

Title of Session: HelpDesk Central - Watercooler Confab

Moderator: BJ Berquist

Title of File: 20030414hd

Date: April 14, 2003

Room: Helpdesk_Grp

BjB joined the room.

SusanneN: Hi BJ

BjB hugs

Daves: Hi BJ.

SusanR joined the room.

Daves: Hey Susan.

Daves: Well, this is all of us.

BjB waves hi to Sue. Thanks for joining us

SusanneN: Hi Sue!

SusanneN: Now we are four :-)

Daves: Okay, so what do we do?

BjB: Michael said he would try to join us but he teaches a night class

SusanneN: Yes, I saw that

SusanneN: well, what about having some snacks?

BjB: what we do, Dave, is talk about how you felt with that rowdy group in reception!

Daves . o O (OH!)

BjB: why do you think they were being so rude?

SusanR: Hi everyone!

SusanneN: Hi Sue (once more)

Daves: I brought some homemade Easter cookies and 3 boxes of bunny Peeps!

SusanneN: I think they may find themselves as invisible

Daves: Probably because they didn't know what to do or where to go./

BjB smiles...Dave, you are a good man!

SusanR: Perhaps they were in a rush!!

Daves . o O (Thanks!)

SusanneN: Dave,m what is Bunny Peeps? can we eat or drink it?

BjB nods to Dave...you are exactly right. They were nervous, and newbies act dumb when they are unsure of what to do.

SusanR: I'd love a cookie. Thanks!

SusanneN: Ok, they're newbies... and I think that in many public chatrooms people do use a very rude language , just for fun - they do not have to be mean, just careless

SusanR: Were these preservice teachers. BJ?

Daves: Sue- Peeps are marshmallows in the shape of animals covered in a light sugary coating of usually light green, pink, or yellow.

BjB nods to Sue...Jan's class

SusanneN: My dentist would not allow me to eat that kind of stuff, really nasty food :-)

SusanneN: I've got some red apples :-)

BjB: I'm sure Dave only eats that junk food at Easter, Sus!

SusanneN: Ok - Dave thought they were teens, but they're supposed to be future teachers!

Daves . o O (Ummm, yeah....)

SusanR nods. I am surprised!

BjB: Jan is logged in now and has them under control

SusanneN: but I might like to have an animal shaped as an elephant, like a souvenir

SusanR: rowdy class!

SusanneN: BJ, we do see that pretty often, when they come in as a mob, they forget where they are and that others can read them, too

Daves wonders why Bob was so.....um.... dunno the word for it.... rude.

BjB nods to Sus. This was Dave's first experience

SusanneN: he might have had a hard life as a child :-)

BjB agrees with Dave that Bob was rude...

SusanR: Perhaps they should come in with an instructor.

SusanneN: Or maybe he has seen too many B movies on TV

BjB: they did, Sue...Jan was having trouble logging in, but she's in now

BjB: she took them to the ASO

BjB . o O (most of them)

SusanneN: That's why the Student Activity center for students with a guest license was so useful in old TI

Daves: That's good. That's where discussions are supposed to be.

SusanneN: that would let them stay away from reception and login directly to the SAC

BjB: Dave, our job is to help people feel comfortable here...it can be pretty scary at first for some...

SusanR: I understand.

BjB: You did a good job of reminding them to use appropriate language

BjB: Sue, have you met Dave?

SusanneN: Yes - and in case you feel too upset or scared when someone is nasty, it might be a good idea to leave the room and just ignore them

SusanR: Yes, we met briefly just a few minutes ago.

Daves: Well... people shouldn't even be using that language anyway... 0:)

SusanneN: Dave -that depends on their culture

Daves: True.

SusanR: Good idea, Sus

Daves does homework and types at the same time.... burning so many calories!

BjB: I don't think we have any boot powers in this interface.

SusanneN: where I live most people are less afraid of using all kinds of language. I guess they are less restricted

Daves: That's not right.

SusanneN: Look in the help menu , in the pull down Actions menu

BjB: we don't accept that language here, no matter what the culture, Sus...

SusanneN: what is it to /ignore a user?

BjB: if the offender is not appropriate, you can always warn that you will report the behavior to admin

SusanneN: I know, BJ

SusanR: Can we politely ask them to leave if they exhibit extreme rudeness?

Daves: There should be moderators(HELPDESKERS FOR INSTANCE!) that can log people out or suspend them for minutes, days, or hours.

SusanneN: Of course you can be very polite

SusanneN: Dave, we do have that option in the old TI

BjB: don't know, Sus. Yes, we can ask them to leave.

Daves: But we need it here.

