

# **How Helpful Are We?: An Exploration into Making SUMO Metrics Accessible**

Tanay Gavankar

# SUMO Metrics



- Average Weight: 412 lbs\*
- Average Height: 6' 2"\*
- Average Salary: \$30,500\*

\* Based on sample size of 0.

The background features a stylized illustration of water. At the top, there are dark blue, wavy lines representing the surface of the water. Below this, the background is a light blue gradient. Scattered throughout the light blue area are numerous small, white, circular bubbles of varying sizes, some of which are clustered together. The bottom of the image transitions into a solid green gradient.

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*Help with:*

- + [Windows](#)
- + [Firefox 5](#)

Adobe has released a critical security update for the Flash plugin. For your safety, please [make sure your plugins are up to date](#).

## *New to Firefox?*

[Getting started with Firefox](#)  
[How to set the home page](#)  
[Customizing Firefox with add-ons](#)  
[Pop-up blocker](#)  
[Updating Firefox](#)

## *Common Questions*

[Common questions after updating Firefox](#)  
[Firefox does not ask to save tabs and windows on exit](#)  
[Fonts look blurry](#)  
[Add-ons are disabled after](#)

## *Explore Help Topics*

### *Troubleshooting*

- [Firefox crashes](#)
- [The Adobe Flash plugin has crashed](#)
- [Add-ons are disabled after updating Firefox](#)
- [Troubleshooting extensions and themes](#)
- [Troubleshooting plugins](#)
- [Error loading web sites](#)

### *Using Firefox*

- [Tabbed browsing](#)
- [How do I use bookmarks?](#)
- [Location bar autocomplete](#)
- [What are App Tabs?](#)

### *Privacy & Security*

- [How do I stop websites from tracking me?](#)
- [Private Browsing](#)
- [Clear Recent History](#)
- [How to clear the cache](#)
- [Enabling and disabling cookies](#)

### *Customizing Firefox*

- [How to set the home page](#)
- [Customizing Firefox with add-ons](#)
- [How do I customize the](#)

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**Note:** Firefox 3.6.4 and above also load plugins separately from Firefox, allowing Firefox to stay open if a plugin crashes. To make sure you are using the latest version of Firefox, see [Updating Firefox](#).

## Malware: viruses or spyware

A number of different viruses and spyware are known to crash Firefox. Ensure that your system is kept clean of spyware and viruses. For more information, see [Is my Firefox problem a result of malware](#).

*Based on information from [Firefox crashes \(mozillaZine KB\)](#)*

Contributors to this page: Verdi, Cb\_Hr, scoobidiver

Was this article helpful?

Yes

No



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```
mysql> SELECT COUNT(*) FROM wiki_helpfulvote;
```

