

# *Firefox OS*

*Support Welcome Pack*



# Included in this pack:



## FFOS Overview

- What is FFOS?



## How can we help - Levels of support

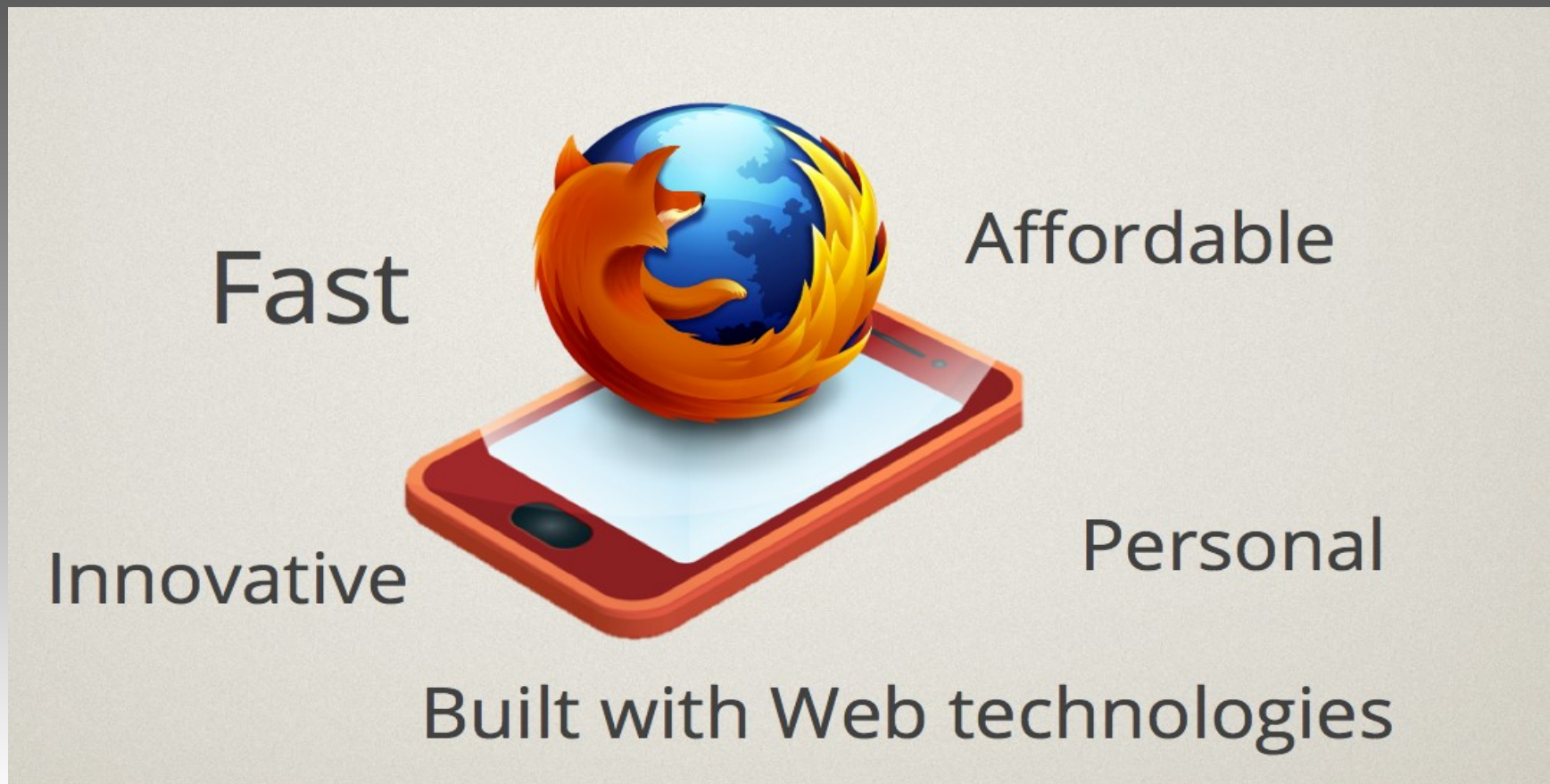
- Level 1
- Level 2
- Level 3
- Self Help Offline App