SusanneN: I'll try to /ignore YOU, BJ

BjB: Dave, one consolation....you will not run across these kind of people very often...most are very polite

SusanneN: I'n now ignoring BJB

Daves . o O (Take you for instance!)

SusanR agrees

BjB: is anything different, Sus?

SusanneN: I'm no longer ignoring bjb

BjB: I wonder if the ignore command blocks pm's

SusanneN: when I use the command /ignore someone, I believe that I cannot read her message - until I use the /unignore

SusanneN: try it

Daves: i'll block myself!

SusanneN: ignore me, and I will PM you

Daves: I ignored myself!

SusanR left the room.

Daves: Oh no! I can't see what I'm typing!

SusanneN: What I see is: You are now ignored by BJB: Mind your language!
BjB: how do you unignore?
SusanneN: type /unignore
SusanR joined the room.
SusanneN: type /unignore someone
Daves . o O (/unignore)
BjB: wb, Sue
BjB nods...got it. Thanks
BjB: How about if we officially start this meeting?
SusanneN: How can Dave learn how to unignore himself?
Daves: I knew how to since I started in TI1.
SusanR: The ignore command is handy!!
SusanneN: Dave, are you reading yourself now?
Daves: yes.
SusanneN: yes, so now we can officially open the WC meeting!
SusanR: How does one THINK here at TI2?
SusanneN: This was a good exercise
BjB: so, what did we figure out the ignore command does?
SusanneN . o O (he he)
BjB: Sue, you think the same as in TI1 /th blah blah
SusanneN: Sue, it works like in the good old TI
Daves . o O (/th)
SusanR . o O (thinking)
SusanR . o O (got it)
BjB: we now have the transcript page up and several scripts are archived...
BjB: there are also several documents in this room that may prove useful to you as helpdesk volunteers.
Daves: That's good.
SusanneN: Well - Ignore is a warning to someone who uses a rude language - -and you do not have to witness his bad manners
BjB: you can download the documents and save as to your computer...
SusanR: I have the docs saved, BJB!
BjB: then upload the docs to your office for easier access. I'd suggest that you create links in your office to the calendar and the transcripts
SusanneN: Today, I added a link to the worldclock time zone converter , very useful for helping people find out what time zone they're in, and how to reach a planned session just in time.
BjB: the reason I'm suggesting you add links from your office is...

SusanneN: Yes, I will do that. It is a good idea to have a collection of useful bookmarks

SusanR: That's an excellent idea. Will do that! I must go. I have something on tonight.

BjB: you can access the links from ANYWHERE.

SusanneN cheers

BjB . o O (doesn't work with documents or notes though)

BjB: to see the links you have, click on the ME tab

SusanneN: hey, yes it does!

SusanneN: I can see my notes from here

SusanR: This experience was in invaluable.

SusanR: Must go. Thanks again!!

SusanneN: and my files

BjB: then click on the links tab

SusanR left the room (signed off).

Daves eats a homemade Easter cookie

SusanneN: Oh, Sue was in a hurry

BjB: you can see the notes and files, but you can't read them

SusanneN: she will have to do with reading the log from the rest of our session

Daves pours a cup of water. Hmmm... no milk...

SusanneN: yes, I can read my notes, open my files and reach my links BJ

SusanneN open her thermo to get some hot tea and ask for another easter cookie

Daves: So is this really all what we talk about? What's goin on with TI?

Daves graciously hands a cookie to her.

SusanneN: Dave, we can decide for ourselves. What do you wish to know?

Daves: Well, right now really.... nothing.

BjB: We also need to get started with plans for the Carnival

SusanneN: I think we came a little off track because of the rude students

Daves: Carnival?

SusanneN: Oh yes, Dave, the carnival is our yearly fun marathon event

SusanneN: You MUST come

Daves: When?

BjB: It's going to be sometime in July. Michael felt we might want to change the name from Summer Carnival because of the folks in the southern hemisphere

Daves: I got e-mails, but didn't understand what it was about.

