

## Podcast Script: Sugar Forums

Welcome to this 60 second Sugar snippet. My name is Susie Williams and today we're going to talk about the Sugar Forums. In particular, we'll cover what you can expect in terms of responses and responsiveness both from Sugar and the Sugar community.

The Sugar Forums is of course the main collaboration space for Sugar users, developers, and administrators. Consequently, it's a very busy place with close to 50,000 members. Since its inception there have been more than 21,000 threads and well over 70,000 posts. We easily surpass 100 new posts every day. Yes, it's a happening place!

The Forums is the primary support mechanism for Sugar Open Source installations, whereas Sugar commercial customers enjoy the benefits of the dedicated Sugar Support team. Sure, commercial customers and partners can and do use the Forums, but it's primarily the domain of the Sugar Open Source community.

And while it's true that the Sugar community is loaded with expertise and populated with helpful souls, it's important to understand that there are no stipulations regarding timely responses in the Forums. Sugar team members constantly peruse the forums searching for older posts and respond wherever possible. Still, most posts are met with a response by a Sugar community member within an hour or two, which speaks to the dedication of those forum members.

Sugar team members will often flag certain threads and posts as being particularly important. In this case, we route them to other Sugar employees for a further look. This can occur without there being a visible change to the post ... but rest assured, a lot is happening behind the scenes.

One final note: if you're interested in a fast response, be sure to specify as much detail as possible about your issue— ESPECIALLY the Sugar version you're running and any system environment settings that may be important. The quality of your first post absolutely determines the quality and speed of response. So it's largely up to you to ensure a quick response.

And that's your 60 second Sugar snippet. Goodbye!