penpot

We hear you!

Collecting and processing user feedback, for real!

Context

Hello!!!

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I am **Clara**

#proudDesigner

“Because everybody deserves to see the beauty around them.

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There are a lot of “UX designers” but…

what is the mysterious U?

#USERS

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Many UX practitioners don't talk to users on a regular basis

This is Penpot!

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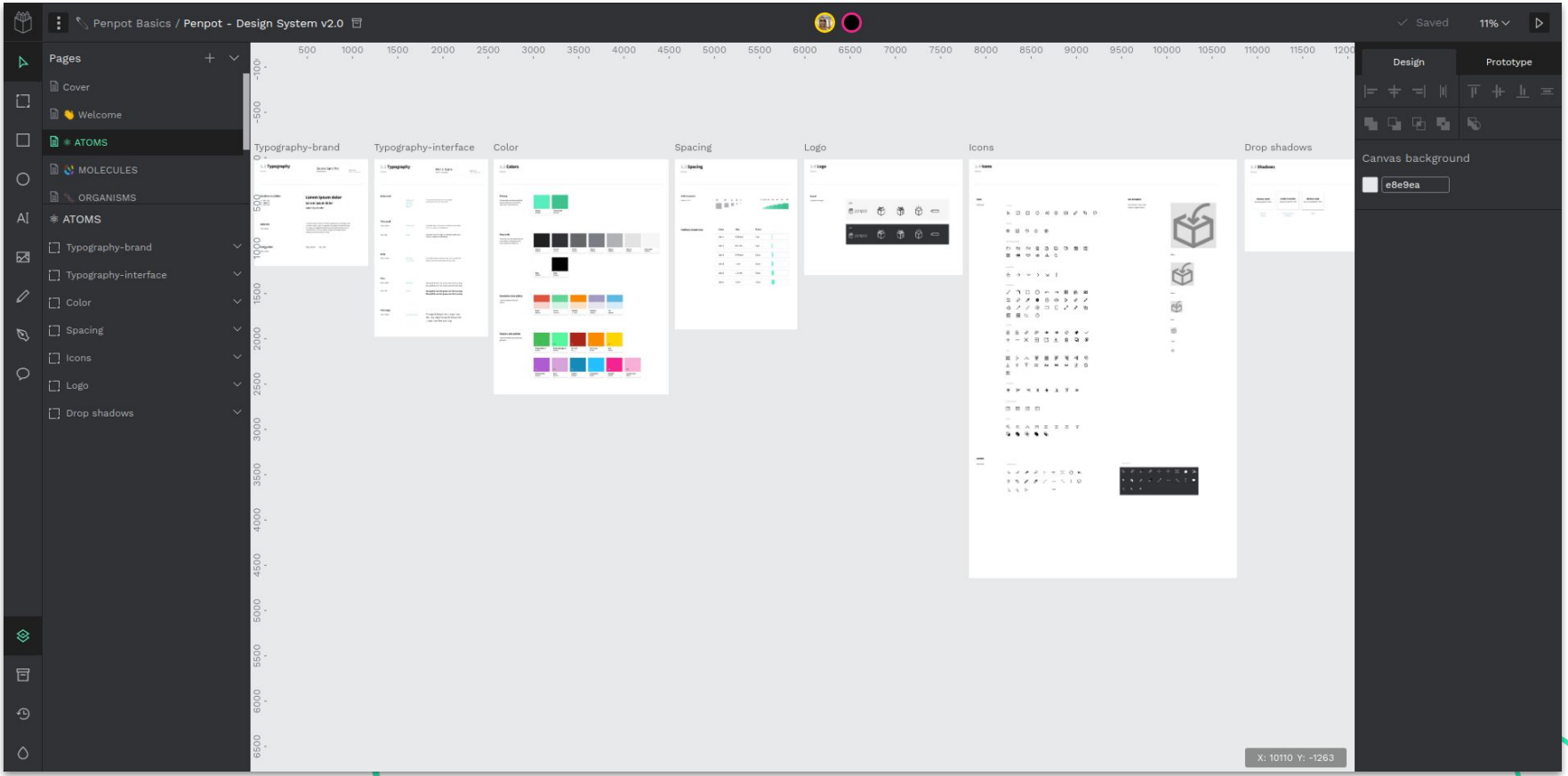

What is Penpot

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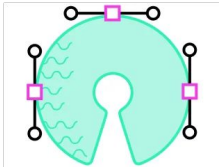
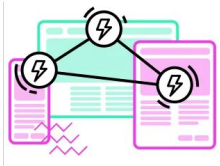
Penpot is the **first Open Source design and prototyping platform** meant for **cross-domain** teams



