

Forum:[Hack Forums](#)

Thread: [My unprofessional opinion on why 'help desks' on the forum are a sham](#)

Tonight - August 19, 2017, 9:14 pm

Hi y'all.

First off, I'm not trying to stir the pot and set any individual or group off, just sharing my feedback on help desks and how they are failing and what should be done instead.

Again, in my -- unprofessional -- opinion

You've likely seen them before, they flood most sections.

[SO-AND-SO'S HELP DESK] or [SOME GROUP'S HELP DESK]

I'm no stranger to the idea of groups on HF and I understand that most groups try and make an effort to better the forum.

My issue isn't with that, it's with the simulated sense of duty and entitlement.

These help desks more often than not are just a mirage of a group's image and if you delve deeper into the threads you'll find they're filled with 90% group members cheering it on with, "great help desk, so-an-so's very smart" and other watered down similar comments.

Most help desks die within a week (assuming they're not bumped by the OP responding to the other group members with "thanks man! looking to help!")

Over my years on the forum I've been apart of 70% of the groups post-2012 or so and I know it's tradition to force your group members to make an effort to contribute to the forum.

This next part is important.

Stop forcing your members to appear helpful, and let the genuine helpful contributors do as they normally do - those are the guys you want.

Recently I joined a group (in part out of curiosity since I haven't been in an active group since 2015) and was astonished by the amount of forced effort the leaders were trying to push onto its members - so I left after a few days.

This was shortly after not logging onto the forum for four days and logging back onto "YOU'VE BEEN ISSUED A WARNING" PMs from said group's unofficial (haha) leaders.

People have lives, and this forum isn't everyone's life.

This website is a great resource, I'm testament to that.

My advice to the group leaders and members who are looking to contribute in a positive manor instead of help desks that nobody reads:

Go to those who need help, don't wait for them to come to you - they likely won't

A new member or someone who has an issue in your specialty is not going to search for a help desk when they run into an issue, they're going to make their own thread or look for similar threads to their problem.

If you want to contribute, post frequently and help the members of a particular section frequently.

Answer questions, PM those in need advice or personal tips, point them in the right direction, etc.

Don't become a facade for the 'good' on this forum. Anyone who's been around long enough can see right though it.

Thanks for reading, group leaders of 2017 take notes.

(No I won't join your group ?)

Soulmate~?? - August 19, 2017, 9:19 pm

(Aug 19, 2017 09:14 PM)Tonight? Wrote: [\[CITE\]](#) Go to those who need help, don't wait for them to come to you - they likely won't

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Don't become a facade for the 'good' on this forum. Anyone who's been around long enough can see right though it.

Thanks for reading, group leaders of 2017 take notes.

(No I won't join your group ?)

This was the exact point of Equilibrium and the part I agree with, instead of posting useless threads I would try to make the members choose a few sections and post and answer as many questions as possible.

As for the help desks, I think most are just required by the groups people are posting them with. I'm also a fan of the guide + help desk but I haven't seen many others besides mine. What would you opinion on this one be though? It has been up for almost a year but has had a few dry periods where it was inactive. Besides that, it has gathered almost 200 posts.

<https://hackforums.net/showthread.php?tid=5425974>

VirtualFrost - August 19, 2017, 9:28 pm

(Aug 19, 2017 09:19 PM)Soulmate~?? Wrote: [\[CITE\]](#) This was the exact point of Equilibrium and the part I agree with, instead of posting useless threads I would try to make the members choose a few sections and post and answer as many questions as possible.

This is a good way to go, I'd be way more publicly active if I was just in one section answering other peoples questions, rather than sitting in the subforum trying to make a mega tut thread or making one helpdesk thread.

Having a person regularly in one section responding to threads with good answers is good to see cause you know you'll get the help you need.

OT: For the part about activity, I've always been 50/50 on this, I understand it's there so members aren't just joining and then going inactive so it just fills the group with nothing to contribute, but at the same time for those that do try but can't meet requirements because they're also busy IRL. In the end people pay thousands for their groups so if they want to be strict on their rules, they can go for it.

