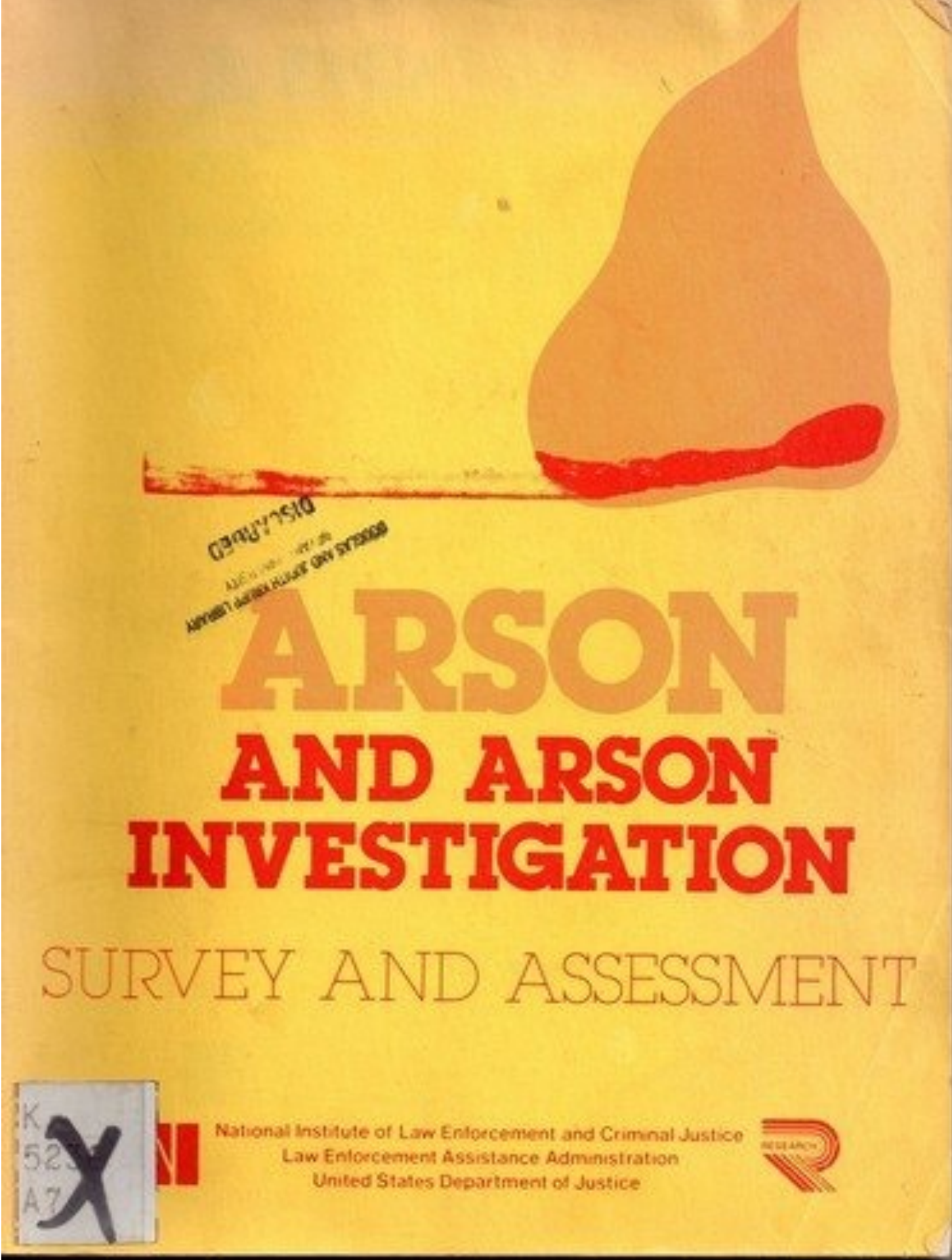




DATA-DRIVEN COMMUNITY MANAGEMENT

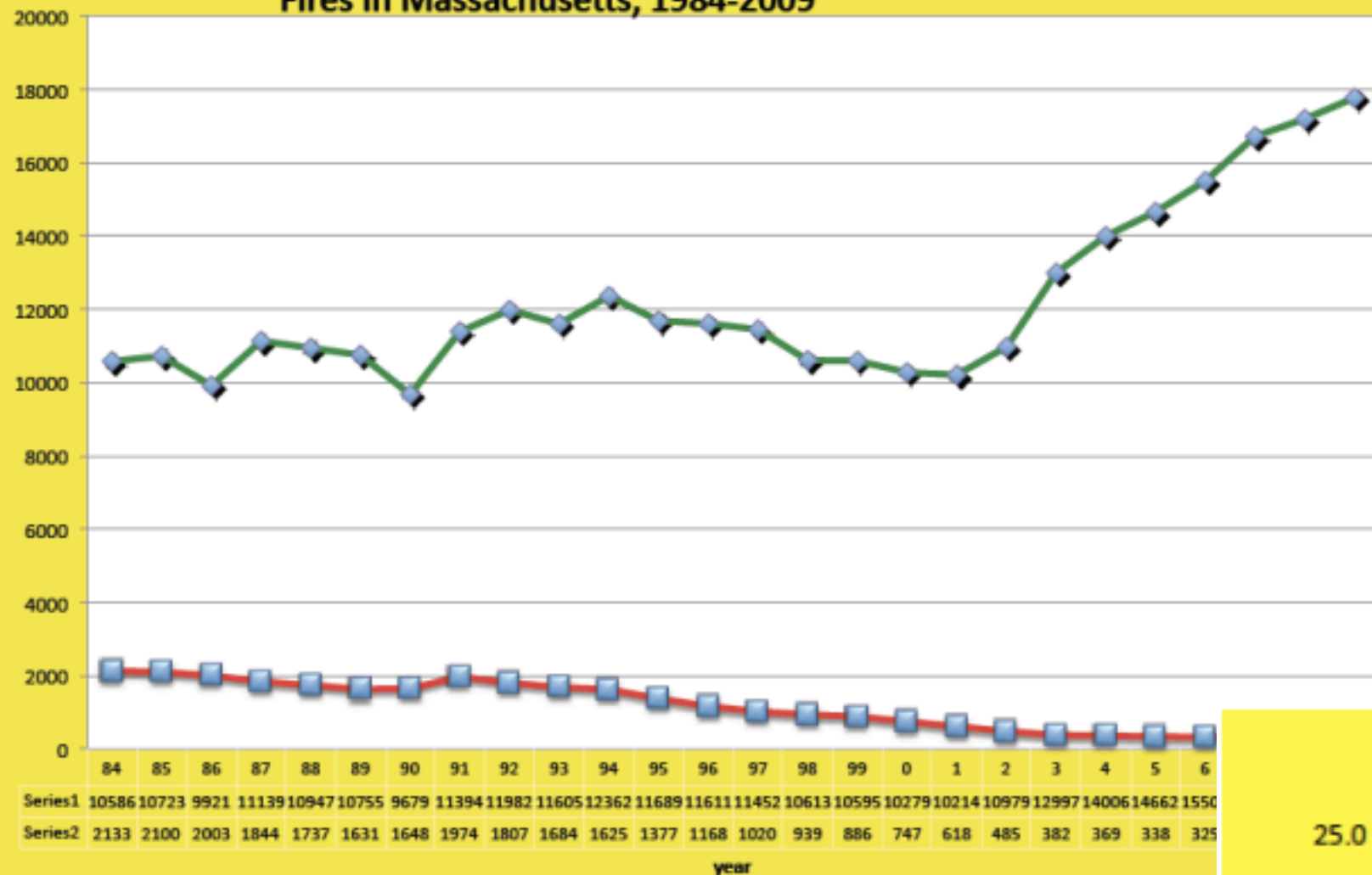
Richard Millington
Founder, FeverBee



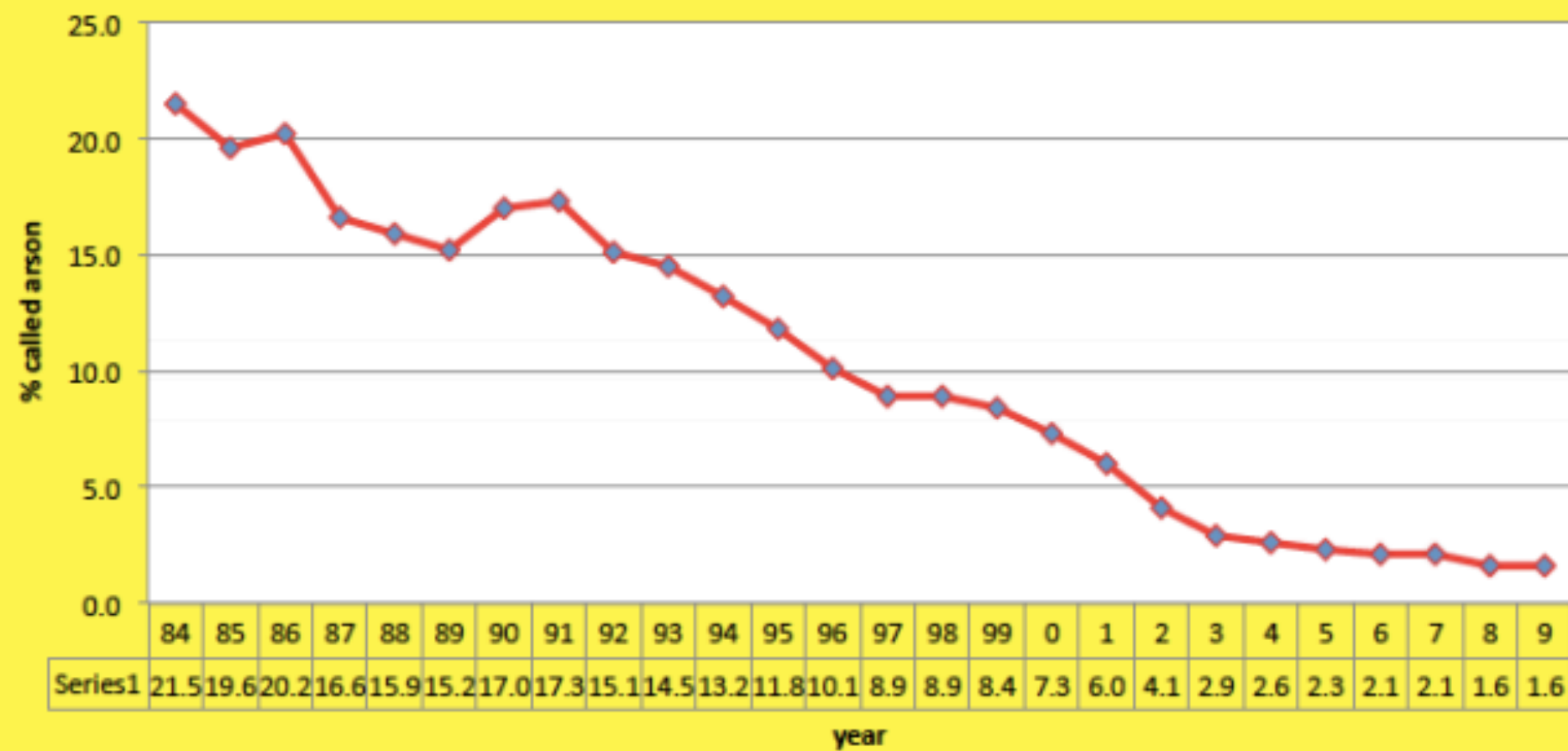


Law Enforcement
Assistance Administration,
1977

Fires in Massachusetts, 1984-2009



Arson Fires in Massachusetts, 1984-2009





**WE'VE BARELY BEGUN TO UNDERSTAND
THE POTENTIAL OF OUR DATA**



**SO MUCH VALUABLE DATA IS
BURIED BENEATH OUR COMMUNITIES**



DON'T BE A KETTLE-WATCHER



ADOPT THE IMPROVEMENT MINDSET

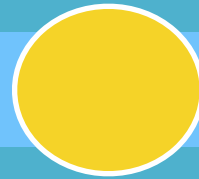
OK

GOOD

EXPERT

WORLD
CLASS

Data Skills



Can see what's
popular and do more
popular stuff





MENU

News

- Latest
- Archive
- Submit
- Poll

Features

- Reports
- Columns
- Guides
- Interviews
- Servers
- CSBinder

Site

- Jobs
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- Staff
- Forums
- Chat



Test Server details

Posted by [Fluke](#) at 22:20, 1/2/2001. [Comment on this news item.](#)

Expanding upon Spunkmonkeh's last post the test server files can be found at:

ftp : [ftp.valvesoftware.com](ftp://ftp.valvesoftware.com)
login : hlserver
password : testserver

The rest gets pretty complicated:

We've posted a beta version of the Half-Life server that addresses the current Windows 95/98/ME clock speed cheat. If a person is using the speed cheat you will see a message in the server console like this:

Dropped from server
Reason: User has corrupt system clock

We want to make sure this doesn't affect any legitimate players, so please report any issues to Eric Smith (<mailto:erics@valvesoftware.com>).

The only changed file for this release is the sw.dll (for Win32) and engine_i386.so (for Linux). Make sure to make backup copies of the current file on your server before installing the new beta.

The md5sum for the Linux server is 24e82c7d958f7af11c213718fb92a02d

Erik Johnson

HLDS Test Server Released

Posted by [spunkmonkeh](#) at 20:36, 1/2/2001. [Comment on this news item.](#)

Ozark the man who hosts ukt server 2 & 3 has just informed me that Valve has released a beta server to stop the speed cheat heres a little bit about what they had to say:

We've posted a beta version of the Half-Life server that addresses the current Windows 95/98/ME clock speed cheat. If a person is using the speed cheat you will see a message in the server console like this: Dropped from server Reason: User has corrupt system clock

News

- Test S
- HLDS
- Cliffe
- speed
- Spee
- soon
- 3rd U
- runni
- Top 1
- Mode
- Guide
- Coun
- Side

Latest

C
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of

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In our
looks a
and fu



menu

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- CSBinder
- Clan Database
- Clan Rankings

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- UKT LAN

Site

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- Jobs
- About
- Staff
- Forums
- IRC
- UKT Lite

Search UKT:

user

Username:

Password:

Latest features

XCSL Interview

Socks catches up with some of the guys behind the new XCSL league.

Harriman Interview

Myers catches up with ex-4k supremo Harriman.

Spotlight

Myers has interviewed ex-4k player *Harriman*, topics of conversation include his activities with 4k and plans for the future. Check it out [here](#).

Also don't forget that any registered user can post news to the site (subject to moderation). So if you can see we haven't posted news about a tournament or clan player changeover, please feel free to add it yourself!

Latest columns

- cs is dead danceM (danceM, 1/11/05)
- Thank you Police!! (seik, 27/10/05)
- Help me help a brother... (seik, 8/10/05)
- No column posts for over a month (breath) (Divine, 29/9/05)
- It's that time of year again! (mebR, 19/8/05)
- All The Rage? (Myers, 29/7/05)
- The Battlefield is OPEN! (WazMeister, 1/7/05)
- sickKboy from gOtgame (lobsterman, 29/6/05)

Tuesday, 1st November, 2005

'Reason' will represent UK at WCG

Posted by wickedsick! at 11:55 1/11/2005. [View comments \(59\)](#).

Battle of Britain commenced last weekend at London's Namco Station, with four teams hoping for that special chance to represent the United Kingdom at the World Cyber Games held in Singapore.

Below are the teams that qualified:

- Team-Zboard (winners of offline qualifier) - *Ben0, Cras, Dany, AndreS, MonkH*
- Reason-Gaming (runners up at offline qualifier) - *Phunky, Rig, Splatio, Shifty, Littlebear*
- InsertCOIN (winners of css online qualifier) - *Nevermind, IceO, Harper, nalix, shivers, HenryG*
- Kings of Landed (winners of online qualifier) - *Mangiacapra, Harriman, Rhyzz, Toomy, Rav0r*

Kings of Landed looked the clear favourites with a star-filled lineup, but things did not go their way and KoL ended up getting disqualified for having a chat whilst being dead, thereby giving Reason the default win.