# 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.

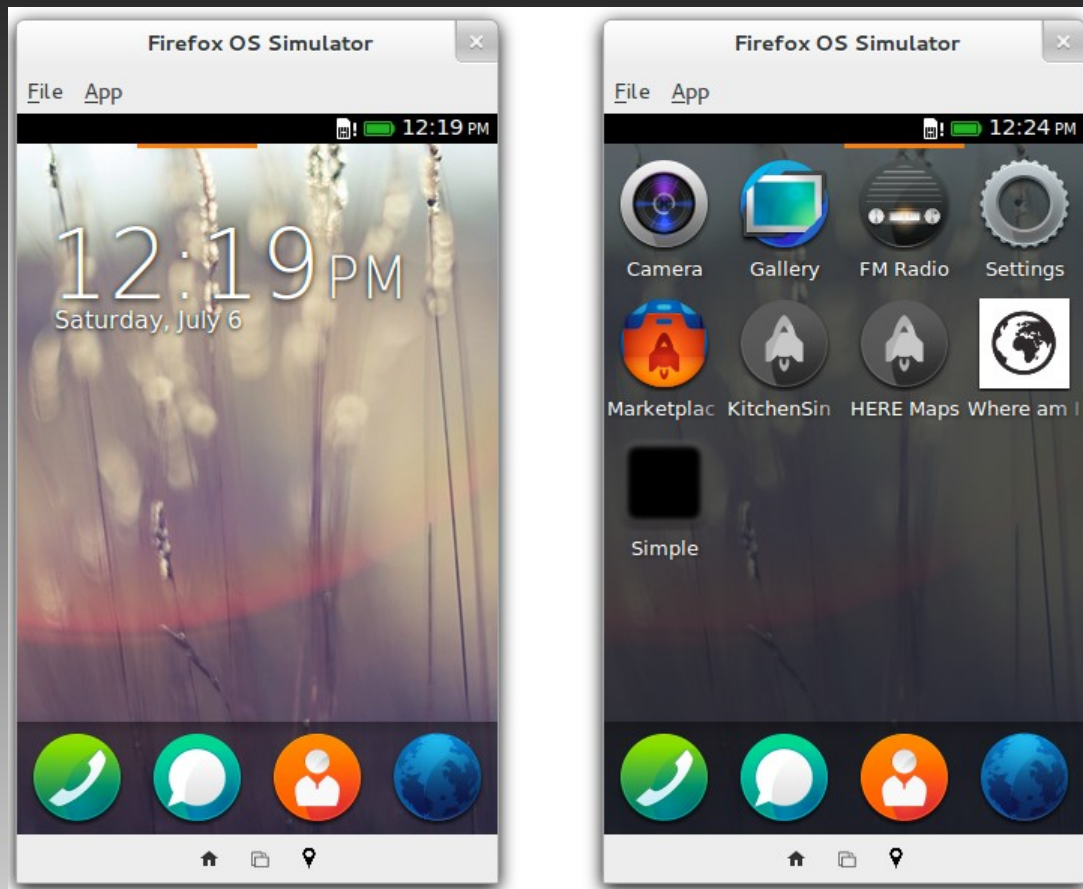


# *Level 1 Support*

-  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](#).



# 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!

The image displays two screenshots of the Mozilla Support website. The left screenshot shows the main homepage with navigation links for Firefox, Firefox for Android, and Firefox OS. The right screenshot shows the Firefox OS section with 'Hot Topics' and 'Help Topics' categories. A red box highlights the 'Firefox OS' link in the left screenshot, with an arrow pointing to the 'Firefox OS' header in the right screenshot. A blue speech bubble with an exclamation mark and the word 'tip' is overlaid on the bottom left of the right screenshot.



**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](#)

ASK A QUESTION SIGN IN / REGISTER ENGLISH mozilla

mozilla support Search Mozilla Support

HOME > SUPPORT FORUM

Support Forum Firefox OS All Topics

8 questions in the last 24 hours have no reply. [Help solve them!](#) Total questions: 83

90%

Sort and Filter Top Contributors

My organization wants to partner with Mozilla, I have filled in the "Partner with us" form several times but no feedback

I have filled in this form <https://www.mozilla.org/en-US/about/partnerships/> several times and I never receive any feedback. Is there an email address or telephone number... [\(read more\)](#)

7 REPLIES 1 VOTES THIS WEEK

Last reply by kombuta on Sep 4, 2013 2:20:16 AM Posted by kombuta on Sep 3, 2013 6:36:59 AM

Tags settings

Wifi scanning won't find WPA2-EAP networks

I have a ZTE Open. If I go to Settings->Wifi, most of the wifi networks are not there. In particular, a WPA2-EAP which I need to use.