Parks - August 19, 2017, 9:30 pm

I didn't post my help desk for my groups image at the time.. I just wanted a sticky?

Tonight - August 19, 2017, 9:36 pm

(Aug 19, 2017 09:19 PM)Soulmate~?? Wrote: [\[CITE\]](#) This was the exact point of Equilibrium and the part I agree with, instead of posting useless threads I would try to make the members choose a few sections and post and answer as many questions as possible.

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<https://hackforums.net/showthread.php?tid=5425974>

Guides are an invaluable resource if well done.

The forced generic help desks are the issue at hand.

I don't mean to single anyone out, but here's a few examples.

[Influence | Coding Help Desk](#)

[\[Influence\] Official Graphic Help Desk | We Have YOUR Answers & More!](#)

[Influence | Video Editing Requests & Help Desk](#)

[\[Influence\] Social Media Help Desk](#)

[| Dawn Innuendo | Stress Support / Help Desk](#)

All of these are just flooded with group members cheering from the sidelines but I don't see anyone actually helping.

If these 'contributors' are so helpful, why aren't they posting outside of their subforum ever?

(Aug 19, 2017 09:30 PM)Parks Wrote: [\[CITE\]](#) I didn't post my help desk for my groups image at the time.. I just wanted a sticky?

How is that even somewhat relevant to the conversation?

Parks - August 19, 2017, 10:04 pm

(Aug 19, 2017 09:36 PM)Tonight? Wrote: [\[CITE\]](#) How is that even somewhat relevant to the conversation?

I just wanted to be apart of the convo :(very lonely. I agree with help desk opinion though there now im relevant.

NurSpec - August 20, 2017, 12:28 am

Agree with basically everything you said.. one of the most accurate posts I've seen in a while.

Targus - August 20, 2017, 1:06 am

What's the difference between posting in a helpdesk for help and creating a thread for help?

70s - August 20, 2017, 2:03 am

Agreed, I don't think I've ever seen a help desk that truly helpful.

2073436 - August 20, 2017, 3:41 am

Exactly, forcefully making members push out helpdesks doesn't feel like the right way.
Well said OP - valid opinion.

Froggy - August 20, 2017, 5:05 am

I can agree with this. Not only that, but let's say that members did post in help desks looking for help: that would result in less threads being made, and how does that help HF?

AvessoVision - August 20, 2017, 5:45 am

(Aug 19, 2017 09:36 PM) Tonight? Wrote: [\[CITE\]](#) Guides are an invaluable resource if well done. The forced generic help desks are the issue at hand. I don't mean to single anyone out, but here's a few examples.
[\[Influence\] Official Graphic Help Desk | We Have YOUR Answers & More!](#)

All of these are just flooded with group members cheering from the sidelines but I don't see anyone actually helping.

If these 'contributors' are so helpful, why aren't they posting outside of their subforum ever?
So basically what you are saying at least towards my area of expertise is that we aren't actually helping outside our subforum?

I've been giving people proper criticism and feedback ever since I joined the forum without anyone pushing my back ordering me what to do. And to date that hasn't changed. Yes I've joined Influence due to the idea that went behind towards the GFX area and yes I wanted to help there.

Not many people are actually going to check the help desk but I don't single people out and I'm helping whoever I can and I'm sharing my graphic knowledge with everyone that asks if its in a thread or via PM.

I might not be great at whatever else the forum has to offer, but I have my graphics expertise on which I base my level, allowing me to improve on a daily basis as well helping others excel. I can count a few other artists that do the exact same thing which have been a key to our group and we will manage to only move forward to better things.

Thank you for your opinion, but on this sector we do our best.

Lukas - August 20, 2017, 5:56 am

In reference to Influence's GFX division:

We host these help desks to offer our PROFESSIONAL assistance to aspiring designers who find themselves in a position in which they don't know how to get out of, in the topic of graphic design. I can't speak for all prior or even current help desks, but one service you pointed out, my group's, is full of users that design for a living or own any type of business performing this art. I can't believe you have the audacity to say we're standing on the sidelines offering no help, you're ridiculous.