Open Source

Web standards



Multiplatform

Multidisciplinary teams

topics

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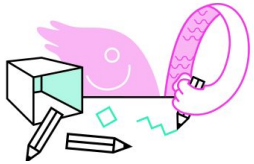
How

we collect user feedback and contributions

What kind

of feedback do we collect/receive



What do we do

with that feedback and what do we learn

What feedback / contributions we miss

and would like to have

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Penpot works as a full support team

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How we collect user feedback and contributions

how we collect user feedback and contributions

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who contributes

Community users

Penpot team users

Taiga team users

how we collect user feedback and contributions

penpot

how community contributes

Contributions through

- reporting **issues**
- posting **feature requests**
- updating **documentation**
- submitting **pull requests or patches**
- and **others**!

how we collect user feedback and contributions

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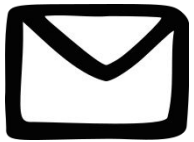
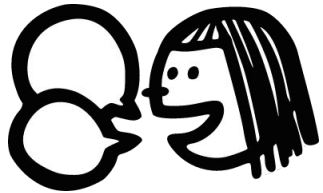
user channels

Tool
Give feedback button



support@penpot.app

Github
Issues & discussions



Social

icons by
https://cocomaterial.com/

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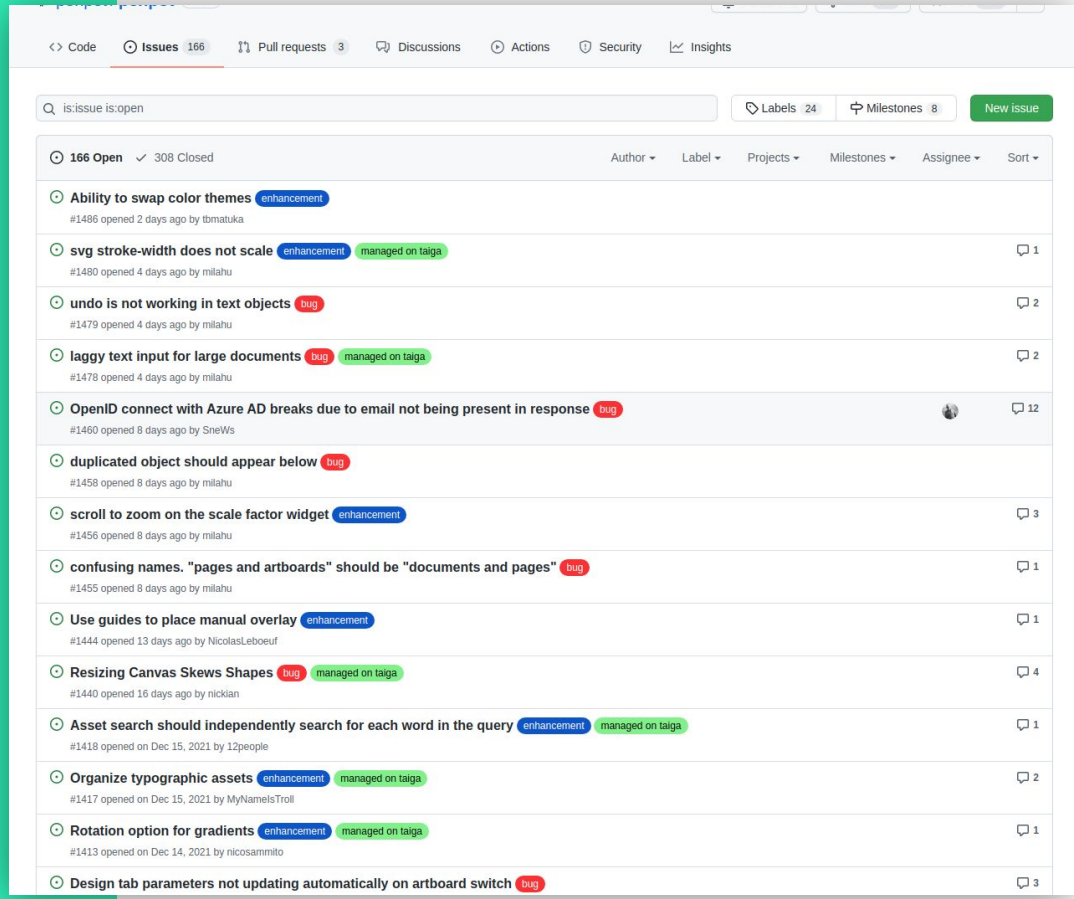
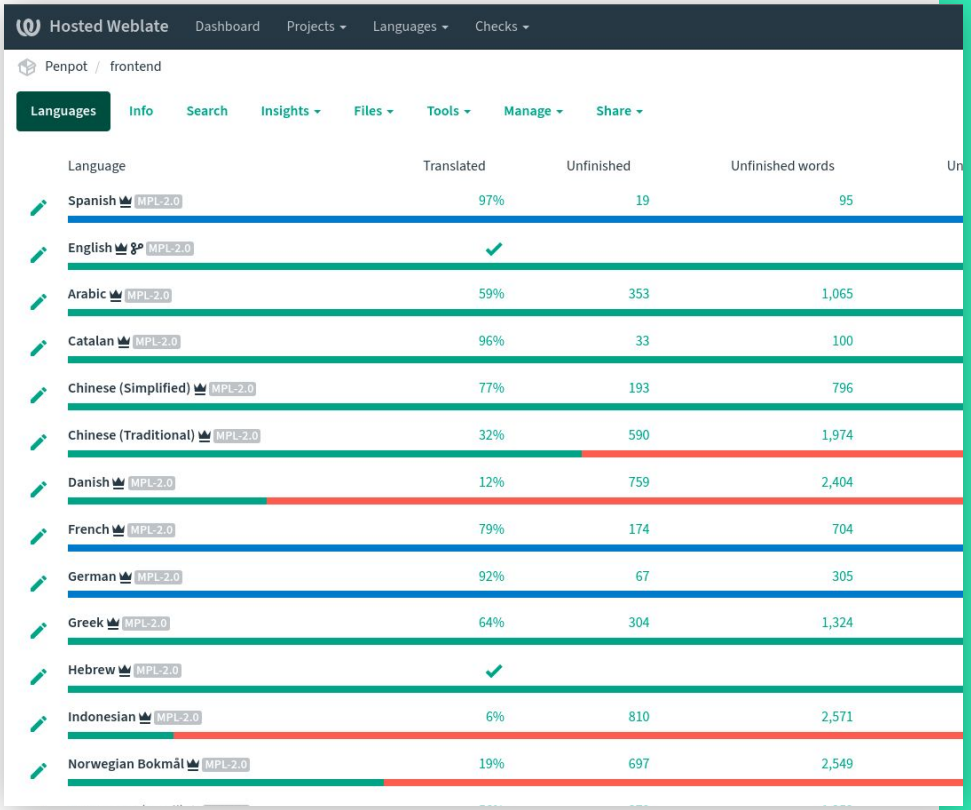
What kind of feedback do we collect / receive