```
+-----+  
| COUNT(*) |  
+-----+  
| 1486259 |  
+-----+
```

Based on

Contributors to this page: verdu, Co\_In, sc00bdriver

Was this article helpful?

Yes

No



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What's in these entries?



Field	Type	Null	Key	Default	Extra
id	int(11)	NO	PRI	NULL	auto_increment
document_id	int(11)	NO	MUL	NULL	
helpful	tinyint(1)	NO		NULL	
created	datetime	NO	MUL	NULL	
creator_id	int(11)	YES	MUL	NULL	
anonymous_id	varchar(40)	NO	MUL	NULL	
user_agent	varchar(1000)	NO		NULL	



## History of The Adobe Flash plugin has crashed

Revision history for: **English**



Compare Selected Revisions

Revision	Status	S	Editor	R	Comment
<input checked="" type="radio"/> Feb 23, 2011	Current		Tonnes	<input checked="" type="checkbox"/>	remove comma, ... player->... plugin has crashed
<input checked="" type="radio"/> <input checked="" type="radio"/> Feb 23, 2011	Rejected	-	Tonnes		remove comma, ... player->... plugin has crashed
<input checked="" type="radio"/> <input checked="" type="radio"/> Feb 16, 2011	Approved		Bogdancev	<input checked="" type="checkbox"/>	When you click "About Firefox" menu item, window will open that has title "About Mozilla Firefox" (not just "About Firefox")
