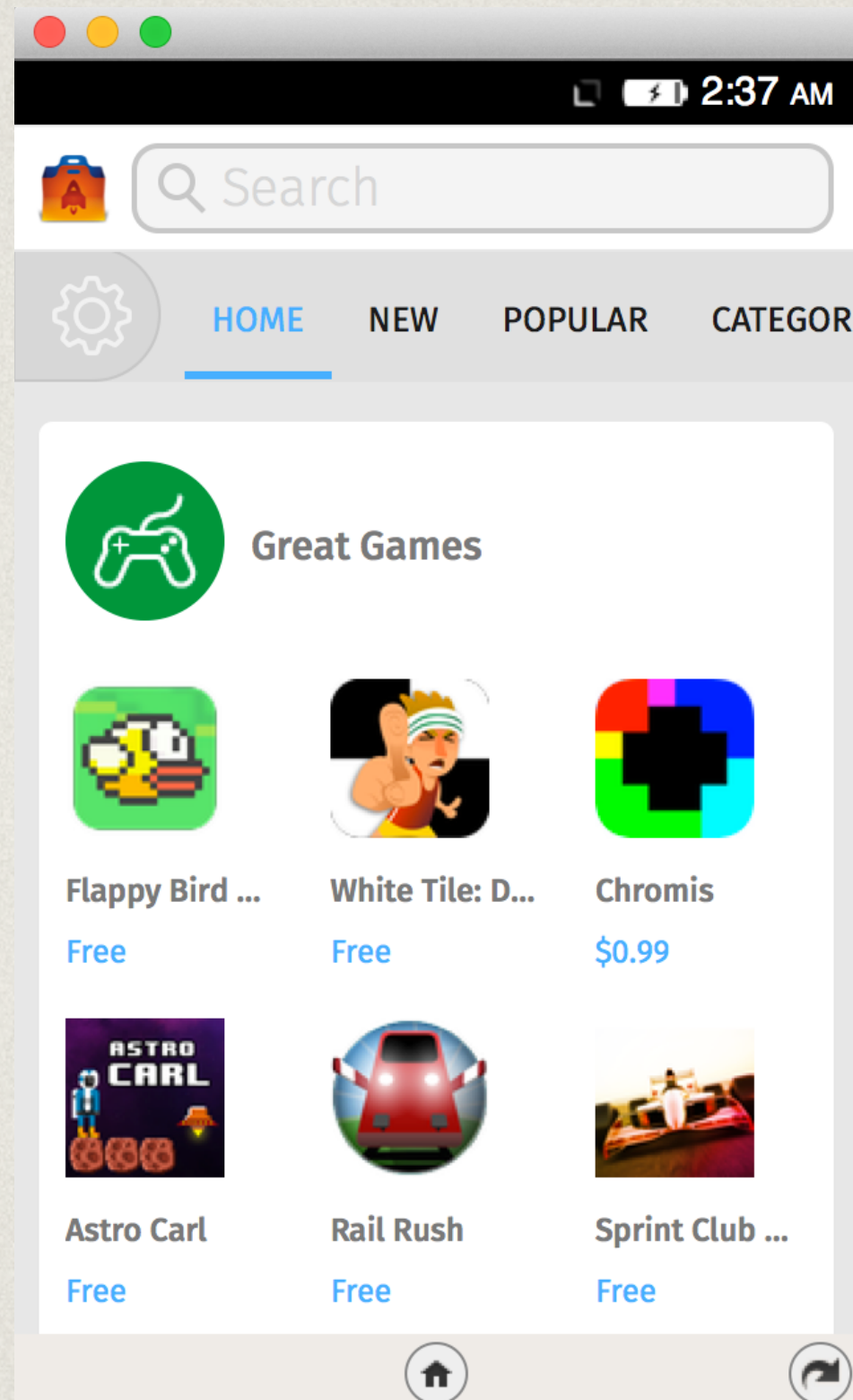
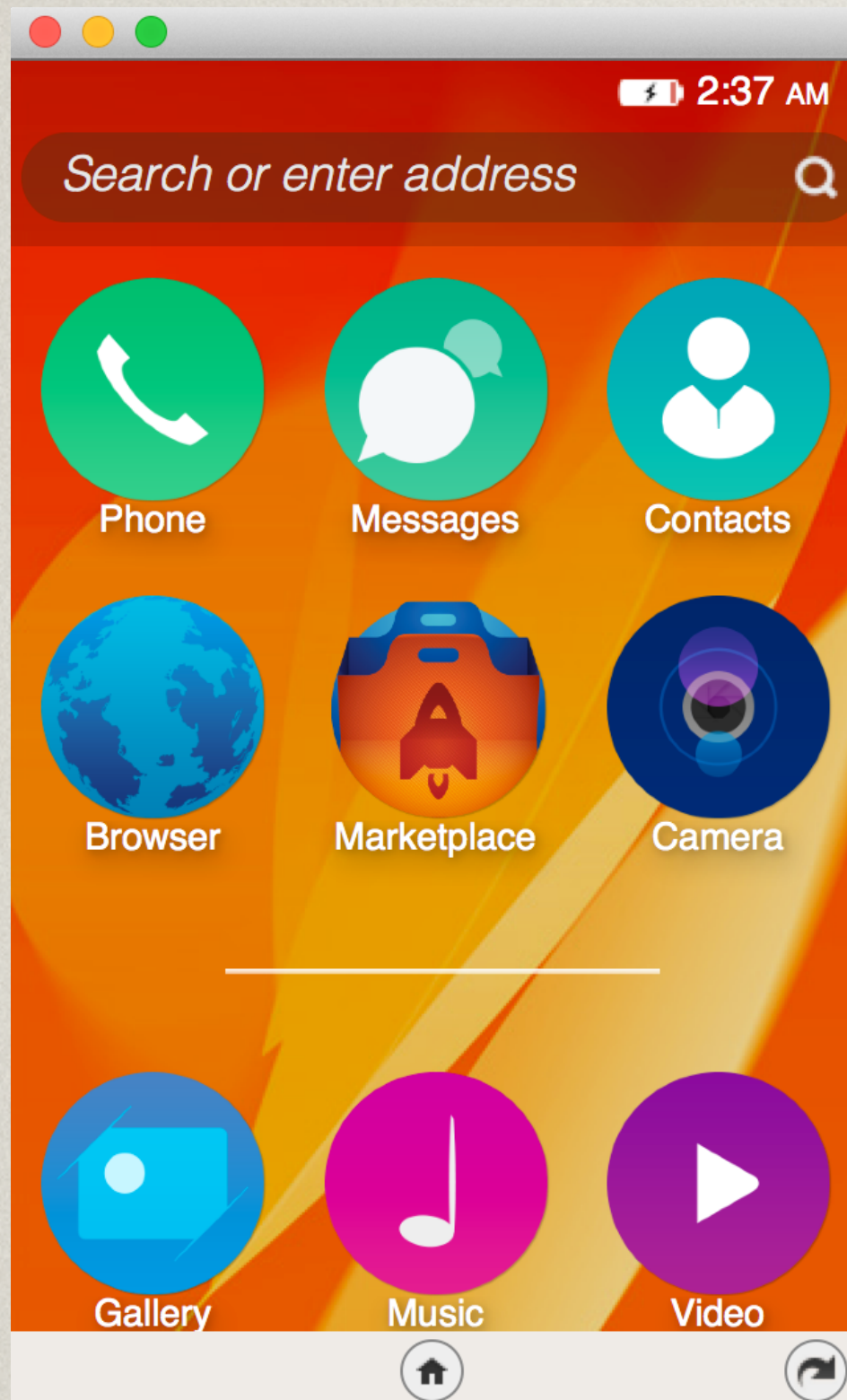
It uses a Linux kernel and boots into a Gecko-based runtime engine, which lets users run applications developed entirely using HTML, JavaScript, and other open web application APIs.