First Round - de_inferno

iC [10:16] Reason

KoL [16:11] ZBoard



FREE COINS
WITH CODE

1XV5HL

PLAYERS OF THE WEEK



ScreaM

Most headshots
0.60/round

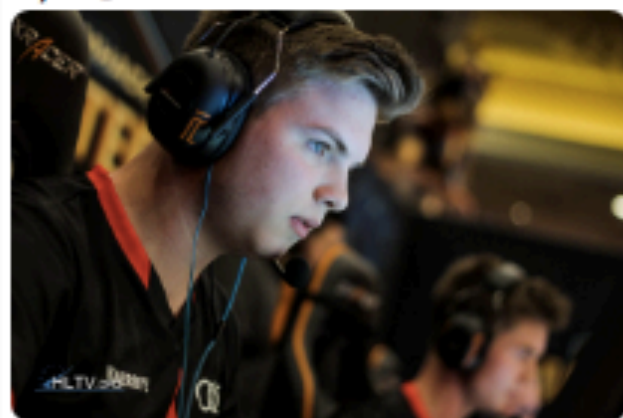
[Event overview](#) - [Groups](#) - [Results](#) - [Stats](#) - [Demos](#) - [VODs](#) - [Day 2 gallery](#)

FEBRUARY 15 - 15TH

Follow @HLTVorg

@HLTVorg (7 hours ago)
PotM: @CSGOoskar (33:17, 110.5 ADR, 1.97 rating) had 24 AWP kills against FaZe on Mirage, along with 7 opening kill&€linki2

@HLTVorg (7 hours ago)
Take a look at our #DHMasters Day 2 Gallery:
hltv.org/gallery/10... Captured by: @theMAKKU



@HLTVorg (7 hours ago)

TODAYS NEWS

- oskar: "I'm here to do some damage" (34)
- mouz secure first place in group D (76)
- SK to the playoffs of DH LV (43)
- Xyp9x: "I think fnatic will do well" (17)
- Gambit to playoffs over VP (60)
- Astralis move past OpTic (35)
- THREAT: Inferno still plays the same (24)
- Na`Vi see off Renegades (23)
- NiP eliminate TyLoo in Las Vegas (30)
- fnatic knock Misfits out (46)
- North send compLexity packing (38)
- ENCE land ex-SkitLite quartet (135)

YESTERDAYS NEWS

- Preparation sign Swedish lineup (103)
- karrigan: It would be fun to play NiKo (54)
- mouz shock Na`Vi on Cobblestone (165)
- FaZe defeat RNG 16-14 in Las Vegas (27)

HOT > MATCHES

North	***
OpTic	19:00
KoN Norway	
KoN Denmark	19:10
KoN Iceland	
KoN Finland	20:15
King of Nordic	
Winners' Match	21:15
fnatic	***
Virtus.pro	22:00
KoN Sweden	
TBD	22:45
NiP	**
Cloud9	01:00
TRIDENT	
Funky Monkeys	02:00
Skyfire	
JAM	02:00
SYF	
Athletico	02:00
Natus Vincere	***
FaZe	04:00
Noxide	
SYF/Athletico winn..	05:00

MATCH ARCHIVE

STREAMS

- DreamHack (14822)
- HLTV (828)

ACTIVE THREADS

- Gambit (19)
- Who is entry frag... (4)
- WTF!? Fnatic vs VP (2)
- buff m4a1 (129)
- felps: "Stewie nee... (24)
- Volvo ADD TUSCA... (6)
- Homophobia (55)
- oskar: "I'm here t... (34)
- PASZA (35)
- fnatic vs Virtus.pro (108)
- Refugees - How m... (104)
- friberg disrespectf... (14)
- DEVICE CRINGE (133)
- snax older sister (3)
- North vs OpTic (46)
- FalleN disrespectful (34)
- World without left... (12)
- Coldzera Worst Pl... (2)
- Gla1ve most skille... (100)
- KoN Sweden vs T... (4)
- In programming c... (7)
- SK to the playoffs... (43)
- Game:Rank Gues... (246)
- gambit top1 (8)
- help with girl (39)

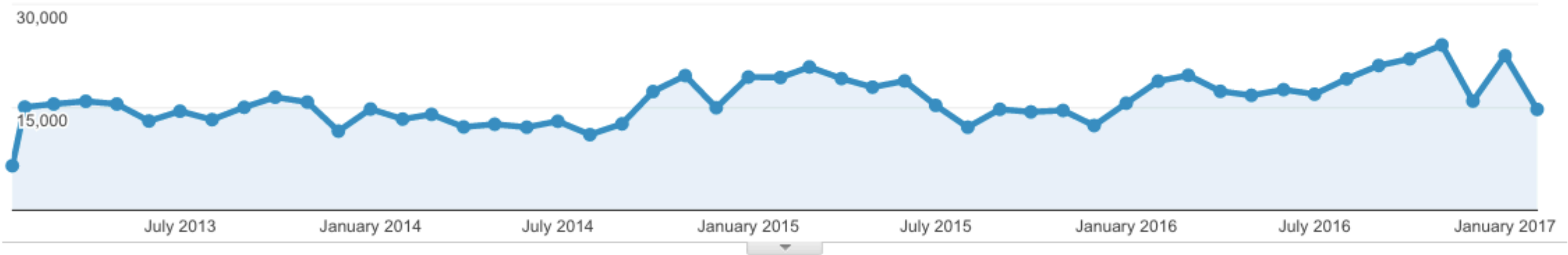
LATEST BLOGS

- newley (42)
- dive (23)
- Bleda (13)
- hrones (3)
- Santenza (20)
- CompassGRByx (13)
- YawbuSs (47)
- ("_'') STRIKER ..."/> ("_'") STRIKER ... (32)
- M41K3L (120)
- CompassGRByx (11)

Sessions ▾ VS. [Select a metric](#)

Hourly Day Week **Month**

● Sessions



Sessions

794,563



Users

527,283



Pageviews

1,693,756



Pages / Session

2.13



Avg. Session Duration

00:01:50

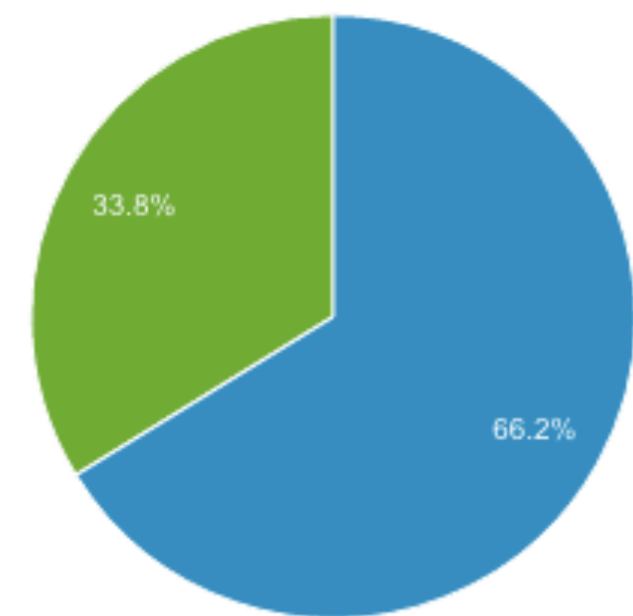


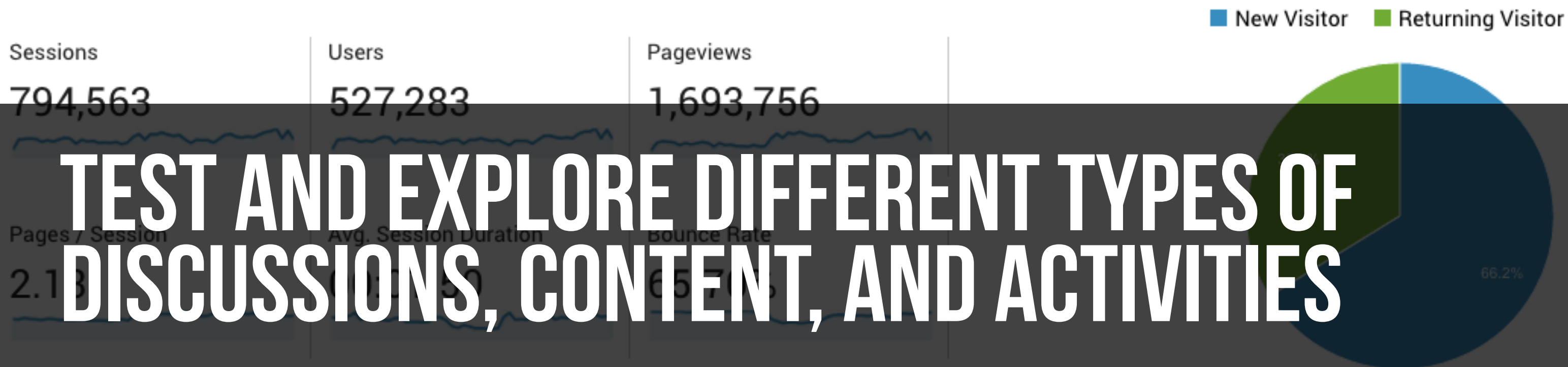
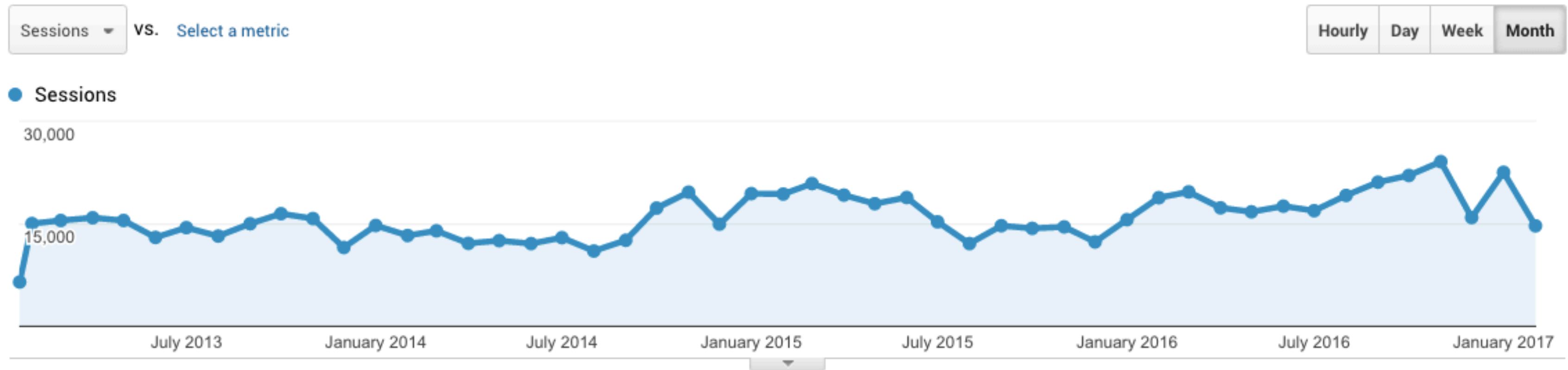
Bounce Rate

65.70%



■ New Visitor ■ Returning Visitor







DELURKING THE LURKERS

Appellation Mountain

where every **name** has a **story**



[Baby Name Advice & More](#)

[Master List: Girl Names](#)

[Master List: Boy Names](#)

[Private Baby Name Consultations](#)



Whether you're naming a baby, or just all about names, you've come to the right place! Appellation Mountain is a haven for lovers of obscure gems and enduring classics alike.
>>READ MORE

Announcing Lurker Week!

April 23, 2016 By [appellationmountain](#) — 18 Comments

When I started writing Appellation Mountain way back in January of 2008, I struggled to come up with enough ideas to hit publish regularly.

And then **that May**, I decided to feature a Baby Name of the Day.

Every Single Day.

After choosing a few, I realized that it was the kind of decision that was better made by a group, so I opened it up to suggestions.



AVOID NOVELTY IDEAS



INTERVIEW 6 MEMBERS AND ASK

Question 1 How did you find the community?

Question 2 What were your expectations of the community? How, if at all, were they met, exceeded, or unmet?

Question 3 What are the elements of satisfactory community experience?

Question 4 What, if any, other relevant experience do people have in forums? What can we learn from?

The background of the image shows the dark silhouettes of several people standing on a balcony or ledge, looking out over a city at night. The city lights are visible as a dense pattern of small, colorful dots against the dark sky. The text is overlaid on this scene in a clean, white, sans-serif font.

“I don’t know if I have anything to offer”

“I don’t have the experience”

“I don’t have time”

“I don’t want my friends seeing it”

The background of the slide features silhouettes of five people standing in front of a large window. They are looking out at a city skyline at night, with numerous lights visible. The scene is dimly lit, with the primary light source being the city lights outside.

LESSON

Stress the value of good questions, provide a safe place to ask questions, allow anonymity in questions



GETTING NEWCOMERS ACTIVE

[FIFA Forums](#)

EA SPORTS FIFA FORUMS

FIFA 17 Ultimate Team

[CATEGORIES](#)
[DISCUSSIONS](#)
[COMMENTS](#)
[LATEST POST](#)
[General Discussion](#)

30.6K

582.7K

[The \(Helmet Players Have Hidd...](#)
by Zzizou_10 on 4:34PM

[Xbox One Community Centre](#)

18.6K

424K

[ot..old games you would love to...](#)
by Fab on 4:34PM

[Xbox 360 Community Centre](#)

178

1.8K

[No loss glitch](#)
by kingkenny1997 on 3:26PM

[PlayStation 4 Community Centre](#)

14.2K

200.6K

[Lost it](#)
by NJFIFAFORLIFE on 11:07AM

[PlayStation 3 Community Centre](#)

1.1K

1.4K

[How many coins do you have?](#)
by NJFIFAFORLIFE on 11:07AM

[PC Community Centre](#)

1.4K

41.2K

[king of Fifa 17 PC edition tourn...](#)
by PVFCB97xD on 4:28PM


[CATEGORIES](#)
[DISCUSSIONS](#)
[MARK ALL VIEWED](#)
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Popular Tags

[TOURNAMENT](#) 234

[FIFA MOBILE](#) 75

[TOTW ARCHIVE](#) 65

[FIFA 16 GUIDES](#) 64

[FIFA 15 GUIDES](#) 45

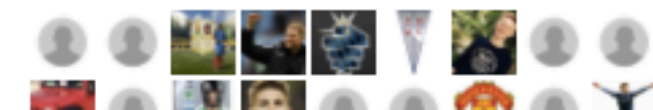
[GAME UPDATES](#) 43

[TOTS ARCHIVE](#) 20

[ATTACK MODE](#) 19

[FORUM RULES](#) 15

[FANS](#) 12

[Who's Online](#) 330


DON'T JUST DROP PEOPLE IN...



BE LASER-FOCUSED IN YOUR ACTION

Search reports and help

CUSTOMIZATION

Reports

REAL-TIME

AUDIENCE

Overview

Active Users

Cohort Analysis ^{BETA}

User Explorer

Demographics

Interests

Geo

Behavior

Technology

Mobile

Custom

ADMIN

Audience Overview

Feb 20, 2015 - Feb 26, 2017

Email Export Add to Dashboard Shortcut

This report is based on 100% of sessions. [Learn more](#)

Greater precision

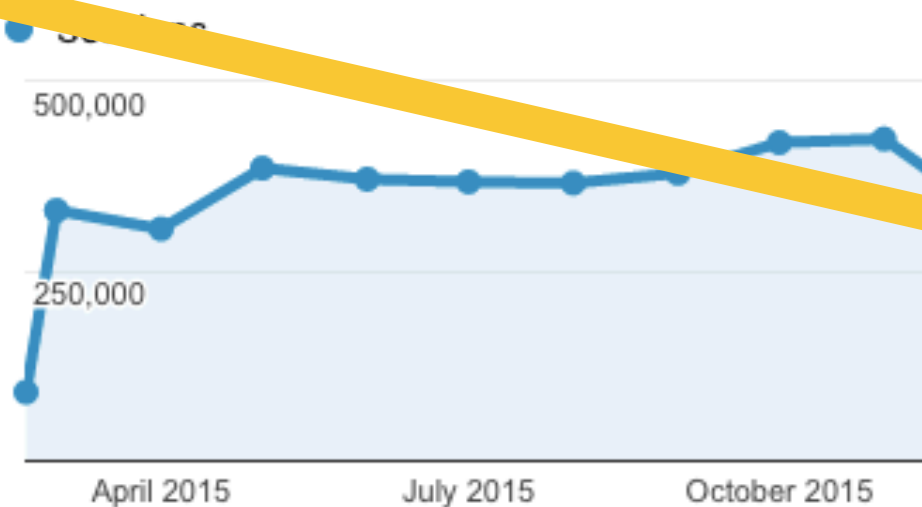
All Users
100.00% Sessions

+ Add Segment

Overview

Sessions vs. [Select a metric](#)

Hourly Day Week Month



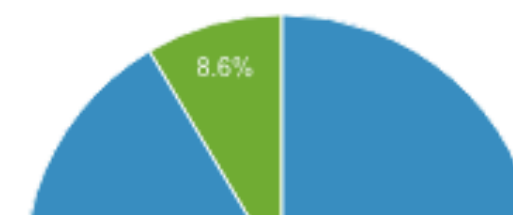
Sessions

7,361,344

Users

6,742,716

New Visitor Returning Visitor



USE THE
COHORT ANALYSIS TOOL

	Week 0	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
All Users 39,711 users	100.00%	2.36%	1.10%	0.88%	0.81%	0.63%	0.49%	0.48%	0.43%
Nov 27, 2016 - Dec 3, 2016 3,466 users	100.00%	1.93%	0.89%	0.69%	0.26%	0.46%	0.43%	0.35%	0.43%
Dec 4, 2016 - Dec 10, 2016 3,132 users	100.00%	2.27%	0.93%	0.61%	0.89%	0.70%	0.73%	0.45%	0.38%
Dec 11, 2016 - Dec 17, 2016 2,738 users	100.00%	2.12%	0.62%	1.06%	0.95%	0.69%	0.62%	0.80%	0.58%
Dec 18, 2016 - Dec 24, 2016 2,139 users	100.00%	1.82%	1.68%	0.89%	1.17%	0.65%	0.47%	0.37%	0.33%
Dec 25, 2016 - Dec 31, 2016 1,654 users	100.00%	2.66%	1.33%	0.67%	0.97%	0.60%	0.36%	0.60%	0.36%
Jan 1, 2017 - Jan 7, 2017 2,545 users	100.00%	2.71%	0.94%	0.98%	0.67%	0.79%	0.35%	0.35%	
Jan 8, 2017 - Jan 14, 2017 3,573 users	100.00%	3.02%	1.48%	1.09%	1.18%	0.67%	0.42%		
Jan 15, 2017 - Jan 21, 2017 4,147 users	100.00%	2.87%	1.21%	1.37%	0.96%	0.55%			
Jan 22, 2017 - Jan 28, 2017 4,281 users	100.00%	2.36%	0.96%	0.70%	0.47%				
Jan 29, 2017 - Feb 4, 2017 4,047 users	100.00%	2.22%	0.96%	0.62%					
Feb 5, 2017 - Feb 11, 2017 4,045 users	100.00%	2.40%	1.31%						
Feb 12, 2017 - Feb 18, 2017 3,944 users	100.00%	1.85%							

	Week 0	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
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Jan 8, 2017 - Jan 14, 2017 3,573 users	100.00%	3.02%	1.48%	1.09%	1.18%	0.67%	0.42%		
Jan 15, 2017 - Jan 21, 2017 4,147 users	100.00%	2.87%	1.11%	0.91%	0.75%	0.60%	0.35%		
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Feb 5, 2017 - Feb 11, 2017 4,045 users	100.00%	2.40%	1.00%	0.80%	0.65%	0.35%			
Feb 12, 2017 - Feb 18, 2017 3,944 users	100.00%	1.85%	0.75%	0.60%	0.50%	0.30%			

DON'T OPTIMISE
FOR HERE

	Week 0	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
All Users 39,711 users	100.00%	2.36%	1.10%	0.88%	0.81%	0.63%	0.49%	0.48%	0.43%
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Jan 22, 2017 - Jan 28, 2017 4,281 users	100.00%	2.36%	0.96%						
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Feb 5, 2017 - Feb 11, 2017 4,045 users	100.00%	2.40%	1.31%						
Feb 12, 2017 - Feb 18, 2017 3,944 users	100.00%	1.85%							

THIS IS WHAT MATTERS



**HABIT
SUMMIT**

SPEED VS. EFFORT



03:11

HD

*How Twitter Built
User Habits | Josh
Elman*

What are you interested in?