<input checked="" type="radio"/> <input checked="" type="radio"/> Feb 3, 2011	Approved	M	Verdi	<input checked="" type="checkbox"/>	new phrase in the intro
<input checked="" type="radio"/> <input checked="" type="radio"/> Feb 2, 2011	Approved	MT	Verdi	<input checked="" type="checkbox"/>	New version for Fx 4.
<input checked="" type="radio"/> <input checked="" type="radio"/> Dec 9, 2010	Approved		Verdi	<input checked="" type="checkbox"/>	added summary and keywords
<input checked="" type="radio"/> Jun 30, 2010	Approved		Verdi	<input checked="" type="checkbox"/>	Added TOC so I can link to the Disable hang protection section.



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So, a document can completely  
change between revisions. Wait  
a second...

Field	Type	Null	Key	Default	Extra
id	int(11)	NO	PRI	NULL	auto_increment
document_id	int(11)	NO	MUL	NULL	
helpful	tinyint(1)	NO		NULL	
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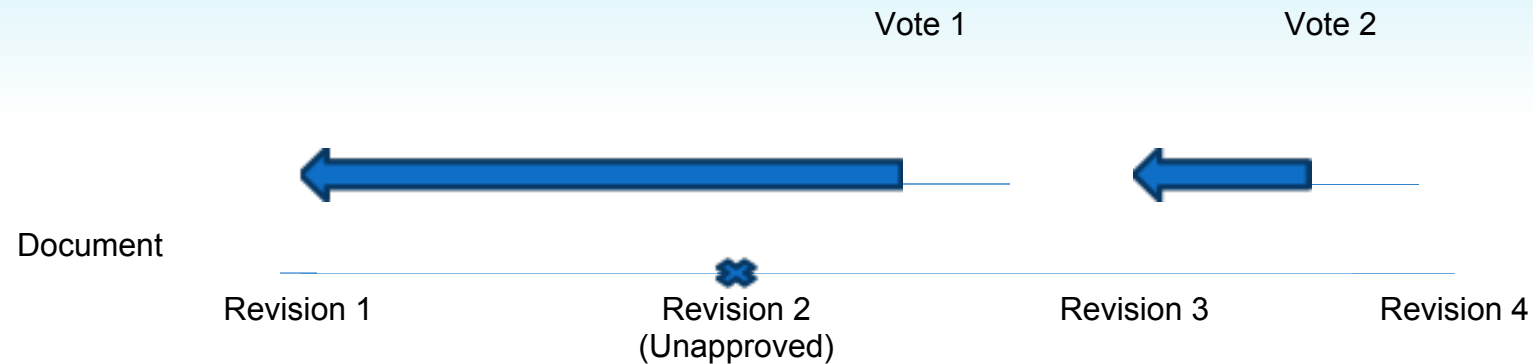
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# Updating the Schema

- Document\_id was no good
  - Needed revision\_id
- Issues:
  - ~1.5 million entries
    - One big MySQL migration was too slow (~3 hours)
    - May cause slave replication lag
