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Lessons learned from writing 850 support requests (and why you should care)

Jeremy Bailey, Technology Manager

Nintendo of America, Inc.

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Your Voice

Self-assessed skills

Emotions during engagement

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Your Hopes for This Session

- How to get to the point and give the quickest right answer
- How to get more useful replies
- Networking :)
- How to write a support request and what can I do to make sure it will be addressed
- How to submit best support requests and maybe create a template for that
- Learn to write clear and concise requests to our team of developers and web QA
- What others struggle with
- Learning is endless
- How the support team likes to have requests phrased, what works for them

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Quick Background

Who is this guy?

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1

Former technical translator

Translated approximately 16 million words from Japanese into English, mostly technical docs

2

Localization engineer, CAT nerd

Figure-outer of solutions to thorny problems, writer of nasty regular expressions, CAT tool user for 20 years

3

Software development manager

Leader of a tiny team with big dreams that attempts to bring out the best of code and humans working together

Nintendo + memoQ

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Nintendo's memoQ use

Small compared to LSPs, larger for an enterprise?

- ~ 1.5 million documents processed
- 85 million words / 7.4 million segments currently in online projects
- 428 active users (764 lifetime)
- 400 custom filter configurations
- 1242 active projects
- 792 translation memories (curated actively!)
- 282 term bases

No CAT tool*
is purr-fect

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…so we've written a lot of tickets

Issue Reporter	Tickets Authored	N-Comments	M-Comments	Sum of Total
Jeremy Bailey	605	3,359	3,551	6,910
[redacted]	107	667	558	1,225
[redacted]	18	84	73	157
[redacted]	17	61	70	131
[redacted]	15	91	105	196
[redacted]	13	79	75	154
[redacted]	12	67	69	136
[redacted]	10	69	73	142
[redacted]	8	62	93	155
Grand Total	**859**	**4,752**	**4,885**	**9,637**

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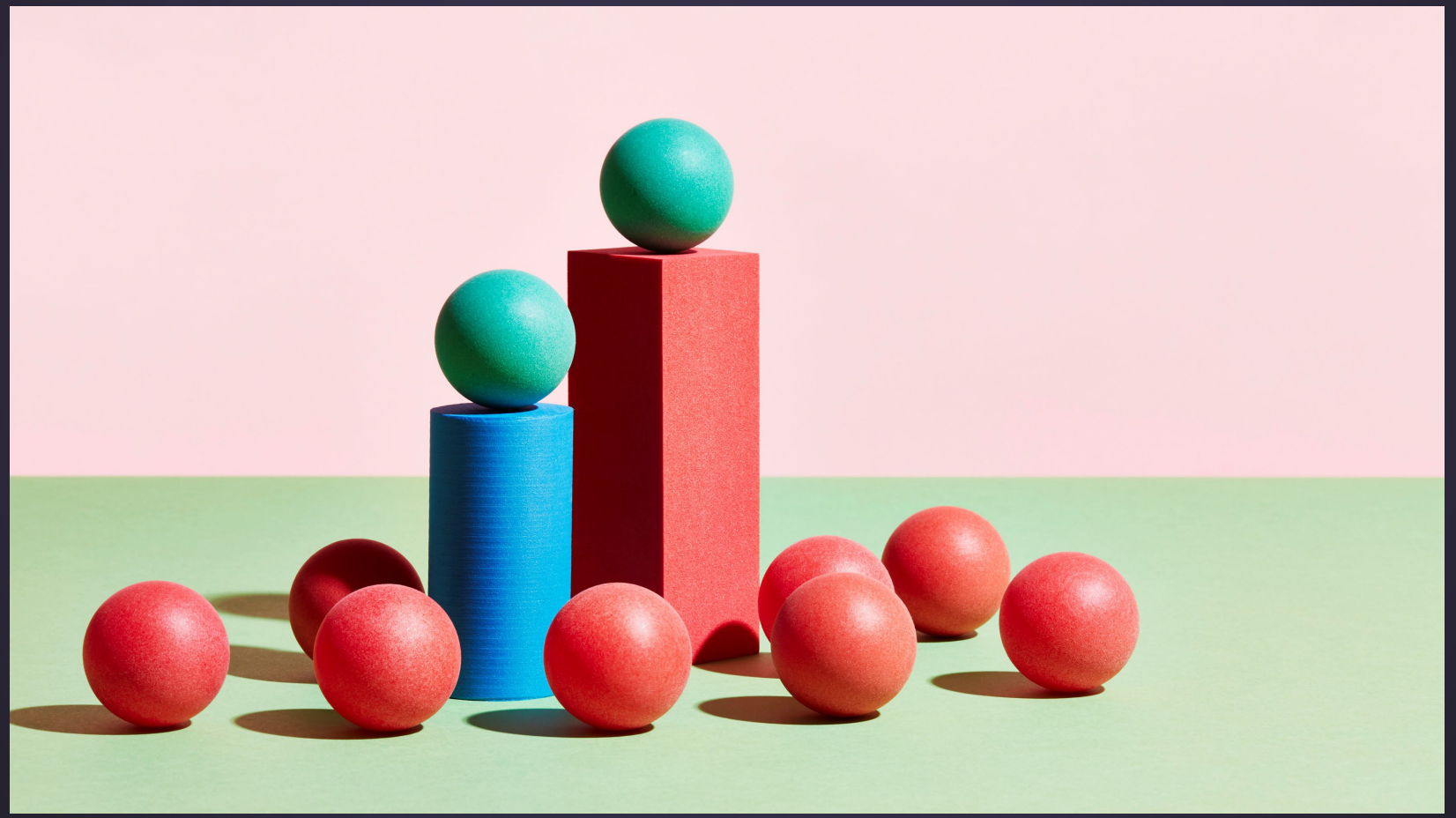
How to get better support: a primer



