The role of the community in a technical support community: A case study.

Summary: Resource tagging has become an integral and important feature in enabling community users to easily access relevant content in a timely manner. Various methods have been proposed and implemented to optimize the identification of and access to tags used to characterize resources across different types of social web-based communities. While these user-focused tagging methods have shown promise in their limited application, they do not transfer well to internal business applications where the cost, time, tagged content, and user resources needed to implement them is prohibitive. This paper provides a case study of the process, tools, and methods used to engage users in the development and management of a tag taxonomy (folksontology) used to characterize content in an internal technical support community in the Cisco Global Technology Center.

Keywords: component; tag; taxonomy; folksonomy; social community; folksontology; case study
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