

Details Obscured

[Desktop][New Feature]Quality Inspector

Created by Liang Cai on Dec 15, 2014 4:04 PM. Last modified by Liang Cai on Feb 6, 2015 10:31 AM.

0. MAJOR UPDATES

- [12/14/2014]Initial Post
- [12/15/2014]Design is simplified, and score counter is added at the top of the page.
- [12/15/2014]Mock screenshots are updated.
- [12/15/2014]Green Feedback box is discarded.
- [12/15/2014]Update on tabs on "Bad" button explanation, directly informing the user that the button will delete the content.
- Review update: [12/29/2015] Review + Production Review
- [12/16/2015]Design Update - A "new" mark is now on the FLAG tab, drawing user's attention to this new feature.

1. OVERVIEW & GOAL

- This update introduces a new tab - Quality Inspector to the answer page. User can help check spam content on the website with this new feature, and they will be rewarded.
- This update also brings in a back office add-on for managing user's usage on Quality Inspector.
- The goal of this new feature is to boost content curation actions from users and help reduce the trash (questions / answers / comments) on the website.
- This new feature is available to users to level 2 and level 3 users.
 - Except for any users whose access to this tab has been blocked from the back office.

→ See 3. Quality Inspector Manager for more details.

2. QUALITY INSPECTOR

2.1 Overview

Mockup - Answer Questions

Flag
Give feedback and get awarded

Want to help more people? Add a Tip

My Categories: UNANSWERED RECENT POPULAR LOCAL FLAG

Earn 1 point each time you give feedback!

Is the content Good or Bad?
Click **Green** if it's good content
Click **Red** to DELETE the content

What is considered a bad question, a bad answer, or a bad comment?
Click any of the following for more information:
It's spam / self-promotion
It's irrelevant
It's illegal
It's inappropriate / offensive

Thread an Elnita Top 300 Sewing Machine
Question About Sewing Machines | Not Sure

I have an Electrolux Model CS 3331 6A and it has quit putting out warm air.
Comment About Electrolux CS 3331 6A | Not Sure

Motorola support. Where can I get my earpiece fixed US185pe
Question About Motorola Cell Phones | Not Sure

How to unlock my sprint carrier to get any other phone company
Question About Sprint Cell Phones | Not Sure

Is it ok to replaced rear Rotors with out replacing break pads?
Answer About 2015 Nissan Murano... | Not Sure

This new feature only shows at **Answer Page**.
It's presented as the 5th tab in the answer page.

- Name of the tab will be "FLAG".
- It is marked with a "NEW" mark to attract attention.
- This tab is only available to user to level 2 and level 3 users.**
 - Except for any users whose access to this tab has been blocked from the back office.

This new feature is designed to invite user to help eliminate trash contents on the website. Targets are mainly spam.

It includes 3 sections:

- The Content section.
- The Point Counter.
- The Help section.

2.2 The Content Section Layout

Mockup - Quality Inspector Content Section

I have an Electrolux Model CS 3331 6A and it has quit putting out warm air.
Comment About Electrolux CS 3331 6A | Not Sure

Motorola support. Where can I get my earpiece fixed US185pe
Question About Motorola Cell Phones | Not Sure

How to unlock my sprint carrier to get any other phone company
Question About Sprint Cell Phones | Not Sure

Is it ok to replaced rear Rotors with out replacing break pads?
Answer About 2015 Nissan Murano... | Not Sure

DeLonghi KMP1500 comes on then stops heating after 10 minutes
Comment About DeLonghi KMP1500... | Not Sure

Thread an Elnita Top 300 Sewing Machine
Question About Sewing Machines | Not Sure

This is the core section of this feature.
The user sees questions, answers and comments from other users on the website, and they decide if they are trash content.
It shows it haven't accessed content across the website (for the definition of "unprocessed", see 2.3 Workflow - From User Feedback to System Decision for more detail).