TIER 1 SUPPORT

-  Firefox OS Simulator
-  Knowledge Base
-  Support Forums
-  Army of Awesome (Twitter Support)

FxOS SIMULATOR



The Simulator is a Test Environment, useful for exploring Firefox OS.



It's an add-on, accessible through WebIDE, a developer feature of the Firefox browser.



Multi-platform



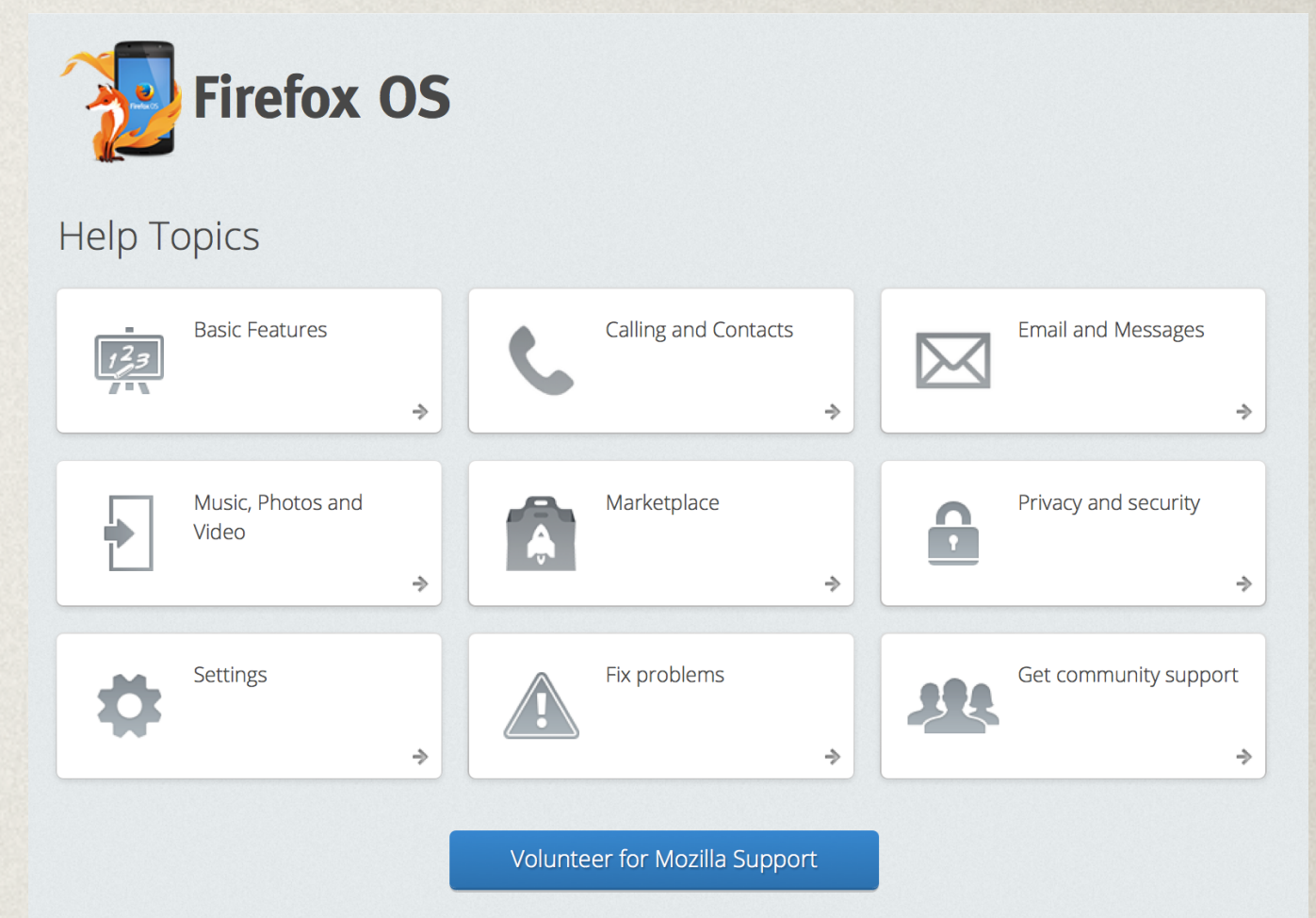
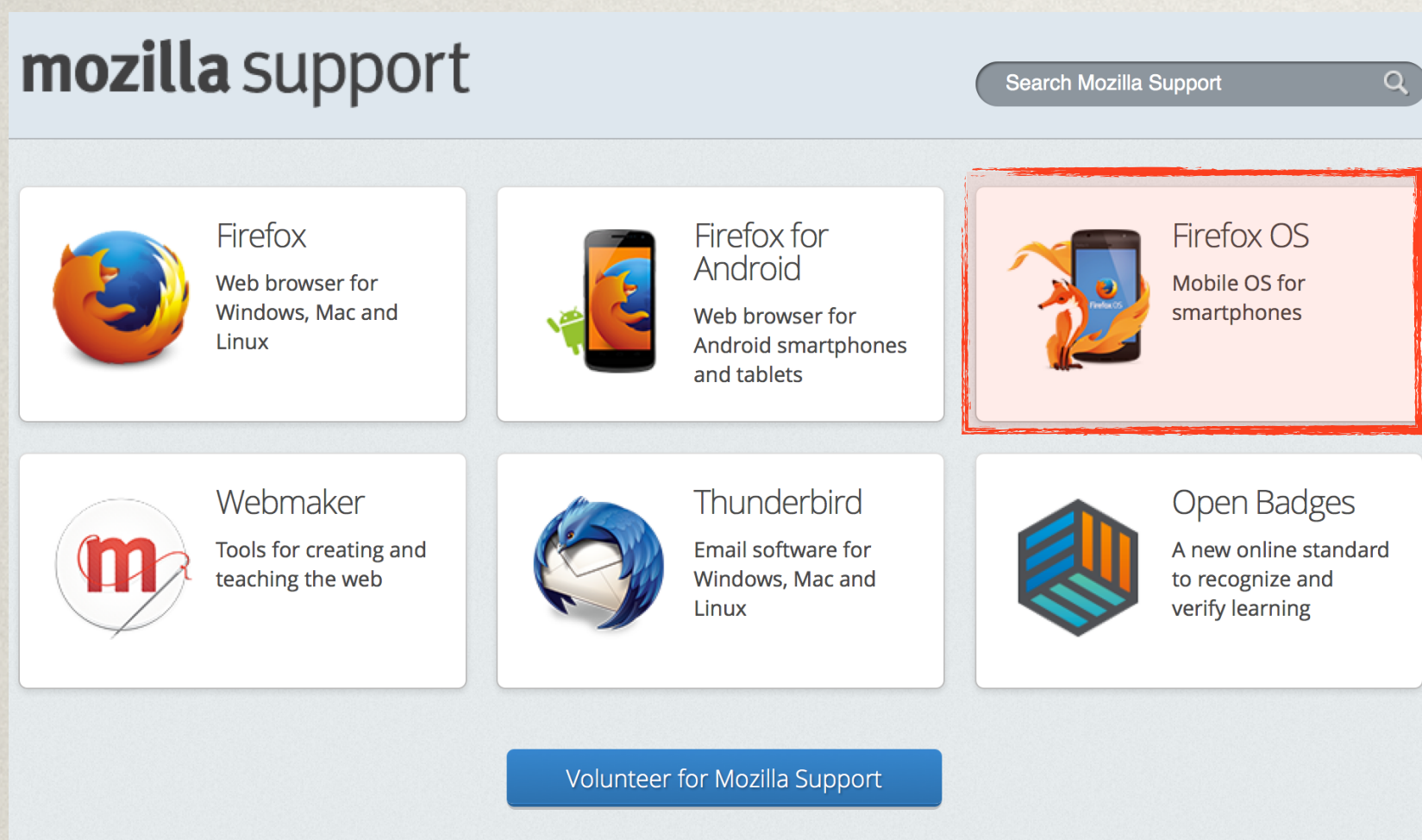
Should not be used to troubleshoot issues.