Continue

Choose one or more of the options below and we'll suggest some good stuff for you.

☒ Popular accounts

☐ News

☐ Entertainment

☐ Television

☐ Government

☐ Music

☐ Sport

☐ Actors & Actresses

☐ Literature

☐ London Fashion Week

☐ Premier League

☐ Technology

☐ Business

☐ Fashion

LEARN ABOUT THE COMMUNITY,
FIND SOMETHING THEY LIKE



Trigger: 1 week after subscribers join or are imported to your list



Free Resources E-mail

Schedule: Weekdays, at 4:15pm

Segment: Conditions

Action: None

48.3%
Open rate

17.7%
Click rate

6
Queue

1,536
Subscribers

Pause & Edit



Trigger: 1 week after subscribers are sent previous email



About FeverBee Experts

Schedule: Weekdays, at 4:15pm

Segment: None

Action: None

38.1%
Open rate

5.3%
Click rate

18
Queue

1,482
Subscribers

Pause & Edit



Trigger: 1 week after subscribers are sent previous email



We're Onboarding You

Schedule: Weekdays, at 4:15pm

Segment: None

Action: None

47.1%
Open rate

10.6%
Click rate

16
Queue

1,449
Subscribers

Pause & Edit



AUTOMATION RULES



Trigger: 1 week after subscribers are sent previous email



Why We Created FeverBee Experts (4/4)

Schedule: Weekdays, at 4:15pm

Segment: None

Action: None

33.6%
Open rate

3.1%
Click rate

27
Queue

1,417
Subscribers

Pause & Edit



LEVEL UP YOUR LEAGUE KNOWLEDGE

Champion Roles & Objectives

Greetings Summoner! Welcome to the League of Legends community! Here's some essential information to give you an edge over your opponents in your first few games. We'll send you a couple more emails with further essentials over the next few days. We're excited to see you take that knowledge onto the Rift and conquer your foes!



A large crowd of people, mostly of African descent, are shown from the chest up, standing and raising their right hands in a gesture of agreement or participation. They are in a dimly lit room with tall columns in the background, suggesting a church or a large conference hall. The image is dark, with the text overlaid in white.