Thanks

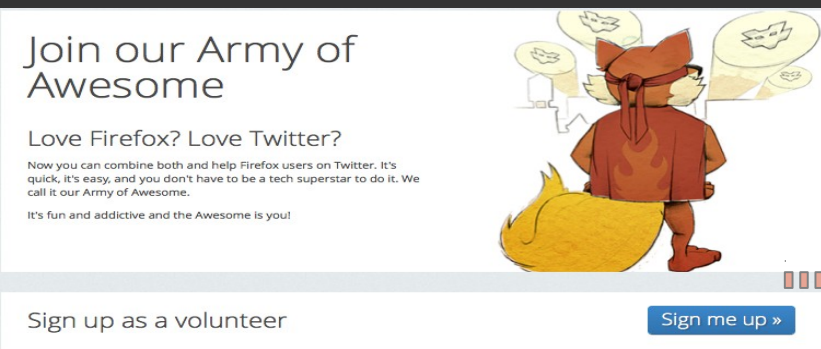
2 REPLIES 2 VOTES THIS WEEK



- 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

# Army of Awesome (Twitter Support)

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



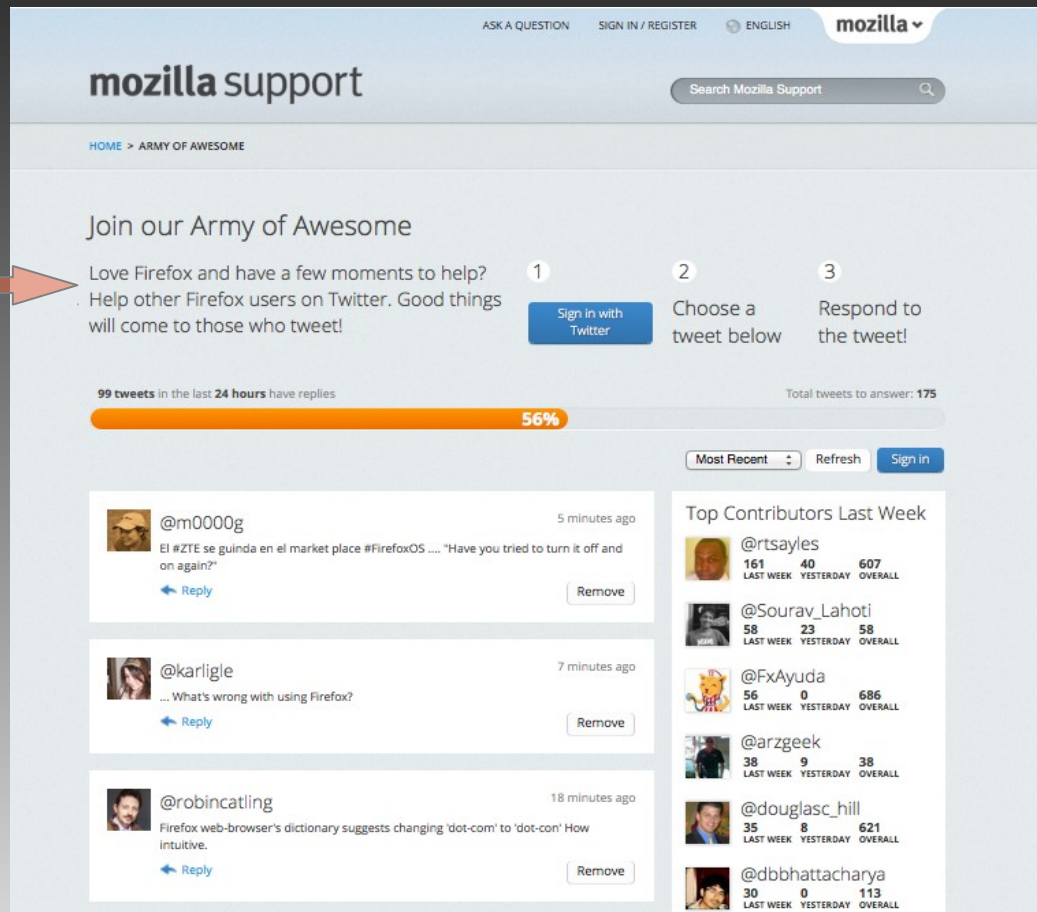
Join our Army of Awesome

Love Firefox? Love Twitter?