For more details please visit the Firefox OS Simulator Official Page:
https://developer.mozilla.org/en-US/docs/Tools/Firefox_OS_Simulator

SUMO

The SUMO (**SU**pport at **MO**zilla) portal has the best documentation for general Firefox OS support. From basic how-to questions, to more advanced troubleshooting steps, it's all there!

<https://support.mozilla.org/en-US/>



SUMO has a wiki format so that contributors can edit and improve the Knowledge Base. Have something to add?



Your contributions will reach millions of users worldwide:

<https://support.mozilla.org/en-US/get-involved>

SUPPORT FORUM

Unable to find an answer in the Help Center? Ask it on the Support Forum:
<https://support.mozilla.org/en-US/questions/new/firefox-os>

HOME > SUPPORT FORUM > FIREFOX OS

Firefox OS Support Forum

All Topics

1 question in the last 24 hours has no reply. [Help solve it!](#) Total questions: 1

0%

Attention needed Responded Done **All questions** Top Contributors

✓

+

0

VOTES THIS WEEK

1

REPLY

4 VIEWS

how do i add my music to the ringtones

How do i add my music to the ringtones so i can customise them also how do i customise my contacts ringtones

Firefox OS settings

asked by [magiccardmaster](#) 1 week ago
last reply by [Diego Victor](#) 1 week ago

✓

+

0

VOTES THIS WEEK

5

REPLIES

106 VIEWS

Updating the ZTE Open C from Mozilla Nightly system images

I wanted to update my ZTE Open C from 1.4 to 2.1. When I update it from the official Mozilla Nightly system images from <http://ftp.mozilla.org/pub/mozilla.org/b2g/nightly...> [\(read more\)](#)

Firefox OS fix-problems

asked by [RazorMKD](#) 2 weeks ago
last reply by [RazorMKD](#) 1 week ago

FILTER BY

ALL

RECENTLY UNANSWERED

ESCALATED

SORT OPTIONS

UPDATED ▼

VIEWS

VOTES

REPLIES

English, Finnish, Hungarian,
✓ Brazilian Portuguese,
Slovenian, and Serbian locales.

✓ Additional support for specific
questions

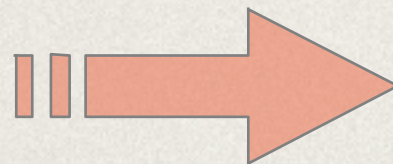
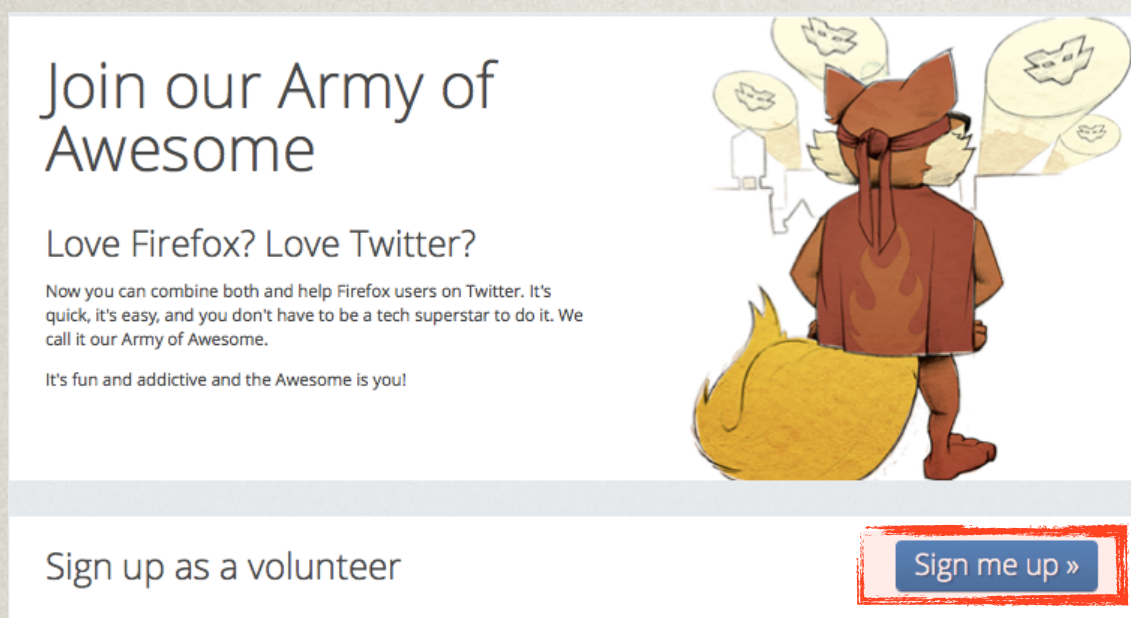
✓ 1 to 1 interactions

✓ Quick & personalized answers

ARMY OF AWESOME FIREFOX OS SUPPORT THROUGH TWITTER

A tool that allows contributors to support Firefox OS users who post about their issues and feedback on Twitter:

<https://support.mozilla.org/en-US/army-of-awesome>



Sign in & have access to all our canned responses for Firefox OS





Use them to help your own customers and save time



The canned answers always include a link to a detailed Help article!