contributing to penpot

reporting bugs

Bug hunting is not difficult if you know how.





contributing to penpot

translations

We use Weblate as translation platform

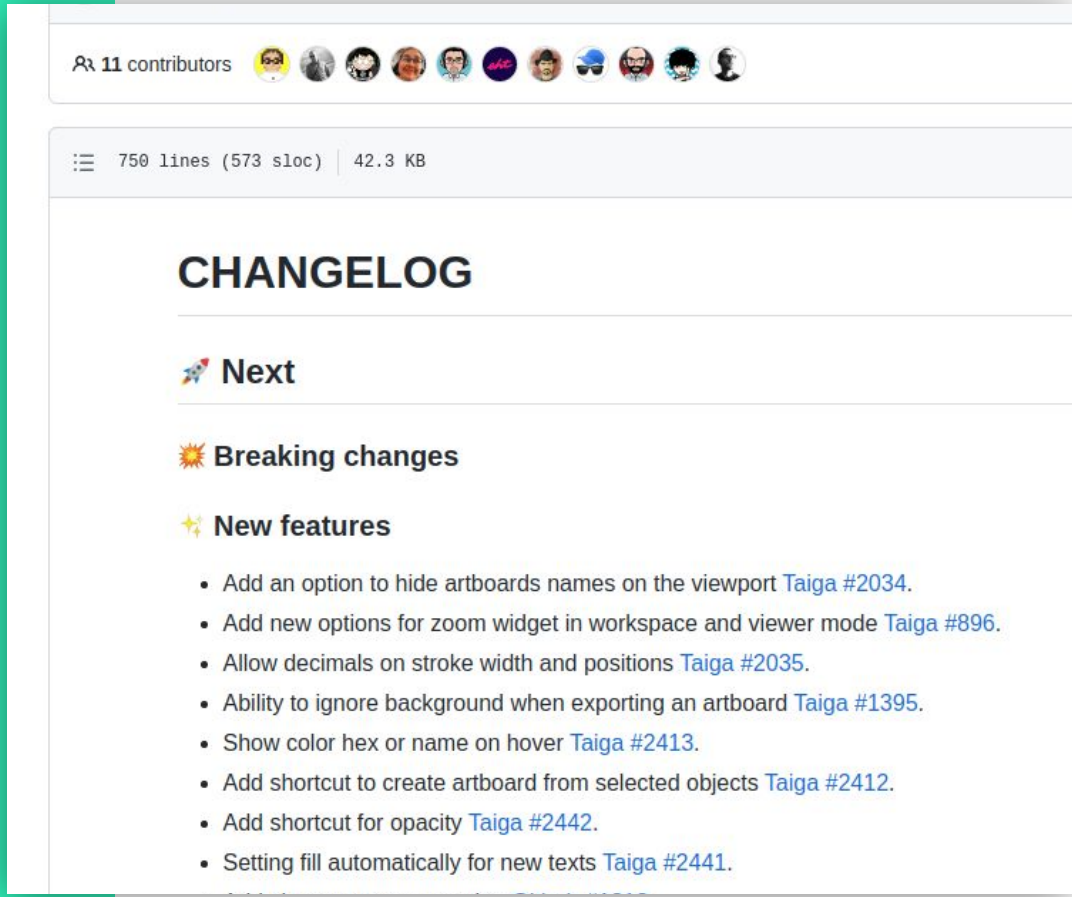
contributing to penpot

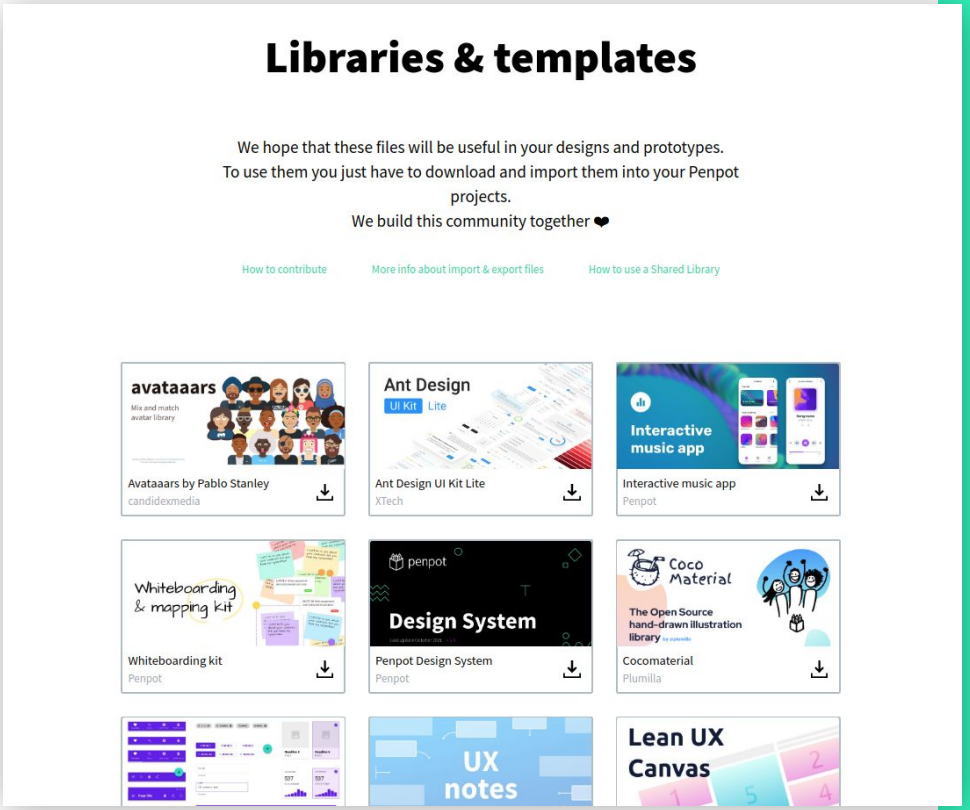
core code contributions

The **Technical guide**

Suggest **a change or bug fix**

Implement or start working in a **new feature**