SusanneN: the idea is that as many of the groups that use TI will prepare a one hour session, and all day long there will be sessions
JeffC joined the room.
Daves: Hi Jeff.
BjB waves welcome to Jeff
JeffC: Hi all.
SusanneN hugs good old Jeff
BjB: Jeff, we're talking about the Summer Carnival.
SusanneN: Meet our young volunteer Dave
BjB: no date has been set yet, but it will be in July
BjB: Dave is our Student Representative
Daves: Hi Jeff, I'm Dave... probably the youngest HelpDesk volunteer.
SusanneN: What about the TI2 Launch Festival 2003 instead?
BjB: I like that, Sus
JeffC: Hi Dave, I'm Jeff... probably the fattest HelpDesk volunteer.
BjB smirks at Jeff
SusanneN: Festival can be summer or winter, regardless of season and hemisphere
BjB nods to Sus
Daves: Oh come on! That might not be true.
BjB: Dave, the festival runs 12 hours...from 8am - 8pm PDT
Daves: Woah! 12 hours! That's long.
SusanneN: Have some Easter cookies, Jeff
JeffC: And there is a lot of heavy drinking... just how old are you Dave?
Daves: 13.
SusanneN: yes, but you will be excused to have some breaks in between :-)
JeffC munches some cookies... thanks Susanne! (Just kidding about the drinking... even so... it's all virtual!).
SusanneN: Oh, no beer this year
Daves: I brought the cookies, hope you like 'em.
Daves: WHAT! no beer!
Daves . o O (JUST KIDDING!)
SusanneN: But you're ever so right, Jeff, last year some people were having a hangover the next day
BjB: we try to delegate responsibilities, giving each volunteer an assigned time to be here.
JeffC: Last year I was here for the whole 12 hours (on and off)... will try again to do that this year.
JeffC: Is there a Carnival room setup yet? Or will there be?
Daves: Oh, so we come at a certain time and try to stay on until the end?

SusanneN: BJ... when you say, 8am to 8 pm, is that PST or EST or GMT or what?

BjB: Jeff, it will be here.

BjB: Sus, it's PDT...pacific daylight time

SusanneN: We'll have multicolored light bulbs and one of those disco mirror balls

JeffC: In the Helpdesk room?

SusanneN: VERY international, eh :-)

BjB: we can upload images...I'll have to see what I can find ;-)

Daves: Oooooo! Images!

BjB: last year we used Yahoo groups because we didn't have this interface.

BjB: many people had trouble with the yahoo group

SusanneN: did we? Oh yes, we did

BjB: now we have this group and the discussion...I think it's going to work out well.

SusanneN: But that is out of question now -we can provide discussions in house

BjB: ;nods to Sus

JeffC: I'm sorry... might have missed this... but has a date been set yet?

BjB: no, we've just chosen July, but not a specific date yet

BjB: it will be on a Wednesday, so that narrows it down a little

Daves . o O (I finished my homework!)

SusanneN: But in case we need to make a kind of invitation homepage, that is possible, too; a URL that can be reached outside TI2 (without having to register, for quick reference)

SusanneN: Oh Dave, are you multitasking?

JeffC: OK... here's a thought... can we have a link to a World Clock on hand? Here's one of mine:
<http://www.timeanddate.com/worldclock/personal.html?sort=2>
...of course, what would be really cool would be a built-in world clock at TI2.

Daves: Uhhhhhhhhhhhhhhhhhhhh..... wha-?

SusanneN: he he, we already HAVE it here

JeffC: Where is it?

SusanneN: I added it today, Jeff

SusanneN: in the links collection

SusanneN: look left!

BjB nods about the webpage. I think Kari did the page for us last year

SusanneN: Well kindly ask our sweet secretary to do it this year, too

BjB: would you like that link featured, Sus?
SusanneN: yes, I thought you had the featuring power, BJ :-
)
SusanneN: because I cannot do it
JeffC: Yeah... but that isn't seen very readily, is it? I
was thinking something along the lines of having one
available as a drop down tab, or even some kind of embedded
icon, so people could easily click (no matter what room
they are in). Probably just dreaming though.
BjB: done
SusanneN: great idea, Jeff, an Ubiquitous World Clock - tell
the programmers
SusanR joined the room.
SusanneN: I think the idea is elegant
BjB: we can ask Kari to put that url on the webpage. I
think it's already on the calendar
SusanneN: Hi again Sue
BjB waves welcome back to Sue
SusanR: I am back. Just finished supper. I have a few
minutes to spare.
SusanneN: Sue, we're planning the TI2 Launch Festival 2003
in July
JeffC: What would be really nifty is having one for each
user on their Identity page...that way, when you look at
someone's profile, you see what time it is there.
SusanneN: Jeff is so full of wonderful ideas
BjB: Jeff, why don't you join the TI2 needed features group
and suggest that?
Daves: I'm really sorry, but I have to go. Is the
Watercooler Confab Transcript gonna be e-mailed to
everyone?
JeffC: I must say... that when I first beta-tested this
environment, I had some strong reservations. However, after
playing with it for a while... it is definitely an
improvement over the old interface.
JeffC: OK BJB
BjB: I can mail it to you, Dave.
Daves: Thank you so much Bj.
Daves: Bye.
Daves left the room (signed off).
SusanneN: dave, thanks for the Easter treat
SusanneN: ah
BjB . o O (he'll see it in the transcript :-)
SusanR: I would also like the transcript, BjB.
BjB nods to Sue
SusanneN: Dave's engagement is a great encouragement
BjB smiles. He's doing a great job.