Now you can combine both and help Firefox users on Twitter. It's quick, it's easy, and you don't have to be a tech superstar to do it. We call it our Army of Awesome.

It's fun and addictive and the Awesome is you!

Sign up as a volunteer [Sign me up »](#)



mozilla support

HOME > ARMY OF AWESOME

Join our Army of Awesome

Love Firefox and have a few moments to help? Help other Firefox users on Twitter. Good things will come to those who tweet!

- 1 Sign in with Twitter
- 2 Choose a tweet below
- 3 Respond to the tweet!

99 tweets in the last 24 hours have replies Total tweets to answer: 175

**56%**

Most Recent Refresh Sign in

**@m000g** 5 minutes ago

El #ZTE se guinda en el market place #FirefoxOS .... "Have you tried to turn it off and on again?"

Reply Remove

**@karligle** 7 minutes ago

... What's wrong with using Firefox?

Reply Remove

**@robincatling** 18 minutes ago

Firefox web-browser's dictionary suggests changing 'dot-com' to 'dot-con'! How intuitive.

Reply Remove

**Top Contributors Last Week**

| Profile         | LAST WEEK | YESTERDAY | OVERALL |
|-----------------|-----------|-----------|---------|
| @rtsayles       | 161       | 40        | 607     |
| @Sourav_Lahoti  | 58        | 23        | 58      |
| @FxAyuda        | 56        | 0         | 686     |
| @arzgeek        | 38        | 9         | 38      |
| @douglasc_hill  | 35        | 8         | 621     |
| @dbbhattacharya | 30        | 0         | 113     |



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!



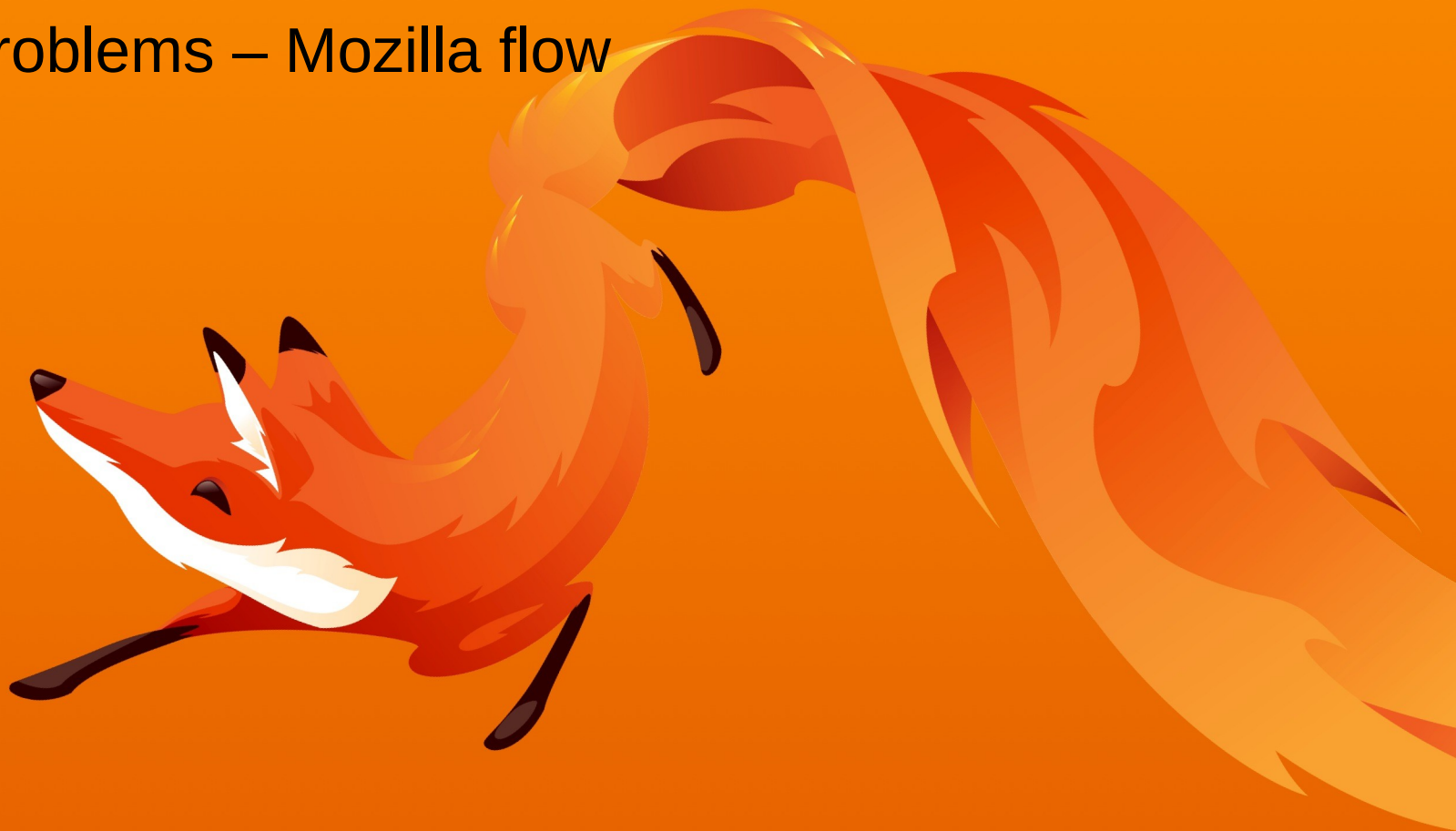
For more details please visit the Army of Awesome [Official page](#).