contributing to penpot

design contributions

Libraries and templates

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What do we do with that feedback

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feedback for... what?

What do we do with that feedback

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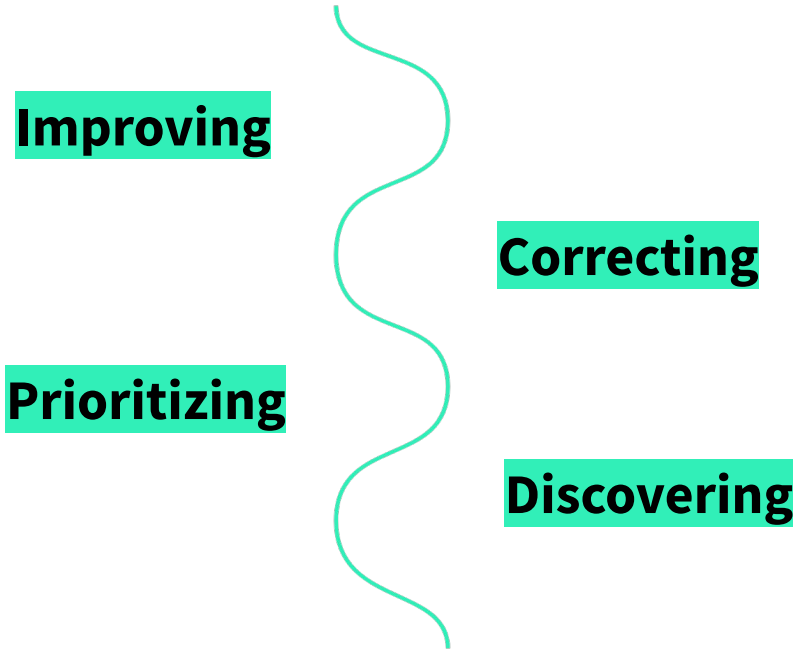
> for what



