mozilla

Firefox OS

Support Welcome Pack

Firefox OS

Included in this pack:

- FFOS Overview
  - What is FFOS?

- How can we help - Levels of support
  - Level 1
  - Level 2
  - Level 3
  - Self Help Offline App

What is FFOS?

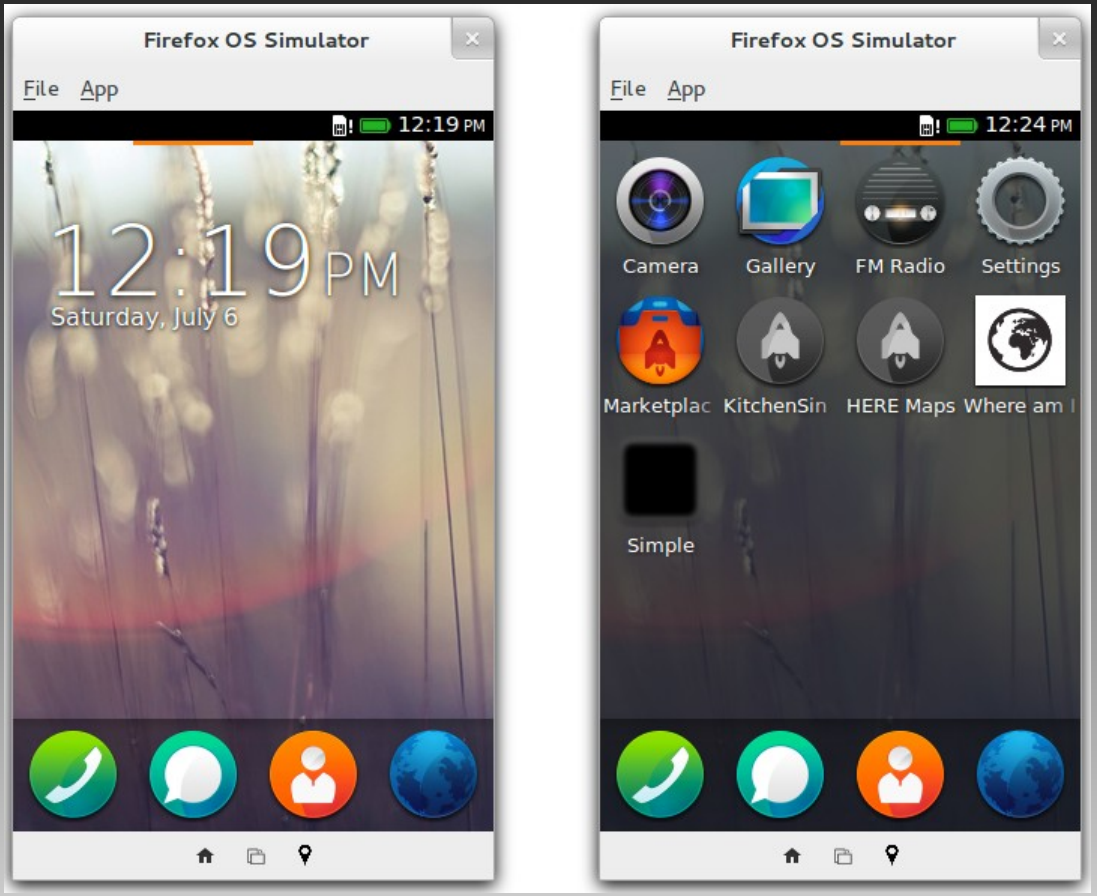
Firefox OS (sometimes abbreviated FFOS) is a new open source mobile operating system developed by Mozilla.

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.

Level 1 Support

- Firefox OS Simulator
- Sumo Website (Knowledge Base & Hot topics)
- Support Forums
- Army of Awesome (Twitter Support)

FFOS Simulator



- ☑ This Simulator is a Test Environment for Firefox OS
- ☑ It's an add on to the Firefox Browser
  Install it from **HERE**
- ☑ Multi-platform
- ☒ Is NOT the commercial version of Firefox OS
- ☒ Shouldn't be used as a tool to identify and analyze issues with specific commercial versions

For more details please visit the Firefox OS Simulator Official Page.