  - Many votes were migrated from TikiWiki
    - Caused edgecases in document -> revision ID conversion

# Conversion Logic (Simplified)





# Updating the Schema

- Constraints

- No slave replication lag / must be fast
  - Sub 1 sec if possible
- Must not be destructive
  - Can't delete anything
  - Can't do it in place (needs another table)
- Shouldn't cause disruption to users
  - Will be running on a production server
    - Millions of hits per day

# Updating the Schema

- Solution 1:
  - Cron job that did the conversion in smaller chunks
- Still too slow!
  - Chunks of 1000 entries still took ~2 minutes each
  - Possibly caused by network latency
    - Currently pushing data back and forth between Django and MySQL
- Can we get it down to a single MySQL query?
  - Yes!

# Updating the Schema

- Solution 2:
  - Celery Tasks fired from Admin Panel
  - 2000 piece chunks, ratelimited at 1 / minute
    - ~500 – 700 ms / chunk!

**Django administration** Welcome, **tgavankar**. [Change password](#) / [Log out](#)

[Home](#) > [HelpfulVotes](#)

## HelpfulVotes

Migrating HelpfulVotes is currently disabled. Activate waffle switch 'migrate-helpfulvotes' to enable.

### Migrate Specific HelpfulVotes

Chunk Size:

Insert a space delimited, hyphenated list of the ID ranges only for the tasks you wish to start. Both start and end must be multiples of chunk size. For example (assume 2000 chunksize), the entry "2000-10000 12000-14000" will run 2000 sized chunks starting at 2000, 4000, 6000, 8000, 12000. Note that in a given range, the lower number is included, while the higher number is not. Interval notation: [low, high)

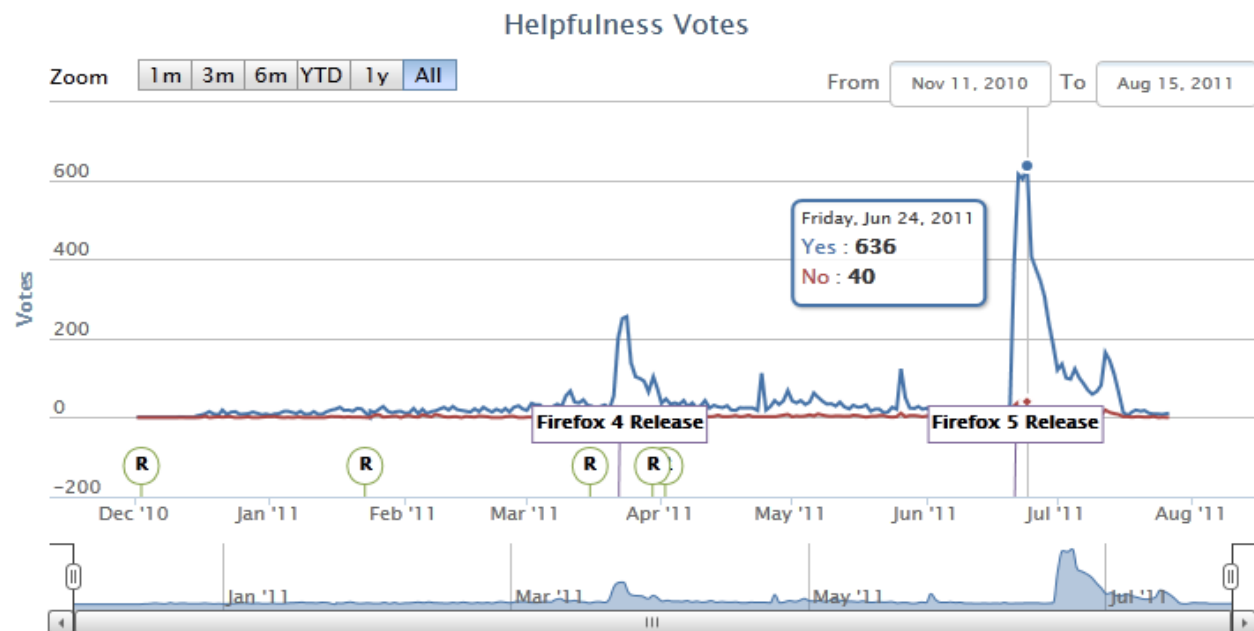
IDs:



Now for the front end...

# History of What are Tab Groups?

Revision history for: **English**



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Revision	Status	S	Editor	R	Comment
<input checked="" type="radio"/> Jul 4, 2011	Review		scoobidiver		added next & previous Tab Group shortcuts, added troubleshooting section, replaced tab strip by Tab Strip, removed unrelated keywords
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<input type="radio"/> Mar 29, 2011	Approved	M	Verdi	✓	added screencast
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					Rewrote as Tab Groups instead of Panorama. added info about how the

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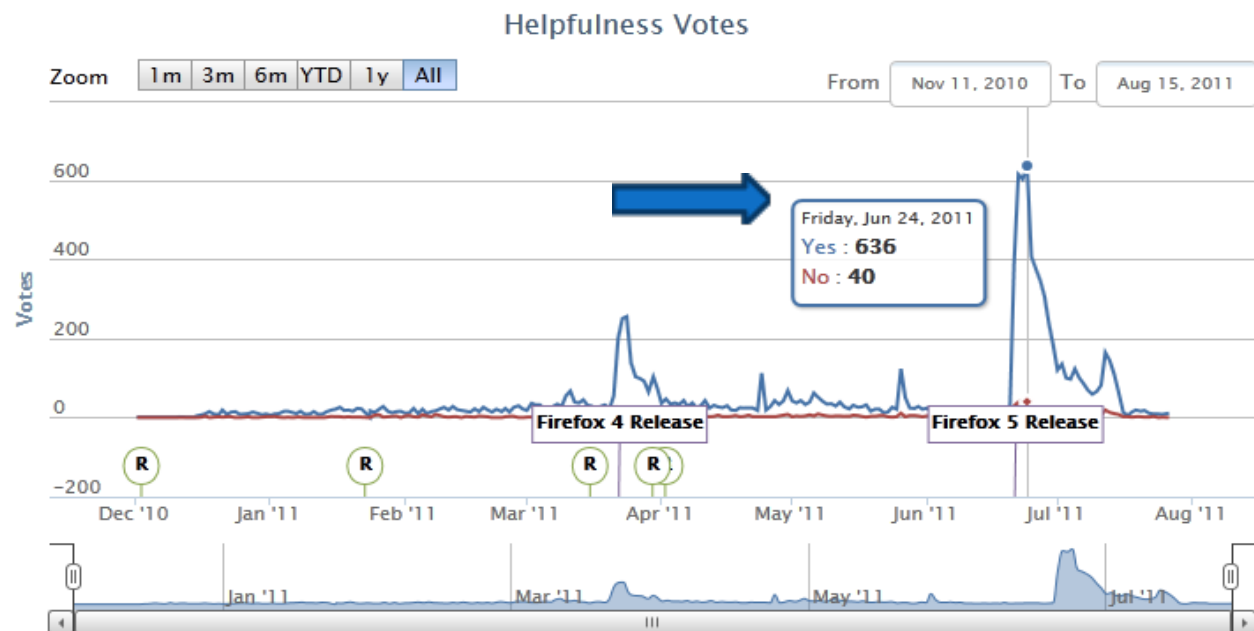