What do we do with that feedback

for what

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discovery

(open feedback)

&

validation

(conducted test)

What do we do with that feedback

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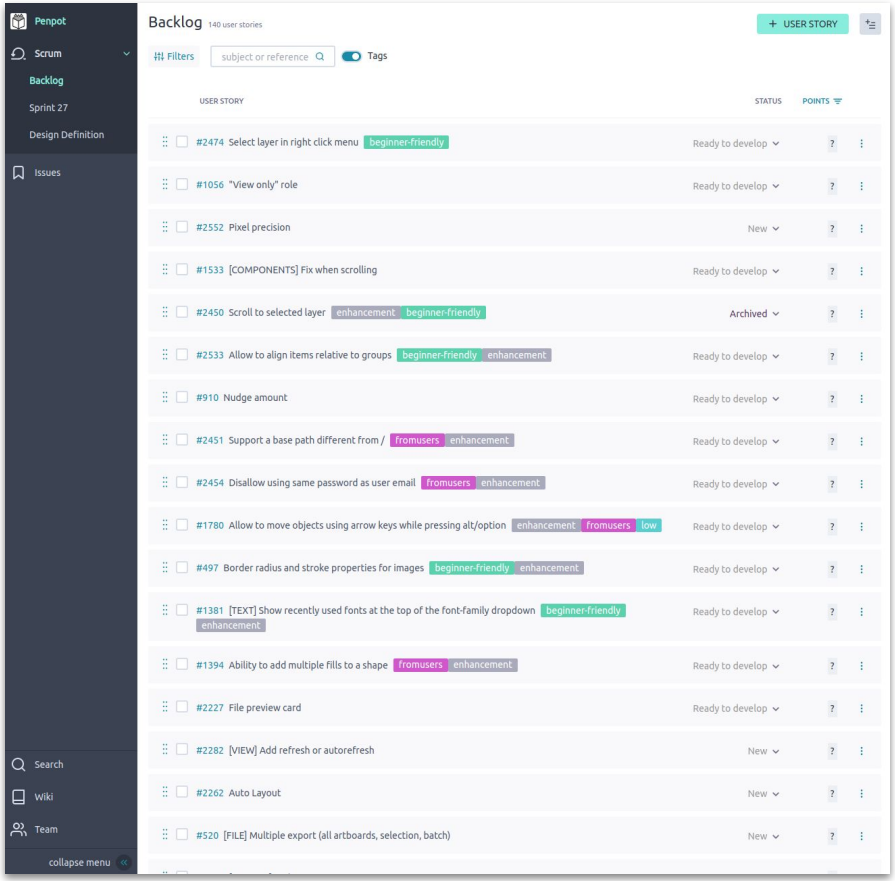
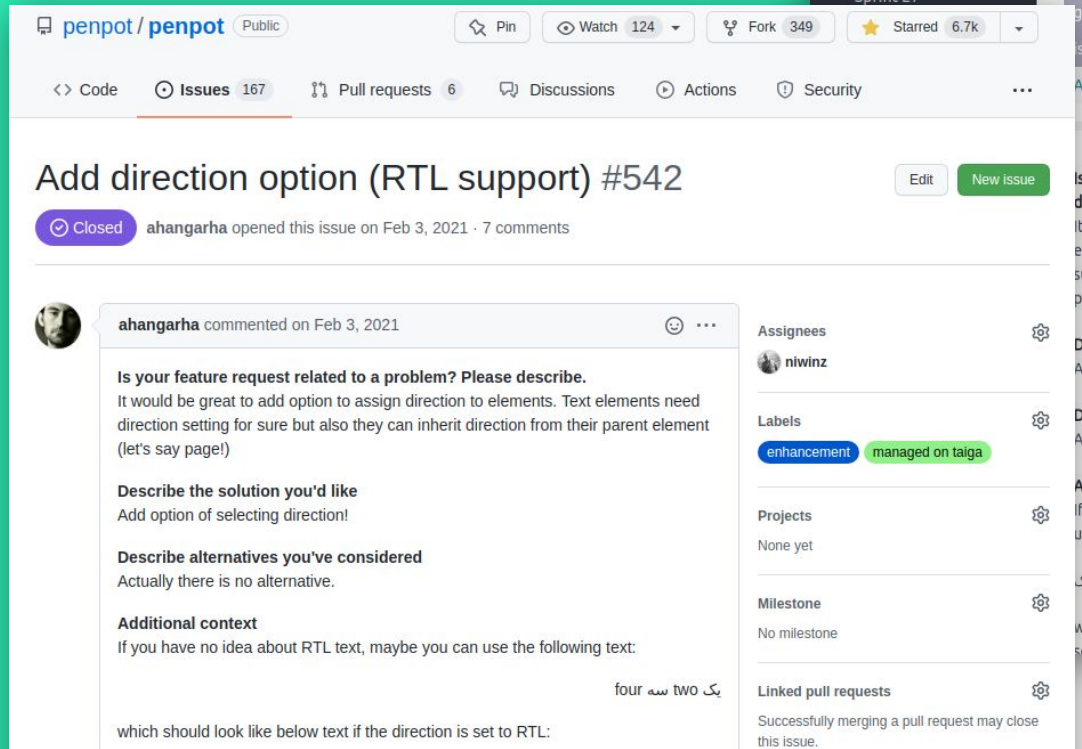
> how we work

