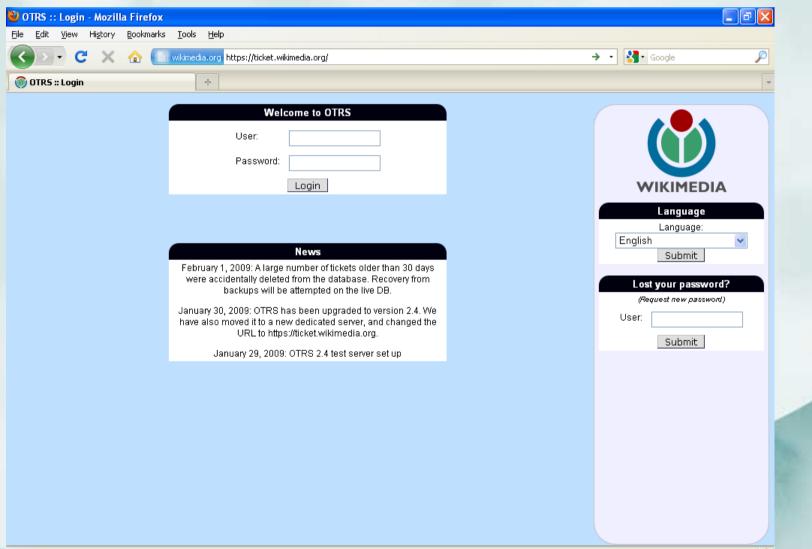
# Wikimedia OTRS: The first line of communication

Panel discussion Wikimania 2009

## What is OTRS?



# What is OTRS?

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- <u>O</u>pen
- <u>Ticket</u>
- <u>R</u>esponse
- <u>System</u>
- An open-source trouble ticket system

# What is OTRS?

- Used by the Wikimedia Foundation for questions, complaints, comments, and role accounts in multiple languages and for multiple projects
- Used by some Wikimedia chapters for role accounts
- Used by Wikimania organizing teams for role accounts

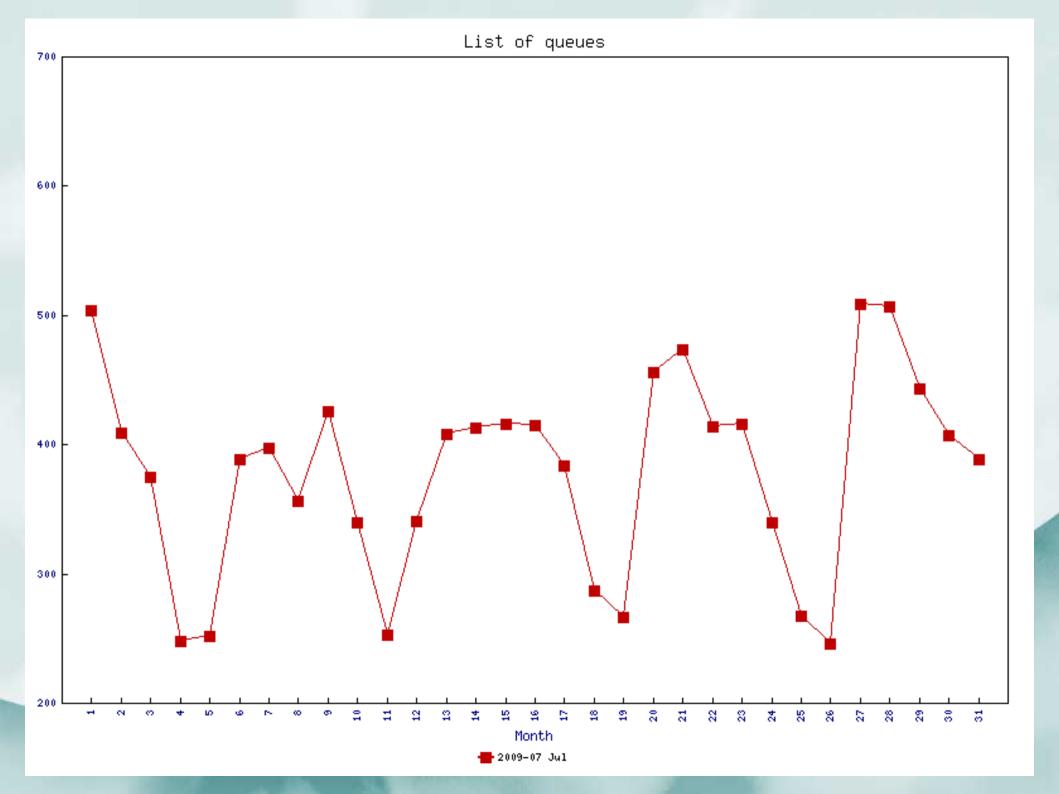
## Who works in OTRS?