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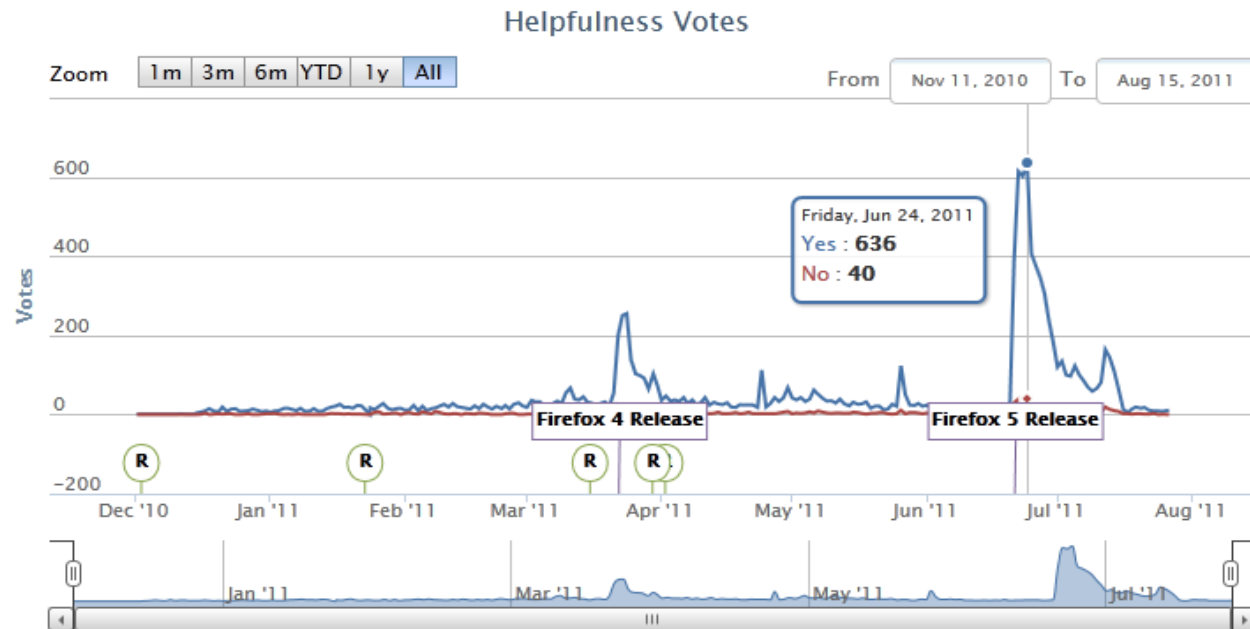
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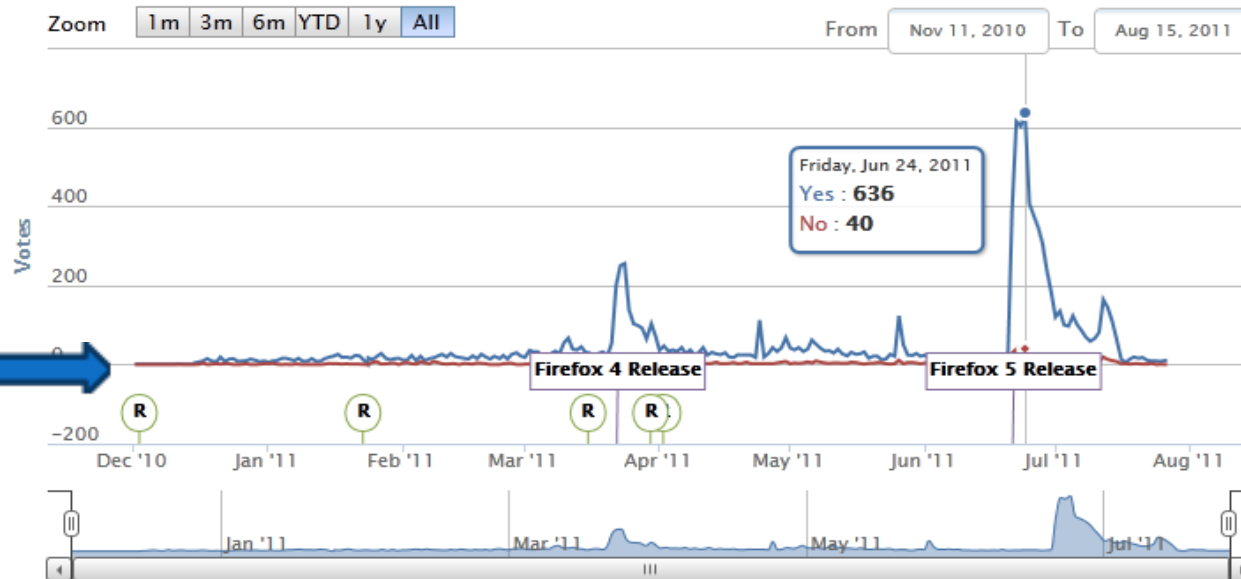
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## Helpfulness Votes



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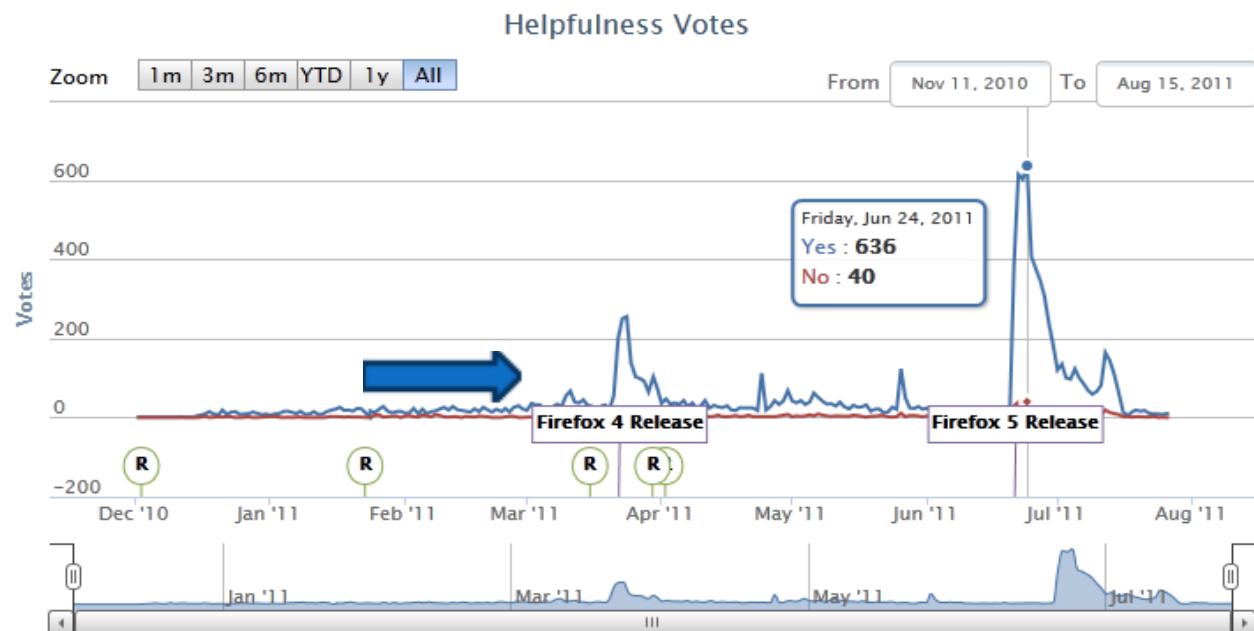
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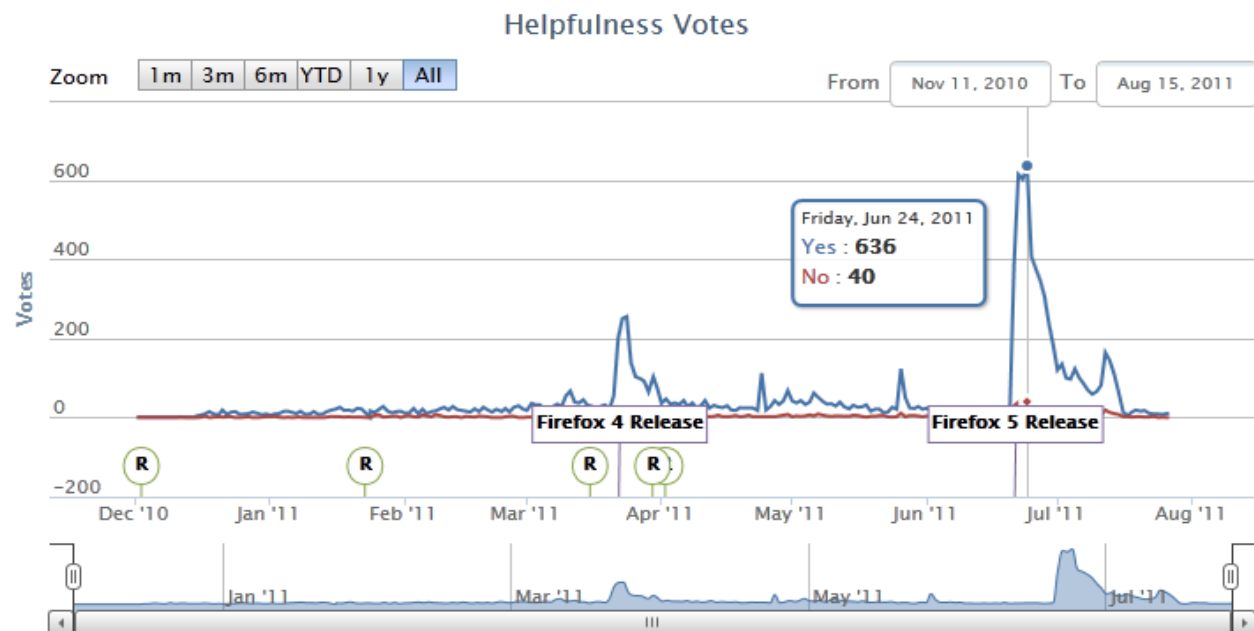
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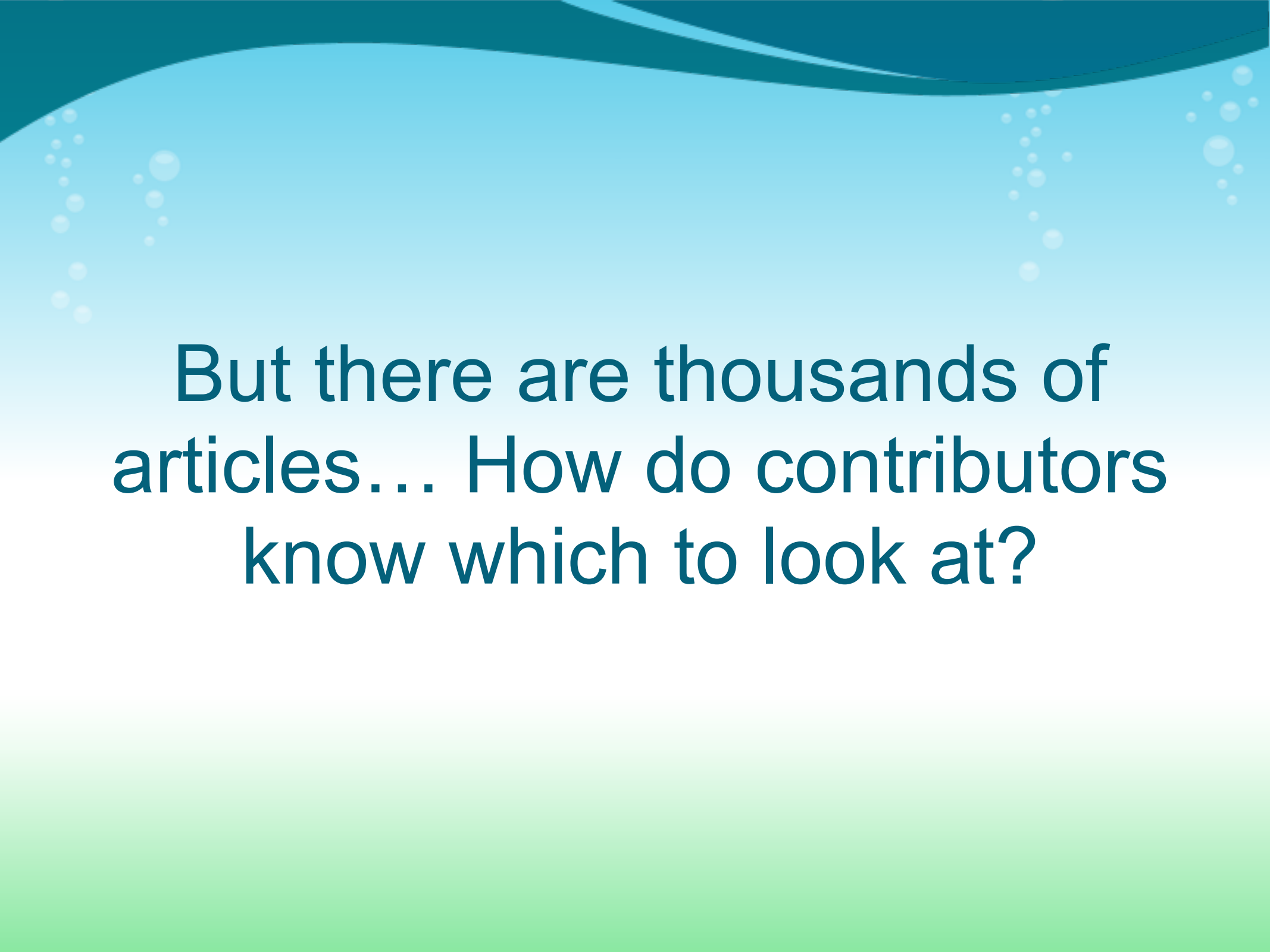
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The background features a light blue gradient with a darker blue wavy border at the top. Several clusters of white bubbles of varying sizes are scattered across the upper half of the image.

But there are thousands of  
articles... How do contributors  
know which to look at?

# Aggregate Metrics Page

- Get overall helpfulness of all articles
  - Sorted by “most unhelpful”
- Expensive!
  - Running this huge query on *every* request
- Solution:
  - Run a cron daily to store the results into Redis

# So how exactly do you sort by “most unhelpful”?

- Percent Helpful?
  - No
    - 0% helpful with 1 vote
    - 10% helpful with 1000 votes