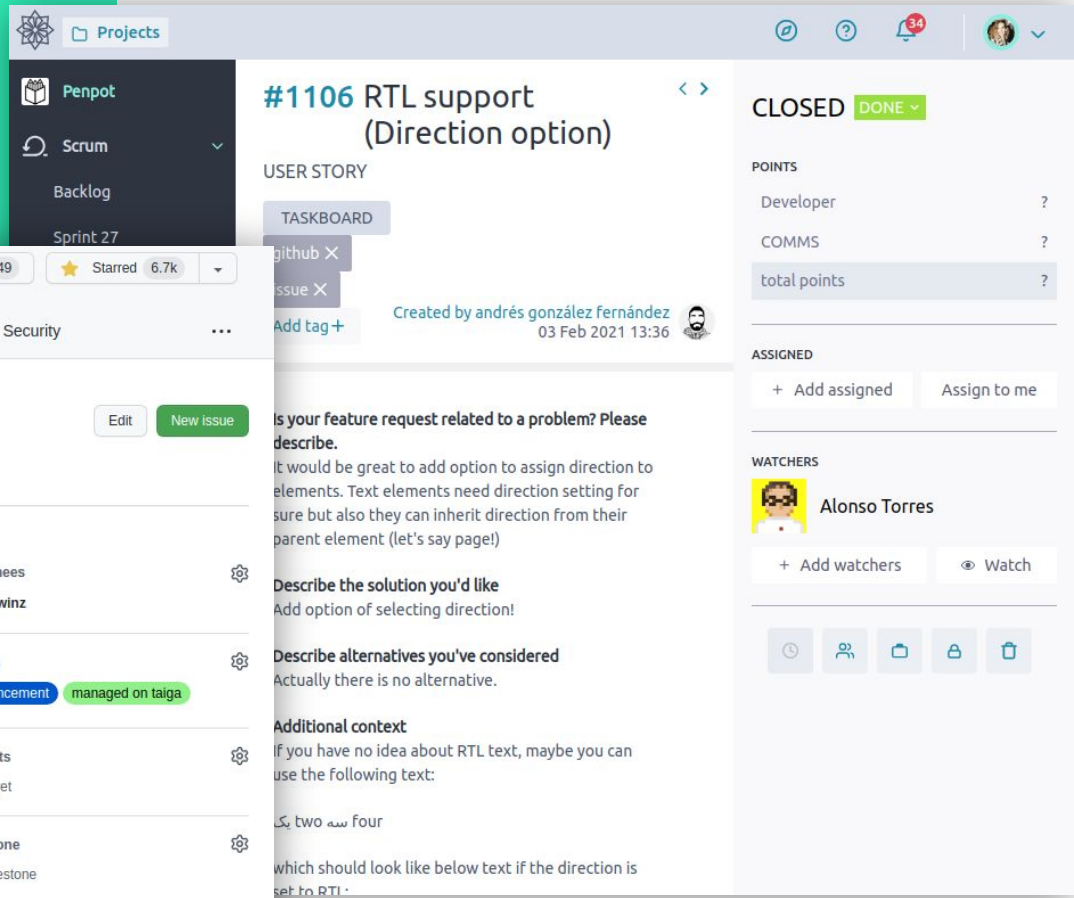
Prioritization, what a nice name you have



we hear you for real!