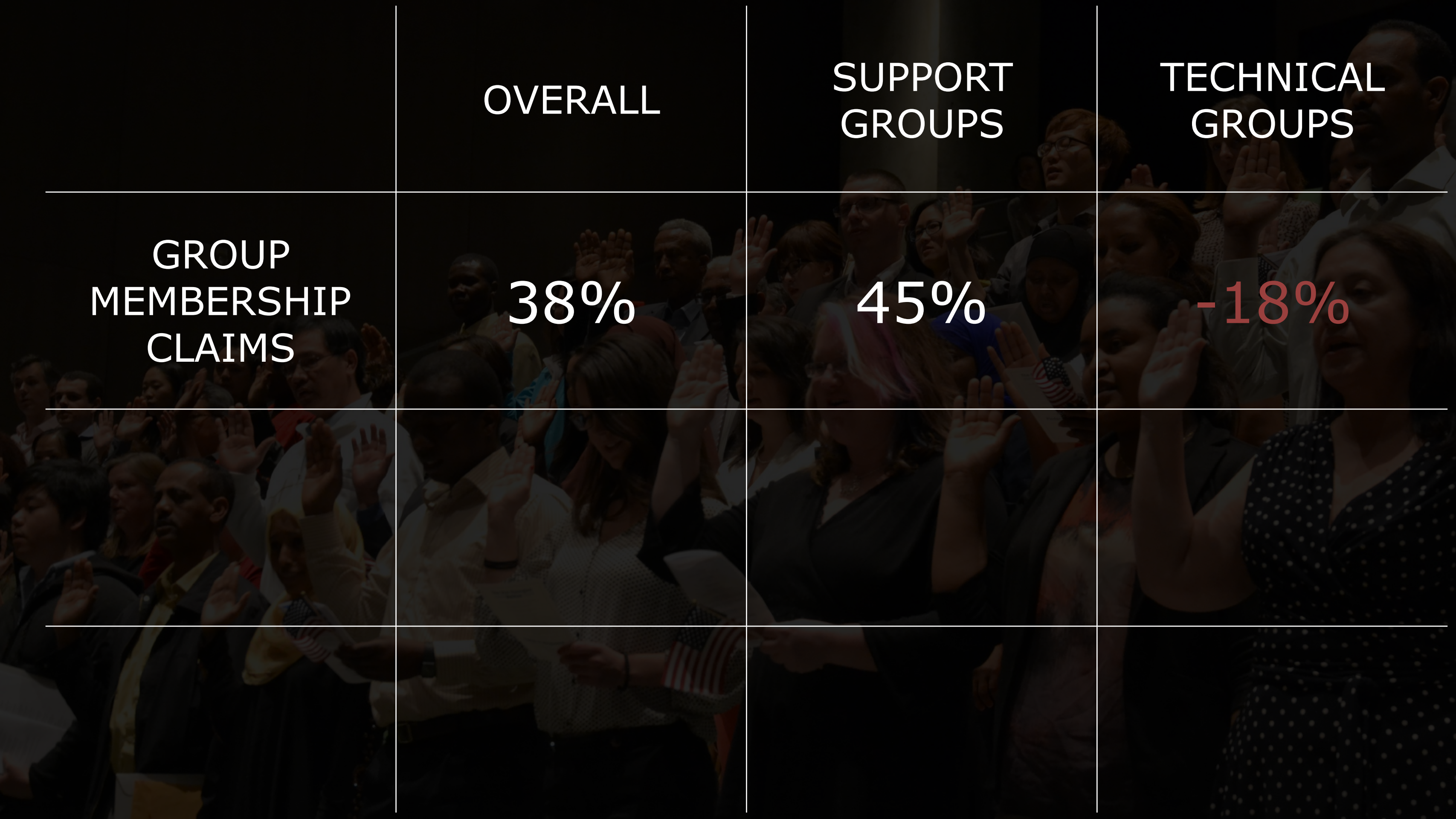
EXPERIMENT

MACHINE LEARNING FROM 12,000 NEWCOMER
MESSAGES TO 100 ONLINE GROUPS



GROUP MEMBERSHIP CLAIM

Pre-existing investment in the community



OVERALL

SUPPORT
GROUPS

TECHNICAL
GROUPS

GROUP
MEMBERSHIP
CLAIMS

38%

45%

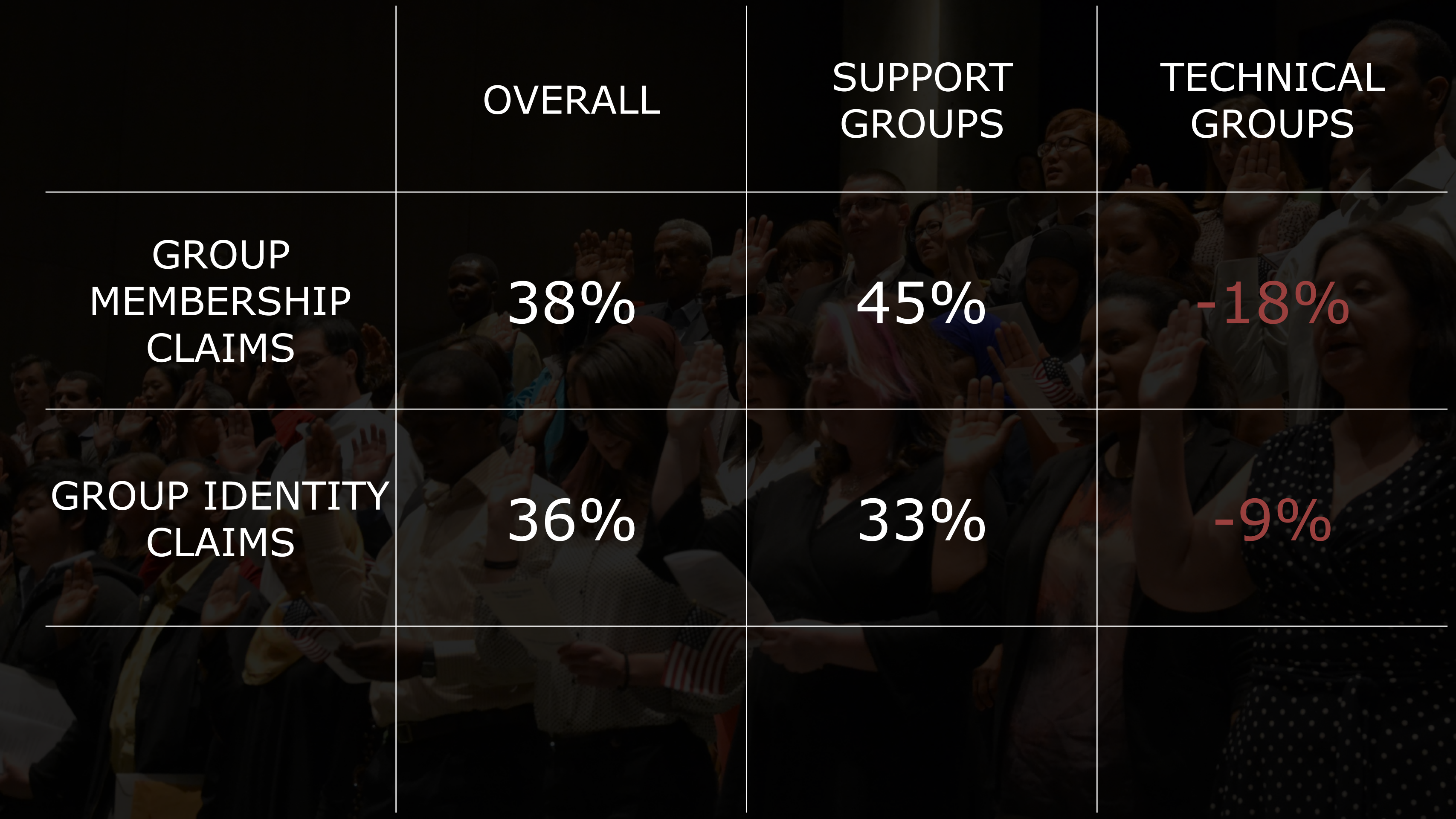
-18%



GROUP IDENTITY CLAIM

Similarity to members

References to shared experiences



OVERALL

SUPPORT
GROUPS

TECHNICAL
GROUPS

GROUP
MEMBERSHIP
CLAIMS

38%

45%

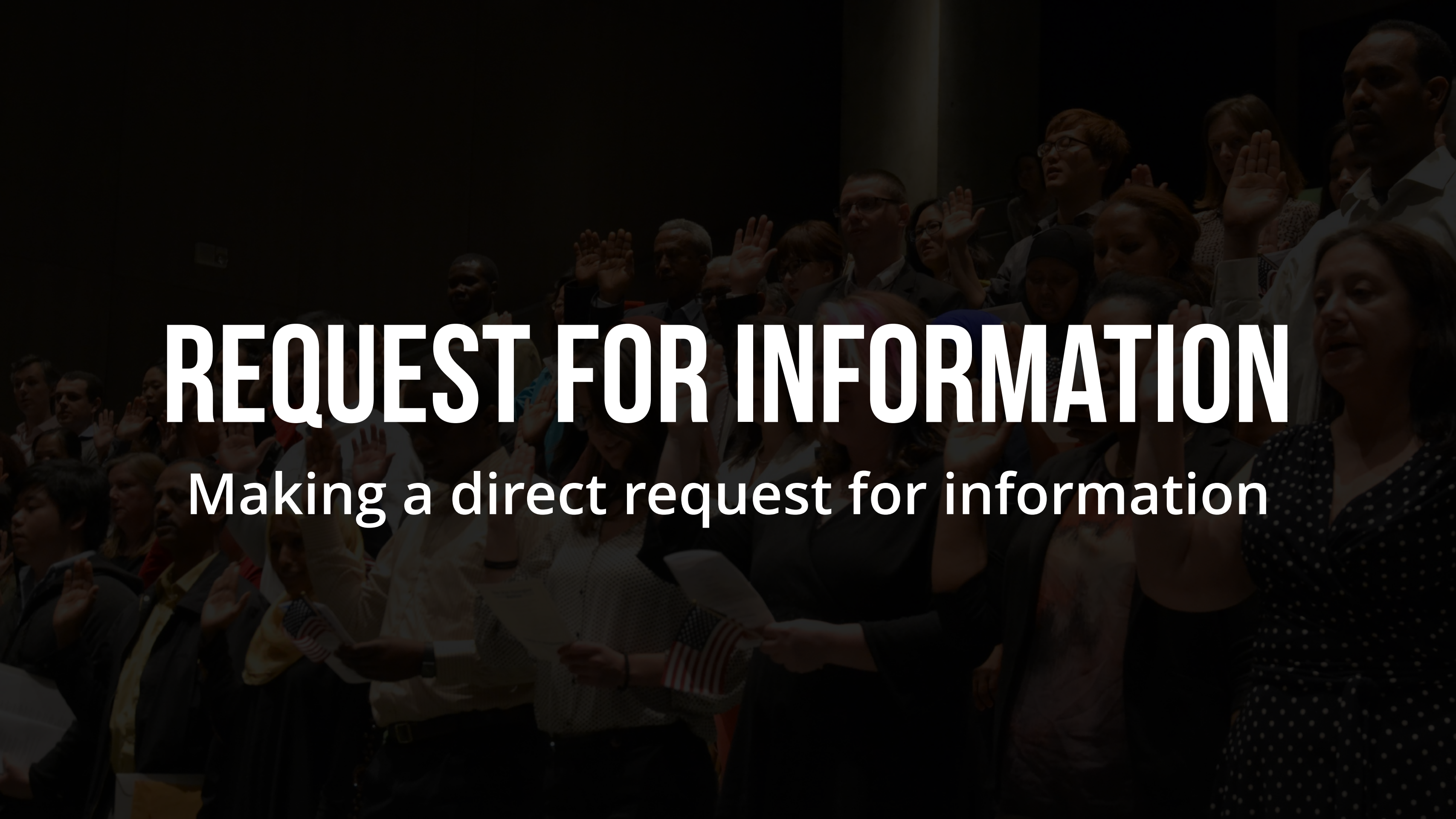
-18%

GROUP IDENTITY
CLAIMS

36%

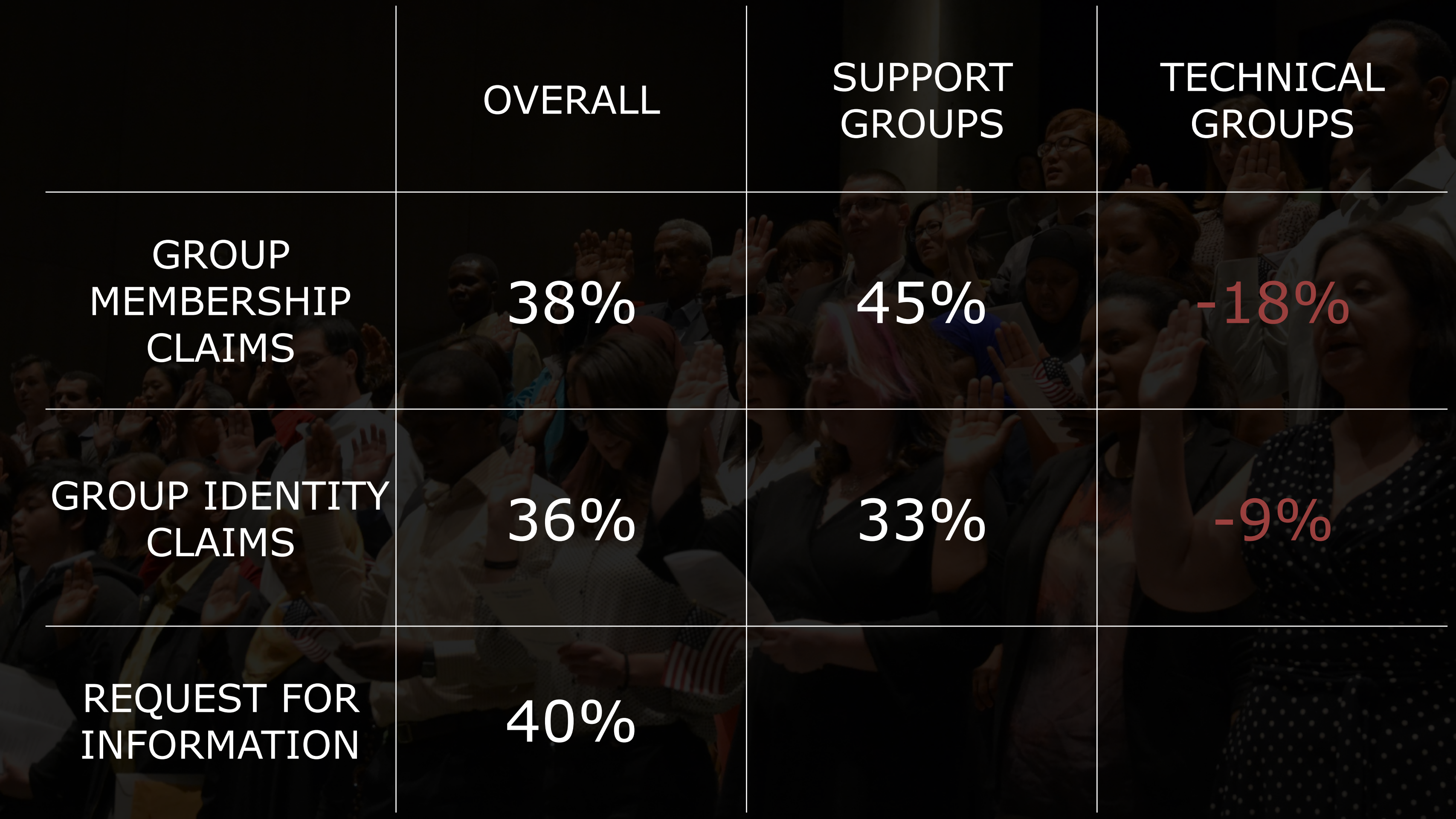
33%

-9%



REQUEST FOR INFORMATION

Making a direct request for information



OVERALL

SUPPORT
GROUPS

TECHNICAL
GROUPS

GROUP
MEMBERSHIP
CLAIMS

38%

45%

-18%

GROUP IDENTITY
CLAIMS

36%

33%

-9%

REQUEST FOR
INFORMATION

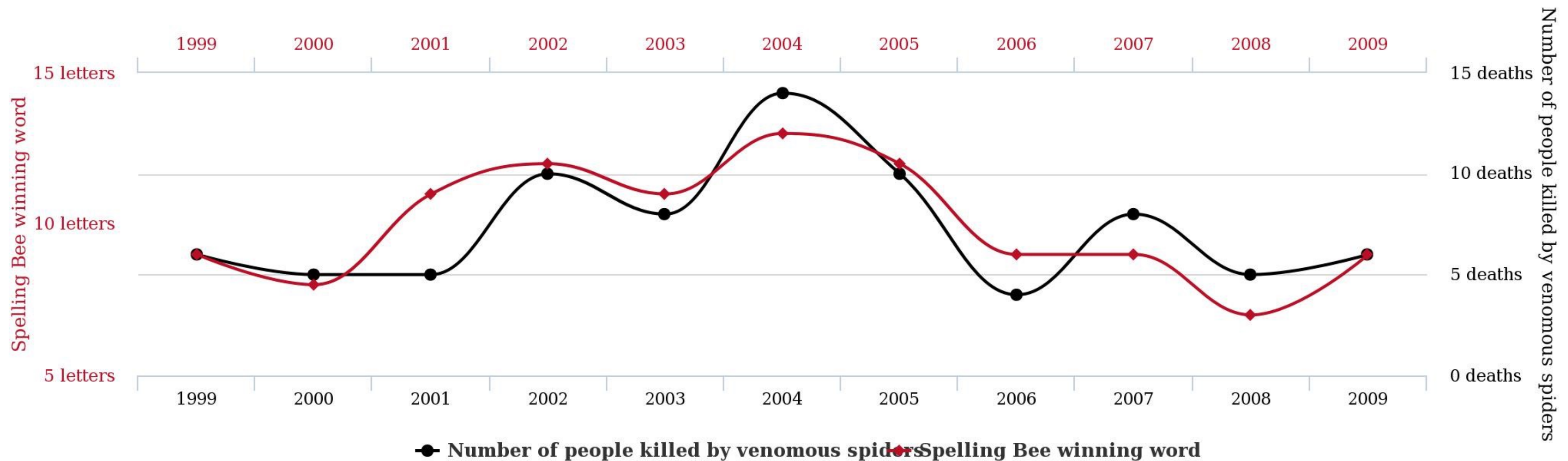
40%

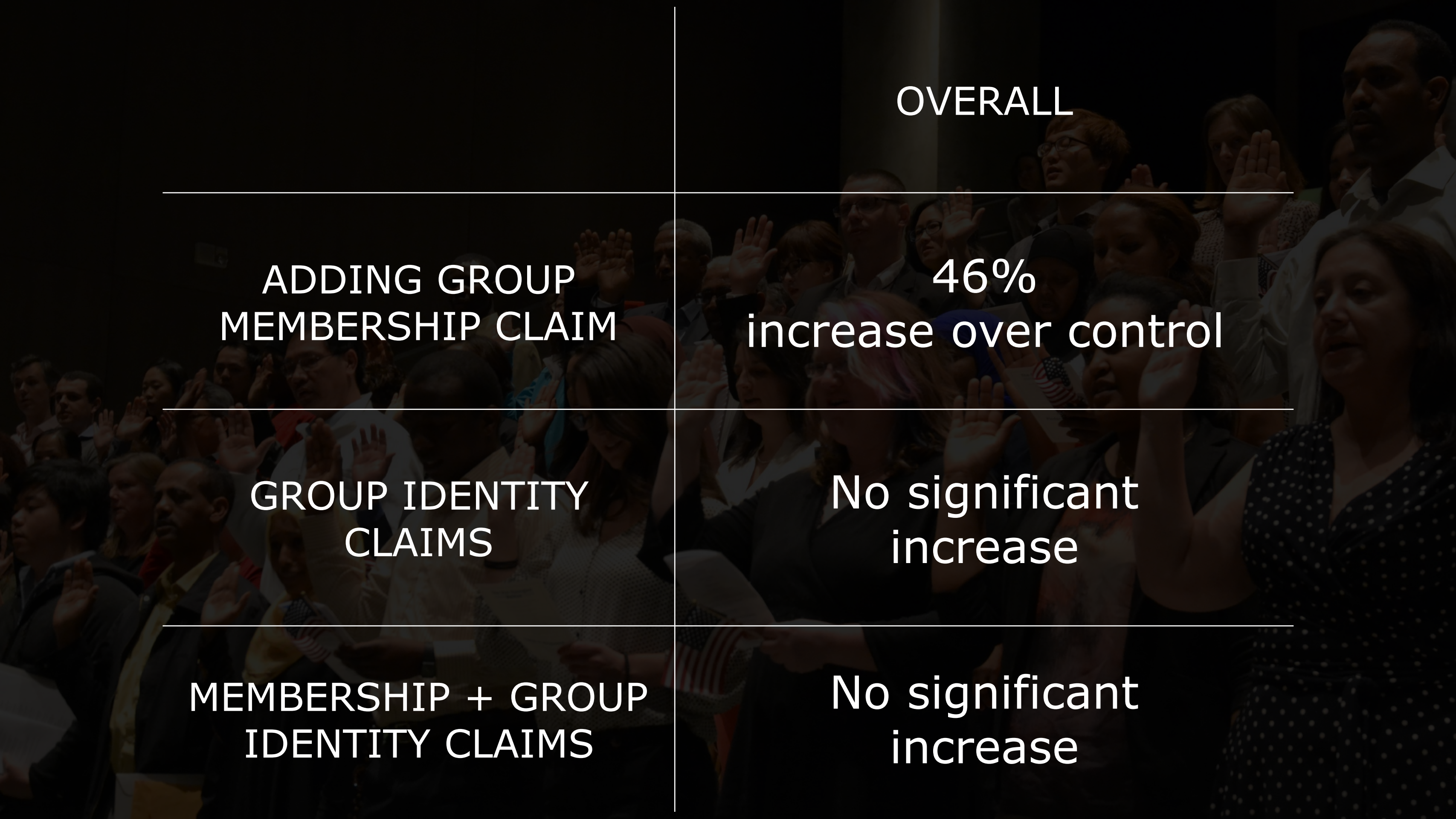
BUT CORRELATION ISN'T CAUSATION

Letters in Winning Word of Scripps National Spelling Bee

correlates with

Number of people killed by venomous spiders





OVERALL

ADDING GROUP
MEMBERSHIP CLAIM

46%
increase over control

GROUP IDENTITY
CLAIMS

No significant
increase

MEMBERSHIP + GROUP
IDENTITY CLAIMS

No significant
increase



TYPE OF REQUEST	SUPPORT
OPEN-ENDED	No significant difference
SPECIFIC	55% increase

TYPE OF REQUEST

SUPPORT

OPEN-ENDED

No significant difference

SPECIFIC

55% increase



LESSON 2

In topic/hobby communities, encourage newcomers to mention effort to the group so far

A large, diverse crowd of people, mostly of Asian descent, is shown from the chest up. They are all looking towards the left side of the frame and have their right hands raised in a gesture of agreement or participation. The background is dark and out of focus, suggesting an indoor setting like a conference or lecture hall. The overall tone is professional and collaborative.

LESSON 3

In technical communities, encourage newcomers to make their request as specific as possible



16.7% of newcomers who failed to
receive a reply post again.

vs.

45% of those who received
a reply posted again

A large crowd of people, many with their hands raised, suggesting a public event or rally. The image is dark and serves as a background for the text.

LESSON 4

Make sure newcomers get good, quick, replies
(the art of replies is also well studied)

175 movie sequels currently in the works

From Bad Boys 3 to X-Men: Supernova, with a hundred in-between. Here's our running list of the many movie sequels gestating in Hollywood...

POPULAR

Complete Upcoming X-Men Movies Schedule Updated

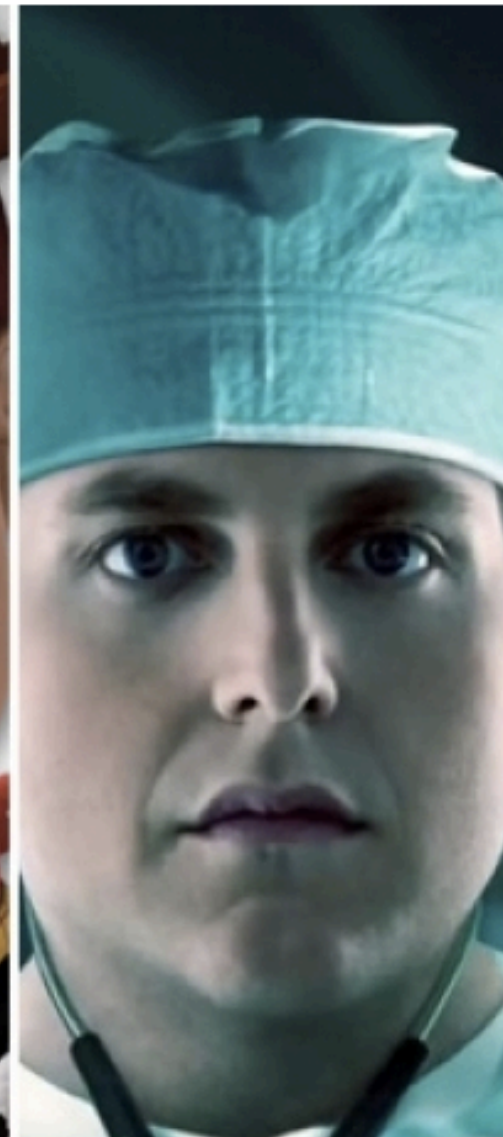
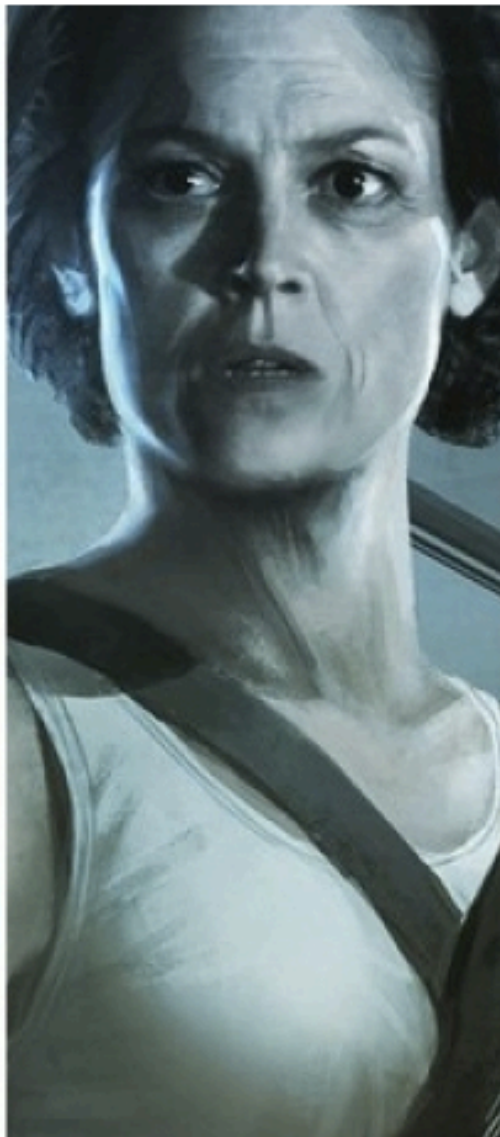
MOVIES

Black Sails: A Look at Fictional and Historical Pirates

TV

Daredevil Season 3 Release Date, Cast, Trailer, and Everything Else We Know

TV



Top Grossing Movies of 2016

Rank	Movie	Release Date	Distributor	Genre	MPAA	2016 Gross	Tickets Sold
1	Finding Dory	6/17/2016	Walt Disney	Adventure	PG	\$486,295,561	57,686,306
2	Rogue One: A Star Wars Story	12/16/2016	Walt Disney	Adventure	PG-13	\$424,987,707	50,413,725
3	Captain America: Civil War	5/6/2016	Walt Disney	Action	PG-13	\$408,084,349	48,408,582
4	The Secret Life of Pets	7/8/2016	Universal	Adventure	PG	\$368,384,330	43,699,208
5	The Jungle Book	4/15/2016	Walt Disney	Adventure	PG	\$364,001,123	43,179,255
6	Deadpool	2/12/2016	20th Century Fox	Action	R	\$363,070,709	43,068,886
7	Zootopia	3/4/2016	Walt Disney	Adventure	PG	\$341,268,248	40,482,591
8	Batman v Superman: Dawn of Justice	3/25/2016	Warner Bros.	Action	PG-13	\$330,360,194	39,188,635
9	Suicide Squad	8/5/2016	Warner Bros.	Action	PG-13	\$325,100,054	38,564,656
10	Doctor Strange	11/4/2016	Walt Disney	Adventure	PG-13	\$230,107,790	27,296,297
11	Fantastic Beasts and Where to Find Them	11/18/2016	Warner Bros.	Adventure	PG-13	\$224,125,258	26,586,626
12	Moana	11/23/2016	Walt Disney	Adventure	PG	\$210,046,114	24,916,502
13	Star Wars Ep. VII: The Force Awakens	12/18/2015	Walt Disney	Adventure	PG-13	\$194,453,283	23,066,818
14	The Revenant	12/25/2015	20th Century Fox	Adventure	R	\$182,317,546	21,627,229
15	Sing	12/21/2016	Universal	Adventure	PG	\$166,497,820	19,750,631
16	Jason Bourne	7/29/2016	Universal	Action	PG-13	\$162,192,920	19,239,966
17	Star Trek Beyond	7/22/2016	Paramount Pictures	Adventure	PG-13	\$158,848,340	18,843,219
18	X-Men: Apocalypse	5/27/2016	20th Century Fox	Action	PG-13	\$155,442,489	18,439,203
19	Trolls	11/4/2016	20th Century Fox	Adventure	PG	\$150,336,645	17,833,528
20	Kung Fu Panda 3	1/29/2016	20th Century Fox	Adventure	PG	\$143,528,619	17,025,933
21	Ghostbusters	7/15/2016	Sony Pictures	Comedy	PG-13	\$128,350,574	15,225,453
22	Central Intelligence	6/17/2016	Warner Bros.	Comedy	PG-13	\$127,440,871	15,117,541
23	The Legend of Tarzan	7/1/2016	Warner Bros.	Adventure	PG-13	\$126,643,061	15,022,901
24	Sully	9/9/2016	Warner Bros.	Drama	PG-13	\$124,991,036	14,826,931
25	Bad Moms	7/29/2016	STX Entertainment	Comedy	R	\$113,257,297	13,435,029