When I was assigned my position in Influence, I was given one task. That one task was to make my division successful. I spent days seeking out designers who benefit the community and excel in their field, whether they focus on posting their designs seeking feedback, while also offering tips, or write 5 descriptive paragraphs helping a rookie create a thread design that doesn't look like utter shit. I wasn't forced to do anything by anyone other than myself. I wanted to save myself the embarrassment, so until I had all of my functioning parts working together within the group, I thought to open a help desk to get our name out to begin with.

No one is being forced in Influence. If members want to maintain their role in the group, they CHOOSE to participate. My designers are beyond active (besides 2 bc of college rn) and this is how I expect them to be throughout the entirety of my leadership. I don't have to remind them to post, participate, or design something to continue being a member, they do it THEMSELVES. You're an oldfag, as am I. I'm truly astonished by this thread as you're essentially speaking for all groups forum wide, after being in one group for a few days, lol nice. I understand the concept of a social life, work life, relationships, school, and so on. I have them all myself. I'm a lenient 'unofficial leader' per your wording, so I cut my members slack when they have to deal with something. Of course I expect them to notify me, which they have, and so I respect them for that.

Regarding your comments on going out of our way to seek out users who need help:
How? How do you expect a team of 5 or 6 designers who "have lives" per your words again, to venture out amongst this WHOLE forum and offer assistance to every single individual that needs help. A bit condescending don't you think?

Regarding [this](#) post:
Our help desk is not forced, once again. Your comments regarding my designers and myself standing on the sidelines offering no assistance is blasphemous and utterly ridiculous. Not all of our feedback and assistance is on that thread. We've made our way around the forum, mainly in the Rate My Graphic section, and offer valuable feedback to users who desire opinions and feedback regarding improvements to be made. I don't think you did thorough research before posting this thread. I'm not being disrespectful, nor am I trying to flame you, but I don't understand how you think group assistance is useless.

Thanks.

SIM-1729678 - August 20, 2017, 6:07 am

Next time that you are calling me out. Put my name next to it.

You are clearly calling out Influence, so stop trying to say that you are not calling out anyone

You were in the group for 7+ days and didn't even bother trying to contact your division leader so that they could continue on their project.

"YOU'VE BEEN ISSUED A WARNING"??
Making it dramatic much?

Tonight - August 20, 2017, 1:58 pm

(Aug 20, 2017 06:07 AM)ScreemS Wrote: [\[CITE\]](#) Next time that you are calling me out. Put my name next to it.

You are clearly calling out Influence, so stop trying to say that you are not calling out anyone
I'm not calling out your beloved group, I'm stating my opinion on forced help desks to appear 'high quality' in the eyes of forum members.

This has been something on my mind for a while now, your group is just a great example to show

what I'm talking about.

(Aug 20, 2017 06:07 AM)ScreemS Wrote: [\[CITE\]](#) You were in the group for 7+ days and didn't even bother trying to contact your division leader so that they could continue on their project.

I was in a 'general help division' and from what I gathered, nobody had zero clue what they were even supposed to be doing. How generic is 'general help'?

I'd be confused too.

(Aug 20, 2017 06:07 AM)ScreemS Wrote: [\[CITE\]](#) "YOU'VE BEEN ISSUED A WARNING"??
Making it dramatic much?

Spoiler ([Click to View](#))

You messaged me on Discord (which I don't even use) a few times as well before I saw this PM.

Y'all messaged me like four times in a week to go out and 'help' the forum lol.

(Aug 20, 2017 04:50 AM)- Sam - Wrote: [\[CITE\]](#) Yeah pretty much. Generic threads due to members wanting to look quality for their new group which only consist of the whole group vouching for someone they have only probably just met.

Again, anyone who's been here long enough can see right through it.