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memoQ's solid advice (link)

- memoQ Help Center for bug reports, support requests
- memoQ Users' Ideas Portal for feature requests
- One topic per request
- Be as detailed as possible
- Prioritize properly
- Include full error code and sample file(s)

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Jeremy’s practical tips

- Calm down, deep breaths, stay kind and professional
- Create a sample project that demonstrates the problem as simply as possible
- Use formatting and sections to improve readability
- Test with latest version
- Share what memoQ version you’re using

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The Four Cs

Clear

Concise

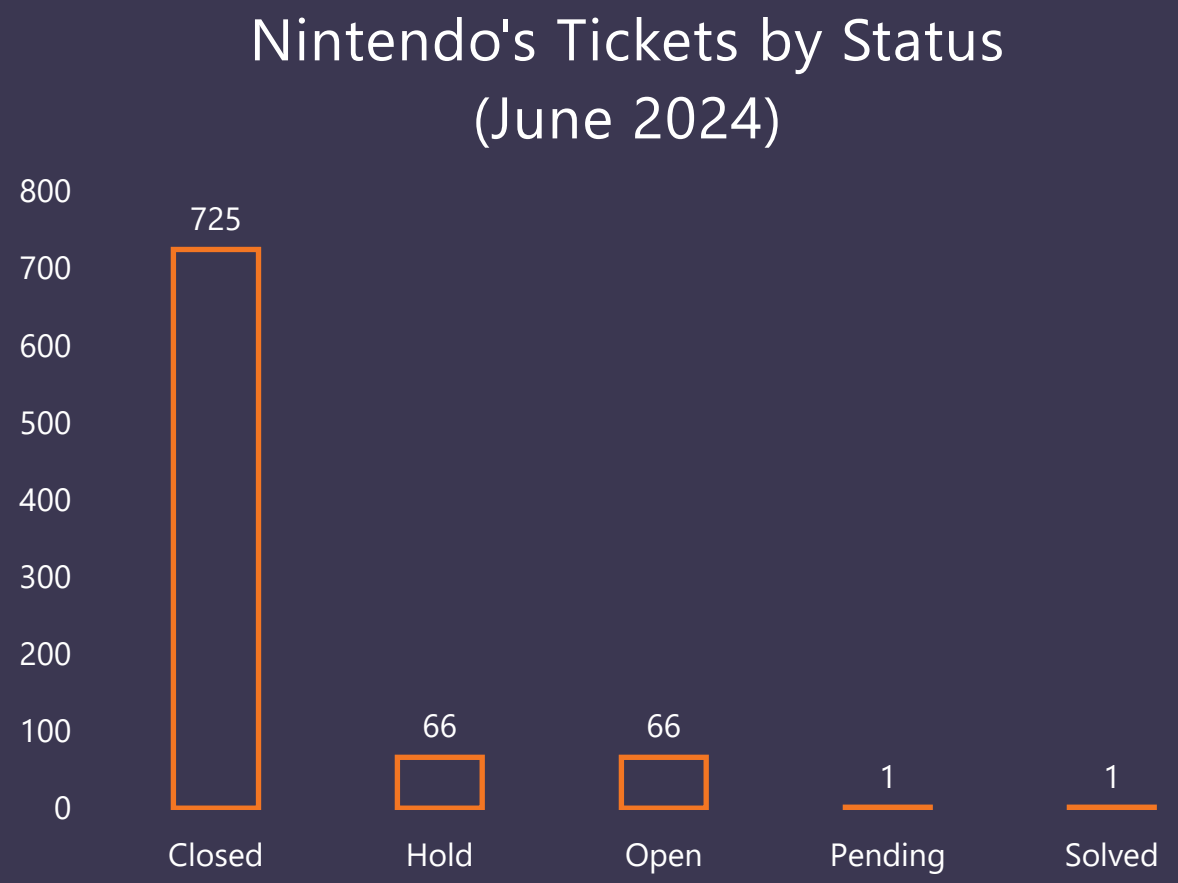
Correct

- Terminology, too!

Complete

Discover Details, Document, Distill

Focus on Top 3-5 Issues



Sections to Consider Including

More common

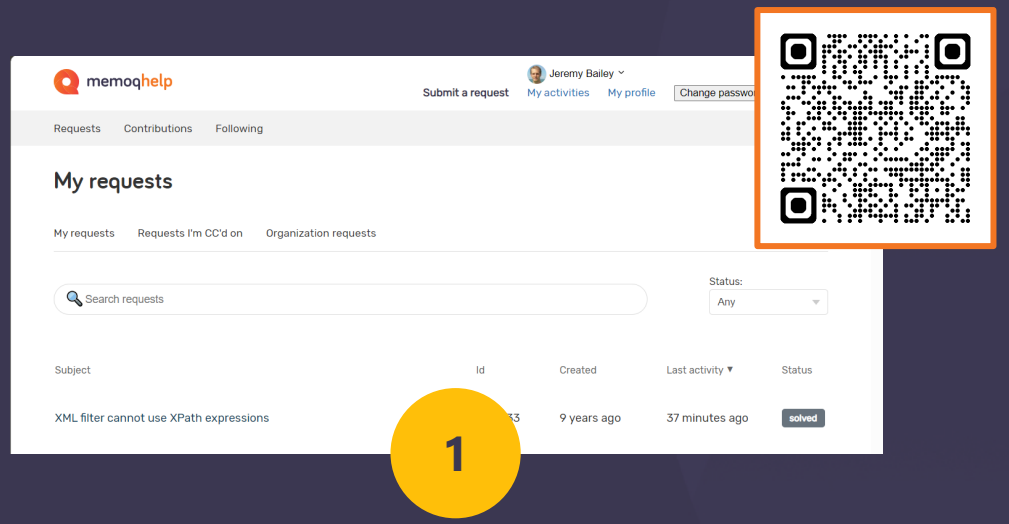
- **Title**: [Priority] Summary
- **Overview:** 1-2 sentences max
- **Business impact**: Objective
- **Details**: “Goldilocks” is ideal
- **Client error message**: Text
- **Server log excerpt**: Text, verbose
- **Screenshot**

Less common

- Workarounds
- Internal notes
  - Project name
  - Document name
  - Segment number
  - Source text