● Users

500,000

250,000

2010

2011

2012

2013

2014

2015

Sessions

14,700,392

Users

12,852

Pageviews













Pages / Session

COMPANY HIRES US

Returning V

2.6%

				1,705,650 % of Total: 100.00% (1,705,650)	1,297,354 % of Total: 100.00% (1,297,354)	00:01:51 Avg for View: 00:01:51 (0.00%)	914,209 % of Total: 100.00% (914,209)	80.60% Avg for View: 80.60% (0.00%)	53.60% Avg for View: 53.60% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)	
<input type="checkbox"/>	1.		3a	<input type="checkbox"/>	176,745 (10.36%)	135,716 (10.46%)	00:02:52	135,269 (14.80%)	80.15%	76.15%	\$0.00 (0.00%)
<input type="checkbox"/>	2.		4	<input type="checkbox"/>	155,983 (9.15%)	122,675 (9.46%)	00:03:39	121,628 (13.30%)	81.61%	76.93%	\$0.00 (0.00%)
<input type="checkbox"/>	3.			<input type="checkbox"/>	74,760 (4.38%)	55,118 (4.25%)	00:02:53	54,710 (5.98%)	78.32%	72.97%	\$0.00 (0.00%)
<input type="checkbox"/>	4.			<input type="checkbox"/>	69,881 (4.10%)	56,645 (4.37%)	00:03:56	50,965 (5.57%)	83.93%	74.70%	\$0.00 (0.00%)
<input type="checkbox"/>	5.			<input type="checkbox"/>	64,183 (3.76%)	39,567 (3.05%)	00:01:15	28,522 (3.12%)	29.10%	19.84%	\$0.00 (0.00%)
<input type="checkbox"/>	6.			<input type="checkbox"/>	63,108 (3.70%)	27,008 (2.08%)	00:01:33	13,897 (1.52%)	31.06%	16.20%	\$0.00 (0.00%)
<input type="checkbox"/>	7.		0	<input type="checkbox"/>	54,419 (3.19%)	43,439 (3.35%)	00:03:33	42,555 (4.65%)	82.01%	77.26%	\$0.00 (0.00%)
<input type="checkbox"/>	8.			<input type="checkbox"/>	33,884 (1.99%)	17,035 (1.31%)	00:00:45	8,085 (0.88%)	36.31%	17.66%	\$0.00 (0.00%)
<input type="checkbox"/>	9.		n	<input type="checkbox"/>	27,608 (1.62%)	26,766 (2.06%)	00:05:23	26,731 (2.92%)	96.11%	95.78%	\$0.00 (0.00%)
<input type="checkbox"/>	10.		u	<input type="checkbox"/>	24,785 (1.45%)	22,764 (1.75%)	00:06:13	22,417 (2.45%)	88.70%	86.57%	\$0.00 (0.00%)
<input type="checkbox"/>	11.		e	<input type="checkbox"/>	23,084 (1.35%)	17,552 (1.35%)	00:02:48	15,914 (1.74%)	78.51%	71.09%	\$0.00 (0.00%)
<input type="checkbox"/>	12.		i	<input type="checkbox"/>	21,645 (1.27%)	16,698 (1.29%)	00:03:55	16,242 (1.78%)	81.39%	74.94%	\$0.00 (0.00%)

				1,705,650 % of Total: 100.00% (1,705,650)	1,297,354 % of Total: 100.00% (1,297,354)	00:01:51 Avg for View: 00:01:51 (0.00%)	914,209 % of Total: 100.00% (914,209)	80.60% Avg for View: 80.60% (0.00%)	53.60% Avg for View: 53.60% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
<input type="checkbox"/>	1.			176,745 (10.36%)	135,716 (10.46%)	00:02:52	135,269 (14.80%)	80.15%	76.15%	\$0.00 (0.00%)
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<input type="checkbox"/>	12.			21,645 (1.27%)	16,698 (1.29%)	00:03:55	16,242 (1.78%)	81.39%	74.94%	\$0.00 (0.00%)

TOP 20 DISCUSSIONS = 50%+ OF PAGE VIEWS

TITLE TAG

URL

How to Calculate the ROI of Online Communities | FeverBee – A ...

<https://www.feverbee.com/roi/> ▼

This is a comprehensive guide to help you establish and communicate the ROI of your online community. This explains the challenge you will face, the exact ...

BRAND

META-DESCRIPTION

KEY WORDS

<https://moz.com/blog/single-best-seo-tip-for-improved-web-traffic>

POST TITLE



CATEGORY




COMPANY



Discourse vs NodeBB - Platforms & Technology - FeverBee

<https://experts.feverbee.com/t/discourse-vs-nodebb/1384> ▼

12 Oct 2015 - We just did a side-by-side trial of **Discourse** and **NodeBB**, and while **Discourse** won for now (based on a couple key features, like how the ...



TAGGING

Move to Existing Topic



Please choose the topic you'd like to move those 12 posts to.

Search for a Topic by name, url or id:

- ☐ Discourse vs NodeBB **Platforms & Technology**
- ☐ Discourse slower than Nodebb and Flarum? **Platforms & Technology**
- ☐ Comparing Node BB and Discourse **🔒 Archived Private Forums** **🔒 Platforms & Technology**
- ☐ The visual experience of Discourse **Platforms & Technology**
- ☐ Anyone have experience with Flarum? **Platforms & Technology**
- ☐ So, what are you working on? **Managing Communities**
- ☐ Insights on various community platforms **Platforms & Technology**

➡ Move to Existing Topic



Patrick_Curtis 

3m

Dominic and @Joe_Velez, just thought I'd throw another update here...we've sped up the pace of our merging...we're now touching about ~1,500 threads per week so we're starting to get into the "weaker" masters.

Some tentatively good news...our organic traffic finally is starting to climb again (up between ~10-16% YOY in last few weeks). No

- 2. the speed improvement from moving to PHP 7 and a stronger server is working
- 3. removing non-indexed urls from our sitemap (maybe improves crawl budget?!)

...or some other random change we made. I'm not too excited because we've had periods like this before, but we're going to keep plugging away at #1 because we see it as a better user experience anyways.

Just wanted to say thank you again for all your advice and I'll keep posting here every few months to update you guys on how we're doing.

If I can help you guys out in any way, please let me know.

Talk soon!

Patrick

Fetch as Google

See how Google renders pages from your website. [Learn more](#)

http://www.feverbee.com/

roi

Leave URL blank to fetch the homepage. Requests may take a few minutes to process.

Desktop

FETCH

FETCH AND RENDER

RESUBMIT FOR INDEXING



Online Communities

Read

Answer

Topic FAQ

Most Viewed Writers

...

Follow Topic 17.9k

Feed

Answer written · Online Communities · Nov 23

What game do you think has the most toxic community?

 Iftach Solomon, Have been playing video games for most of my life
Updated Dec 29 · Upvoted by Tai Coromandel, [Community Manager for multiple video games.](#)

Yes I know, it seems controversial. You always hear the stories about people “cringing” over fan animations and song parodies, but that’s not why. If a fanbase is passionate, I just let them be. Ho... [\(more\)](#)



About

See also [Online Social Networks](#), [Internet Forums](#), [Q&A Websites](#), [Blogs](#), [Blog Recommendations](#), [Facebook \(product\)](#), [Google+](#), [Quora Community](#), [Internet Psychology and Sociology](#), [Wikipedia](#), [Usenet](#), [Reddit \(product\)](#), [Slashdot](#), [OkCupid](#), [Online Dating](#), [S... \(more\)](#)

4.5k
Questions

17.9k
Followers


102
Edits

PARTICIPATE ELSEWHERE (WHEN RELEVANT)

Upvote 320 Downvote Comments 19

Question asked · [Wikipedia Community](#) · Dec 20

What is the difference between Bizapedia and Wikipedia?

 Answer

Pass


Follow 2 Downvote

...

Answer written · Online Communities · 2016

Related Topics

 [Wikipedia](#)
5k Followers

 [Community](#)
67.5k Followers

 [Community Management](#)
8.6k Followers

LESSON 1

Spend as much time improving your
best discussions as creating new ones



GAME GUIDE ▾

NEWS

COMMUNITY ▾

FORUMS

SHOP ▾

PLAY NOW ▶

FORUMS

Home > Forums > News Discussion

Search Threads/Go to QFC



Code of Conduct | Search Users

36 Active Users Online



My Profile

NEWS DISCUSSION

1 of 19 ▶ ▶

Specific Rules ▶

Jump to Forum... ▾

BIG ANNOUNCEMENTS AND BEHAVIOR



River of Blood Trailer

👑 created by Mod Robbie

74

24-Feb-2017 15:28:41
by jkubow26

Jagex Leadership Changes

👑 created by Mod Pips

129

27-Feb-2017 10:33:38
by Uprizing



GAME GUIDE ▾

NEWS

COMMUNITY ▾

FORUMS

SHOP ▾

PLAY NOW ▶

FORUMS

Home > Forums > News Discussion



[Code of Conduct](#) | [Search Users](#)

36 Active Users Online



[My Profile](#)

NEWS DISCUSSION

1 of 19

[Specific Rules](#) ▶

▾

	Idle Adventures – Early Access 👑 created by Mod Robbie		
	River of Blood Trailer 👑 created by Mod Robbie	74	24-Feb-2017 15:28:41 by jkubow26
	Jagex Leadership Changes 👑 created by Mod Pips	129	27-Feb-2017 10:33:38 by Uprizing

THIS IS WHERE BIG ANNOUNCEMENTS GO TO DIE



COMMUNITY

GET SUPPORT, TIPS, AND PROVEN IDEAS
FROM 1K+ COMMUNITY PROFESSIONALS

JOIN

FEVERBEE EXPERTS
COMMUNITY



12 Jan, 2017

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Going Back Is Never An Option

by Richard Millington

11 Jan, 2017

 0

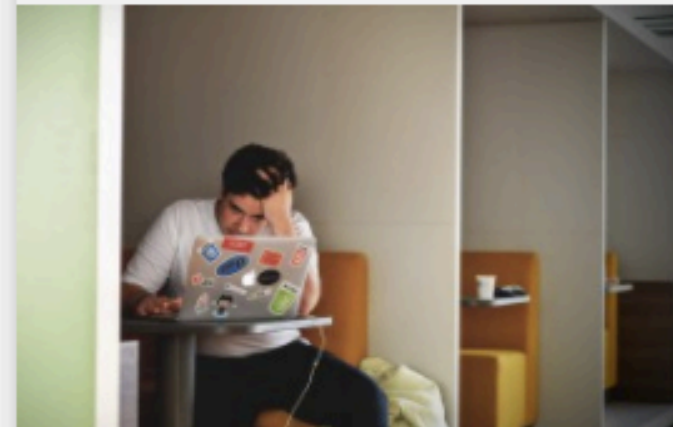


Personal Learning Goals

by Richard Millington

10 Jan, 2017

 0



Navigating Free Speech In
Online Communities

by Richard Millington



9 Jan, 2017

 0



















Upcoming Courses, Events,
And Consultancy Pages

by Richard Millington

Page ?	Pageviews ? ↓	Unique Pageviews ?	Avg. Time on Page ?	Entrances ?	Bounce Rate ?	% Exit ?
	549,781 % of Total: 100.00% (549,781)	430,784 % of Total: 100.00% (430,784)	00:01:38 Avg for View: 00:01:38 (0.00%)	238,230 % of Total: 100.00% (238,230)	66.47% Avg for View: 66.47% (0.00%)	43.33% Avg for View: 43.33% (0.00%)
1. / 	71,053 (12.92%)	36,740 (8.53%)	00:01:05	26,395 (11.08%)	33.17%	25.93%
2. /different-types-of-communities/ 	24,944 (4.54%)	21,961 (5.10%)	00:04:22	21,418 (8.99%)	86.90%	84.59%
3. www.feverbee.com/different-types-of-communities/ 	22,834 (4.15%)	20,259 (4.70%)	00:04:19	19,944 (8.37%)	86.63%	85.04%
4. www.feverbee.com/ 	20,804 (3.78%)	16,236 (3.77%)	00:01:12	13,018 (5.46%)	48.31%	39.80%

Page ?	Pageviews ? ↓	Unique Pageviews ?	Avg. Time on Page ?	Entrances ?	Bounce Rate ?	% Exit ?
	549,781 % of Total: 100.00% (549,781)	430,784 % of Total: 100.00% (430,784)	00:01:38 Avg for View: 00:01:38 (0.00%)	238,230 % of Total: 100.00% (238,230)	66.47% Avg for View: 66.47% (0.00%)	43.33% Avg for View: 43.33% (0.00%)
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**HOMEPAGE ONLY ACCOUNTS
FOR 17.07% OF PAGE VIEWS.**

6.	/how-to-build-an-online-community/		10,595 (1.93%)	9,046 (2.10%)	00:02:03	8,261 (3.47%)	56.25%
7.	/15-examples-of-thriving-online-communities/		8,277 (1.51%)	7,832 (1.82%)	00:04:15	7,327 (3.08%)	87.39%
8.	/types-of-community-and-activity-within-the-community/		6,759 (1.19%)	6,203 (1.44%)	00:02:56	5,717 (2.40%)	86.62%
9.	www.feverbee.com/types-of-community-and-activity-within-the-community/		5,820 (1.06%)	5,510 (1.28%)	00:02:26	4,973 (2.09%)	82.99%
10.	www.feverbee.com/15-examples-of-thriving-online-communities/		5,154 (0.94%)	4,823 (1.12%)	00:03:11	4,457 (1.87%)	83.89%
11.	/10greatexamples/		4,226 (0.77%)	4,023 (0.95%)	00:02:03	3,823 (1.57%)	86.11%
12.	www.feverbee.com/how-to-build-an-online-community/		3,656 (0.66%)	3,423 (0.81%)	00:02:03	3,223 (1.33%)	55.14%
13.	ondemand.feverbee.com/		3,365 (0.61%)	3,123 (0.74%)	00:01:58	2,923 (1.19%)	48.14%
14.	/about-us/		3,230 (0.59%)	2,828 (0.66%)	00:01:58	414 (0.17%)	67.39%
15.	www.feverbee.com/10greatexamples/		2,794 (0.51%)	2,670 (0.62%)	00:03:08	2,201 (0.92%)	83.23%
16.	/startinganonlinecommunity/		2,631 (0.48%)	2,387 (0.55%)	00:03:29	1,666 (0.70%)	78.51%
17.	/resources/		2,534 (0.46%)	2,128 (0.49%)	00:00:59	645 (0.27%)	41.09%
18.	/t/discourse-vs-nodebb/1384		2,204 (0.40%)	1,123 (0.26%)	00:00:53	1,038 (0.44%)	6.94%
19.	/register/		2,117 (0.39%)	1,387 (0.32%)	00:00:51	557 (0.23%)	54.04%
20.	www.feverbee.com/about-us/		2,002 (0.36%)	1,646 (0.38%)	00:01:29	168 (0.07%)	65.48%
21.	www.feverbee.com/roi/		1,982 (0.36%)	1,745 (0.41%)	00:01:28	966 (0.41%)	55.59%

THE BLOG (COMBINED)
ACCOUNTS FOR FAR MORE.

COMMUNITY

GET SUPPORT, TIPS, AND PROVEN IDEAS
FROM 1K+ COMMUNITY PROFESSIONALS

JOIN

FEVERBEE EXPERTS
COMMUNITY

(THIS ISN'T WHAT
MOST PEOPLE SEE)

12 Jan, 2017

 0



Going Back Is Never An Option

by Richard Millington

11 Jan, 2017

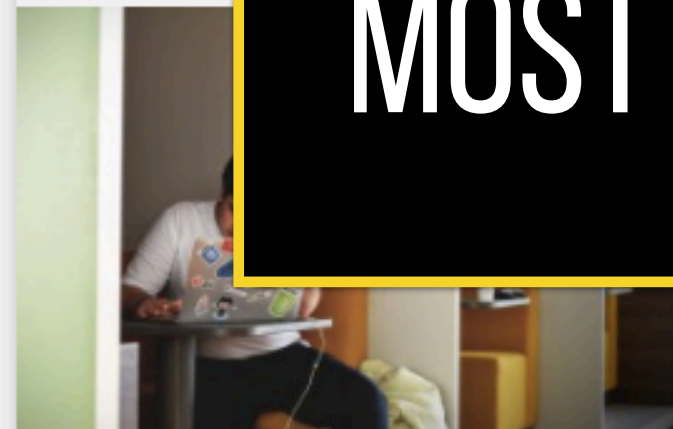
 0



Personal Learning Goals

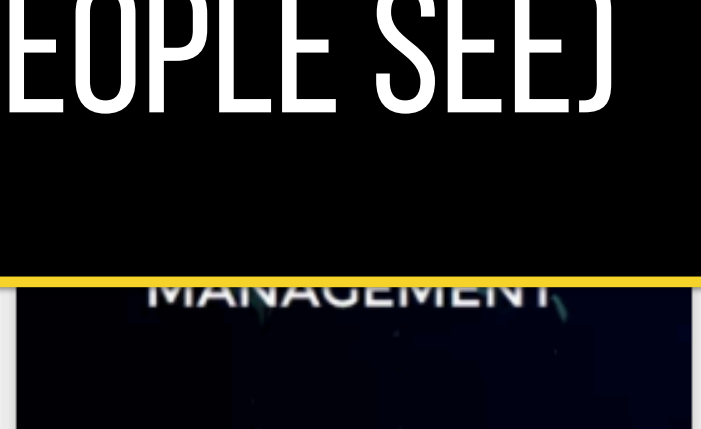
by Richard Millington

10 Jan, 2017



Navigating Free Speech In
Online Communities

by Richard Millington



Upcoming Courses, Events,
And Consultancy Pages

by Richard Millington

Get exclusive updates, our best advice and we'll give you half of **Buzzing Communities** for free!