There's a reason only people who registered in 2016 or 2017 are arguing with me.

(Aug 20, 2017 05:05 AM)Froggy Wrote: [\[CITE\]](#) I can agree with this. Not only that, but let's say that members did post in help desks looking for help: that would result in less threads being made, and how does that help HF?

The more threads with answered questions in them, the better.

(Aug 20, 2017 05:45 AM)AvessoVision Wrote: [\[CITE\]](#) So basically what you are saying at least towards my area of expertise is that we aren't actually helping outside our subforum?

Sounds like you're putting words in my mouth there.

A help desk may have a few valid questions answered in them but generally speaking they're a facade.

(Aug 20, 2017 05:45 AM)AvessoVision Wrote: [\[CITE\]](#) Not many people are actually going to check the help desk but...

Let me stop you there.

(Aug 20, 2017 05:56 AM)Lukas Wrote: [\[CITE\]](#) You're an oldfag, as am I. I'm truly astonished by this thread as you're essentially speaking for all groups forum wide, after being in one group for a few days, lol nice.

I've been in almost every group on this forum post-2012, even led a few.

I'm speaking for the majority of these groups whose mission statement is to help the forum and by doing that they're forcing their members to generate a false sense of duty in their contributions.

(Aug 20, 2017 05:56 AM)Lukas Wrote: [\[CITE\]](#) How do you expect a team of 5 or 6 designers who "have lives" per your words again, to venture out amongst this WHOLE forum and offer assistance to every single individual that needs help. A bit condescending don't you think?

Simple. I don't expect them to.

But helping out when they can is loads more beneficial than a dead help desk thread cluttered with

"great thread!" posts.

(Aug 20, 2017 05:56 AM)Lukas Wrote: [\[CITE\]](#) I'm not being disrespectful, nor am I trying to flame you, but I don't understand how you think group assistance is useless.
I see we're just jumping to conclusions all over the place today.

Eternal. - August 23, 2017, 7:25 pm

Personally, I don't see anything wrong with helpdesks, but I do find facades and forced meaningless group activity annoying. People do quite a bit to bring up their sense of self-worth, groups especially. In the end, it's a learning experience regardless of the outcome. I've been apart of I believe 2 help desks that yielded good results that I could see. I've personally started probably 5 or so more that ended in utter failure, which I usually let these things die for a while. In one of the helpdesks, I ended up meeting someone who wanted help with bullying. He was bullied at school and I tried to give him whatever advice I could to assist him. We still talk years later, granted he no longer asks me for help with bullies. Helpdesks are just another gateway to communication. Hell, I recall getting more private messages than responses in the actual thread. Didn't matter to me.

Though the other point is groups that force stupid status quo cookie cutter bullshit aren't doing anything but stroking their own ego with the status these help desks can give them. Personally, I find any group requirements annoying. Aside from being apart of the group and not tarnishing its name, it shouldn't matter in most cases. Even as a group leader I would find myself frustrated with the owners or other leaders who wanted constant activity checks. Funny thing, the first thing I ever did officially (Under the request of a leader) in a group was actively checking for the owner. A group I doubt any of you have even heard of mind you, long time ago. So, I agree with you when you say group leaders should be less strict. However, I mean this in the sense of being "try hard" or whatever you want to call it. Pushing shit in your group's name is still pushing shit. There are some groups out there that have a purpose such as the writers that require strict deadlines for certain agreed upon conditions to be done, usually set upon joining. In these cases, that's an exception. Don't join a group, agree to do something and fail to do it and get mad. And leaders/owners don't try too hard, it usually has the opposite desired effect.

I say do both if you want, but do it because you want to. Make a helpdesk, and seek out people at the same time if you truly want to help with a help thread. Same with group activity, I prefer active groups that are active because they want to be, not because they are forced to be.

Think I'll go ponder my next helpdesk idea.