- Raw vote count?
  - Maybe...
- We need to combine both... but how?







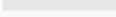















# Bayesian Average

- $C$  = average rating
- $m$  = average number of votes
- $R$  = current rating
- $v$  = current number of votes
- Pushes low vote count towards average rating  
high vote count rankings

$$\frac{Cm + Rv}{m + v}$$

## Unhelpful Documents

Most Unhelpful

Article	Total Votes	Helpfulness
How do I switch update channels?	360 	8.3%
Lost Bookmarks	178 	14.0% <span>-16.8%</span>
No sound in Firefox	110 	11.8%
Firefox Sync is not working	69 	10.1%
Firefox will not start	152 	15.1%
Printing a web page	93 	14.0%
Firefox cannot load websites but other programs can	241 	18.7%
Removing the Search Helper Extension and Bing Bar	23 	4.3%
Cannot scroll with mouse wheel or touchpad	21 	4.8%
No programs can load websites	35 	14.3%
Firefox window is too large or opens off screen	16 	6.2%
Favicons do not display	11 	0.0%
Server not found	50 	18.0%
Bookmarks not saved	36 	16.7%
Firefox keeps opening many tabs or windows	27 	14.8%
Moving your Firefox bookmarks and settings	57 	19.3%
Form autocomplete entries are not saved	30 	16.7%
Cannot connect after upgrading Firefox	81 	21.0%