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SUMO Website

The SUMO (Mozilla Support) website is the main stop for Firefox OS Help Center articles and Hot topics customers might ask you about.
From basic How to questions to more advanced troubleshooting steps, it's all there!

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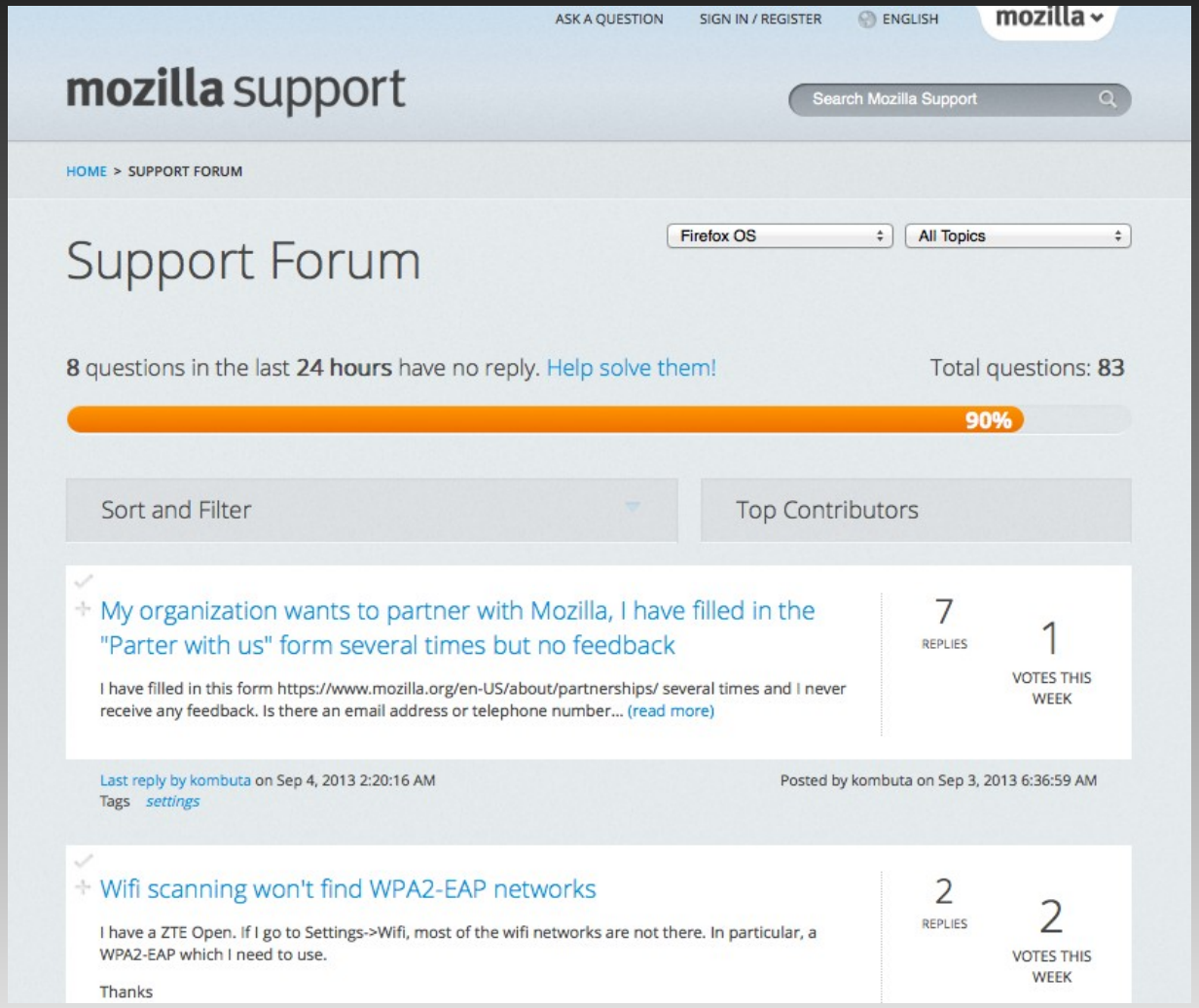
SUMO has a wiki format so that contributors can edit and improve the content included on it.
Have something to add/change?
We'd be delighted to see you doing it!