Confound - August 23, 2017, 7:40 pm

I think Help Desks can be a hit or miss, depending on the SF that they are being posted in. Often times there are sections of the forums where Help Desks would be useful, but the people with the experience to create a meaningful one don't have the time or dedication to do so. Then on the flip side, we most commonly see members posting Help Desks in sections where less help is needed, and less energy is required to maintain the thread. I have fallen into a part of this cycle in a way, given what I have posted in the past. I'm not entirely sure that I have a solution for this, but it's important that people at least consider the points that you are making before putting in a lot of time and effort into a thread that may appear helpful, but may have a less significant impact in reality.

At the end of the day, I can't help but think that all content of this nature, whether a facade or not, can be seen as beneficial content for the forums. Whether or not many users utilize people's Help Desk threads, the mere fact that they have been created shows that there is an interest in the community in helping others. By virtue of threads like these existing in a variety of sections means that at least users have the option of clicking on them and potentially asking for help.

I think a worthy solution for any individual who is, in fact trying to help on the forums, would be to do a combination of both providing the option of a Help Desk, as well as conducting outreach in the form of specifically responding to users who have requested help. To me, the combination of a user who both offers a Help Desk, AS WELL as posts throughout the Sub forum where their Help Desk is located, would be a model member of the community who is committed to helping, instead of just someone who is interested in boosting their ego. That said, it can be hard to find the time for someone to be able to do both. Look, at the end of the day we are all human - the mere fact that people are committed enough to even think about making threads like this to question the way we all conduct ourselves is great. I commend Tonight for taking the time to allow the rest of us to engage in this conversation.

Feel free to let me know your thoughts on my take on this.

Flaxpicker - August 25, 2017, 1:28 pm

You are a fucking idiot if you run help desks thinking it helps the community

wander is a multi dwe - August 25, 2017, 11:23 pm

(Aug 25, 2017 01:28 PM)Arrow Wrote: [\[CITE\]](#) You are a fucking idiot if you run help desks thinking it helps the community

Word up

HF has evolved, time to take a different path instead of trying to do things the "good old days" and crying because it didn't work out

Ninja™ - August 26, 2017, 6:24 am

Can you stop crying already.

Now you have 2 options:

- 1.Ignore what going on and keep doing your shit.
 - 2.Buy your group, make a awesome helpdesk and show everyone that you are better than others.
- Is it really hard to understand simple things?

This is my unprofessional opinion.

Froggy - August 26, 2017, 6:26 am

(Aug 26, 2017 06:24 AM)Flying Ninja Wrote: [\[CITE\]](#) Can you stop crying already.

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- 1.Ignore what going on and keep doing your shit.
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It appears you didn't read the thread at all, why would he buy a group only to make an "awesome help desk" when he just typed up an entire thread about how people need to stop making help desks?

Mr. Robot - August 26, 2017, 6:29 am

(Aug 20, 2017 05:05 AM)Froggy Wrote: [\[CITE\]](#) I can agree with this. Not only that, but let's say that members did post in help desks looking for help: that would result in less threads being made, and how does that help HF?

"YOU'VE BEEN ISSUED A WARNING" PMs from said group's unofficial (haha) leaders.

I is wonders what group dat was miss froggy pants.

Ninja™ - August 26, 2017, 6:30 am

(Aug 26, 2017 06:26 AM)Froggy Wrote: [\[CITE\]](#) It appears you didn't read the thread at all, why would

he buy a group only to make an "awesome help desk" when he just typed up an entire thread about how people need to stop making help desks?

Thank you for replying.

Now I know OP is really fed up with the help desk stuff.

But then if he really cares and want things to improve then why not show group leaders how it's done, rather than just making threads about the problem.

Mr. Robot - August 26, 2017, 6:31 am

(Aug 26, 2017 06:30 AM)Flying Ninja Wrote: [\[CITE\]](#) Thank you for replying.

Now I know OP is really fed up with the help desk stuff.

But then if he really cares and want things to improve then why not show group leaders how it's done, rather than just making threads about the problem.

Some people help identify problems, while others who didn't know there was a problem - can use that information to solve the problem.