Sign me up!



Are you having trouble calculating or communicating the ROI of your community?

CALCULATE
YOUR VALUE

Navigating Free Speech In Online Communities



January 10, 2017



Community Management

A rare(ish) book recommendation, [Free Speech – Ten Principles For A Connected World](#).

Should you allow members to write posts which might offend others? What if that offense leads to physical or psychological harm?

Do you adapt your response to what's offensive to different cultures or do you force your culture upon others?

How do you build a harmonious community which avoids groupthink? Should you encourage minority views which the majority might find offensive? Should you follow what most people in your community want?

You have your own moral code, but it probably needs augmenting.

Every time you remove a comment (or person), you're making a trade-off between free speech and public safety. Remove too many comments and you've *'become Hitler'*. Remove too few and you're *'enabling/profitting from terrorism'* (or worse).

No-one is going to give you the benefit of the doubt and you can't please everybody. You have to make decisions and those decisions are going to upset people.

Get exclusive updates, our best advice and we'll give you half of **Buzzing Communities** for free!

Sign me up!



Are you having trouble calculating or communicating the ROI of your community?

CALCULATE
YOUR VALUE

Navigating Free Speech In Online Communities

📅 January 10, 2017 | 🏷️ Community Management

A rare(ish) book recommendation, [Free Speech – Ten Principles For a Connected World](#).

Should you allow members to write posts which might offend others? What if that offense leads to physical or psychological harm?

Do you adapt your response to what's offered by others?

How do you build a harmonious community with views which the majority might find offensive? What do you want?

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ONLY ONE TINY LINK
TO THE COMMUNITY!

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Are you having trouble calculating or communicating the ROI of your community?

CALCULATE
YOUR VALUE

Navigating Free Speech In Online Communities

January 10, 2017Community Management

ore(ish) book recommendation, *Free Speech*

Should you allow members to write posts with physical or psychological harm?

Do you adapt your response to what's offensive to others?

How do you build a harmonious community with views which the majority might find offensive or want?

You have your own moral code, but it probably needs augmenting.

Every time you remove a comment (or person), you're making a trade-off between free speech and public safety. Remove too many comments and you've *'become Hitler'*. Remove too few and you're *'enabling/profitting from terrorism'* (or worse).

No-one is going to give you the benefit of the doubt and you can't please everybody. You have to make decisions and those decisions are going to upset people.

THIS APPEARS NEXT
TO CONTENT 70% OF
THE AUDIENCE SEES

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Are you having trouble calculating or communicating the ROI of your community?

CALCULATE
YOUR VALUE

Navigating Free Speech In Online Communities

January 10, 2017 Community Management

A rare(ish) book recommendation, *Free Speech – Ten Principles For A Community*

Should you allow members to write posts which might offend others? What if that offense leads to physical or psychological harm?

Do you adapt your response to what's offensive to different cultures or do you force your culture upon others?

How do you build a harmonious community which avoids groupthink? Should you encourage minority views which the majority might find offensive? What do you want?

You have your own moral code, but it probably needs augmenting.

Every time you remove a comment (or person), you're making a trade-off between free speech and public safety. Remove too many comments and you've *'become Hitler'*. Remove too few and you're *'enabling/profitting from terrorism'* (or worse).

No-one is going to give you the benefit of the doubt and you can't please everybody. You have to make decisions and those decisions are going to upset people.

COMMUNITY

GET SUPPORT, TIPS, AND PROVEN IDEAS FROM 1K+ COMMUNITY PROFESSIONALS

JOIN
FEVERBEE EXPERTS
COMMUNITY



12 Jan, 2017



Going Back Is Never An Option

by Richard Millington

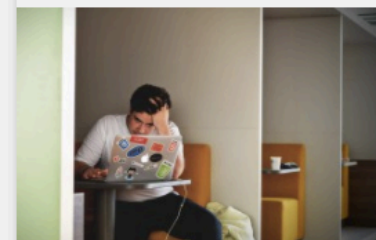
11 Jan, 2017



Personal Learning Goals

by Richard Millington

10 Jan, 2017



Navigating Free Speech In
Online Communities

by Richard Millington

9 Jan, 2017



Upcoming Courses, Events,
And Consultancy Pages

by Richard Millington

WHERE WOULD YOU SPEND
YOUR TIME TO HAVE THE
BIGGEST IMPACT?

UKT CS Personality Of 2002

Posted by Ripper at 15:09, 5/1/2003. Permalink. View comments (215).

After the majority (43%) hoped to receive an inflatable Myers for Christmas, it's time for another poll. This week we ask you who you think is the "UKT CS Personality Of the Year". Here's some details on the candidates:

- **AnNuM** - AnNuM had a pretty quiet 2nd half of 2002 until he recently joined bullet and took part in Team-UK. On many occasions you'll see him offer those sarcastic comments we all love like "wow! bet it was really hard to win this!". He's always a favourite topic of discussion.
- **bOp** - The digital edge star made his mark on UK CS with a quality showing on the UKT public servers where he managed over 40 kills on one single map. This moment single handedly made him a known figure on UKT and one can only expect good things from him in the future.
- **DArtagnan** - A successful year for the former Infinity-eSports player, picking up prize money left right and centre. After a short period with ONE he's now rumoured to be on his way to another top UK clan. He was also a part of Team-UK in THAT game against Sweden.
- **Demo** - If you haven't read the flames aimed at this guy then where have you been this year? Controversy surrounded the tR star when he was chosen to represent Team-UK, and after making only a single appearance it'll be interesting to see if he's selected next time around.
- **DK** - One of UKT's comedians so to speak, DK always offers those enjoyable insults, and unless you're Hav0rs you're bound to find them hilarious. He narrowly missed out on becoming Team-UK captain, but England.cs was a different story and they're currently ahead in the XGC Nations.
- **Messiah** - One of UKT's most regular visitors, Messiah is constantly making people laugh with his hilarious and well thought out comments. He's certainly one of the best people you'll never meet with the constant wazzz jokes.
- **Neffgen** - Captain of an unsuccessful Team-UK, but a respected figure in UK CS nonetheless. Pleasing many with his quality commentary of the World Cyber Games "j0nb0y" will no doubt remain an important part of UK CS for the foreseeable future.
- **Rhyzz** - If you haven't been insulted by or insulted Rhyzz, then you must have been hiding under a rock for the past year. The bullet leader is always at the centre of jokes, whether aimed at him or others, who can forget the

BUILDING A STRONG SENSE OF COMMUNITY



TODAY, WE ASSUME IT HAPPENS,

A large, diverse crowd of people, mostly men in business attire, are gathered at what appears to be a conference or meeting. Many are looking towards the left side of the frame. A woman with grey hair and glasses is prominent in the center, looking thoughtfully to the side. To her right, a man in a white shirt and red tie is also looking in the same direction. The background is filled with more people, some holding up phones to record. The overall atmosphere is one of a busy, high-stakes event. Overlaid on the bottom half of the image is the text "RAMPANT PARTICIPATION INEQUALITY" in large, bold, white capital letters.

RAMPANT PARTICIPATION INEQUALITY

How well do each of the following statements represent how you *feel* about this community?

		Not at All	Somewhat	Mostly	Completely
1.	I get important needs of mine met because I am part of this community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Community members and I value the same things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	This community has been successful in getting the needs of its members met.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Being a member of this community makes me feel good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	When I have a problem, I can talk about it with members of this community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	People in this community have similar needs/priorities, and goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	I can trust people in this community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RUN THE VIRTUAL SENSE OF
COMMUNITY SURVEY



INCREASE SENSE OF MEMBERSHIP

INTRODUCE RITUALS & TRADITIONS



Now for the most important part of the Monday morning welcome, our amazing new members!

If you're new to the CMX community, welcome home. Consider this your safe zone for any tough questions you have related to professional community building.

We'd love to get to know you all, so comment below and tell us:

1. Where are you from?
2. What community are you building?
3. What's one question you're thinking through right now?

Looking at you...

[Angela Serrano](#) at Torre

[Amy de Boisblanc](#) at Facebook (added by [Vu Doan](#))

[Candice Vu](#)

[Mikeli Robert](#)

[Sharon Ng](#)

[Paul Thusius](#)

[Linda Ruiz David](#) at RockIT Recruiting

[Audrey Warren](#)

[Lynn Falotico Dunlap-Regan](#)

[Kate Jensen-Schmitz](#)

[Kamran Bahadori](#) (added by [Gianmarco Bovini](#))

[Simer Sethi](#) at HelloMeets

[Rockv Krutiklas](#) at Kentico



Up next

Autoplay



Where the Hell is Matt? 2012
Matt Harding
17,826,152 views



Mix - Where the Hell is Matt? 2008
YouTube



Where the Hell is Matt? 2006
Matt Harding
19,491,078 views



How the Hell Did Matt Get People to Dance With Him?

**CREATE UNIQUE,
SHARED,
EXPERIENCES**

Where the Hell is Matt? 2008



Matt Harding

Subscribe 135,160

50,184,539

Add to Share More

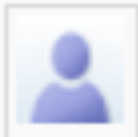



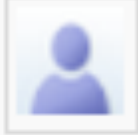



287,653

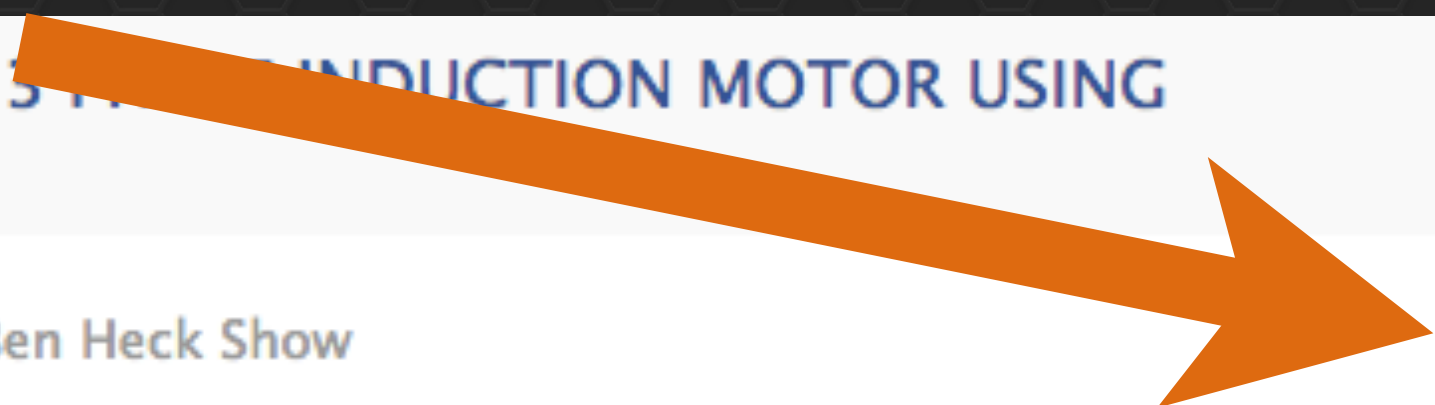
Uploaded on Jun 20, 2008
www.wheretheheckismatt.com/ks
Back my new video on Kickstarter!



**USE COMMON SYMBOL
SYSTEMS**

**USE THE SAME LANGUAGE
AS YOUR AUDIENCE**

	mandatarun	 AUTOMATIC CONTROL OF 3 PHASE INDUCTION MOTOR USING ANDROID DEVICE in Experts	51
	Christy-Admin	 Show Off Your Build in The Ben Heck Show	23,499
	reidkersey	 Multiple boards from one schematic. in EAGLE Suggestions (English)	21
	senttient	 I came across this today in Open Source Hardware	100



INCREASE THE LEVEL OF INFLUENCE

	regman1996	 2 way toro control in Arduino	71
	k...	 Does this (Internet) work in get card in Eder	49
	johnbot	 Lets talk Project Cases! in The Ben Heck Show	83

Fansites

CSM

Volunteer Program

Alliance Tournament

Fanfest

True Stories

New Eden Open



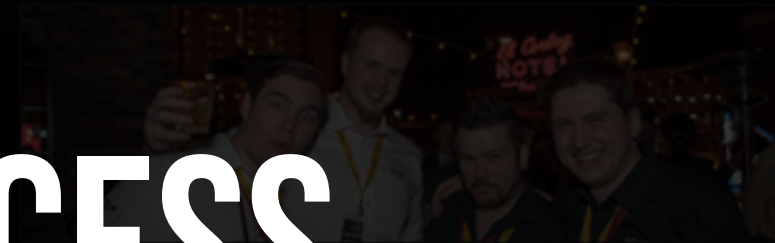
THE EVE COMMUNITY

Real experiences with real people are at the heart of EVE Online. With some of the most passionate and creative players in the world of MMOs, the EVE game universe can call on a deep and strong community foundation.

EVE's corporations, alliances and individual players are famously active and central to communicating and sharing the EVE experience, both in and out of the game. The bedrock of EVE is the social experience and all facets of the community play an important role.

GETTING INVOLVED

EVENTS & GATHERINGS



CREATE A SENSE OF SUCCESS

There are many ways to get involved in the EVE community. Players who want to contribute to the community can run for office in the **CSM** or join up in the **EVE Volunteer Program**. Players also contribute through blogs, wikis, **fansites** and even new-player training corporations in-game.

One of the most special aspects of the community is the many player-run meets held all over the world, where EVE devs can often be seen. Additionally, the regular **Alliance Tournaments** are special in-game events that involve many players around the world taking part in PvP competition.

Evolve Anonymous 2 (Vent Here!)

Off Topic



Plaff Colonist

2 Feb '16

Feb 2016

1 / 3720

Feb 2016

Turns out the Forum won't let me clean-up the first Evolve Anonymous topic as I was hoping to, so here's a shiny new one

Use this topic to Vent about frustrating games you have played, and hopefully make yourself feel a little better through venting your feelings.

I will make it 100% clear that although this is a vent topic, it does not exclude you from following Forum rules. Over-the-top explicit language will result in your post being deleted immediately and call-outs will be edited out. Also it is not an excuse to attack other people or groups.

3 Replies

7 Likes



1d ago

INCREASE THE SHARED EMOTIONAL CONNECTION

Evolve Anonymous vs. Harpoon

Really? You can buy a PC but no mic?