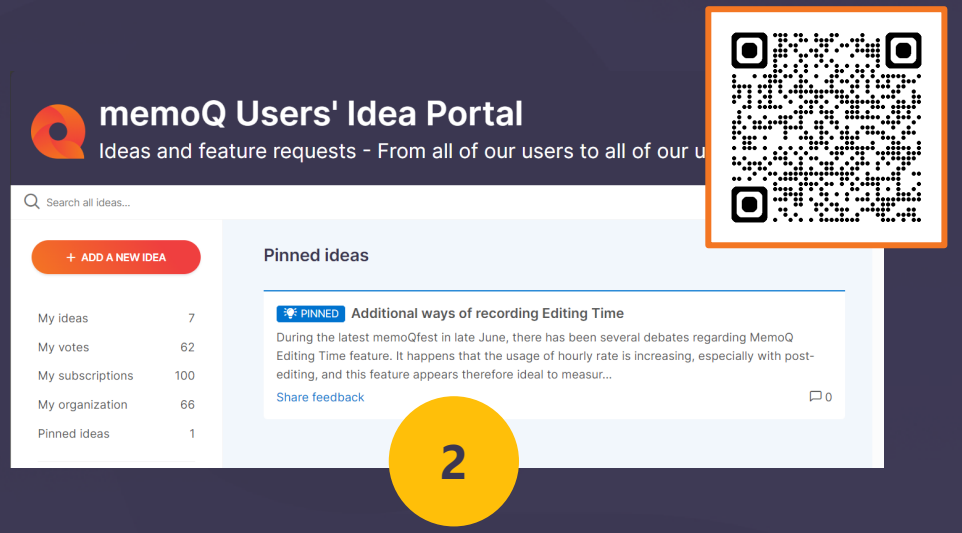
☝ For future self, coworkers

Official feedback systems



memoQ Help Center

Bug reports and general support requests (help with licensing, activation, questions about how to use the software, etc.)



memoQ Users' Ideas Portal

Feature requests and other ideas to be discussed with other users (and sometimes Product Managers at memoQ)

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Unofficial support networks

1

Facebook

2

Groups.io

Easy to say, harder to do… practice time!

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What's wrong with this comment?

Jeremy Bailey

2 years ago

> *I will ask the developers what they think about upgrading Hunspell itself.*

Thanks for this! I have no evidence to suggest that Hunspell has gotten faster since memoQ last updated this library, but it's possible at least, and it may also have gotten less buggy (we're having separate issues, which I know we need to report as a separate ticket, where random punctuation symbols like @, ^, `, _, and \ showing up as spell-check errors.

This·is·a·sample.·This·has·a·typoe.·Hunspell·incorrectly·flags·certain punctuation·and·symbols·as·"typos"·—·`·~·!·@·#·$·%·^·&·*·(·)·-·_·=·+·[·]·{·};·:·'·",·<·.·>·/·?·\·|·

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What's wrong with this ticket?

[Feature Enhancement Request] Allow users to toggle whether XML preview shows source or HTML

Jeremy Bailey
6 years ago

Hello Kilgray,

We'd like to suggest that when an XML file is imported using a filter that defines an XSL transform, users should be able to toggle the preview on (to see HTML) and off (to see XML source). This would make it easier to understand the structure of the document, and troubleshoot errors like "Only mq:ch and mq:rxt tags are allowed in translatable attr of an inline tag," which can happen if a user inserts a target-only tag into a segment that doesn't show up in the preview (such as the text of a tooltip).

Without such a feature, it can be very tricky to isolate which segment is causing an error that prevents the document from being exported. The usually-useful XSL-based preview in memoQ can occasionally hamper usability by making it impossible to see the markup. The troubleshooting technique we've shared with our users is shown below for reference.

Problem

When attempting to export an XML document, a general error occurs with the following message.

> *Only mq:ch and mq:rxt tags are allowed in translatable attr of an inline tag.*

Ticket details

Requester	Jeremy Bailey
Created	April 26, 2018 18:04
Last activity	April 26, 2018 18:19
Assigned to	ZenDesk
Id	#206855
Status	open
memoQ version	–
Serial Number	–
Priority	Normal
I consent to process my data according to memoQ's Privacy Policy. I was	–