Support Forum

Unable to find an answer in the Help Center? Ask it on the Support Forum



- ☑ Forums in English, Polish, German, Spanish, Hungarian, Serbian & Brazilian Portuguese
- ☑ Additional support for specific questions
- ☑ 1 to 1 interactions
- ☑ Quick & personalized answers
- ☒ NO localized Forum yet for Asian languages

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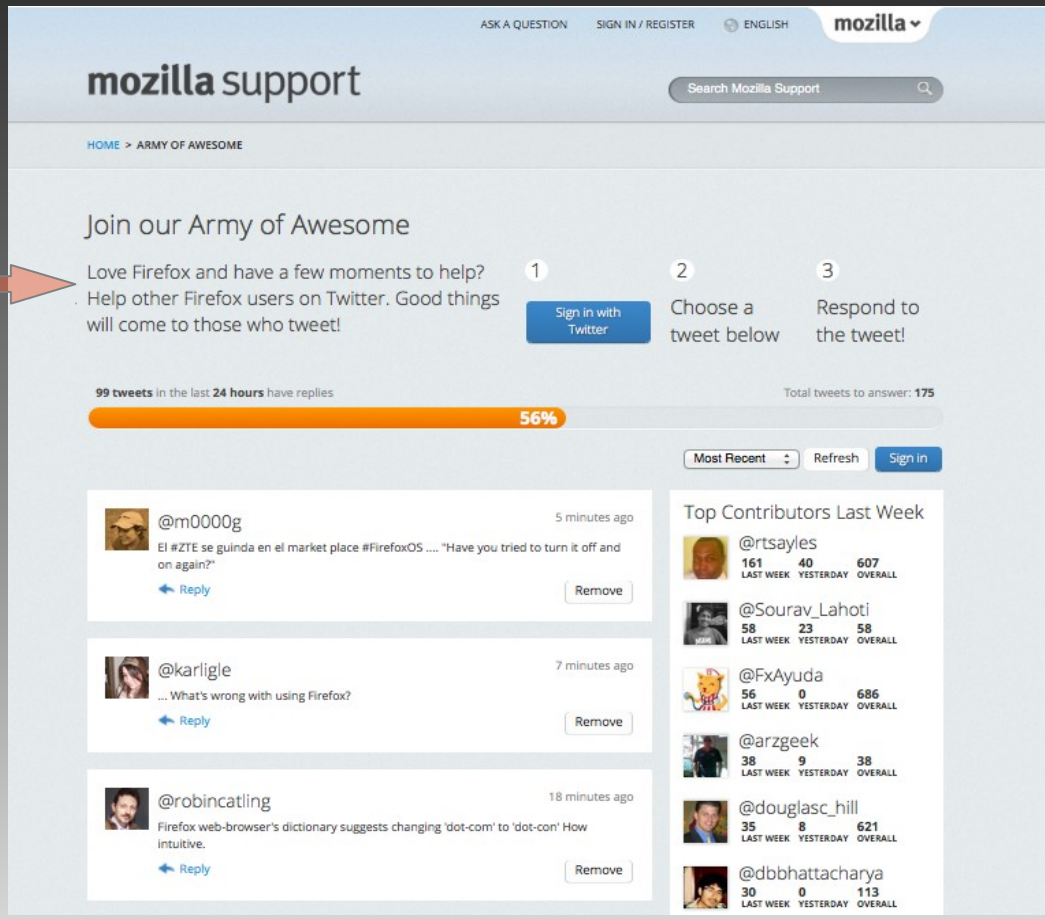
Army of Awesome (Twitter Support)

A community driven effort, where contributors can help users who post their issues and concerns in their Twitter account.