- Number's subject to change.
- Content** here means **new question**, **new answer**, or **new comment**.
 - Question will only be showing the title.
 - Comment here involves any comments on question and answers.
 - Each question, each answer, and each comment counts as one **content**.
 - In the extreme case when all contents on site are marked, the list will be empty and will say "This is incredible, everything's been inspected! Come back later for more content!"
- Each content** has 6 sections, including:
 - Content to review**:
 - The actual content to review, 3 lines max, truncate if necessary.
 - Content Type and Category**:
 - For a question, it includes:
 - "QUESTION ABOUT" label
 - The category brand that question is about.
 - For an answer, it includes:
 - "ANSWER ADULT" label
 - The category brand that question is about.
 - For a comment, it includes:
 - "COMMENT ADULT" label
 - The category brand that question is about.
 - "Not Sure"** button:
 - When user click on this, this content will be skipped and a new unprocessed content will be loaded at the bottom. (see 2.3 Workflow - From User Feedback to System Decision for more detail).
 - Vote Options**:
 - This is where the user provides feedback on if they think this content is trash.
 - Good (check mark) means it's not trash content.
 - Bad (cross mark) means it's trash content, and will delete the content from site.
 - See 2.3 Workflow - From User Feedback to System Decision** for more detail on how it works.

2.3 Point Counter

Screenshot

Each feedback you give rewards you 1 point!

At the top of this section is the point counter and the dynamic feedback.
The point counter shows the user how many points they got today.

- Reverts to 0 daily at midnight GMT. The counter only retains the number, the user still keep the points they earned.
- The max number will be 1,000, which would be too long to display inside the box. Size down the number font accordingly when the digits gets bigger.

(The dynamic feedback information in the box is not vertically centered in the mock and HTML, please make sure it does.)
Dynamic feedback shows some sample feedbacks to the user and changes based on how far the user gets. Here's the content and their trigger conditions:

Content	Trigger condition
1. Each feedback you give rewards you 1 point!	before user click on any button
2. Good! Keep the points rolling!	1 vote
3. Great! Your feedback is making the community better!	2 votes
4. Awesome, keep it up!	5 votes
5. You are doing the community a big favor!	10 votes
6. Isn't this easy? And you're helping Fixya too!	15 votes
7. Your effort will be appreciated!	30 votes
8. Getting further and further!	45 votes
9. That's getting close to 100! That's amazing!	70 votes
10. Great job, that's a lot of points!	100 votes
11. This is where it starts to get legendary...	150 votes
12. You've doubled the impossible!	200 votes
13. So awesome! Wonder how far you can go...	300 votes
14. Getting higher and higher!	400 votes
15. You got 500 points for that! How wonderful!	500 votes
16. This is getting more and more exciting!	600 votes
17. Not a lot of people come this far...	700 votes
18. Amazing! We're getting rid of all the spam!	800 votes
19. Fantastic! You're getting closer!	900 votes
20. You've reached the daily limit! That's incredible!	1000 votes

At the left upper corner, there's a "Show deleted only" checkbox.

- If the admin clicks on it, the table will only show deleted content according to the time period and (if any) search keyword.

For each line of the content is deleted because of a vote or bad:

- Content will be marked as deleted, and a new unprocessed content should be added to the bottom.
- If user click on it, the admin user can restore the deleted content.
 - It will be restored on the website, but it will remain its DELETED state.
 - Meaning it will not be shown in any user's Quality Inspector list.
 - If the user restores this, it will say "Restored" instead.

2.4 Help Section

Mockup - Quality Inspector Help Section

Is the content Good or Bad?
Click **Green** if it's good content.
Click **Red** to DELETE the content.

What is considered a bad question, a bad answer, or a bad comment?
Click any of the following for more information:
It's spam / self-promotion
It's irrelevant
It's illegal
It's inappropriate / offensive

The help section provides user information about rules of this new feature.

- It informs the user that clicking cross button will delete the content.
- Most of them are just texts, except for the trees under "What is considered a bad question, a bad answer or a bad comment?" section.
 - Clicking on any of those trees would make them expand and the user can see an example.
 - Click again on an expanded tree will make it collapse.

See HTML mockups for all the details.

2.5 Workflow

Workflow Illustration

```
graph TD
    Start([Start]) --> Fetch[Fetch latest unprocessed contents]
    Fetch --> User[What the user does]
    User --> UserAction[User action: vote or content]
    UserAction --> Decision{What is it?}
    Decision -- good --> UserFeedback[User feedback: good or bad]
    UserFeedback --> UserAction[User action: vote or content]
    UserFeedback -- bad --> Delete[Delete unprocessed content]
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