



Getting Help Within the WordPress Ecosystem

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About Me - @andrewlimaZA

- Using WordPress for 5 years +/-
- Developing custom solutions for WordPress for 1 year
- Owner of ARCTEK Technologies
- Support Engineer for WP Google Maps, WP Live Chat Support and Paid Membership Pro plugins.

What I will be covering in today's talk

Users:

- Where to find help
- Paid vs Free support
- How to get optimal support

Developers:

- Why is great support important to your business
- How to offer great support to your users
- Why WordPress needs you



My site is broken – Who do I turn to?

WordPress related issues:

- <http://wordpress.org/support>
- Slack channel (wpsouthafrica.org)
- Phone a friend
- Documentation

Plugin/Theme issues:

- WordPress support forum for that specific plugin/theme (<https://wordpress.org/plugins/<plugin-name>>)
- Developer's website
- Github issues
- Slack channel (wpsouthafrica.org)
- Phone a friend
- Documentation

wordpress.org/support

Forum	Topics	Posts
Installation	48,774	219,056
Problems with getting it running		
How To and Troubleshooting	505,666	1,921,885
Once it's running		
Themes and Templates	223,836	857,205
HTML and CSS		
Plugins and Hacks	837,771	2,919,436
Extensions and modifications		
— Hacks	28,074	
WP-Advanced	1,022	4,825
Beyond Code Questions		
Multisite	16,914	94,473
Problems running a network of WordPress sites		
Accessibility	-77	-30
Assistive technologies such as screen readers, keyboard-only navigation, and voice control.		
Localhost installs	4,192	15,350
if WordPress is or will be installed on your computer		
Your WordPress	14,222	98,229

wordpress.org/plugins/when-last-login

When Last Login

Download Version 0.5

Admin

Requires: 4.4 or higher
Compatible up to: 4.6.1
Last Updated: 2 months ago
Active Install: 300+

Rating: 4.6 out of 5 stars

7 stars, 0 4 stars, 0 3 stars, 0 2 stars, 1

Features:

- Show when last a user has logged into your site
- Sorts users according to last login time stamp (Ascending/Descending)
- Lightweight, no settings page. Activate your plugin and you're done!
- Admin user widget for top users according to login statistics
- Integration with Paid Memberships Pro. Adds a 'Last Logged in' column to the 'Members List'
- See a more detailed log of user's logins with times under 'Login Records'

When Last Login

Deactivate | Edit

Adds functionality to your WordPress install to show when a user last logged in.

Version 0.5 | By Arctek Technologies (Pty) Ltd | View details

Free vs Paid Support

Free Support:

- Sometimes fast turnaround time
- Sometimes no turnaround time
- Support until login required
- Generally only WordPress.org forums
- Community help

Paid Support:

- Faster turnaround time
- Support staff login to your site
- Multiple forms of communication (Teamviewer, Skype, Email, Forum etc.)
- Some Customizations

How to get optimal support

- Keep it as short as possible
- Be as descriptive as possible
- Have patience especially if it's free support
- Explain what was the last thing that happened before experiencing the issue
- Be friendly and respectful towards the support team
- Ensure your login credentials work (do not send your own admin details create new details)
- Test your login credentials for WordPress and FTP details to ensure they work
- Check user permissions if running a custom user role plugin
- Don't bump unanswered threads
- Try and keep your replies into one message that is easy for the support team to follow along
- Find out the support team's timezone and forms of allowed communication

Example of how to open a support thread

Topic Title (Maximum Length: 80):

Version:
Select the version of WordPress you are using.
4.6.1 ▾ Enter a different WordPress version here:

b i link b-quote del img ul ol li code close tags

Hi there,

Thank you for releasing this plugin, I have found it super useful.

However, when I updated your plugin to the latest version (1.2) I am receiving an unexpected end of file error on my site.

You may view the error here www.someurl.com/some-page

Topic Tags:

This topic is not a support question

Notify me of follow-up replies via email

General feedback for users

- Have empathy for the user on the other end - we're all human
- 1 topic per thread is ideal
- Threads automatically close within a couple of days
- Leave an honest review (1 - 5 star)
- Thank the support engineer once your issue is solved



Why is support important

A mini guide for developers

Why is support so important

- You may have the best plugin out there but if it's lacking support it won't work
- It drives sales
- Gives customers a sense of security
- More happy customers = more ratings = more sales
- Free support will most likely end up becoming a paid customer if their free support experience was well received.

How to offer great support to your users

Tips:

- Rapid response
- Do not use generated text for solutions - cut down as much as possible
- Follow up with your customers to see if everything is working as expected

Tools:

- Nifty Desk (Free WordPress plugin)
- Zendesk (Email support system - from \$5 per agent)
- BBPress (Free WordPress forum plugin what WordPress.org uses)

Why WordPress needs you

WordPress is community driven and relies on users and developers to give back in some form or another. Most of the people offering support on the WordPress.org are voluntary.

The Challenge

Answer at least 1 thread during the course of WordCamp Joburg (What's left of it)

wordpress.org/support

Q & A