1. **What is Community Contribution?**

It’s a service Provided to MS. We handle all contributions from the MS developer’s community. This people are end users (MS customers). They propose changes in MS website by submitting PRs in GitHub. We monitor all Public repos for those products under the CC scope. We manage all this PRs and the communication with the contributors.

1. **How does BPI work?**  
   It monitors and imports all PRs from GitHub. Including all the suggestions involved in a PR.

The BPI model separates this in two classes. “PRs” and “Suggestions”. Each class has their own attributes. (some of them are shared)

1. **How do CC Team handle BPI tickets?**

CC Team receives an e-mail notification for each new PR imported in BPI. They triage the PR updating information in the model. And then assigning to the Corresponding Person. It can be someone from the corresponding Prod. Team or an LM. In case it’s assigned to an LM and he/she accepts the suggestion, CC team will assign that ticket to Prod. Team for implementation.

1. **How do Prod. Team Handle BPI tickets?**

They receive an e-mail notification for each suggestions ticket assigned to them. If it’s an accepted linguistic suggestion, they will implement the changes in the bilingual file and re deliver it and publish it live. If it’s a source change, they will escalate this to the writer using GitHub. In both cases, they have also to update information in BPI.

1. **How do CC team handle the communication with the Contributors?**

We have a predefined template which are used to communicate each decision to the contributor. Templates are localized in Tie1 and tier2 languages.