- ☑ Sign in & have access to all our canned responses for Firefox OS
- ☑ Use them to help your own customers and save time

tip

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

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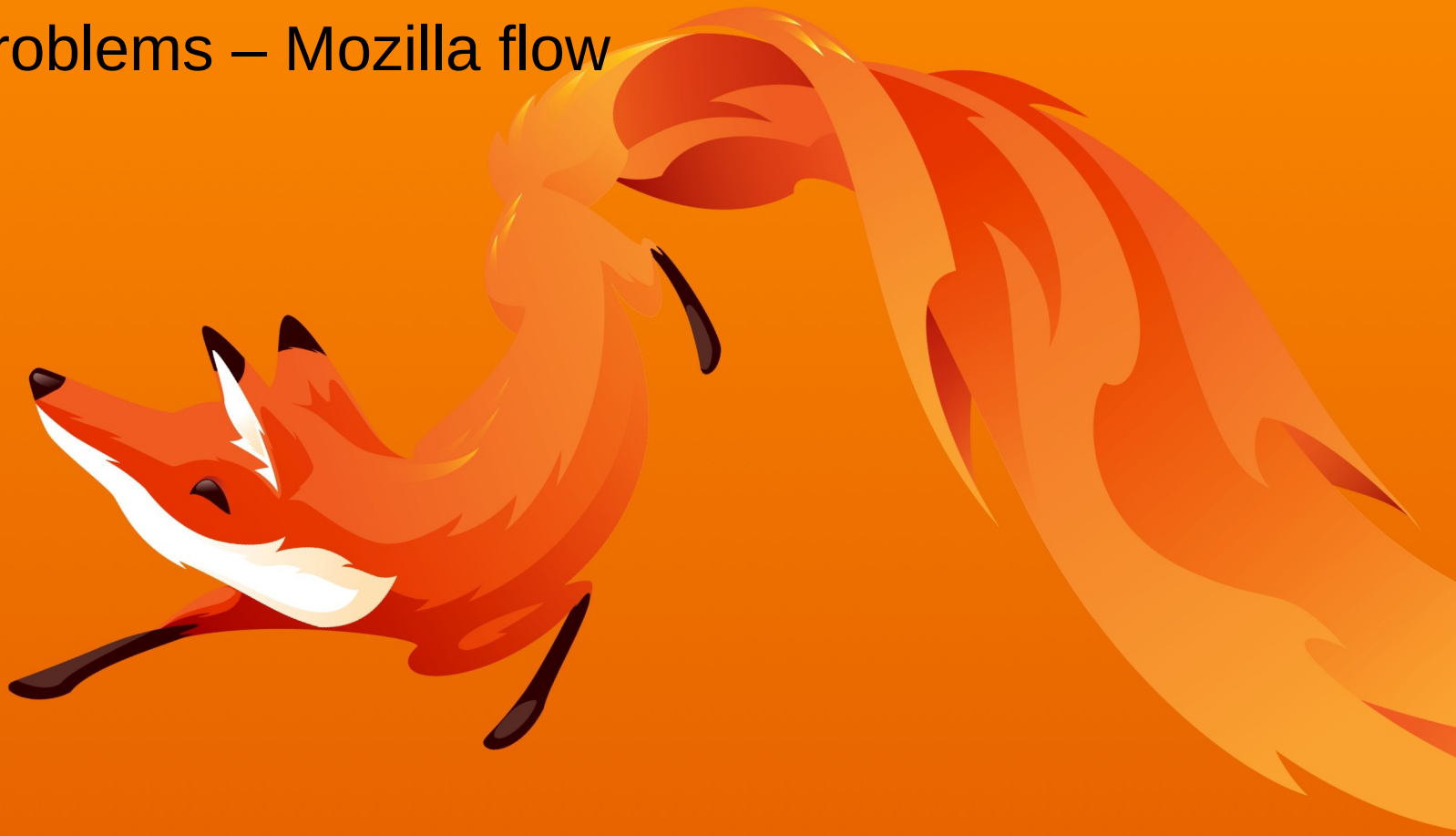
For more details please visit the Army of Awesome Official page.

Level 2 Support

- Fix Problems – Partner flow
- Fix Problems – Mozilla flow



Fix problems flow (Handled In House by Operator)

Level 1

Operator's L1 customer support answers a customer's call and
A. solves & classifies the problem
B. determines it is a hardware problem requiring routing to OEM

If the problem cannot be fixed and it isn't hardware related, 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 staff for progress updates (please see next slides for details).

Fix problems flow (Handled by Mozillians)

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 Level 2 support by a forum 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.

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).