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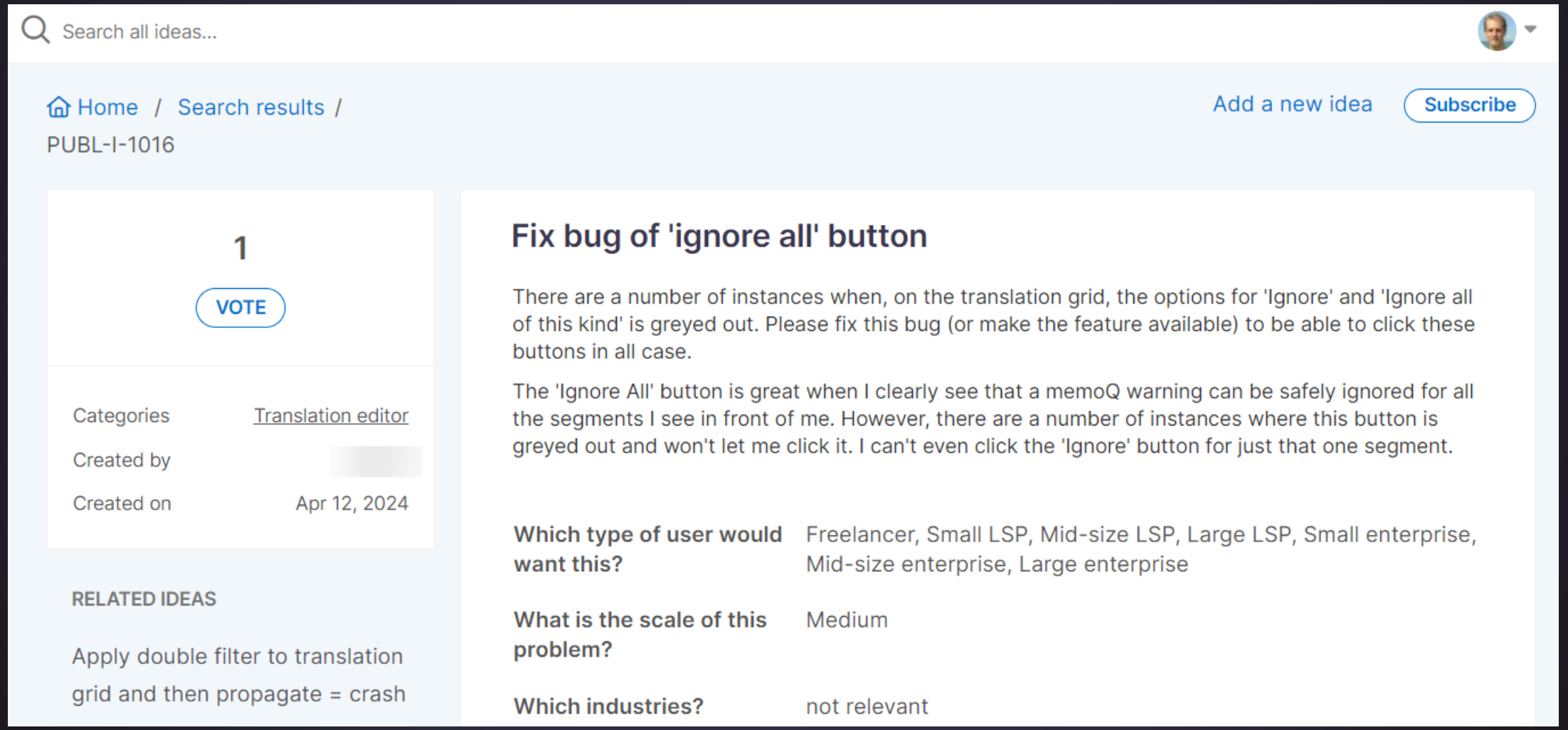
What's wrong with this post?



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What's missing?

To: support@memoq.com
Cc: My Boss; Zsolt Varga
Subject: MT problems

I'm been having problems using MT since upgrading to memoQ 10.5. The results don't show up at all and they used to work just fine before. I need this to work because I have a big MTPE job on a quick deadline.

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Key components of a decent request

To: support@memoq.com
Subject: [Low/Normal/High] Priority | Removing duplicates from legacy online TM caused lockup/corruption

[Overview]
Attempting to remove duplicates in an online translation memory causes my laptop to lock up using memoQ 10.6.11 client against a TM on a remote server running memoQ TMS 10.6.8.

[Details]
Eventually I had to force-quit the application and the TM became corrupt. We are not using TM+ yet. I will look into the feasibility of sending the TM securely if you can set up an FxHub workspace. In the meantime, I wonder if you can reproduce this problem on a server-based legacy TM (not TM+) with approximately 300,000 entries, where Japanese is the source language and English (United States) is the target language.