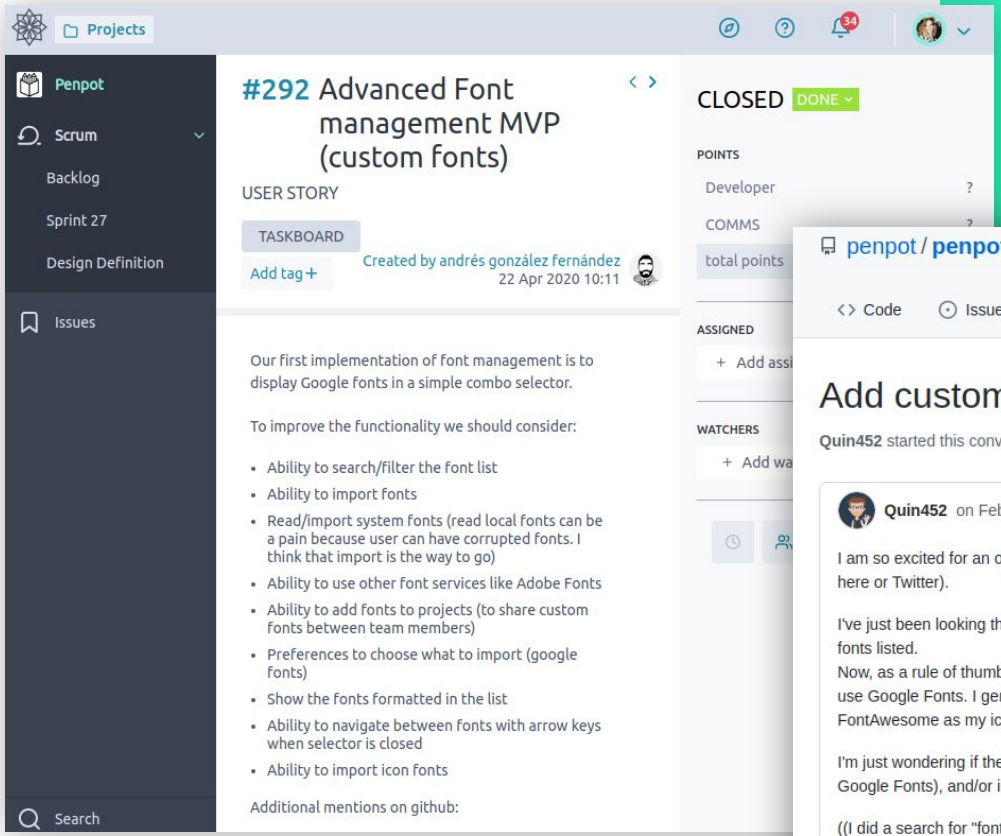
RTL support

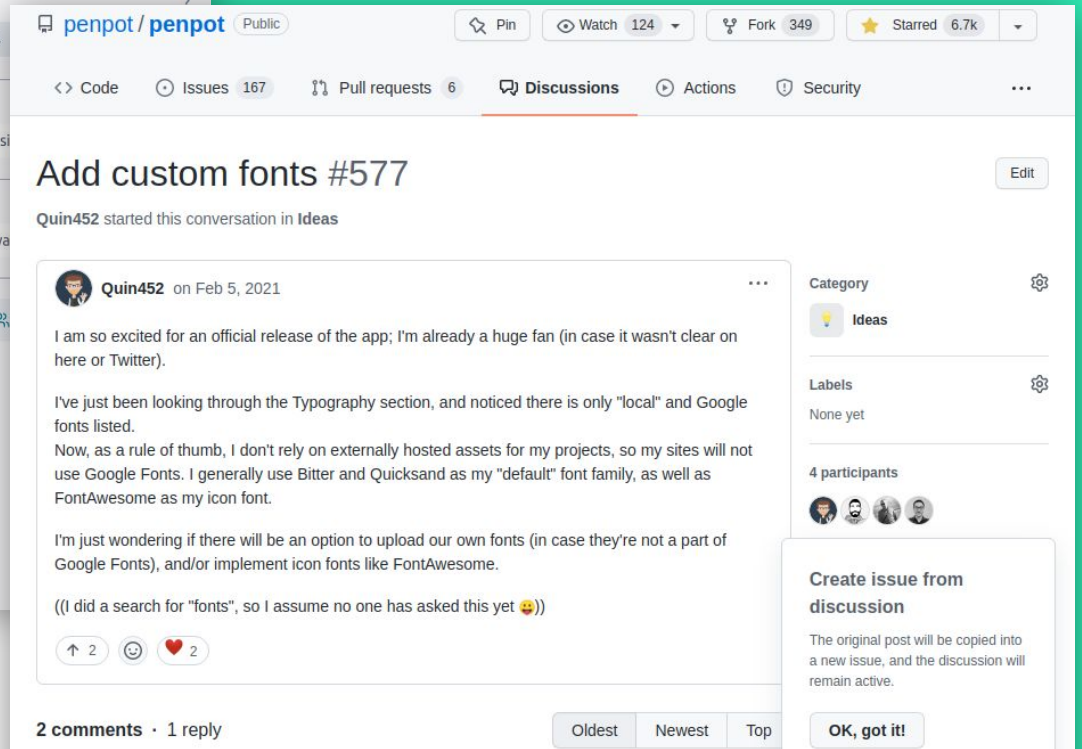




we hear you for real!

