Subject: Conversations have never been easier: Mentions are here
Posted by ChristianA on Wed, 05 Dec 2012 19:23:18 GMT
View Forum Message <> Reply to Message

Today we are making it easier to have conversations on Shapeways. Now, when your username is @mentioned in a model comment, you will receive a notification. If you @mention someone's username they will also receive a notification. It's the best way to have a conversation with a designer or to recommend a product to someone else in the Shapeways community.
You can view your most recent mentions by clicking on the @ notifications icon next to your profile image in the top navigation bar.

Have you come across a product you wish could be customized for you? @mention the designer's username to start a conversation with them. They will receive a notification about your mention and soon you could have a product designed just for you.

As a Shop Owner, have some of your potential customers had questions? When a customer @mentions your username you will receive a notification and can start the conversation right away.

Found the perfect product for a friend? Let them know by @mentioning their username in a comment. They'll receive a notification with your recommendation.

This is only the first step towards a more social experience on Shapeways and there are many more to come. Our goal is to empower our community with the ability to make anything possible - and we believe a big step towards making that happen is improving the ability to communicate with each other. You've told us you wanted it to be easier to have conversations on Shapeways and we listened. We're excited for you to start a conversation; go start one today and tell us about your experience with this new feature in the comments below!

Subject: Re: Conversations have never been easier: Mentions are here
Posted by stop4stuff on Thu, 06 Dec 2012 15:36:11 GMT
View Forum Message <> Reply to Message

It is a good idea and it works, but...

We don't need two email notifications, one for the mention and one for the comment left.

There's no 'reply' button to carry on the conversation.

Paul
stop4stuff Modeller for hireShapeways ShopTwitterYouTube

Subject: Re: Conversations have never been easier: Mentions are here
Posted by ChristianA on Fri, 07 Dec 2012 02:38:27 GMT
View Forum Message <> Reply to Message

Paul thanks for the feedback. Absolutely agreed. We definitely want to give you the ability to define the way you want to be notified and improve the way we communicate with you via e-mail. This is something we recognize and are working on.

Subject: Re: Conversations have never been easier: Mentions are here
Posted by stop4stuff on Thu, 13 Dec 2012 07:21:24 GMT
View Forum Message <> Reply to Message

The sticky in the 'Feature This' section of the forums says about using @Mentions & people are - http://www.shapeways.com/forum/index.php?t=msg&th=11986& amp;start=0&

Do they work in the forums now too? (good if they do)
If so, what other areas of the site do they work in?

Cheers,
Paul

Subject: Re: Conversations have never been easier: Mentions are here
Posted by Phxman on Wed, 02 Jan 2013 09:06:29 GMT
View Forum Message <> Reply to Message

Why not a straight forward e-mail of the "Order Details" to the Seller?

Ebay are able to do this.

So much beating around the bush!

Subject: Re: Conversations have never been easier: Mentions are here
Posted by stop4stuff on Mon, 21 Jan 2013 21:12:12 GMT
View Forum Message <> Reply to Message

The model pages also need a 'report spam' (or whatever) button that removes the visability of the

comment until such time that it is established that there's a numpty spammer such as pshopshop leaving spam comments ;)

Paul

Subject: Re: Conversations have never been easier: Mentions are here
Posted by stonysmith on Mon, 21 Jan 2013 22:25:43 GMT
View Forum Message <> Reply to Message

I contend that shopowners should have the priviledge of deleting any comments from their shop that they wish.

I realize that some shop owners would only delete the "negative" comments, but that's the nature of the beast.

There would be no effective difference if the shopowner deleted a model (and thereby all comments) and replaced it with a new one, so why not let the shopowner decide what to leave posted?

Subject: Re: Conversations have never been easier: Mentions are here
Posted by stop4stuff on Sat, 26 Jan 2013 00:51:53 GMT
View Forum Message <> Reply to Message

Hang on.

Up until about 4 years ago ebay used to allow sellers to leave negative comments for buyers. You know ebay - they're just a venue - buyers can leave negative comments, but sellers cannot. ebay do not allow buyers' negative comments to be removed uless there is an underlaying legal reason (breach of t&c's).

Shapeways environment is a bit different to ebay.

The designer is not the seller - Shapeways is.

Any negative comments (imo) should not be left on a model page unless Shapeways agreee to the comment... my reasoning, the customer is not buying from the designer, the customer is buying from Shapeways.

Paul

(sorry way off topic about @mentions)

Subject: Re: Conversations have never been easier: Mentions are here
Posted by AmLachDesigns on Tue, 12 Feb 2013 14:17:07 GMT
View Forum Message <> Reply to Message

Did we ever find out whether @mentions are supposed to work in the forums? Experience would tend to suggest not, which is a shame.

If the only place an @mention can be used is by leaving a comment on a design then does not the Contact Designer button cover this. Plus, to leave a comment you must be logged in, so only existing SW users can use the service, not casual browsers.