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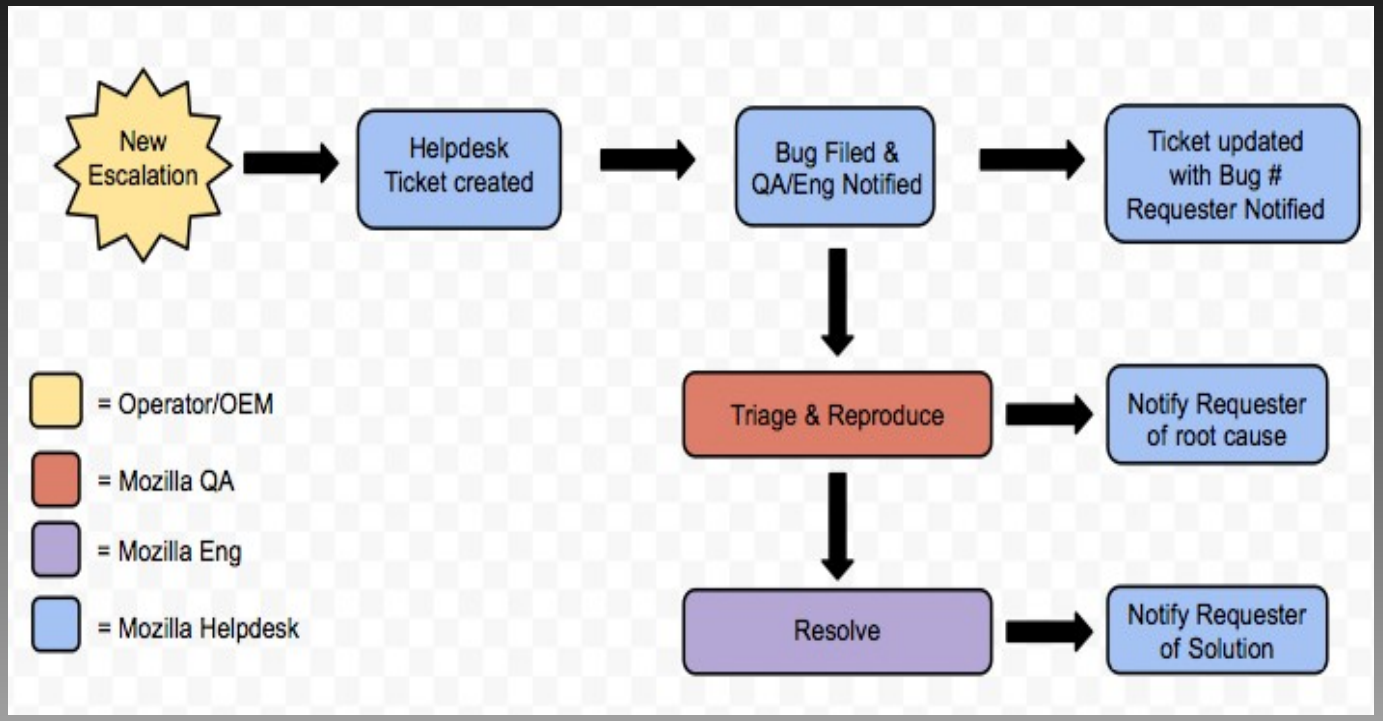
Mozilla Help desk



Send new escalations to support@appsmarket.zendesk.com

Include the following details:

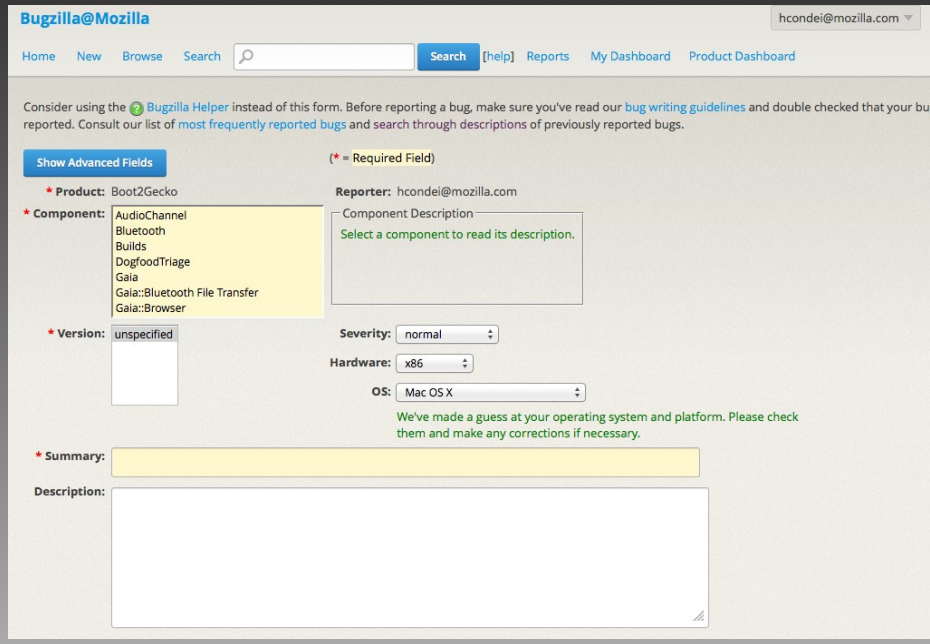
- Number of users affected with their language, region and carrier
- Device make and model with the component affected
- Steps to reproduce with actual behavior versus expected

Level 3 Support

- Mozilla Help desk
- Submit a ticket – How To
- Bugzilla

Bugzilla

Bugzilla is the Defect Tracking System used my Mozilla in order to keep track of outstanding bugs in our products effectively.



It allows Partners & Mozilla to:

- ☑ Submit&Track bugs related to FFOS
- ☑ Communicate with the teams involved

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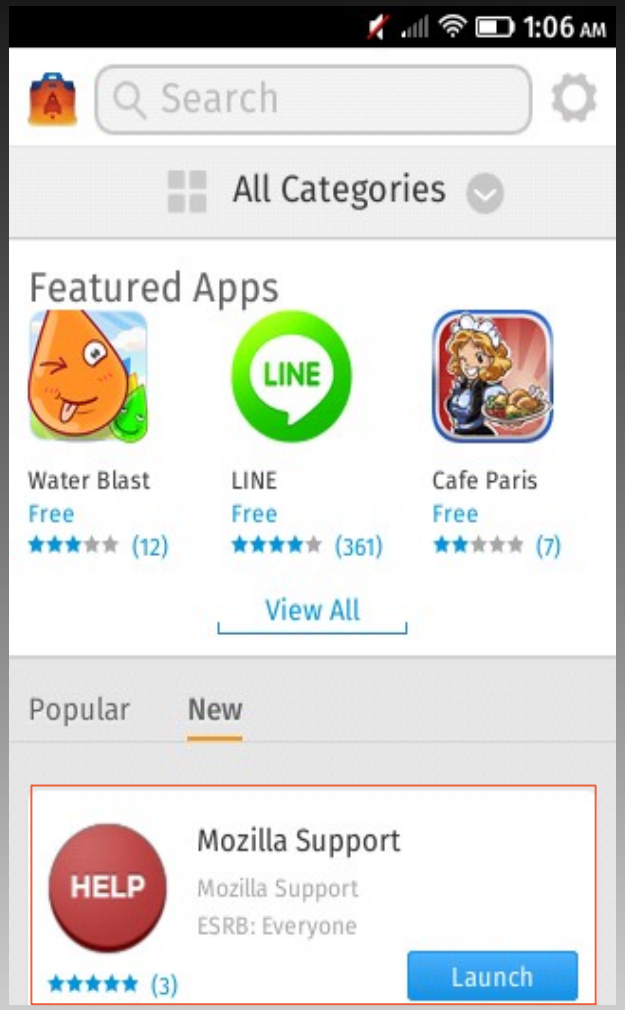
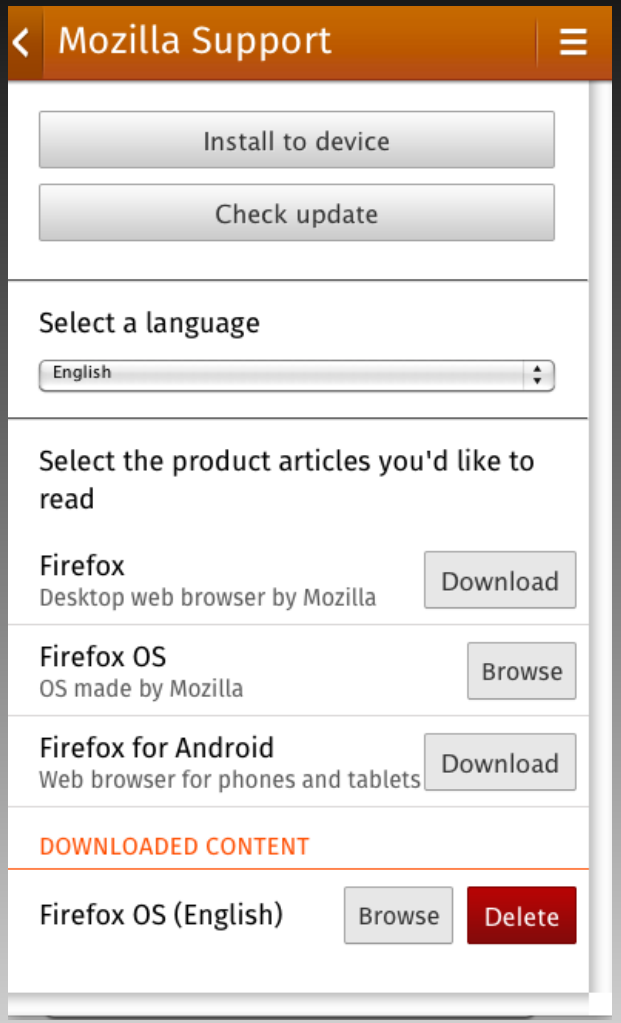
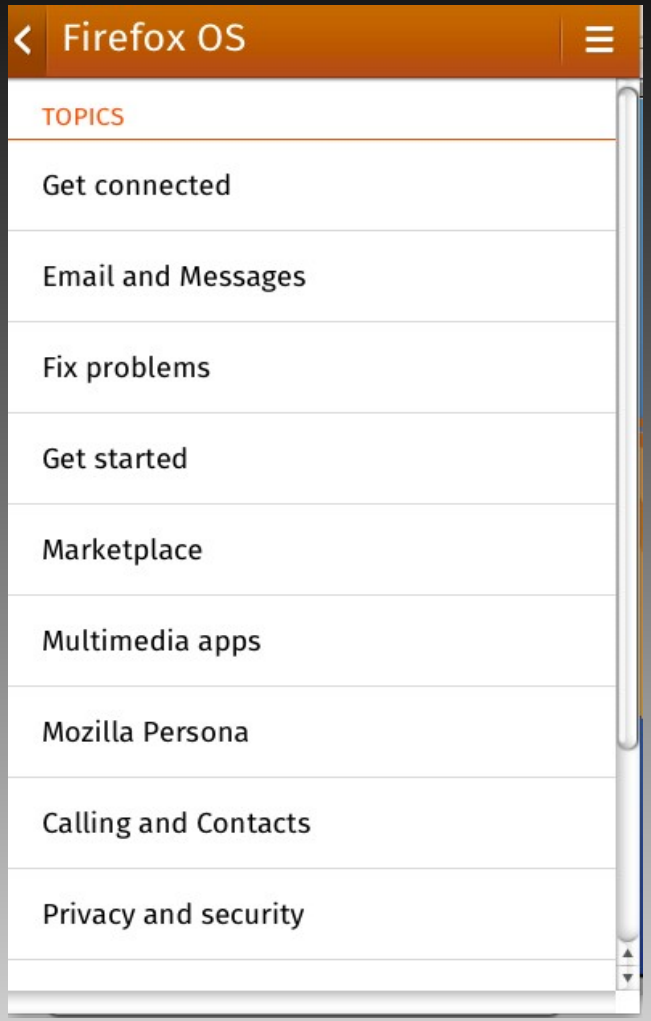
Self Help

Offline SUMO App

Offline SUMO App







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- [x] Marketplace app for downloading Mozilla support content
- [x] Installable offline multi-language help articles

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