Custom fonts





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What we learn from these conversations

What we learn from these conversations

team knowledge

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Scattered

knowledge

vs

Concentrated

knowledge

What we learn from these conversations

feedback processing

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(user) data

driven

vs

(user) data

informed

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What feedback / contributions we miss and would like to have

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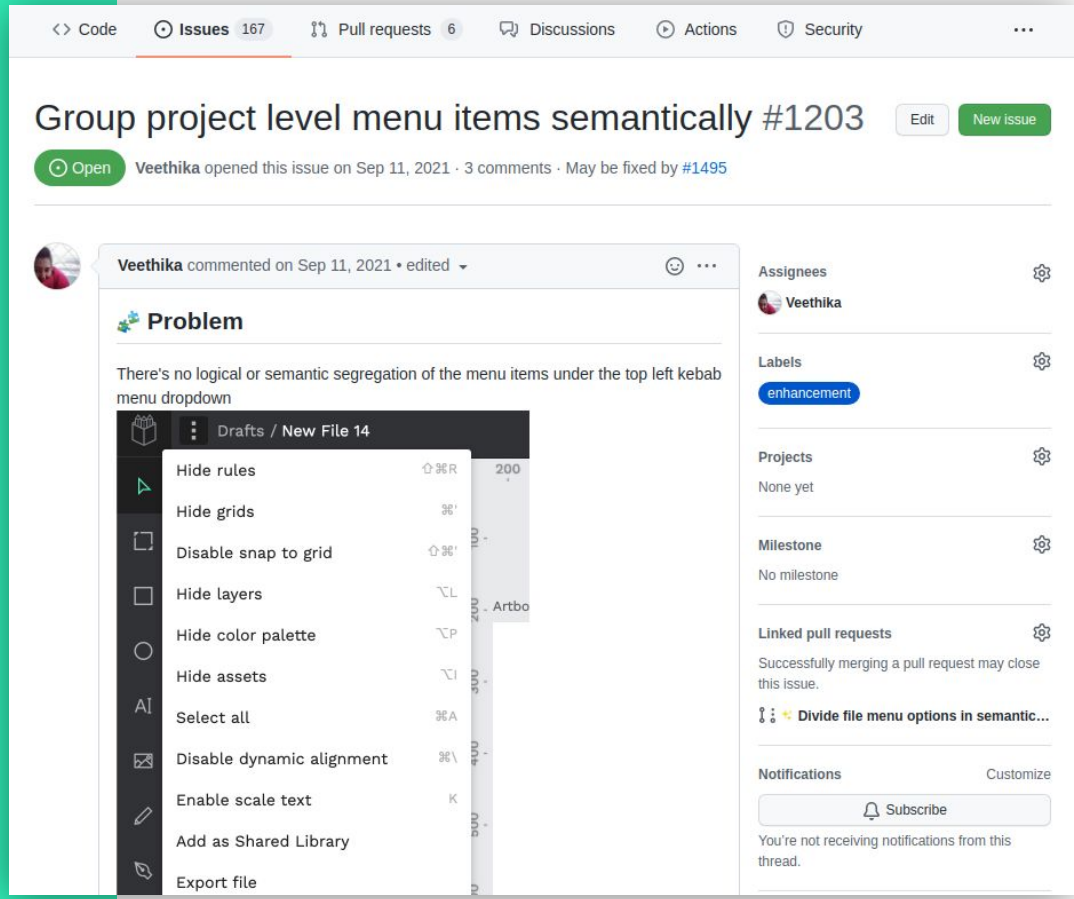
Hello challenge! Design contributions!

what we would like to have

design contributions



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We build this community together <3

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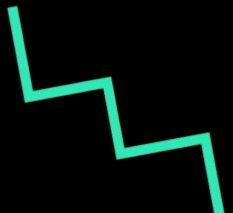
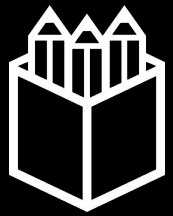
THANK YOU!





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“Drink water and contribute to penpot <3”

@claragvinola