He explained how to fix it in his thread. Acquire members who actively will contribute on their own time/terms rather than accept members and force them.

Ninja™ - August 26, 2017, 6:34 am

(Aug 26, 2017 06:31 AM)Mr. Robot Wrote: [\[CITE\]](#) Some people help identify problems, while others who didn't know there was a problem - can use that information to solve the problem.

He explained how to fix it in his thread. Acquire members who actively will contribute on their own time/terms rather than accept members and force them.

Maybe you are right. ?

But my opinion would be still that OP should lead by example and should let people know how it's done.

Mr. Robot - August 26, 2017, 6:36 am

(Aug 26, 2017 06:34 AM)Flying Ninja Wrote: [\[CITE\]](#) Maybe you are right. ?

But my opinion would be still that OP should lead by example and should let people know how it's done.

It's not like he can fork out 10k for a group.

But if you mean for him to contribute as an example - he has done multiple times in the past.

Ninja™ - August 26, 2017, 6:38 am

(Aug 26, 2017 06:36 AM)Mr. Robot Wrote: [\[CITE\]](#) It's not like he can fork out 10k for a group.

But if you mean for him to contribute as an example - he has done multiple times in the past.

I am really interested in seeing some m examples here.

Froggy - August 26, 2017, 6:39 am

(Aug 26, 2017 06:29 AM)Mr. Robot Wrote: [\[CITE\]](#) "YOU'VE BEEN ISSUED A WARNING" PMs from said group's unofficial (haha) leaders.

I is wonders what group dat was miss froggy pants.

I was confused there for a second too, but if you read the previous page he was talking about the group Influence. ?

Mr. Robot - August 26, 2017, 6:41 am

(Aug 26, 2017 06:38 AM)Flying Ninja Wrote: [\[CITE\]](#) I am really interested in seeing some m examples here.

OP did hackforums film reviewers with other users who posted reviews on movies.

Ninja™ - August 26, 2017, 6:45 am

(Aug 26, 2017 06:41 AM)Mr. Robot Wrote: [\[CITE\]](#) OP did hackforums film reviewers with other users who posted reviews on movies.

Reviewing movies is considered help? ?

Because I thought OP mainly targeted help desk for not properly helping people out.

So, I didnt exactly get what you are trying to here. ?

Mr. Robot - August 26, 2017, 6:48 am

(Aug 26, 2017 06:45 AM)Flying Ninja Wrote: [\[CITE\]](#) Reviewing movies is considered help? ?

Because I thought OP mainly targeted help desk for not properly helping people out.

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? Any contribution is fair in its own right. Everyone on here comes from different walks of life with different experiences and knowledge in areas unfamiliar to others.

I thought you were asking what he contributed as far as group projects? I don't see any contributions from you since your join date.

Ninja™ - August 26, 2017, 6:53 am

(Aug 26, 2017 06:48 AM)Mr. Robot Wrote: [\[CITE\]](#) ? Any contribution is fair in its own right. Everyone on here comes from different walks of life with different experiences and knowledge in areas unfamiliar to others.

I thought you were asking what he contributed as far as group projects? I don't see any contributions from you since your join date.

Okay, I get it.

As for my contributions, I do them but on personal level mainly. I usually message the user with the info they are looking.

But then I usually don't complain much regarding other people doing stuff.

Thanks you for the responses.

Now, I don't think I have any more to contribute to this topic.

Edit: the only group I have been part of till now is sheep gang which didn't have any requirements.

Mr. Robot - August 26, 2017, 6:56 am

(Aug 26, 2017 06:53 AM)Flying Ninja Wrote: [\[CITE\]](#) Okay, I get it.

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Edit: the only group I have been part of till now is sheep gang which didn't have any requirements.

Don't worry man, I have been in a few groups and end up leaving. The group i'm in at the moment still requires me to write up some tutorial inside the group to stay in it.

Almost finished it but after reading this thread, I might give it a miss and just leave.