Unable to install add-ons	38 	18.4%
Multiple tabs open when starting Firefox	68 	20.6%
Firefox hangs	145 	22.1%
Flash does not work properly or will not update	15 	13.3%
Importing bookmarks and other data from Mozilla Firefox 3.0	6 	0.0%

+ [Firefox Help Home](#)

■ [Ask a Question](#)

### For Contributors

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[Improve the Knowledge Base](#)  
[Translate Articles](#)  
[Contributors Forums](#)  
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### Be AWESOME



Did you know that Firefox Help is powered by volunteer superheroes all around the world?

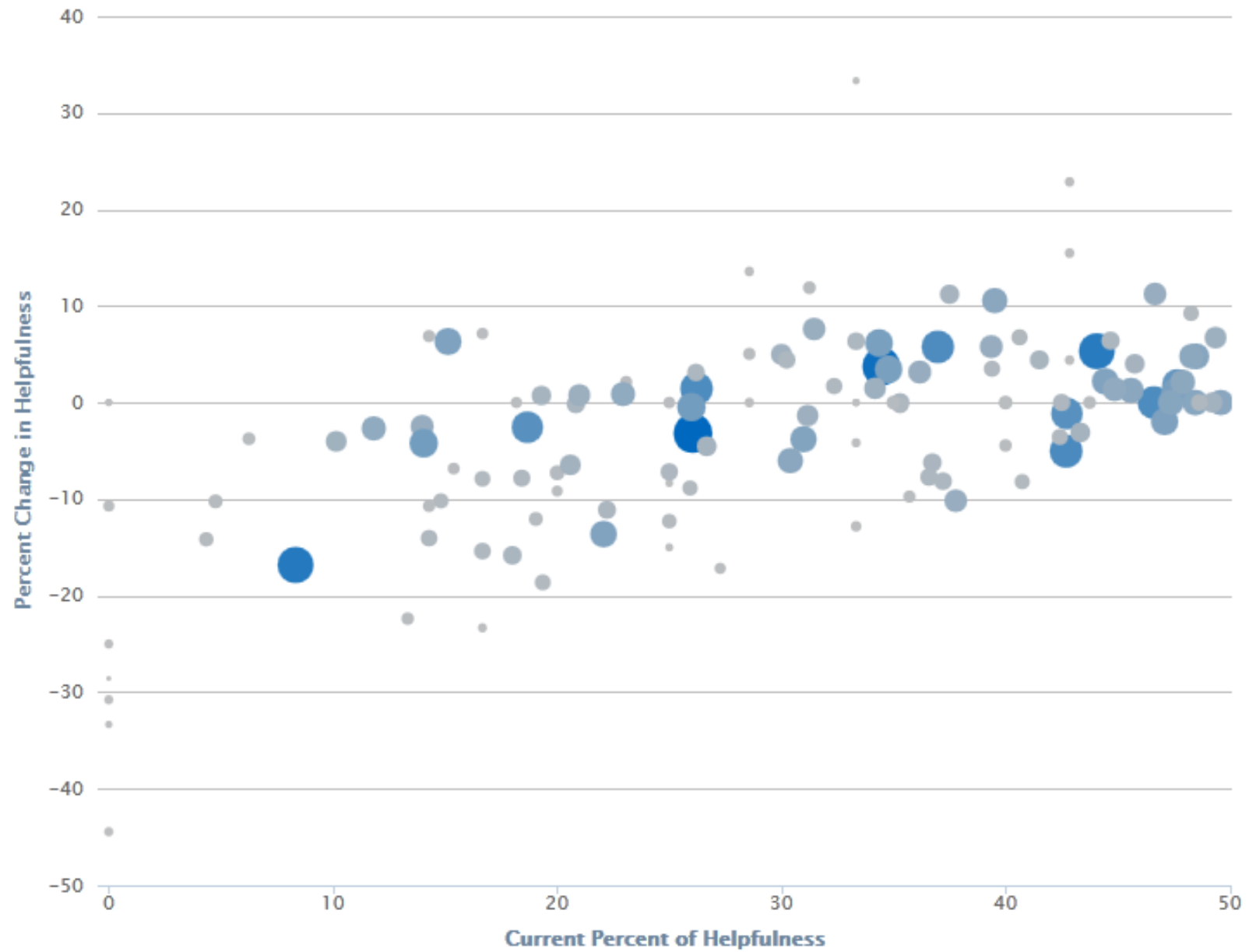
[Grab your cape and join us »](#)

### Check your PLUGINS



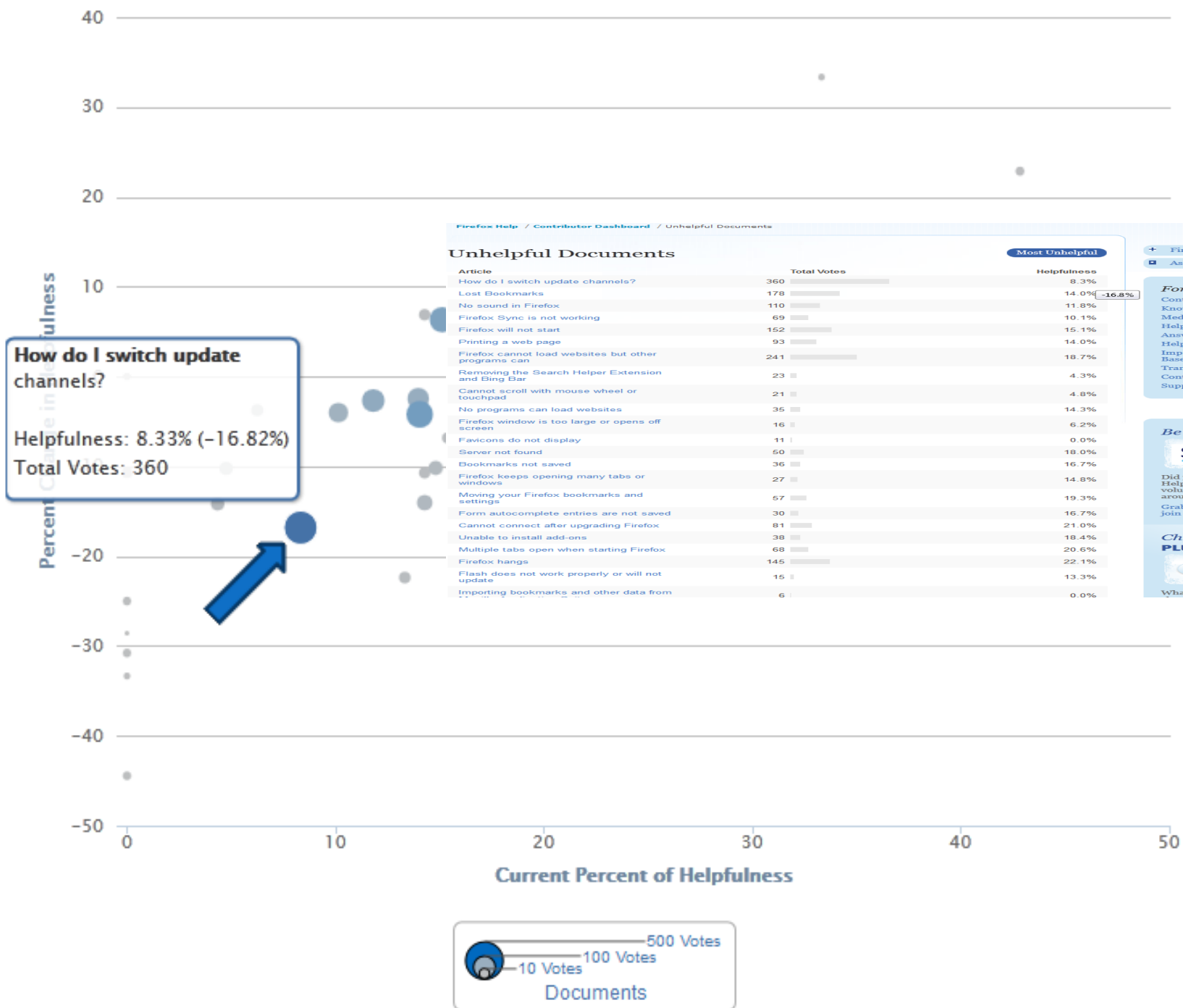
What is a plugin? Why

## Helpfulness Votes over 1 Month





# Helpfulness Votes over 1 Month



The background features a stylized illustration of water. At the top, there are dark teal wavy lines representing the surface. Below this, the background is a light blue gradient. Scattered throughout the light blue area are numerous small, white, semi-transparent circles of varying sizes, resembling bubbles. The bottom of the image transitions into a solid green gradient.

Questions?