ENFORCE DUPLICATES DETECTION AT ITEM CREATION WHEN TYPING A WIKI PAGE OR TRACKER ITEM/TASK, BASED ON THE TITLE/SUMMARY

Status
🟢 Open

Priority
4 Good thing

Task
Enforce duplicates detection at item creation when typing a wiki page or tracker item/task, based on the title/summary

Add a timesheet
Add a timesheet for this task

Description
One of the challenges with managing a complex wiki or ticket system is avoiding the creation of duplicates, whether for inexperienced or even for seasoned users, especially once you start having multiple hundreds or thousands of items.

The main way to solve this is by providing a UI and UX that enforces duplicates detection. You shouldn't rely on users to always keep a secondary tab open and be patient enough to manually run a search everytime they want to create something. When the user starts creating a new wiki page (choosing its name etc.), or types into the task/item's title/summary field(s), or even possibly in the description (optionally), Tiki should detect potential duplicates with other items and present those to the user live, if it's reasonably confident with the results (especially with manticore search functionality).

From a UX/design perspective, other than Tiki Tracker's "Related" search field in the UI, one of the

best examples/implementations I've seen is in recent versions of Bugzilla, where they force you to run a search at the start of the bug reporting process (it would be nicer if it was a live search rather than needing to click the "Find similar issues" button, but that's probably for performance/speed reasons).

- If you do find a duplicate, you can then easily subscribe to it right away, or open those items in new tabs to inspect them more closely.
- If there are no matching potential duplicates, you are allowed to continue filing the ticket by clicking one of the "My issue is not listed" buttons.

Discourse also does it automatically when you create a new forum thread.

See attached screenshots.

Ideally, to make it entirely frictionless, Tiki should do this search live as the user types, and show the results below the related field (and/or in a popup/popover widget). Performance caveat of live searches: item81602

As you can see, this goes way beyond just "autocompletion", this is a coherent UI in support of preventing duplicates and enforcing the reuse of existing information, which is coherent with the concepts of "convergence", "don't repeat yourself / DRY", and "accidental collisions" as part of the Wiki Way.

Files

1. Bugzilla Duplicates Detection 1 Title Or Summary Entry Field 🔍

2. Bugzilla Duplicates Detection 2 Search Results 🔍

3. Bugzilla Duplicates Detection 3 What Happens If You Say Your Issue Is Not Listed 🔍

4. Discourse Duplicates Detection Example 1 🔍

5. Discourse Duplicates Detection Example 2 🔍

Emails

Assigned to
developer

Assigned by
adrien.maloba

Keep informed
jonny.bradley, xavier.depedro

Also visible to

1- Visible to Anonymous (Public content)

Related

- 🟢 4 Good thing: Search usability (auto-complete): Ensure good live search performance by using a minimum amount of characters and a more relaxed search activation timeout delay to avoiding hammering your servers assigned to developer
- 🟢 4 Good thing: Comments UX + Notifications revamp: ability to one-time notify specific people (and/or subscribe them to monitor) a new wiki page upon creation assigned to developer
- 🟢 5 Nice to have: Show a global "Create" button by default to make it painless to add a new page / create a new page on Tiki wikis (or even to create tracker items) assigned to designer, developer
- 🟢 5 Nice to have: Trust Levels like in Discourse (Civilized Discourse Construction Kit) assigned to developer

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Comments