What's the new mod head

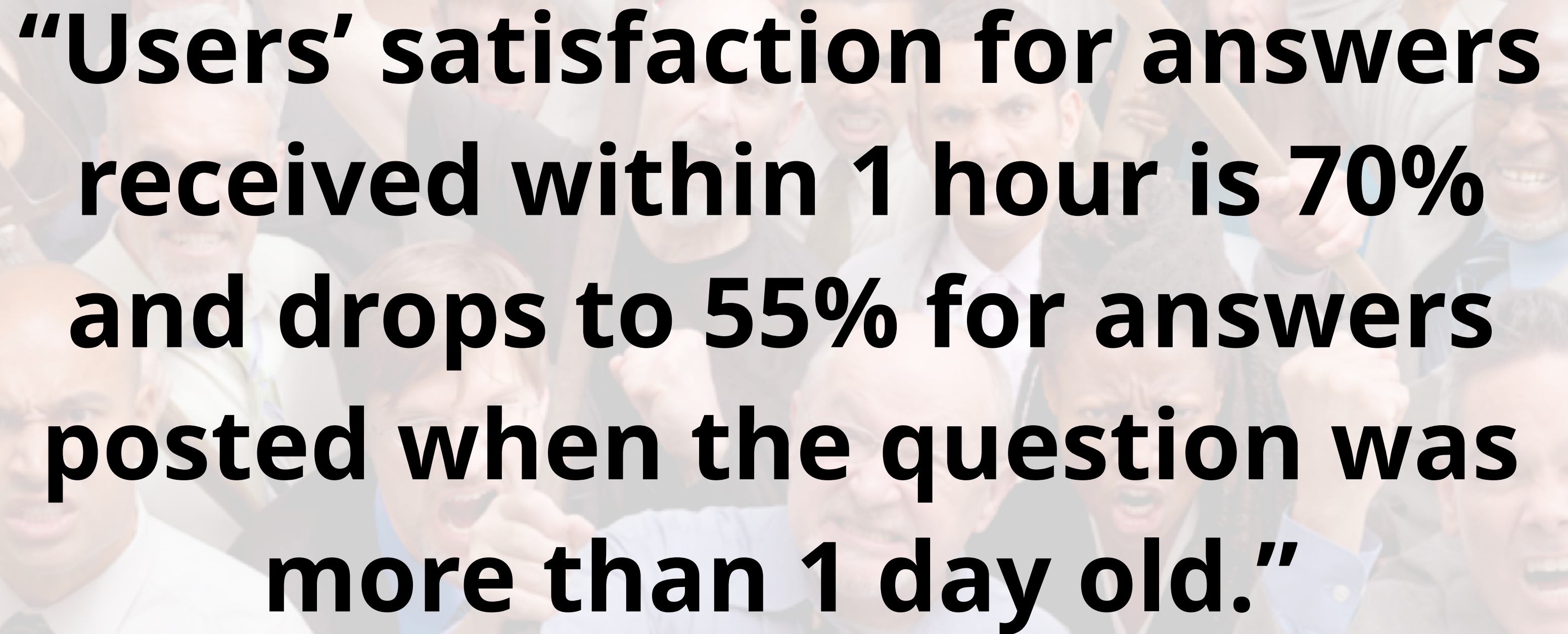
Broken hunters

General Rant Topic

58 more



IMPROVING MEMBER SATISFACTION

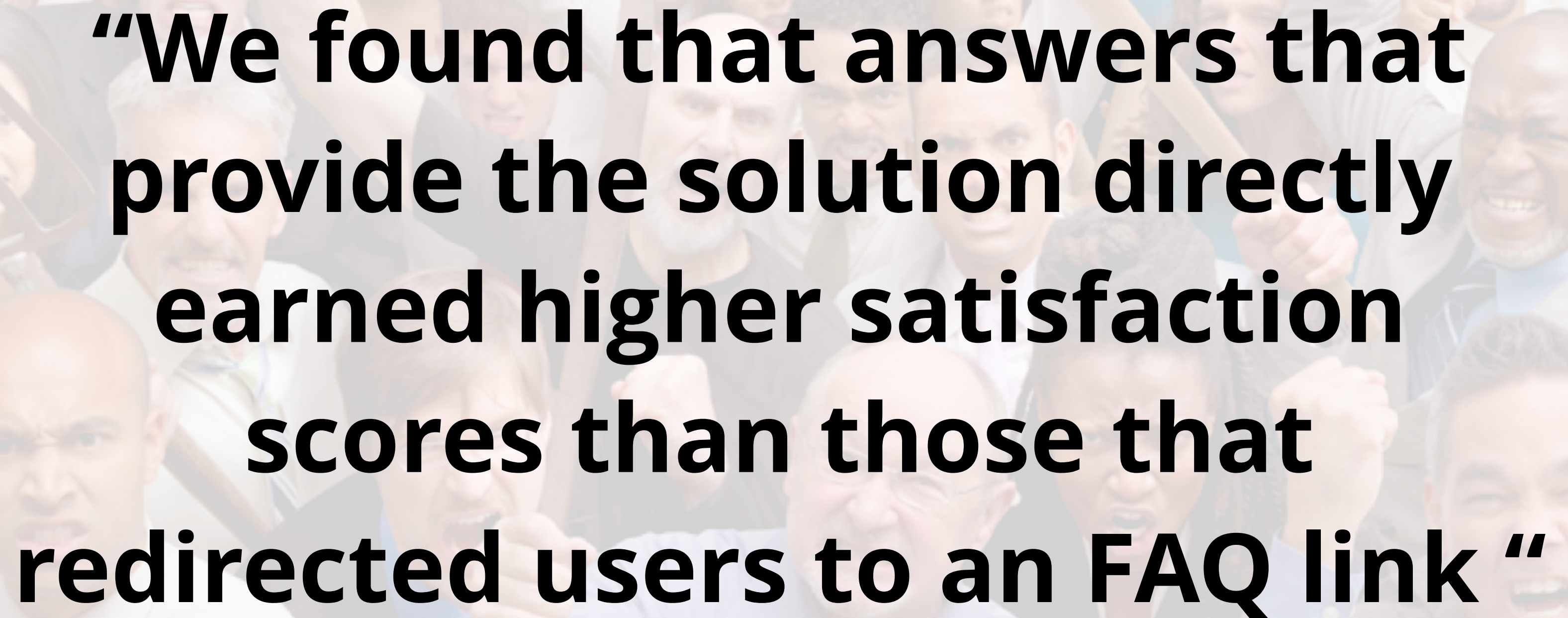


“Users’ satisfaction for answers received within 1 hour is 70% and drops to 55% for answers posted when the question was more than 1 day old.”

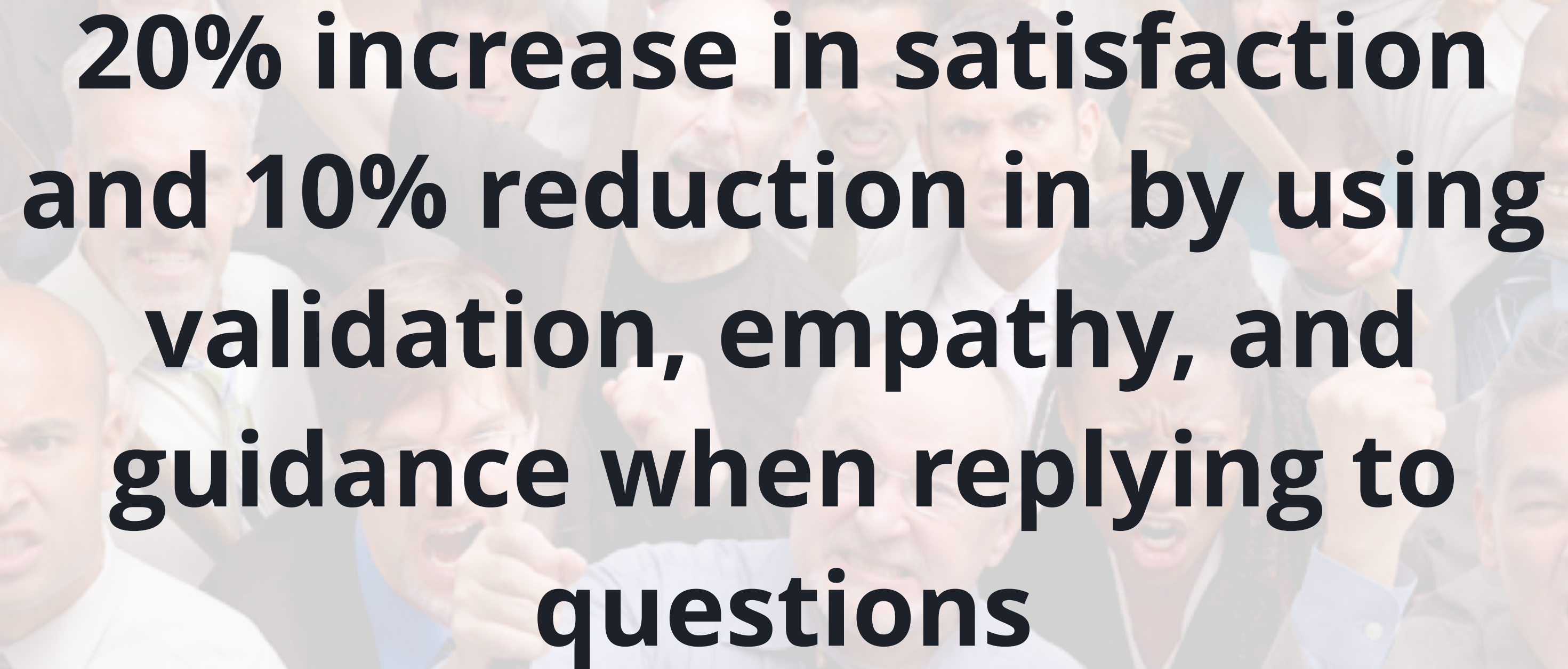


LIFO VS. FIFO

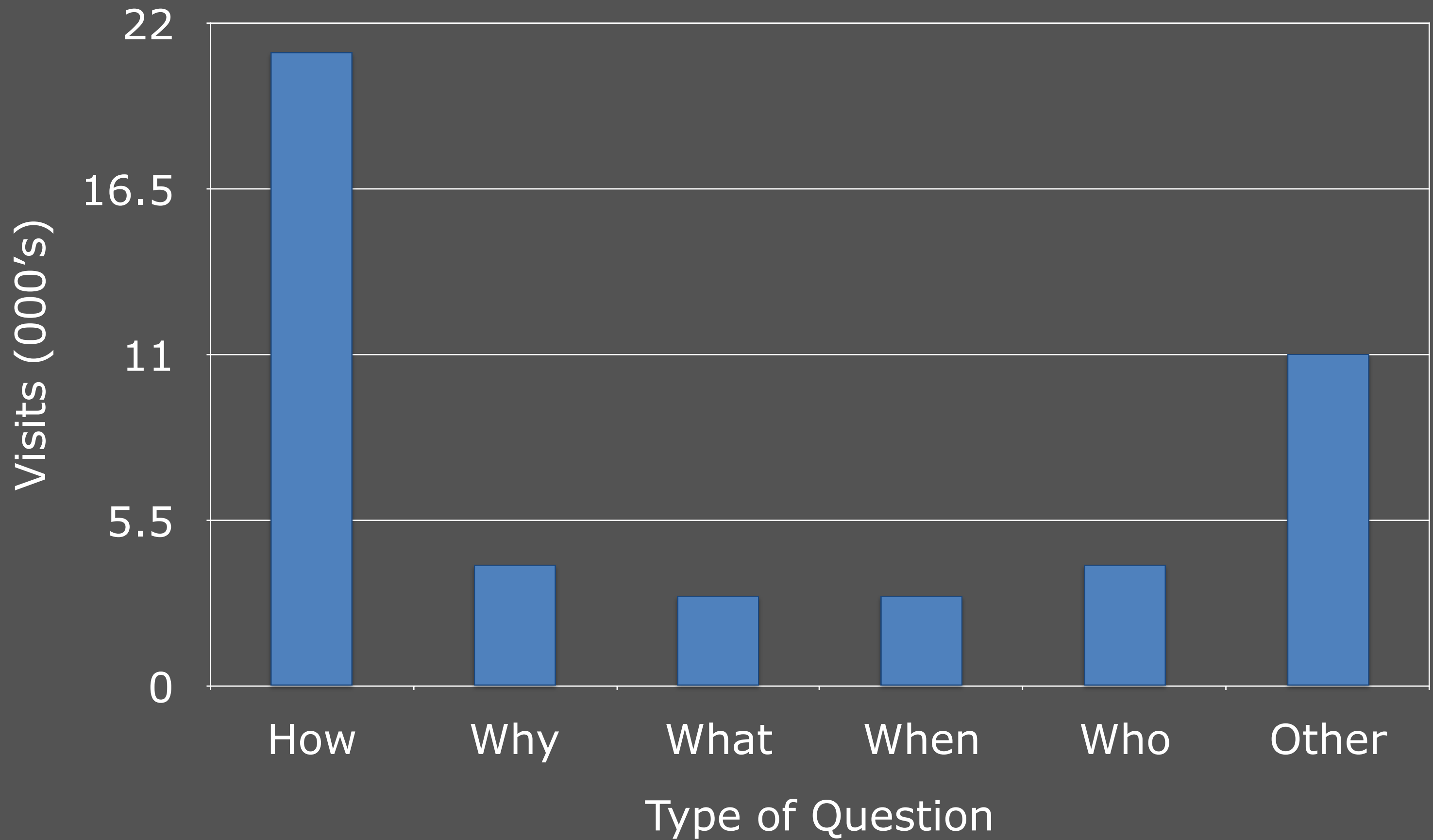
OVERALL BETTER RATE WITH LIFO



“We found that answers that provide the solution directly earned higher satisfaction scores than those that redirected users to an FAQ link “



**20% increase in satisfaction
and 10% reduction in by using
validation, empathy, and
guidance when replying to
questions**





Can a video game company tame toxic behaviour?

Scientists are helping to stop antisocial behaviour in the world's most popular online game. The next stop could be a kinder Internet.

Brendan Maher

30 March 2016

[PDF](#)[Rights & Permissions](#)

The Turkish paradox



Can scientists thrive in a state of emergency?

Political upheaval threatens Turkey's ambitious plans for research and development.

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1. [Delay in hiring science advisers intensifies Brexit worries](#)

Nature | 20 February 2017

2. [Giant crack in Antarctic ice shelf spotlights advances in glaciology](#)

“The automated system could provide nearly instantaneous feedback; and when abuse reports arrived within 5–10 minutes of an offence, the reform rate climbed to 92%. Since that system was switched on verbal toxicity among [...] most vitriolic dropped by 40%.”

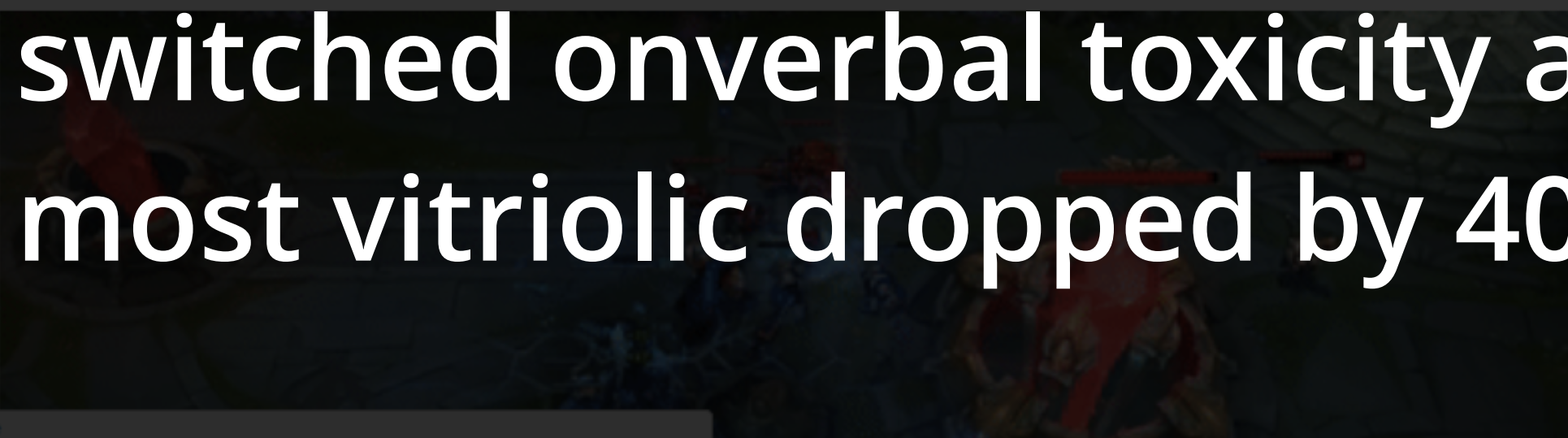
Can a video game company tame toxic behaviour?

Scientists are helping to stop antisocial behaviour in the world's most popular on-line game. Toxicity should be a thing of the past.

Brendan Maher

30 March 2016

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The Turkish Grand



Can scientists thrive in a state of emergency?

Political upheaval threatens Turkey's ambitious

plan to build a new and more open

Like Share 326k people like this. Be the first of your friends.

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**WHAT'S THE PROBLEM WITH
CHASING ENGAGEMENT?**

menu

IGUK Main

- Home
- About
- Join
- Contact
- Conference
- Forums
- Search

Centres

- Find a centre
- List centres

Gaming

- Xbox
- Servers
- Resources
- Leagues
- Tournaments
- Hall of Fame

Corporate

- Services
- Sponsors
- Publishers
- Hardware
- Broadband

User Accounts

- Login
- Register



. Public: General forum

BF:V and cod (25 comments: Threaded, Flat)

Posted by [eQ_iow]Yertle, Last Comment @ 14:32 GMT, 12 Jul 2004 - iMsg*

BF:V (5 comments: Threaded, Flat)

Posted by [eQ_iow]Yertle, Last Comment @ 22:06 GMT, 17 Jul 2004 - iMsg*

im playing Joint ops (5 comments: Threaded, Flat)

Posted by Biff, Last Comment @ 21:08 GMT, 17 Jul 2004 - iMsg*

Manchester is nearly ready to go live (2 comments: Threaded, Flat)

Posted by jeffreys, Last Comment @ 12:34 GMT, 17 Jul 2004 - iMsg*

funny mIRC comments (41 comments: Threaded, Flat)

Posted by Biff, Last Comment @ 13:11 GMT, 16 Jul 2004 - iMsg*

Joint Ops & IGUK (1 comment: Threaded, Flat)

Posted by Biff, Last Comment @ 11:46 GMT, 16 Jul 2004 - iMsg*

Tuesdays and Wednesdays compitions (13 comments: Threaded, Flat)

Posted by [e-s]george, Last Comment @ 10:21 GMT, 16 Jul 2004 - iMsg

hi (10 comments: Threaded, Flat)

Posted by Turnip, Last Comment @ 19:06 GMT, 14 Jul 2004 - iMsg*

BFV Season 1 (25 comments: Threaded, Flat)

Posted by Geordie_Pride, Last Comment @ 10:00 GMT, 14 Jul 2004 - iMsg

farcry and audigy 2 (No comments)

Posted by darkness, Last Comment @ 06:24 GMT, 13 Jul 2004 - iMsg

Steam And Punkbuster (3 comments: Threaded, Flat)

Posted by Grim, Last Comment @ 19:27 GMT, 12 Jul 2004 - iMsg

DRIV3R (4 comments: Threaded, Flat)

Posted by eggbutt, Last Comment @ 00:04 GMT, 6 Jul 2004 - iMsg

joint ops league (2 comments: Threaded, Flat)

Posted by jimmy patterson, Last Comment @ 18:30 GMT, 2 Jul 2004 - iMsg

CCGS4: wot do i do about uncashed wins? (4 comments: Threaded, Flat)

Posted by fusebox, Last Comment @ 22:53 GMT, 1 Jul 2004 - iMsg

York ? (1 comment: Threaded, Flat)

