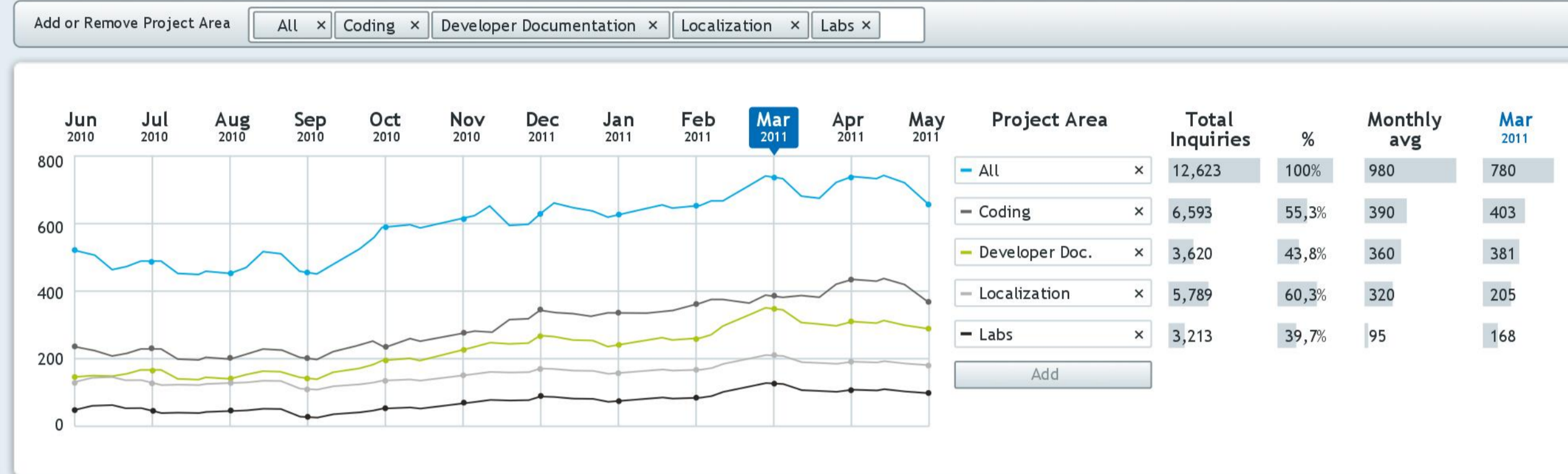


Overview

Export



Breakdown by: Project Area Thread Status Frequently Asked Questions

Export

Search Project Area

Project Area	Jun 2010	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Total Inquiries	% Answered	% Unanswered	Days since last Inquiry
Accessibility	●	●	●	●	●	●	●	●	●	●	●	●	1301	45%	25%	02
Add-Ons	●	●	●	●	●	●	●	●	●	●	●	●	156	42%	38%	10
Build Automation	●	●	●	●	●	●	●	●	●	●	●	●	478	21%	21%	51
<b>Coding</b>	●	●	●	●	●	●	●	●	●	●	●	●	<b>278</b>	<b>56%</b>	<b>36%</b>	<b>28</b>
Developer Documentation	●	●	●	●	●	●	●	●	●	●	●	●	214	12%	12%	23
Firefox Suggestions	●	●	●	●	●	●	●	●	●	●	●	●	526	10%	10%	64
Helping Users	●	●	●	●	●	●	●	●	●	●	●	●	234	43%	43%	55
Localization	●	●	●	●	●	●	●	●	●	●	●	●	175	46%	46%	87
Marketing	●	●	●	●	●	●	●	●	●	●	●	●	235	18%	18%	12
Student Reps	●	●	●	●	●	●	●	●	●	●	●	●	112	34%	34%	06

Total Inquiries

**278**

Total Inquiries vs last year

**↑ 2,5%**

Total Answered

**125**

Total Unanswered

**42**

Most Promising in Open State

**23**

Most Active Month

**Sep**

Legend: Total Inquiries (blue), Total Answered (green), Total Unanswered (black)

First 1 2 Last

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Inbox Unanswered Starred Most Promising

Category	Thread Status	Rating
<input type="checkbox"/> All 845	<input type="checkbox"/> All 123	<input checked="" type="checkbox"/> All 98
<input checked="" type="checkbox"/> Accessibility 103	<input checked="" type="checkbox"/> New 23	<input checked="" type="checkbox"/> Promising 46
<input type="checkbox"/> Add-Ons 237	<input checked="" type="checkbox"/> In Progress 78	<input checked="" type="checkbox"/> Possible 38
<input type="checkbox"/> Build Automation 35	<input type="checkbox"/> Closed Success 35	<input checked="" type="checkbox"/> Low Possibility 22
<input checked="" type="checkbox"/> Coding 145	<input type="checkbox"/> Closed Insucess 12	<input checked="" type="checkbox"/> Spam 15
<input type="checkbox"/> Developer Doc. 19	<input type="checkbox"/> Closed Unknown 19	
<input type="checkbox"/> Firefox Suggestions 5	<input type="checkbox"/> Closed Unanswered 5	
<input checked="" type="checkbox"/> Helping Users 41		
<input type="checkbox"/> Localization 249		
<input type="checkbox"/> Marketing 89		
<input type="checkbox"/> Student Reps 93		
<input type="checkbox"/> Systems Adm. 27		
<input type="checkbox"/> Testing & QA 102		
<input type="checkbox"/> Thunderbird 23		
<input checked="" type="checkbox"/> User Research 12		
<input type="checkbox"/> Other 21		