Ninja™ - August 26, 2017, 6:59 am

(Aug 26, 2017 06:56 AM)Mr. Robot Wrote: [\[CITE\]](#) Don't worry man, I have been in a few groups and

end up leaving. The group i'm in at the moment still requires me to write up some tutorial inside the group to stay in it.

Almost finished it but after reading this thread, I might give it a miss and just leave.

Well I think groups are one big mess.

People start with ambitions, thinking that they would bring a change and won't be part of the crowd but end up becoming one they despise.

Faith Connors - August 26, 2017, 12:04 pm

um excuse me, even with group endorsement, my help desk lasted quite a bit and with active posting (because my group wouldn't help me and left me to die there despite having people listed as helping)

but yeah i defo feel that way too. even with help desks people just make new threads so there's no point in them.

Enzio - August 26, 2017, 12:06 pm

I own a helpdesk and I'm not in any group. Don't put me in the same boat as them.

Not all of them are owned by groups.

This is why I will never join a group on HF.

M?xim - August 26, 2017, 12:34 pm

(Aug 26, 2017 12:06 PM)Squalo Wrote: [\[CITE\]](#) I own a helpdesk and I'm not in any group. Don't put me in the same boat as them.

Not all of them are owned by groups.

This is why I will never join a group on HF.

You shouldn't avoid groups around here solely because of this topic. Groups has a lot to offer. Many nice people to meet.

(your helpdesk is nice, i've seen it. Keep it up.)

Enzio - August 26, 2017, 12:50 pm

(Aug 26, 2017 12:34 PM)Maxim Wrote: [\[CITE\]](#) You shouldn't avoid groups around here solely because of this topic. Groups has a lot to offer. Many nice people to meet.

(your helpdesk is nice, i've seen it. Keep it up.)

Nah I hate groups. Never gonna join one unless money is involved:).

Tonight - August 26, 2017, 2:07 pm

(Aug 26, 2017 06:34 AM)Flying Ninja Wrote: [\[CITE\]](#) But my opinion would be still that OP should lead by example and should let people know how it's done.

(Aug 26, 2017 06:38 AM)Flying Ninja Wrote: [\[CITE\]](#) I am really interested in seeing some m examples here.

I served my time here.

I wouldn't have won MOTM in my 'prime' years if all I did was complain on the forum.

100+ editions on the HFNT (nearly two years of weekly work for the news team)

Thousands of posts in the gamertag section as well as a stickied thread on how to properly secure an account

Middleman services to reduce scams (at least \$5k worth of successful transactions for social media accounts)

Official leadership for at least four different HF usergroups (circa 2012-2014)
Currency exchanges (at least \$3k - \$5k worth of PP/BTC in the last six years)
400+ posts in RANF helping users with site questions/policy questions
I'm past trying to actively fix the problem on my own, just adding insight on what groups should be doing to counteract this issue.

Thanks for your input though.

Nick - August 27, 2017, 6:47 pm

I still think they are needed because some do provide legit support. Like if you had a product you were selling, you'd probably want a thread dedicated to support rather than having people PM you. It'd just be way more of a mess.

Nate - August 27, 2017, 6:57 pm

I remember having to make a help desk or a general information thread about a game, I don't remember what group it was, maybe Respawn I never did it, and the leaders just never seemed to care

#Skyline - August 27, 2017, 7:02 pm

(Aug 26, 2017 12:06 PM)Squalo Wrote: [\[CITE\]](#) I own a helpdesk and I'm not in any group. Don't put me in the same boat as them.

Not all of them are owned by groups.

This is why I will never join a group on HF.

I own a help desk, but do participate in groups, however I do not join any of their help desks because I know they just die after a certain amount of time like they normally do.

Help desks are more beneficial to the community when it's an individual dedicated to carrying out the task. Groups are always getting bought and sold, and most of the time users running group help desks aren't the owners of the group which is why they always die and in OPs point of view, is sham.

You either help the community, or don't help the community, you don't need a group to tell you that.