Posted by termje, Last Comment @ 16:44 GMT, 1 Jul 2004 - iMsg

tres unbelievable (32 comments: Threaded, Flat)

Posted by Dom, Last Comment @ 03:26 GMT, 30 Jun 2004 - iMsg

cod season 3 (30 comments: Threaded, Flat)

Posted by jimmy patterson, Last Comment @ 01:53 GMT, 24 Jun 2004 - iMsg*

ANY 1 INTERESTED DFLW? (9 comments: Threaded, Flat)

Posted by tommyg, Last Comment @ 21:59 GMT, 20 Jun 2004 - iMsg

Voted Map (2 comments: Threaded, Flat)

Posted by p5ych0, Last Comment @ 09:06 GMT, 17 Jun 2004 - iMsg

who near to Great Yarmouth? (4 comments: Threaded, Flat)

Posted by Biff, Last Comment @ 10:33 GMT, 16 Jun 2004 - iMsg*

[new thread](#) . [more forums](#)

(Sticky Forum: iGUK)

(Forum: iGUK)

(Forum: iGUK)

(Forum: iGUK)

(Forum: iGUK)

(Forum: iGUK)

(Forum: iGUK)

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(Forum: Gaming)

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(Forum: iGUK)

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(Forum: iGUK)

(Forum: iGUK)

iguk now

- Website
- 13 users online

iguk national leagues

- UT2004 FFA50 Season 1
- CoD FFA50 Season 1
- Retro FFA50 Season 1
- Call of Duty Season 3
- Battlefield Vietnam Season 2

pcformat virtual betting



Sens

E\$ 70,119

- E\$ 21,670 [HA]Pride
- E\$ 20,313 Matt(E-Quest I.O.W)
- E\$ 17,610 BSilenced
- E\$ 16,755 Roast
- E\$ 14,734 [e-s]Cj
- E\$ 14,078 fung
- E\$ 10,843 CrazyBoris
- E\$ 10,777 foosty
- E\$ 10,664 Biff

- PC Format Virtual Betting Information
- PC Format Betting Leaderboard
- 18 Open Betting Fixtures

- BFV: [e-s] vs. [CWC] (0)
- BFV: eQ|BFV vs. [b] (0)
- BFV: CGZ.bfv vs. [LGI] (2)
- BFV: [HD]BFV vs. BFV (0)
- BFV: DCNAM1 vs. ASIB (0)
- BFV: [b]Jonny27 vs. [WJ] (0)
- CoD: [HUK] vs. n.e|gamerZ (0)
- CoD: [BRC] vs. [GTW] (1)
- CoD: BZF vs. [HA] (0)
- CoD: HG vs. [HA] (3)

CLASSIFYING THE BENEFITS OF COMMUNITY

CUSTOMER LIFETIME VALUE (CLV)

Increased spending from existing customers

RETENTION RATES

Length of time an individual remains a customer of the community

Customer loyalty
Customer sentiment
Customer satisfaction (CSAT)
Customer churn

SHARE OF WALLET

% of spending within the product category spent with the organization

Average order value
Frequency of purchase
Upselling, downselling, cross-selling

ADS SERVED / CPM

Quantity of ads delivered
Advertising rates

CUSTOMER ACQUISITION

Attracting new customers to the business.

LEAD GENERATION.

of leads generated by activity

Lead identification
Customer advocacy
Net Promoter Score (NPS)
Search engine traffic and search rankings.
Reach / Mentions

LEAD CONVERSION

% of leads who convert into paying customers

Lead conversion time.
Visit to lead %
Lead to customer %

REDUCED MARKETING COSTS

Attracting new customers to the business

CUSTOMER SERVICE COSTS

Reduced cost in customer service attributable to the community

Call deflection
Indirect call deflection.
First contact resolution
Average handling time

CLASSIFYING THE BENEFITS OF COMMUNITY

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FEW CAN OPTIMISE VALUE-BASED OUTCOMES

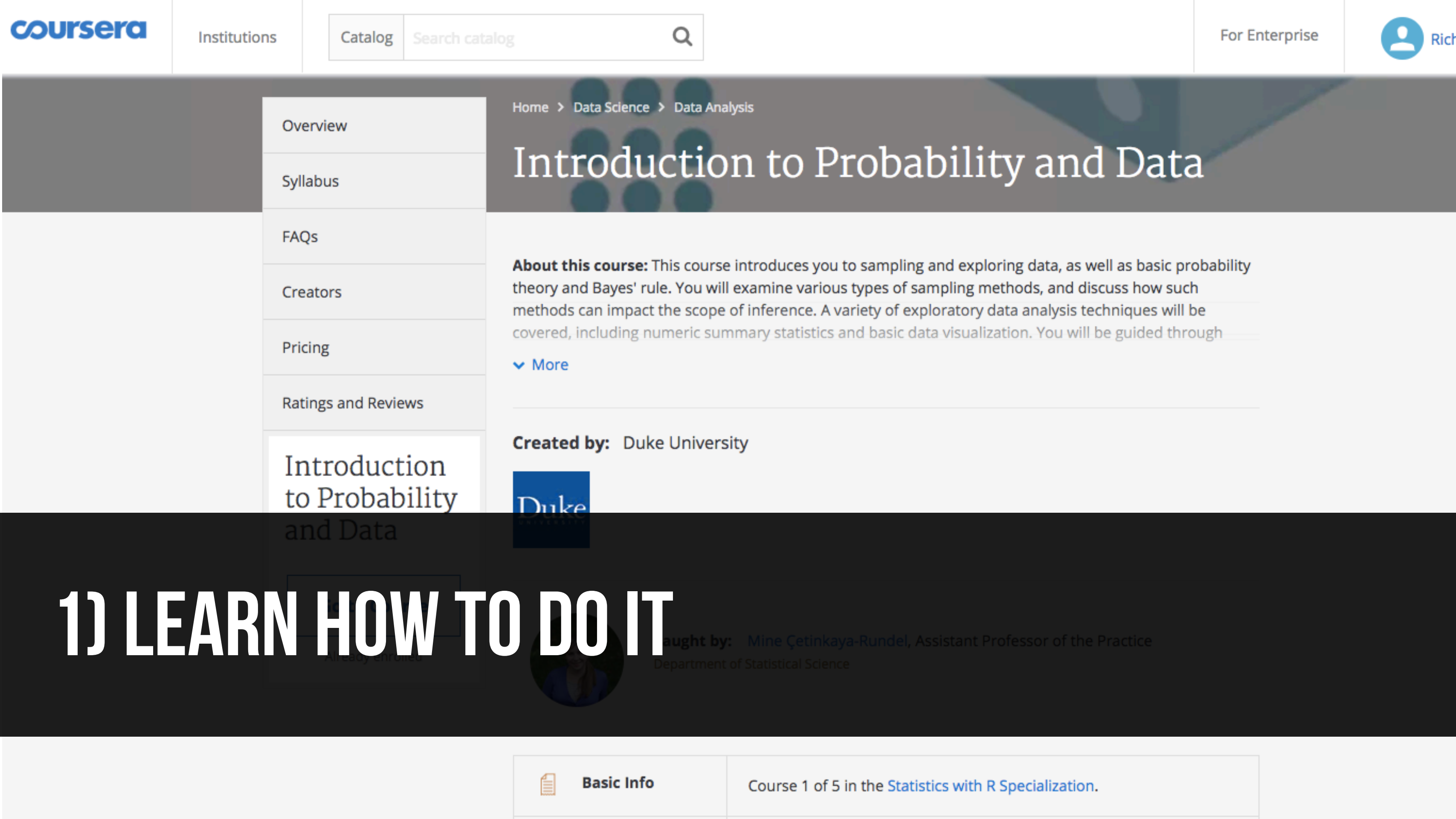
REDUCED MARKETING COSTS

Attracting new customers to the business

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Indirect call deflection.
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Average handling time



Overview
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Introduction to Probability and Data

Home > Data Science > Data Analysis

Introduction to Probability and Data

About this course: This course introduces you to sampling and exploring data, as well as basic probability theory and Bayes' rule. You will examine various types of sampling methods, and discuss how such methods can impact the scope of inference. A variety of exploratory data analysis techniques will be covered, including numeric summary statistics and basic data visualization. You will be guided through

[▼ More](#)

Created by: Duke University



1) LEARN HOW TO DO IT

taught by: Mine Çetinkaya-Rundel, Assistant Professor of the Practice
Department of Statistical Science

 Basic Info	Course 1 of 5 in the Statistics with R Specialization .
---------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------

**DAN'S THRILLED
AND SO IS HIS CEO**
GET MORE DONE WITH FREELANCERS

Get Started



2) OUTSOURCE IT FOR EACH PROJECT

Work with someone perfect for your team

ADMISSIONS

ACADEMICS

RESEARCH



GLOBAL

ARTS

SCHOOLS & INSTITUTES



This is Duke

Duke Health

Libraries

Giving to Duke

Athletics

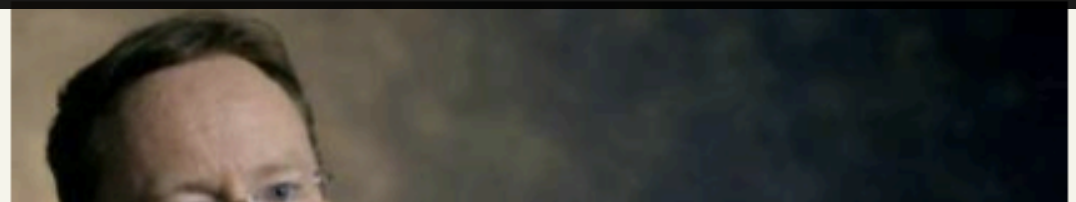
About

3) HIRE SOMEONE TO DO IT

Duke TODAY

NEWS

WORKING

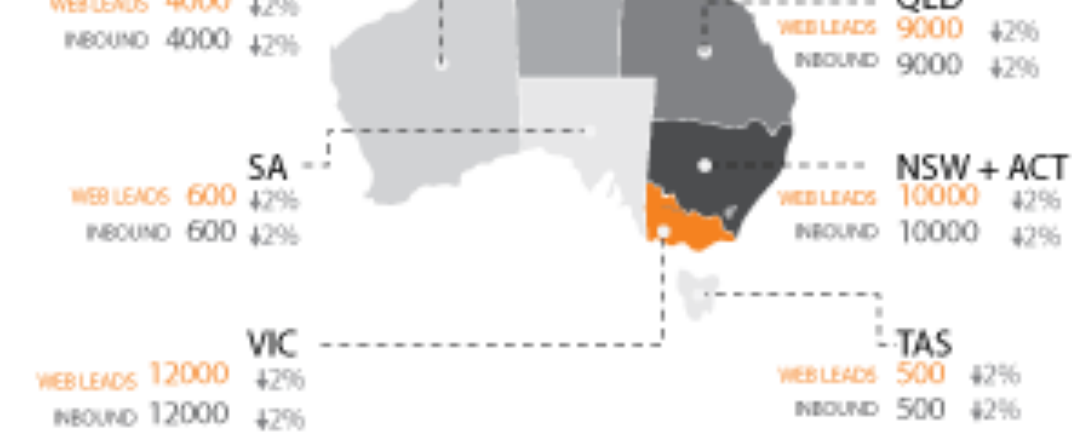
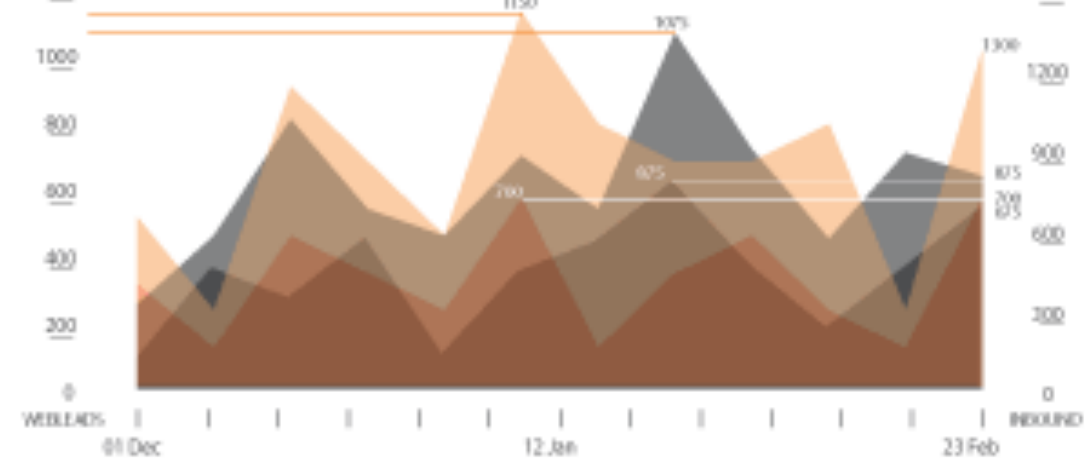


NEWS

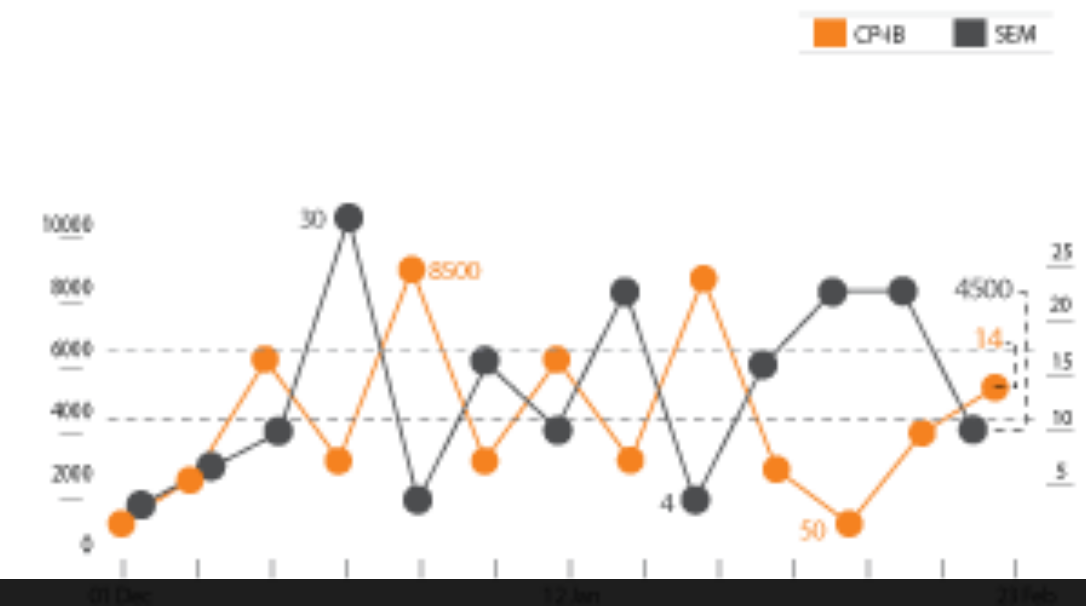
The Historical Jesus:
Separating Fact from
Fiction

Poaching Drives 80 Percent Decline in Elephants in Key Preserve

Creative People Have Better Connected Brains



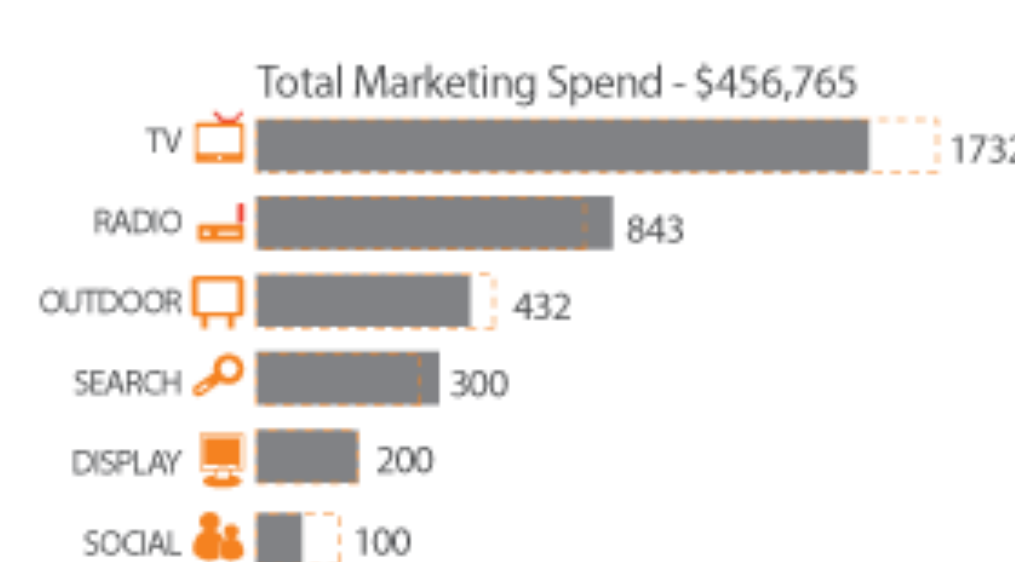
COST PER INBOUND AND SEM



MEDIA SPEND BY STATE



TOTAL SPEND



VISIT MARKET SHARE



OVERLAY BRAND AWARENESS BY STATE



COMPETITORS (SEO AND SEM)



CREATE CUSTOM DASHBOARDS



F E V E R B E E

WWW.FEVERBEE.COM

richard@feverbee.com

@richmillington