

[bit.ly/ceem2022-realtime-chat](https://bit.ly/ceem2022-realtime-chat)

# Supporting editors with real-time chat



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(Also: software developer at Wikimedia Foundation's [Growth team](#), but this project is not related to that.)

# In-context support

- Editing is hard
- About 97% of new editors quit
  - This is a problem, but also an opportunity
- Help is most useful during editing, not after editing

# Growth help panel

- Makes asking questions while editing easy
- Talk page message to a single dedicated user
- Very slow response times
- No real-time notification of reply
- Reply is on separate page



WIKIPEDIA  
The Free Encyclopedia

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Languages

## American Pygmy

### Short description

Use dmy dates Use list

The **American Pygmy** is an American [achondroplastic](#) goat. It is small, compact and stockily built. Like the [Nigerian Dwarf](#) from the [West African Dwarf](#) group of West Africa,<sup>[3]:355[4]:35</sup> Between 1930 animals of this type were imported to the United States for use either as zoo animals or for research; some were later kept and bred as [companion animals](#) and established in the United States by 1975.<sup>[3]:355[5]:40</sup> It may also be known as **Pygmy** or **African Pygmy**. It is quite different from the British [Pygmy](#) and separate from the British [Pygmy](#).

### History

Between about 1930 and 1960 a variety of goats of the [West African Dwarf](#) group of West Africa were imported from zoos in Germany to the United States, to be exhibited in zoos or used as [research animals](#).<sup>[3]:355[5]:40</sup> Some came into the hands of private breeders who kept and bred them as [companion animals](#).

### Ask your mentor [Publish](#)

When you ask a question, it gets **published publicly** under your username, "Tgr", to [your mentor's talk page](#), which is where they can find and respond to your question.

#### Your question

Include page title with my question  
American Pygmy

By publishing changes, you agree to the [Terms of Use](#), and you irrevocably agree to release your contribution under the [CC BY-SA 3.0 License](#) and the [GFDL](#). You agree that a hyperlink or URL is sufficient attribution under the Creative Commons license.

<b>Country of origin</b>	United States
<b>Standard</b>	<a href="#">National Pygmy Goat Association</a>

# Discord

- Real-time
- Good UX
- Separate website & user identity
- Non-free, commercial tool: limited control, privacy problems, conflicts with Wikimedia movement values

Wikimedia Community  
21 years of WIKIPEDIA

technical

Search or create a post...  New Post

lua templates scripts and gadgets bugs external tools outages bots

**General Technical Discussion**  
GeneralNotability: This channel is for technical discussions such as templates, Lua modules, mediawiki, awb, oa...  
17 144 · 10h ago

**New search results**  
Izno: They're using a layout table. In 2022. (edited)  
8 25 · 2h ago

**All I want for Christmas is for people to stop hating the VisualEditor**  
Psifedelisto: please [https://twitter.com/fr\\_brennan/status/1580633215001247744](https://twitter.com/fr_brennan/status/1580633215001247744)  
2 19 · 5h ago

**Possible to search the block log for blocks citing a particular policy or reason?**  
Rhododendrites: Also, is there a way to exclude IPs from the block log?  
1 12 · 7h ago

**Possible to Quarry all MfDs for a particular type of template (like a userbox)?**  
Rhododendrites: Presumably it's impossible to find MfDs for deleted userboxes, but what about userboxes whic...  
2 12 · 8h ago