JeffC: Hey... I'm already a member of that group! DOH!

SusanneN: yes, and he has got fresh eyes

SusanneN smirks

BjB: can we review what we've covered tonight?

JeffC: brb... I better post it now, before I forget

JeffC left the room.

BjB: you can access your files, links, etc from the ME tab

SusanR listens eagerly!

SusanneN: yes, you can read them but not create or edit them

BjB . o O (you can read the files and notes, but you can't show them to anyone else. They have to be in your office to see those items)

BjB: but you can open the links and then copy and paste

BjB . o O (the url)

SusanneN: good occasion to ask someone to see your stamp collection in private

SusanR: That was my next question, Bj

BjB grins at Sus...or etchings?

SusanneN: Try it some time, Sue

SusanR: Come on up to my office sometime????

BjB: did that explanation make sense, Sue?

SusanR: Yep

SusanneN: I mean, you check your ME tab and see your options :--=

BjB: Sus added a link to the world clock for all us timezone challenged folks

JeffC joined the room.

BjB: can you each click on the ME tab and then links to see if you have the clock link?

SusanneN: And jeff suggested that we add it to people's personal profiles somehow, too

SusanR: Thanks everyone. I am off!

BjB: Sus added the link so I know she has it. Bye again, Sue

SusanneN: No we don't unless we copy the link and create a new - from our own room

BjB: you don't see the link to the clock, Sus?

SusanneN: I added it in THIS room, not in my personal belongings

SusanR left the room.

BjB: ahhh...good to know

SusanneN: YOU see it, BJ, because I suppose this is YOUR room?

BjB nods

SusanneN: we can see it in the left side menu

SusanneN: and if it is featured , also in the Room view

BjB: yes, but that won't do you much good if you're in another room trying to help someone

SusanneN: nope

BjB: so, you need to add any links you will use as helpdesk to your office links

SusanneN: so our suggestion is that everyone makes a personal link to that URL

BjB: so you can access them from any location

JeffC: What would be really cool is if it were embedded in the "Here" tab... next to the user's name.

SusanneN: once more

SusanneN: yes

BjB: Jeff, there are zillion things on the 'to do' list for TI2!

SusanneN: let us see how Jeff manages to explain that in the Features discussion, and maybe help making the idea even better

SusanneN: I know

JeffC: Gotta run... I'll stay logged in...

BjB: let's work with the features we have now. As the new features are added we can add them to our knowledge base

SusanneN: what we want is a perfect cyberhome, with every postmodern conveniences

BjB waves to Jeff. We're almost done

BjB looks for the bathrooms

SusanneN: Lots of cool ideas

SusanneN: I wish to have mirrors in the ceiling

SusanneN: and transparent glass walls between rooms

BjB: We also discussed the TI2 Launch Festival 2003.

SusanneN: and a rolling escalator

SusanneN: Ok, back to serious

BjB: it will be on a Wednesday in July and run from 8am to 8pm PDT

SusanneN: at least we decided for a name, and the time slots

BjB: Do we want a theme?

SusanneN: Themes must cover a broad fan of interests

BjB nods...let's just go with a festival theme then

BjB: anything else that we covered or need to discuss?

BjB . o O (I know it's terribly late for you, Sus)

SusanneN: A festival can inspire for lots of different festivity metaphors

SusanneN: BJ, I'm in the habit of staying up late and have no appointments tomorrow morning

SusanneN: apart from cleaning the windows before the sun is on the west side of our house

BjB: was there anything else you wanted to discuss, Sus?

BjB: Thanks for helping Corinne
SusanneN: no -I do not see anything urgent
SusanneN: we had an appointment, but she had trouble
SusanneN: so we did not get anywhere
BjB: she's been logged in before with no problems...maybe
it was just a temporary problem
SusanneN: Apart from some bug reporting
BjB nods
SusanneN: yes, I suggested they're making some changes and
did not implement them to Opera yet
SusanneN: she took a screendump and mailed it to me
BjB: hopefully, Dianne will do the volunteer schedule
again. She did a terrific job last year.
SusanneN: that?s how <i saw she was using Opera
SusanneN: That would be terrific
BjB: oh, lots of extra keystrokes...odd.
SusanneN: Dianne has a talent for organization
BjB agrees
SusanneN: I do not see any leftover keystrokes in your
message BJ
BjB: Hopefully, Michael will be the publicity chair again,
too.
SusanneN: Yes, he has got a certain way of managing this
SusanneN: and I will discuss this with the Webheads people
SusanneN: but I think I will wait a few days - we do have a
lot of other engagements to arrange.