# Level 2 Support

 Fix Problems – Partner flow

 Fix Problems – Mozilla flow



# Fix problems flow (Handled In House by Operator or OEM)



## 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).



Firefox OS

# 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



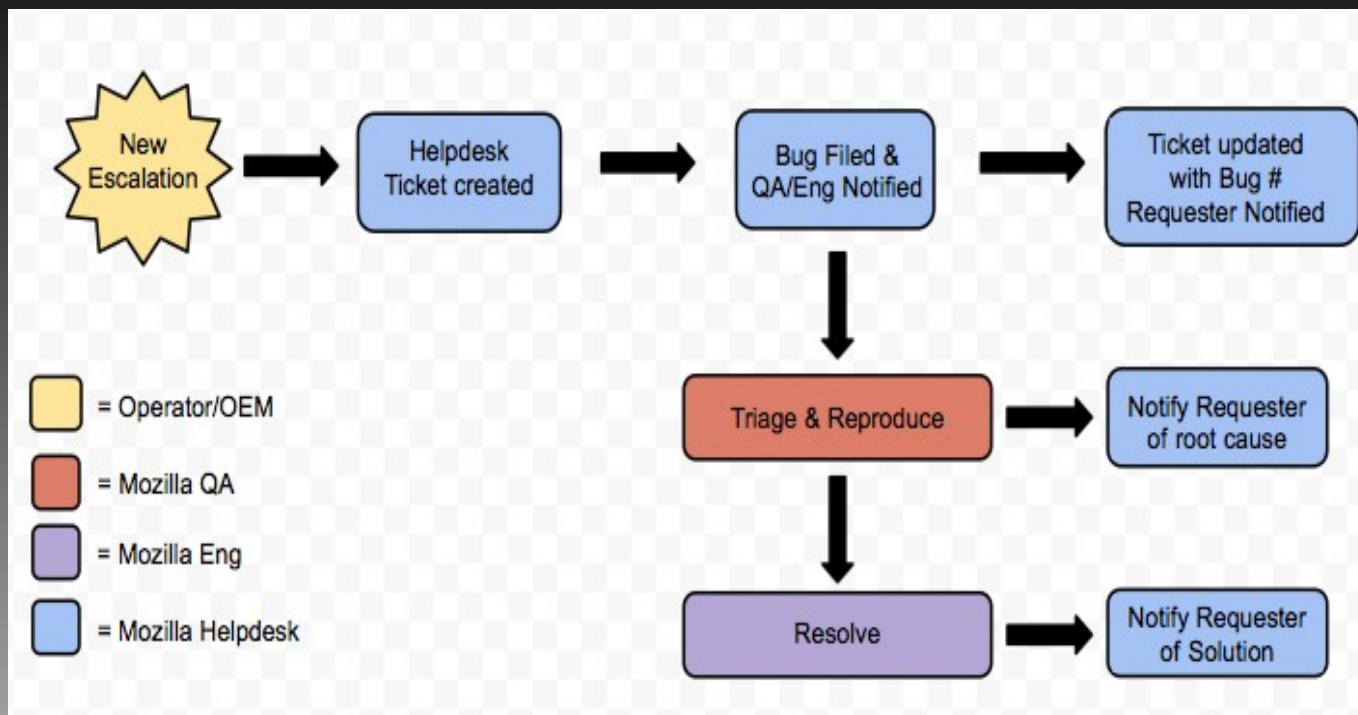
## Level 3

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).