TIER 2 SUPPORT

-  Fix Problems - Partner Flow
-  Fix Problems - Mozilla Flow



PARTNER PROBLEM FLOW

LEVEL 1



Operator/OEM L1 customer support answers a customer's call and

A. Solves & classifies the problem

B. Determines it is a problem requiring routing to partner



If the problem cannot be fixed and doesn't require routing, a ticket is created and the problem is escalated to Level 2 support.

LEVEL 2



L2 support answers the escalated call and checks to see if the problem is a known issue that can be resolved by a software or firmware update.



If the problem cannot be solved by an existing patch, it is escalated to Level 3 support.

LEVEL 3



L3 support escalations are reviewed daily by Mozilla support, QA and engineering to get private bugs filed that are accessible by Operator or OEM staff for progress updates (please see next slides for details).

MOZILLA PROBLEM FLOW

LEVEL 1



Mozilla's L1 volunteer support answers a customer's forum post and

- A. solves & classifies the problem
- B. determines it is a hardware or network problem requiring routing to partner



If the problem cannot be fixed and it isn't hardware or network related, a tag is added and the problem is escalated to L2 support by a moderator.

LEVEL 2



Forum Moderator answers the unsolved post and checks to see if the problem is a known issue that can be resolved by a software or firmware update.



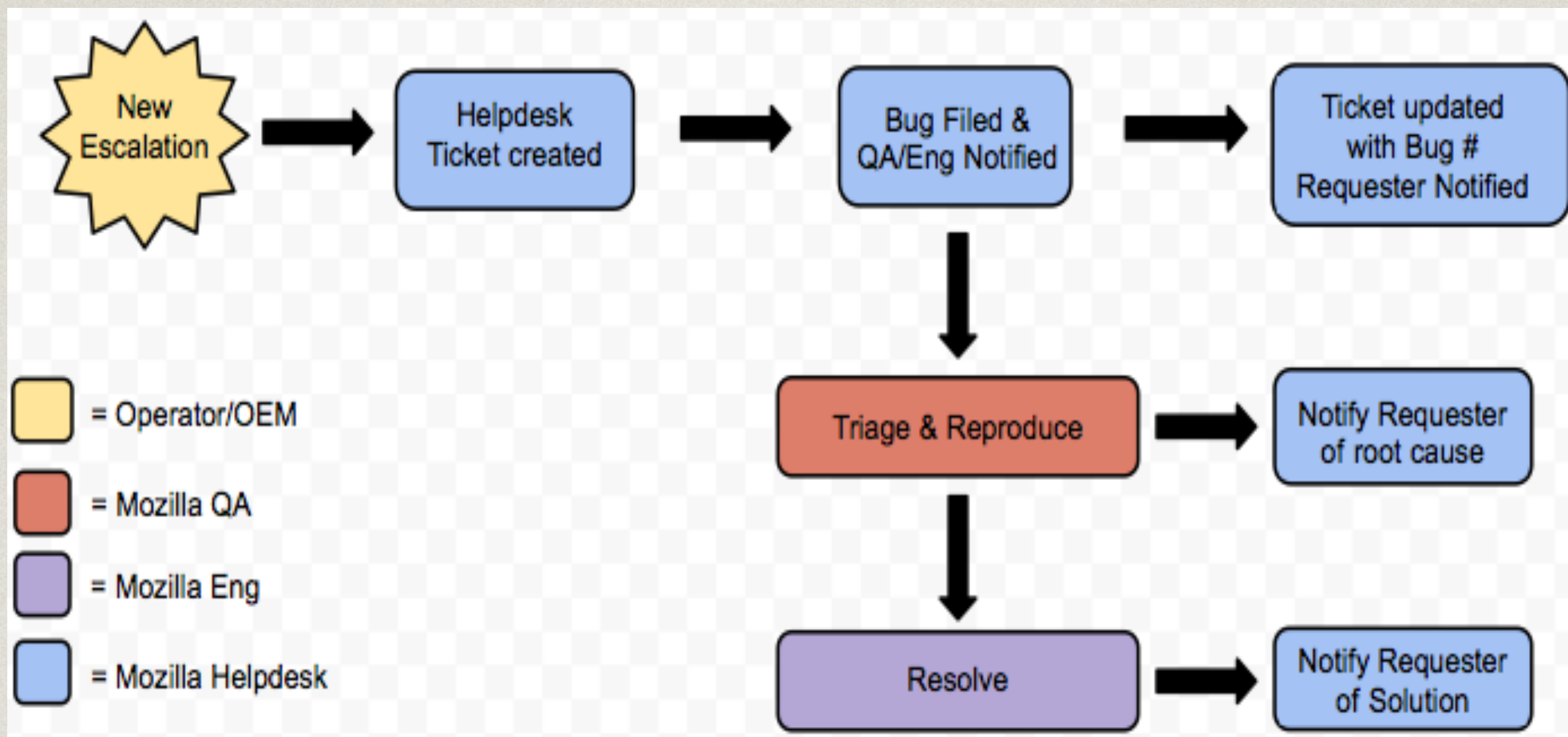
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LEVEL 3



L3 support escalations are reviewed daily by Mozilla support, QA and engineering to get private bugs filed that are accessible by Operator or OEM staff for progress updates (please see next slides for details).