<screenshot showing unresponsive application>
<screenshot showing corrupt TM>

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To: support@memoq.com

Subject: Import fails for cascading Markdown filter in memoQ 11.0.3

Trying to import a Markdown file using a cascading filter, Markdown + Regex Tagger, fails with the following error:

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The silver lining

Being a bug magnet has its perks!

Attribution: xkcd.com

(Bug Thread, #2881)

Related hands-on guides

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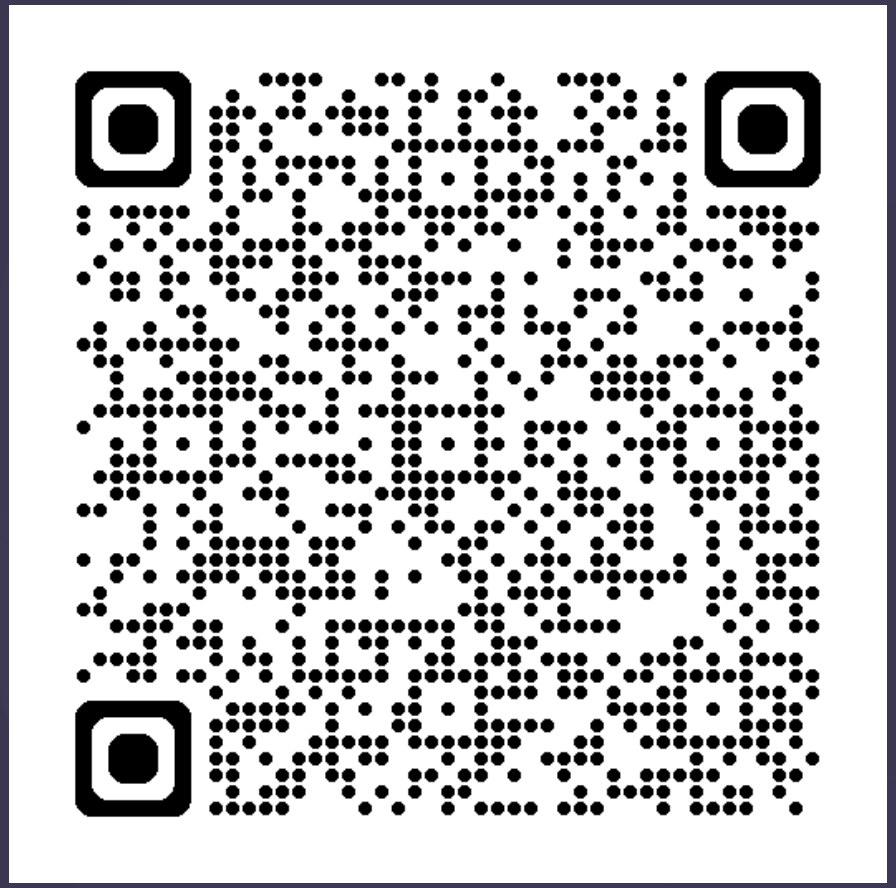