Inbox (filter 105) Export

Accessibility (36) x Coding (45) x Helping Users (6) x Thunderbird (11) x User Research (3) x

Started	Category	Date	Inbox	Rating	Status	Edit/Remove
asutherland (3)	Accessibility	Jun 02	API Access? - Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x
Philip Chee	Accessibility	Jun 02	API Access? - Will there be an API for LongReply? I could ...	★★★★★	New	Edit x
Paolo Amadini	Accessibility	Jun 01	API Access? - Will there be an API for LongReply? I could ...	★★★★★	New	Edit x
beltzner (6)	Accessibility	Jun 01	API Access? - Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x
Adam Small (5)	Accessibility	Jun 01	API Access? - Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x
benjamin	Accessibility	May 31	API Access? - Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x
bent@mozilla.com	Accessibility	May 31	API Access? - Will there be an API for LongReply? I could ...	★★★★★	New	Edit x
bfrisch@gmail.com	Accessibility	May 27	API Access?- Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x
bhear@mozilla.com	Accessibility	May 16	API Access?- Will there be an API for LongReply? I could ...	★★★★★	New	Edit x
bienvenu (5)	Accessibility	May 12	API Access? - Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x
Olli.Pettay	Accessibility	May 09	API Access? - Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x
Patrick McManus (6)	Accessibility	May 01	API Access? - Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x
Patrick Walton	Accessibility	May 01	API Access? - Will there be an API for LongReply? I could ...	★★★★★	New	Edit x
Paul Biggar	Accessibility	Apr 30	API Access?- Will there be an API for LongReply? I could ...	★★★★★	New	Edit x
Paul O'Shannessy	Accessibility	Apr 30	API Access? - Will there be an API for LongReply? I could ...	★★★★☆	In Progress	Edit x

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<input type="checkbox"/> Localization 249		
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<input type="checkbox"/> Testing & QA 102		
<input checked="" type="checkbox"/> Thunderbird 23		
<input checked="" type="checkbox"/> User Research 12		
<input type="checkbox"/> Other 21		

API Access? Export

Inbox Move To Accessibility Review this Status In Progress Review this Inquiry ★★★☆☆ Possible Save

Subjec: API Access? (5) Views: 10 Category: Accessibility Status: In Progress Rating: ★★★☆☆ Possible

- ★ Posted by Adam Small on Jun 1, 2011 at 3:22 pm Frequency Question Reply to This
- ★ Posted by Albert Adams on Jun 1, 2011 at 8:14 pm Frequency Question Reply to This
- ★ Posted by Alice J on Jun 2, 2011 at 4:12 pm Frequency Question Reply to This
- ★ Posted by Adam Small on Jun 2, 2011 at 8:41 pm Frequency Question Reply to This



I could see the Sentiment analysis being a huge benefit for many apps.

Since the message gets shortened (by necessity, I know)  
Do/will you have mechanism for handles and hashtags to be fed into twitter for search purposes?  
Maybe placing those in the beginning of the message?

AdamSmall

- ★ Posted by Alice J on Jun 3, 2011 at 1:13 pm Reply to This

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API Access? Export

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AdamSmall

To: Adam Small <small@mozilla.com> Cc: getinvolved@mozilla.org Apply Canned Response **Send** Discard

 A great way to get started is to spread the word about Firefox.  
Grab a button and put it on your site, blog, Facebook or wherever.

<http://www.mozilla.org/contribute/buttons/firefox.html>

AliceJ

★ Posted by Alice J on Jun 3, 2011 at 1:13 pm Frequent Question Reply to This

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Inbox Search Category

Category	Frequent Answers	Assigne	Edit/Remove
Accessibility	"Thanks for your interest in getting involved with Mozilla. For more information about add-ons, I'd recommend ..."	AliceJ	Edit x
Coding	"Thanks for your interest in getting involved with Mozilla. For more information about add-ons, I'd recommend ..."	AliceJ	Edit x
Localization	"Thanks for your interest in getting involved with Mozilla. For more information about add-ons, I'd recommend ..."	AliceJ	Edit x
Student Reps	"Thanks for your interest in getting involved with Mozilla. For more information about add-ons, I'd recommend ..."	AliceJ	Edit x
Testing & QA	"Thanks for your interest in getting involved with Mozilla. For more information about add-ons, I'd recommend ..."	AliceJ	Edit x
Thunderbird	"Thanks for your interest in getting involved with Mozilla. For more information about add-ons, I'd recommend ..."	AliceJ	Edit x
User Research	"Thanks for your interest in getting involved with Mozilla. For more information about add-ons, I'd recommend ..."	AliceJ	Edit x
Other	"Thanks for your interest in getting involved with Mozilla. For more information about add-ons, I'd recommend ..."	AliceJ	Edit x