Firefox OS

# Mozilla Help desk



Send new escalations to [support@appsmarket.zendesk.com](mailto: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



Firefox OS

# Level 3 Support



Mozilla Help desk



Submit a ticket – How To



Bugzilla





# Bugzilla

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

The screenshot shows the Bugzilla homepage. At the top, there's a navigation bar with 'Bugzilla@Mozilla' on the left and 'mozilla' on the right. Below this is a search bar and a 'Search' button. The main content area features a 'Welcome to Bugzilla' heading and four large icons: a question mark for 'Get Help', a document for 'File a Bug', a magnifying glass for 'Search', and a robot for 'User Preferences'. At the bottom, there's a search bar with the placeholder text 'Enter a bug number or some search terms' and a 'Quick Search' button. Links for 'Bugzilla User's Guide', 'Release Notes', 'Bugzilla Etiquette', 'Bug Writing Guidelines', and 'Data for Researchers' are at the very bottom.

The screenshot shows the Bugzilla bug report form. At the top, there's a navigation bar with 'Bugzilla@Mozilla' on the left and 'mozilla' on the right. Below this is a search bar and a 'Search' button. The main content area features a 'Welcome to Bugzilla' heading and four large icons: a question mark for 'Get Help', a document for 'File a Bug', a magnifying glass for 'Search', and a robot for 'User Preferences'. At the bottom, there's a search bar with the placeholder text 'Enter a bug number or some search terms' and a 'Quick Search' button. Links for 'Bugzilla User's Guide', 'Release Notes', 'Bugzilla Etiquette', 'Bug Writing Guidelines', and 'Data for Researchers' are at the very bottom.

It allows Partners & Mozilla to:

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



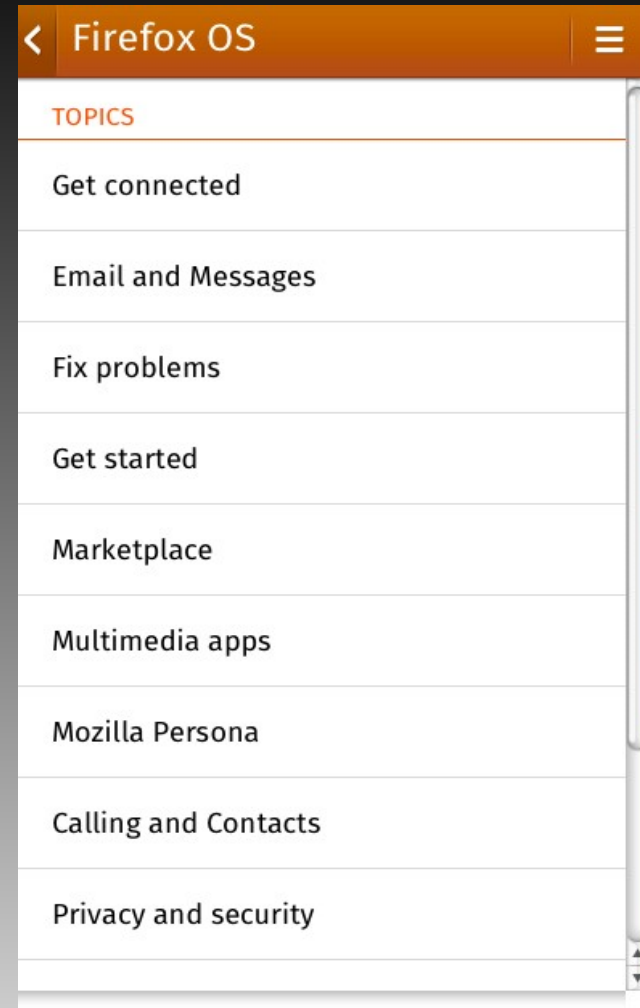
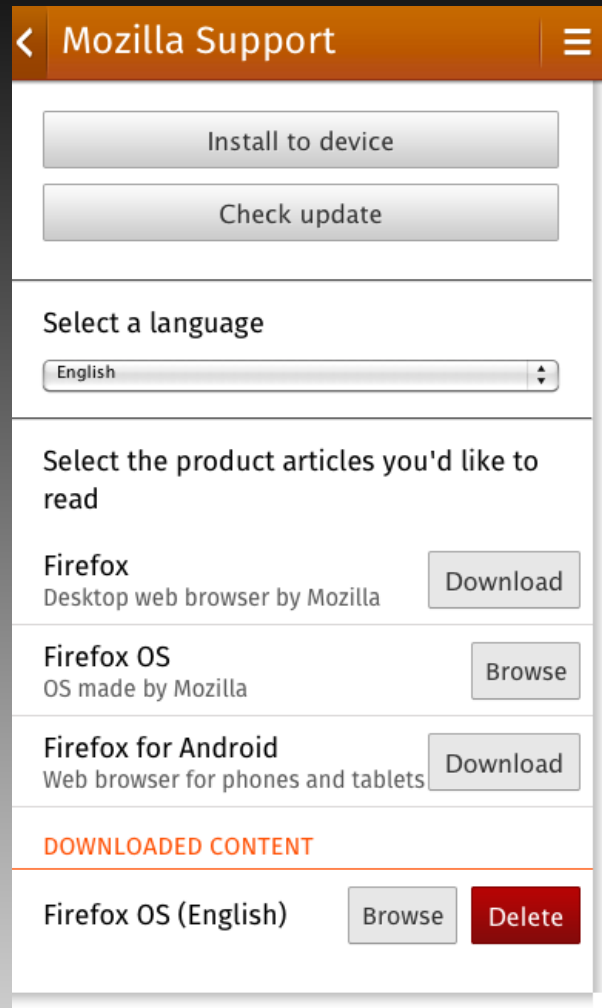
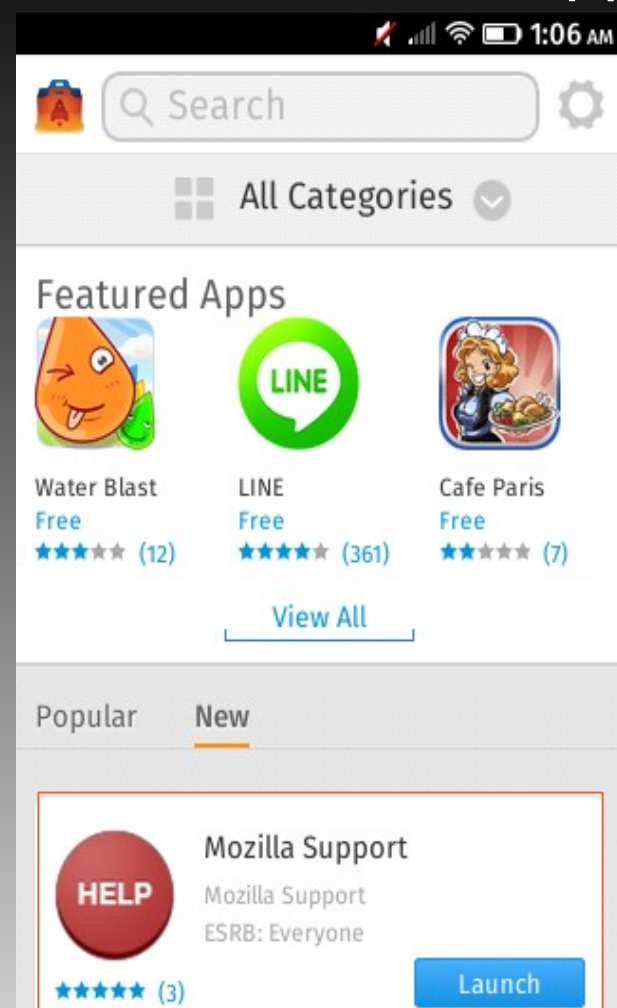
Firefox OS

# *Self Help*

Offline SUMO App



# Offline SUMO App



[Marketplace app for downloading Mozilla support content](#)



Installable offline multi-language help articles



# *Firefox OS*

## *Support Welcome Pack*