Reporting memoQ Crashes: A Primer

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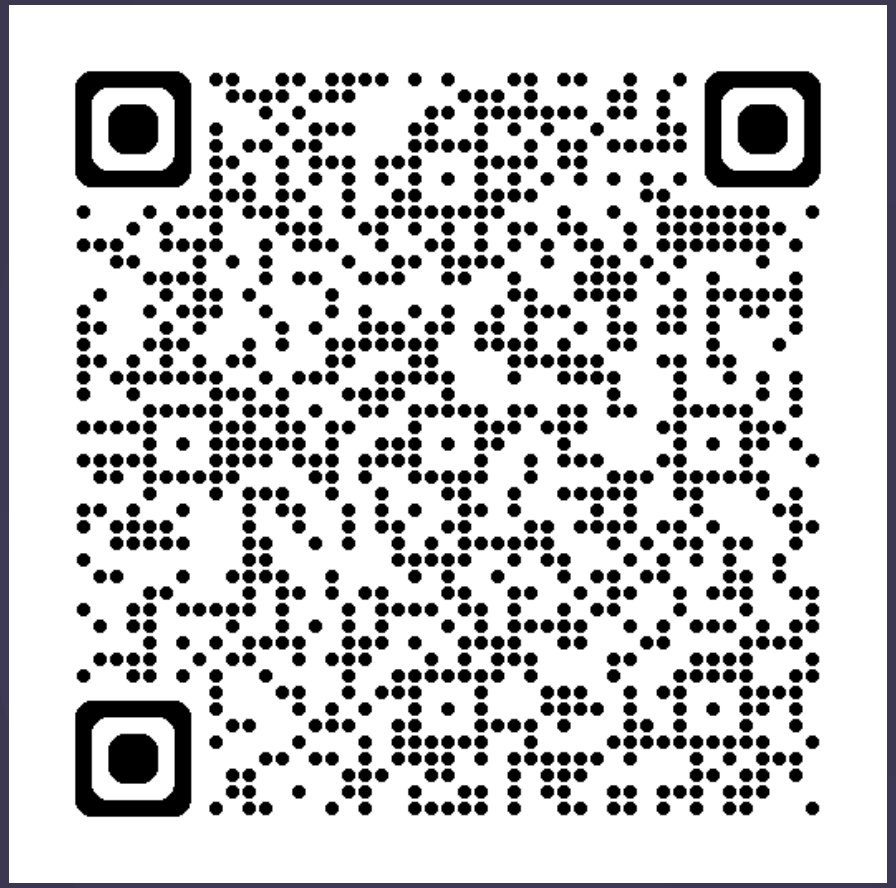

memoQ TMS Administration Tips

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What I remembered?

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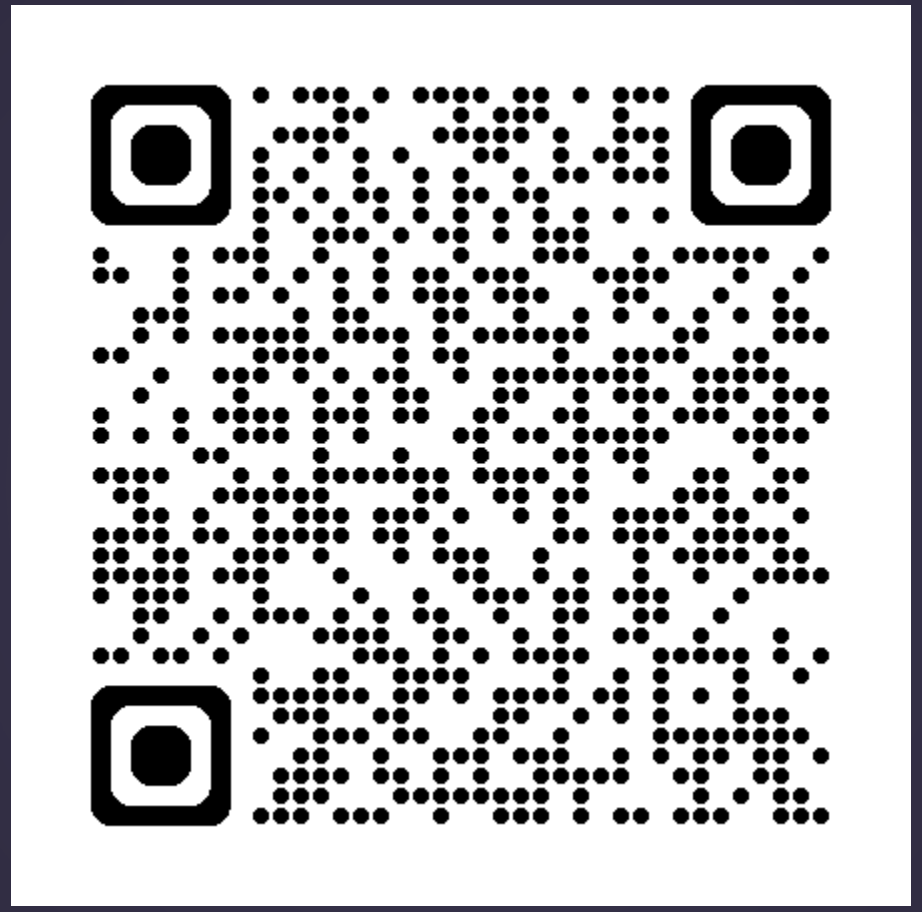

Connect with me on LinkedIn!

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thanQ!

Any questions?

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