2 Events

info

wikiauthlog

botcommands

ROLE SELECTION

pick-your-user-roles

pick-your-options-roles

DISCUSSIONS

general

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26 Active Posts

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SITES

english-wikipedia

commons

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simple-english-wikipedia

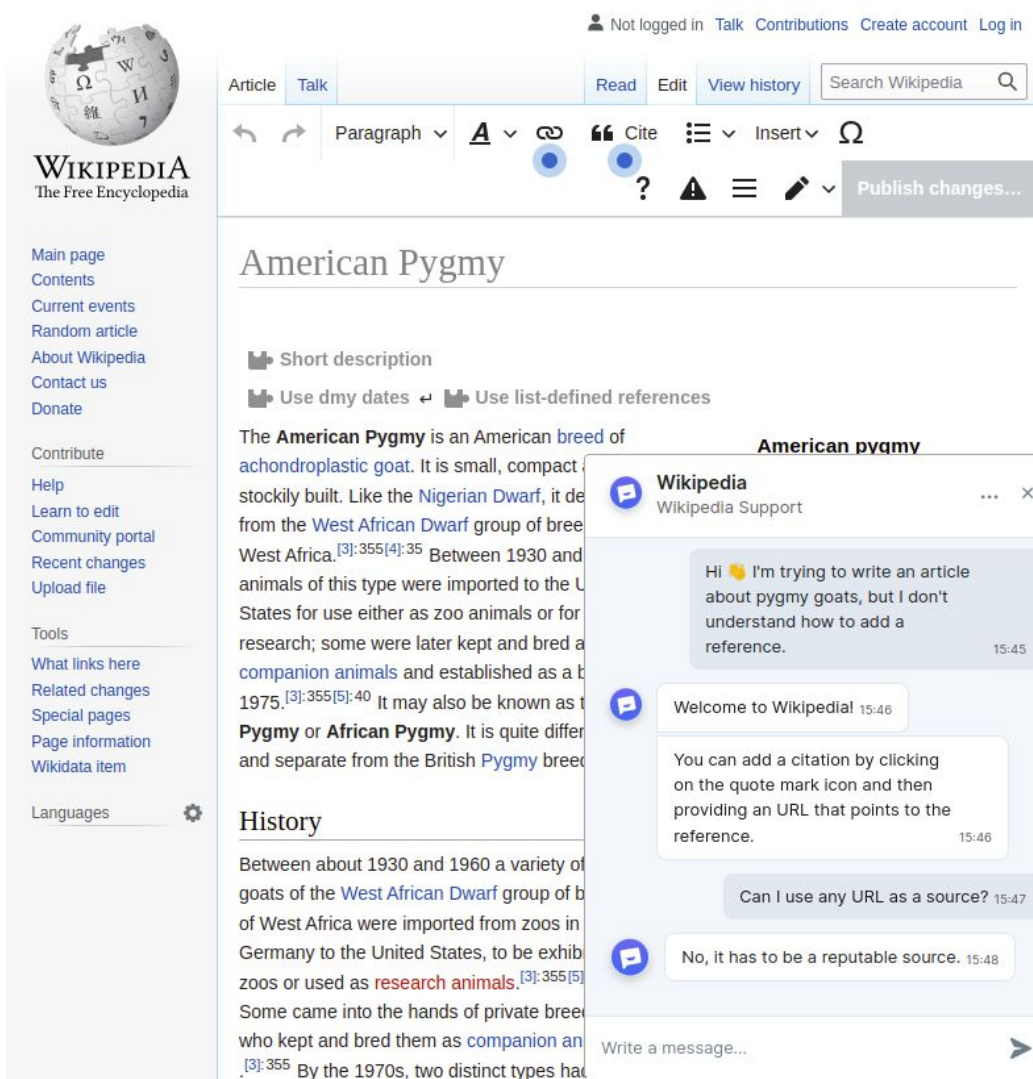
WIKIPROJECTS

team-b-vital

# Best of both worlds

Embed a free-software chat tool into Wikipedia

- Real-time support
- In-context help
- Single user identity
- Under our control
- Aligned with Wikimedia values



The image shows a screenshot of a Wikipedia article titled "American Pygmy". The article text is partially visible, discussing the breed's characteristics and history. A chat window from "Wikipedia Support" is overlaid on the right side of the page, showing a conversation about adding citations. The chat messages are:

- Wikipedia Support: Hi 🌟 I'm trying to write an article about pygmy goats, but I don't understand how to add a reference. 15:45
- Wikipedia Support: Welcome to Wikipedia! 15:46
- Wikipedia Support: You can add a citation by clicking on the quote mark icon and then providing an URL that points to the reference. 15:46
- User: Can I use any URL as a source? 15:47
- Wikipedia Support: No, it has to be a reputable source. 15:48

The Wikipedia article text visible includes:

**American Pygmy** is an American breed of achondroplastic goat. It is small, compact and stockily built. Like the **Nigerian Dwarf**, it descends from the **West African Dwarf** group of breeds from West Africa.<sup>[3]:355[4]:35</sup> Between 1930 and 1940, animals of this type were imported to the United States for use either as zoo animals or for research; some were later kept and bred as companion animals and established as a breed in 1975.<sup>[3]:355[5]:40</sup> It may also be known as the **Pygmy** or **African Pygmy**. It is quite different and separate from the British **Pygmy** breed.

**History**

Between about 1930 and 1960 a variety of goats of the **West African Dwarf** group of breeds of West Africa were imported from zoos in Germany to the United States, to be exhibited in zoos or used as **research animals**.<sup>[3]:355[5]</sup> Some came into the hands of private breeders who kept and bred them as companion animals.<sup>[3]:355</sup> By the 1970s, two distinct types had

# Implementation

- [Matrix](#) for chat protocol: free software & open standard, community governed, probably most used free-software chat tool, extremely extensible, accessibility & moderation are focus areas)
- [Chatterbox](#) embedded chat UI (maybe?)
- [Honoroit](#) for mapping 1:1 chats to threads in a “Support” room
- Some sort of [chatbot](#) to offer templated help for common questions
- [Bridges](#), so supporters aren’t required to use Matrix

# Challenges - technical

- Wikimedia SUL login edge cases (non-ASCII names, renames)
- Combining Chatterbox with Wikimedia SUL login
- Combining Honoroit with a chatbot
- Self-hosting
- Most bridges have quality issues



# Challenges - social

- Need experienced Wikipedians who are able to think with a newbie's mind
- Way more users seeking help than providing help
- Low retention rate will result in supporter burnout
- Potentially conflicting transparency & privacy expectations (should chat logs be preserved? who can see them?)
- Privacy if externally hosted tools are involved

# How can you help?

- Discuss! The idea could use more eyes. ([how to contact me](#))
  - Feedback from people providing support to new users via different means would be especially helpful.
- Technical contributions: see [Matrix project](#) on Phabricator, especially [T312707](#)
- Once the tool exists (not soon): build consensus on your wiki to deploy it, and find experienced editors willing to provide answers.