**OVERVIEW**

Firefox should be an advocate for our users. Users should feel like they have complete control over their Firefox experience. It should feel like a close friend is looking out for you on the web, protecting you proactively and helping you recover in the event that we can’t prevent issues before they happen.

**OBJECTIVE**

Firefox breaks in (some) predictable ways with known recovery steps. Firefox should be able to identify when a user is likely experiencing one of these problems. Then, as an advocate for our users, we should ask them if they would like us to fix the problem for them automatically.

**USER STORIES**

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| Title | Search Hijacking Recovery |
| Description | Firefox users should be able to recover from search hijacking without intimate knowledge of the problem. |
| Criteria | If a user has a search provider that is non-default, we should ask them if they have been hijacked and would like a search reset. |

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| Title | Home Page Hijacking Recovery |
| Description | Firefox users should be able to recover from Homepage hijacking without intimate knowledge of the problem. |
| Criteria | If a user has a non-default homepage, we should ask them if they have been hijacked and would like a search reset. |

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| Title | Malicious/Poor Performing Addons Mitigation |
| Description | Firefox users should be informed of addons that are known to cause performance/experience issues or are known to be malicious. |
| Criteria | If a user has an addon that has been identified to fit in this list, we should ask them if they would like us to disable it. |

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| Title | Unintentionally Out of date Firefox\* |
| Description | Users who have old versions of Firefox should be notified and have the ability to update |
| Criteria | A user should be informed that Firefox is out of date and given a link to the update. |

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| Title | Refusing Advice |
| Description | Users shouldn’t be prompted multiple times for the same issue type. |
| Criteria | There should be an opt out option for each recipe in case the User wants to keep swagbucks as a search provider and doesn’t want us to keep asking them to reset it. |

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| Title | Special care for privacy sensitive users |
| Description | Firefox users that have aggressive privacy settings/addons shouldn’t be harassed. |
| Criteria | If a user has an addon/settings that are especially aggressive, we should either 1) Not speak to them at all 2) Have measures in place to ensure they only hear from us 1 time |

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| Title | Recipes Available to Other Services |
| Description | Other Firefox services would benefit from knowing the list of matching recipes for each user |
| Criteria | If a user matches on a recipe, we should be able to surface that information in snippets, activity stream, about:support, etc |

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| Title | Measuring Effectiveness and Improving |
| Description | The system should be constantly evolving to provide better protection for our users based on real data |
| Criteria | We should be able to track the success/failures of each recipe in an anonymized way so that we can improve the quality of the recipes. |