KDE Support

a challenging way to contribute

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- **Community based support**

- **Mailinglists, newsgroups, web forums, IRC channels**

- **Direct contact between users and creators**

KDE

- **gratifying**
- **everyone can do it**
- **scaling good in time**
- **improves your knowledge**
- **creators can gather feedback**

- **having trust in your knowledge**

- **different ways of thinking**

- **language barriers**

- **professional distance**

- **overestimating your time budget**

- **lots of users**
- **channels disconnected from each other**
- **unkown downstream modifications**
- **external services**
- **project boundaries not visible**
- **different communication preferences**
- **creators retreating**

- **single sign-on**

- **easy delegation**

- **bridges between communication channels**

- **extraction of feedback for creators**

- **regional channels**

Thank you

Any questions?