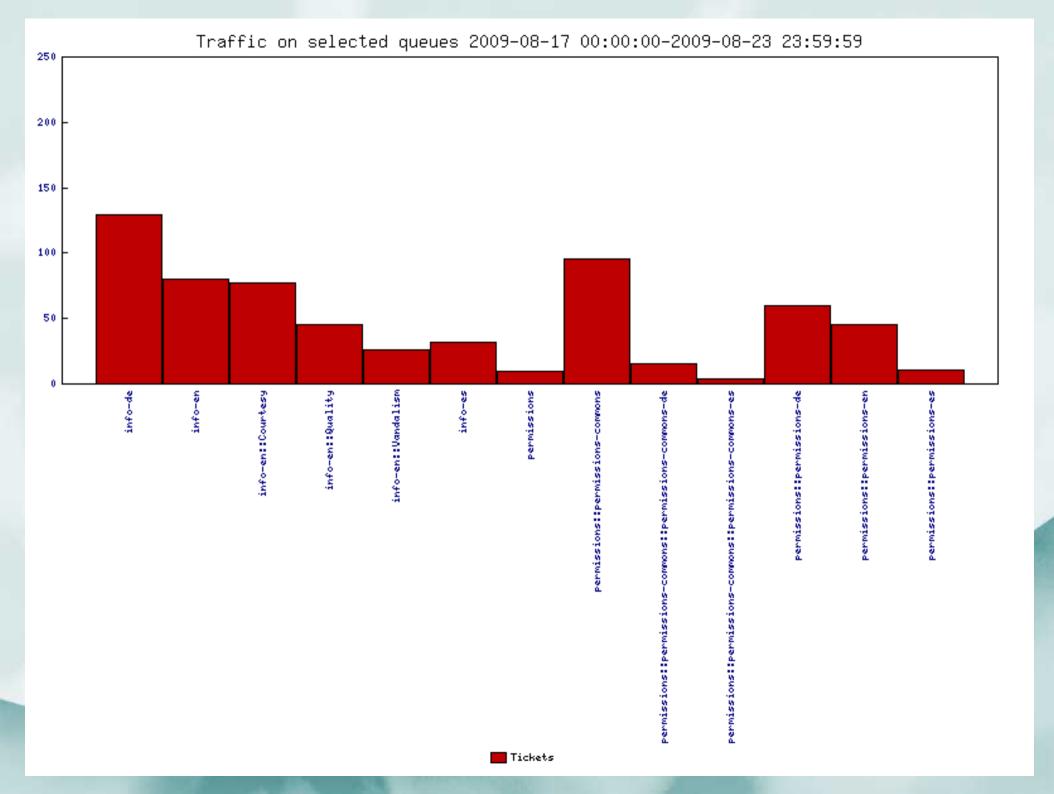
#### Volunteers!

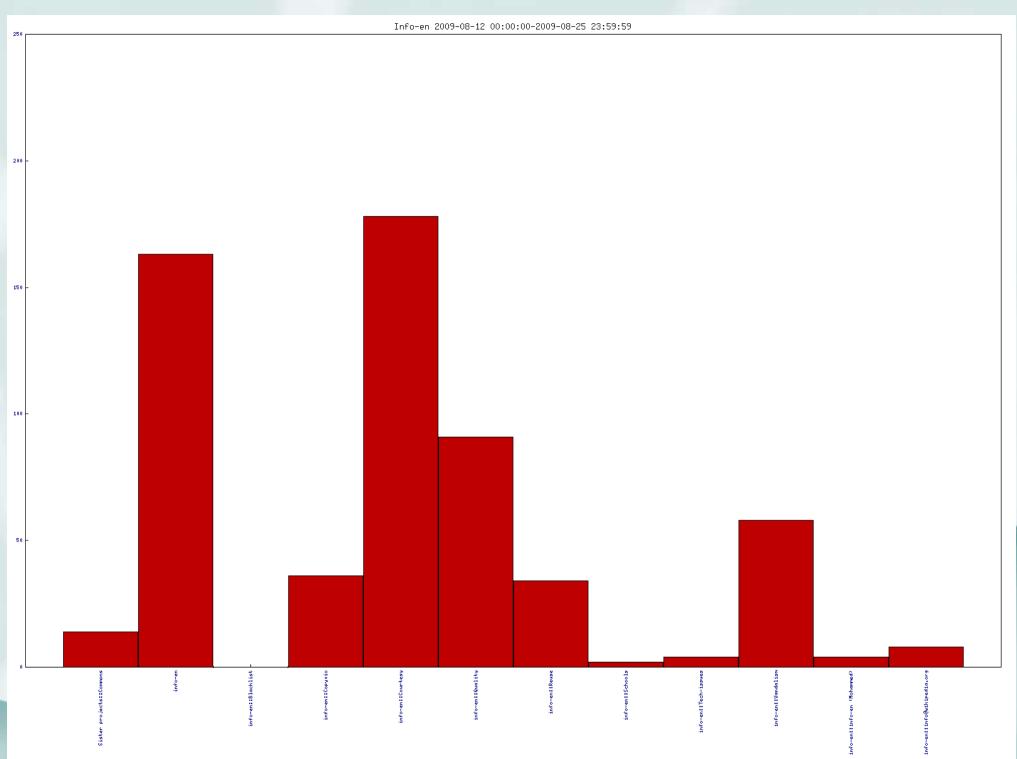
- Generally recruited through page on Meta
- Some given specific access because of their positions in chapters or on committees
- Some staff, depending on position
- Managed by volunteer administrators
- Admins managed by Cary Bass

## Queues

- Incoming messages are automatically sorted into queues based on content – just not perfectly!
- Major queues
  - Info queues and subqueues
  - Permissions queue and subqueues
  - Role boxes: press, Wikimania committees







## How tickets are handled

- Tickets arrive and are sorted into queues
- Volunteers with queue access review tickets
- If necessary, volunteer performs appropriate on-wiki action
- If necessary, volunteer responds
- If necessary, volunteer follows up

### Major issues

#### Future direction

#### Questions?