MOZILLA HELPDESK



Submit new escalations through:

support@appsmarket.zendesk.com




https://appsmarket.zendesk.com/anonymous_requests/new



Include the following details:

- Number of users affected with their language, region and carrier
- Device make and model with the component affected
- Steps to reproduce with actual behavior versus expected

TIER 3 SUPPORT

-  Mozilla Helpdesk
-  Submit a Ticket - How To
-  Bugzilla



BUGZILLA

Bugzilla is the general-purpose bugtracker system used by Mozilla to track, triage, prioritize, and document fixes and improvements on the software.

<https://bugzilla.mozilla.org/>

Bugzilla@Mozilla

New Account | Log In | Forgot Password

mozilla

Home New Browse Search

Search [help] Reports

version 4.2.11+

Product Dashboard

Welcome to Bugzilla



Get Help



File a Bug



Search



Open a New Account

Enter a bug number or some search terms

Quick Search

Quick Search help

Bugzilla User's Guide | Release Notes | Bugzilla Etiquette | Bug Writing Guidelines

Bugzilla@Mozilla 2

rdaub@mozilla.com

mozilla

Home New Browse Search

Search [help] Reports My Dashboard Product Dashboard

Tue Feb 3 2015 00:45:06 PST

Status: UNCONFIRMED, NEW, ASSIGNED, REOPENED

Assignee: rdaub@mozilla.com

Reporter: rdaub@mozilla.com



Status: (is not equal to) UNCONFIRMED

Reporter:

53 bugs found.

ID	Product	Comp	Assignee	Status	Resolution	Summary	Changed
898718	support.mozilla.org	Army of Awesome	nobody@mozilla.org	NEW	---	[SUMO] [AoA] Flag "replied" for the questions replied only shows after the page is reloaded	2014-08-07
996756	support.mozilla.org	General	rdaub@mozilla.com	NEW	---	[2014 World Cup] SUMO articles for Goal sidebar, Android feed and Firefox OS app	2014-05-20
1121715	mozilla.org	Project Review	nobody@mozilla.org	NEW	---	Firefox OS Devices for major offices	2015-01-21
1030626	Marketplace	Integration	nobody@mozilla.org	NEW	---	[B2G] [Marketplace] - Update notifications do not seem to be showing up for app updates	2014-10-09
1004711	Firefox OS	Vendcom	nobody@mozilla.org	NEW	---	[ZTE Open C] [Keyboard] - No russian keyboard available	2014-06-03
1045279	Firefox OS	Vendcom	nobody@mozilla.org	NEW	---	[ZTE Open C v1.3] [ZTE Tools] - ZTE Tool to update and root the ZTE Open C failed and erased the user's IMEI	2014-07-28
1036758	Firefox OS	Vendcom	nobody@mozilla.org	NEW	---	[ZTE Open C v1.3] [Update] - Update error, unable to update	2015-01-25
1005557	Firefox OS	Vendcom	nobody@mozilla.org	NEW	---	[ZTE Open C v1.3] [Proximity Sensor] - Screen does not automatically turn back on after it's turned off from Proximity Sensor	2014-10-07
1006302	Firefox OS	Gaia::E-Mail	nobody@mozilla.org	NEW	---	[ZTE Open C v1.3] [Notification] - Tapping on Email notification does nothing	2014-07-10
1018859	Firefox OS	Gaia::Settings	nobody@mozilla.org	NEW	---	[ZTE Open C v1.3] [Internet Sharing] - Unable to disable Internet Sharing even after restarting the phone	2014-06-02

It allows Partners & Mozilla to:

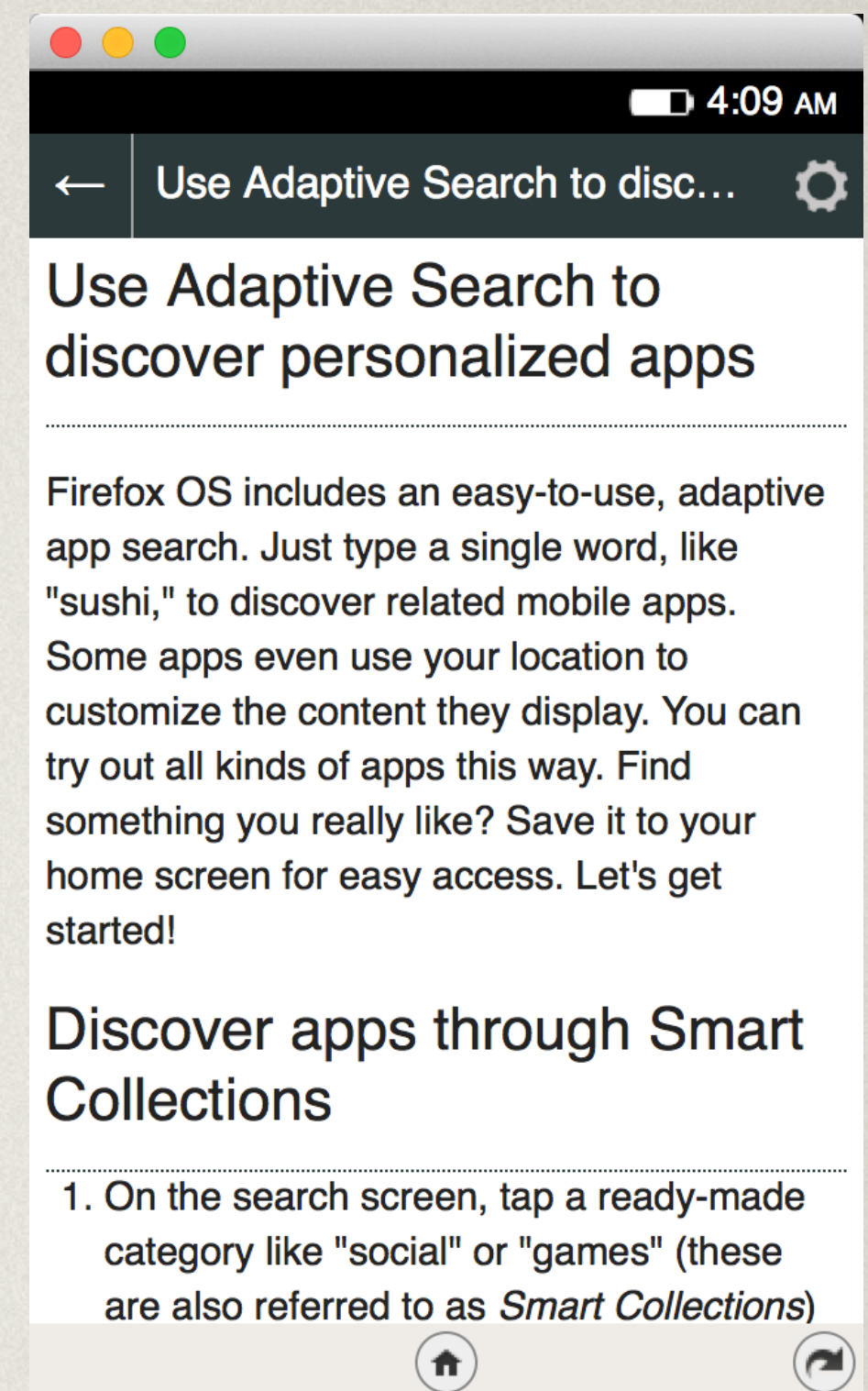
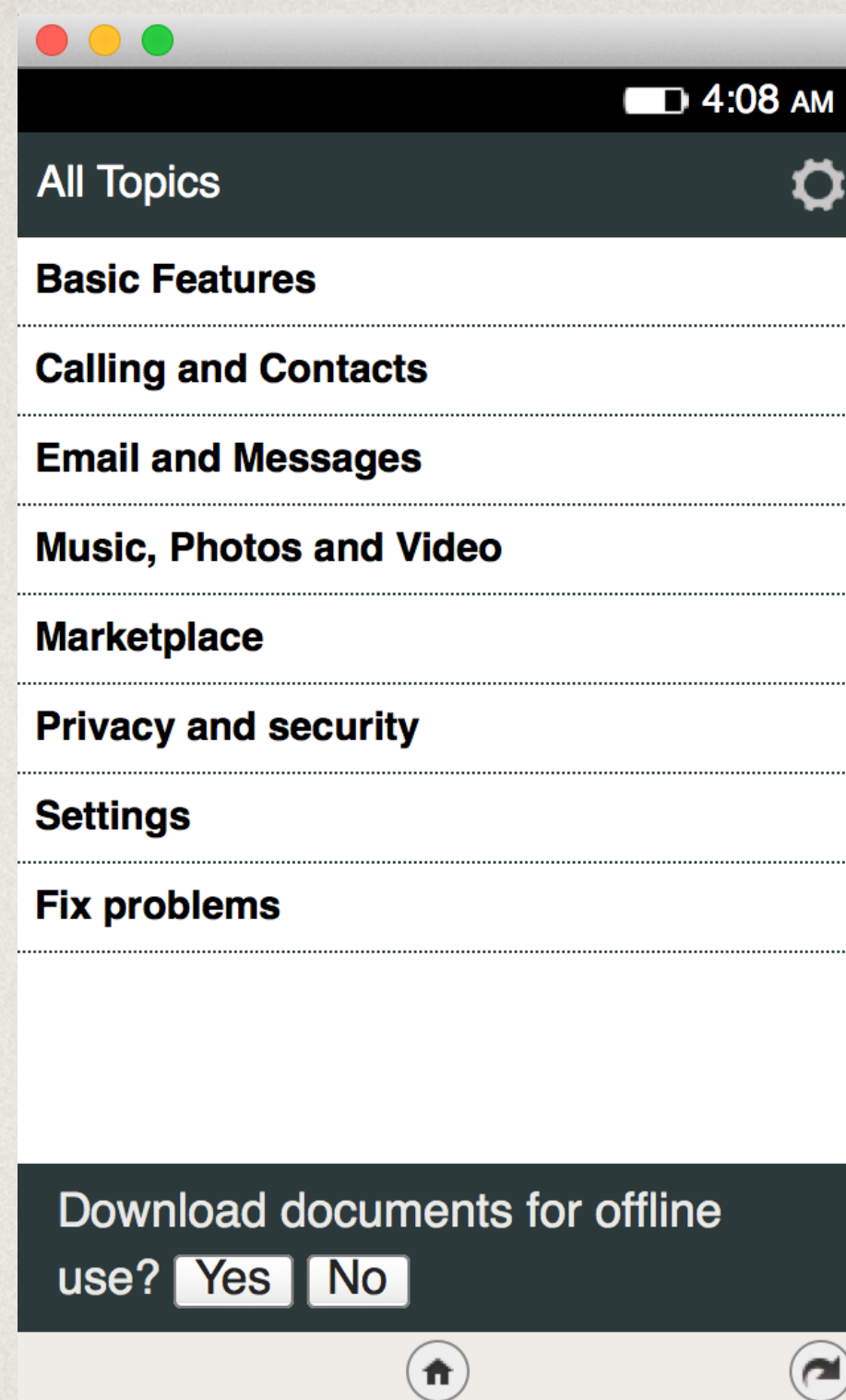
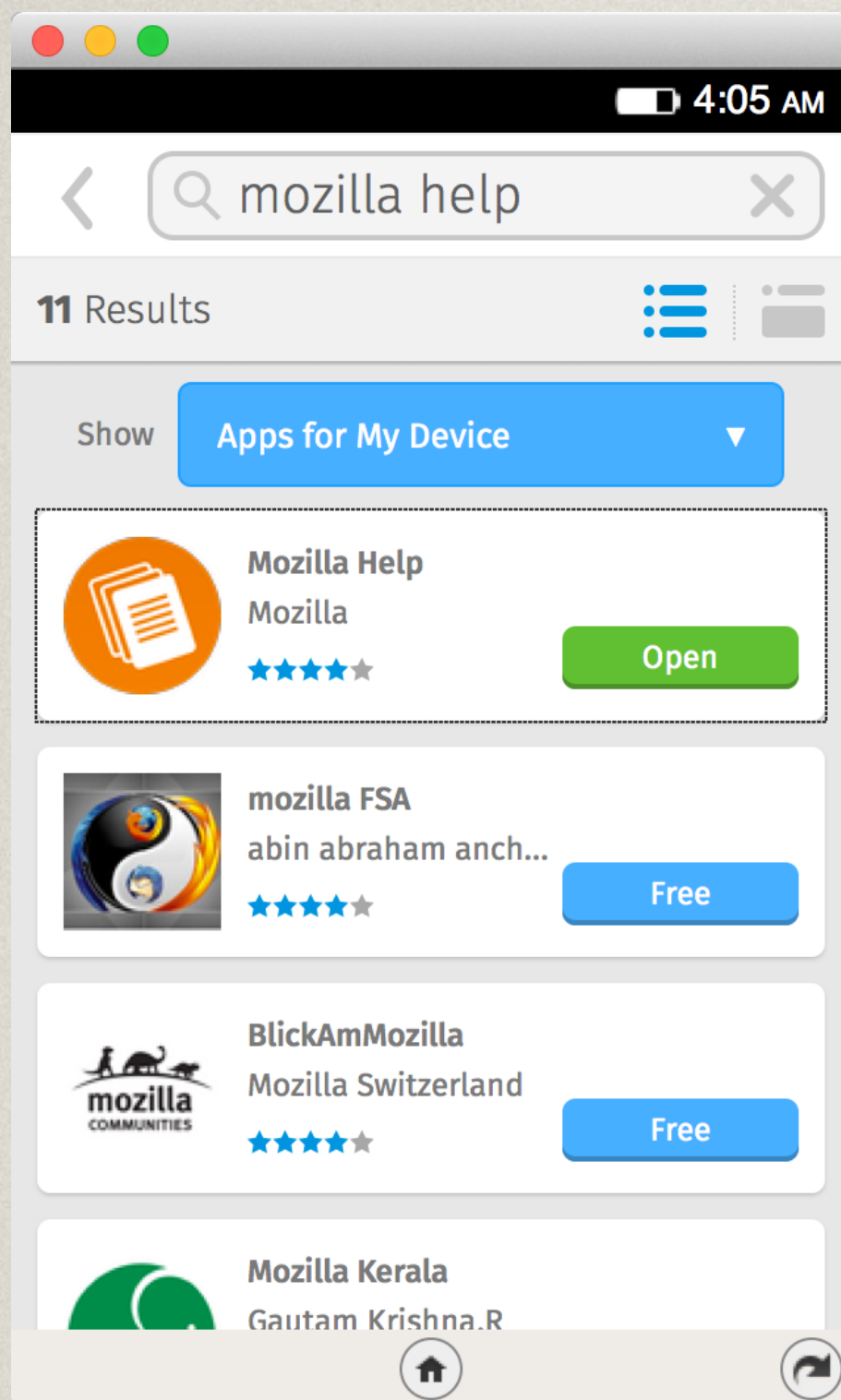
-  Submit & Track bugs related to Firefox OS
-  Communicate with the teams involved

SELF HELP

Mozilla Help app in the Marketplace



MOZILLA HELP - OFFLINE SUPPORT



Marketplace app for downloading Mozilla support content
<https://marketplace.firefox.com/app/mozilla-help>



Downloadable articles for multilingual offline support

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