

Enabling Feedback and Collaboration in Software Help

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The Conference for
Software User Assistance

March 21-24, 2010, Seattle, WA

[Better UX through Better UA]



What we'll cover in this session

- Why users like to collaborate
- Why should we enable feedback and collaboration in Help?
- Examples of feedback mechanisms in Help
- Examples of collaboration within Help
- How you can implement feedback and collaboration in your own Help

What do software users do when they have a problem?

- Ask colleagues
- Search on Internet
- Search user-to-user support forums
- Search wiki
- Call technical support
- Call a friend
- Search knowledge base and FAQs
- Access Help

Collaborative user-to-user forums

How Do I Turn of The "All Sizes" Option



[Tom O'Connor.](#) says:

Hi,

Just wondering how i turn of the All Sizes option on each and everyone of my photos in my photostream?

Cheers.

Posted at 11:01AM, 13 March 2009 GMT ([permalink](#))



[Dr. Keats pro](#) says:

Just go here: www.flickr.com/account/prefs/downloads/?from=privacy

Select "Only You".

Posted 7 hours ago. ([permalink](#))



[Tom O'Connor.](#) says:

Thankyou very much Dr.Keats.

Posted 7 hours ago. ([permalink](#))



[Dr. Keats pro](#) says:

That's OK!

Posted 7 hours ago. ([permalink](#))

**Flickr
user
forum**

**Interaction
is key**

Reply to this topic?

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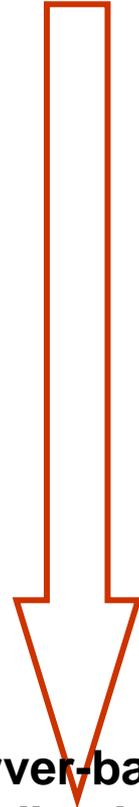
What is “Help”?

- Answers to questions
- Solutions to problems
- Written by a professional technical communicator
- Used **during** a real task
- May include tips for getting more from the software
- May be web-based

Help trend

- Windows Help (.hlp)
- HTML Help (.chm)
- JavaHelp
- Oracle Help
- Browser-based Help
- Oracle Help for the Web
- Server-based Help
- Eclipse Help
- Adobe AIR Help
- MS Help Viewer

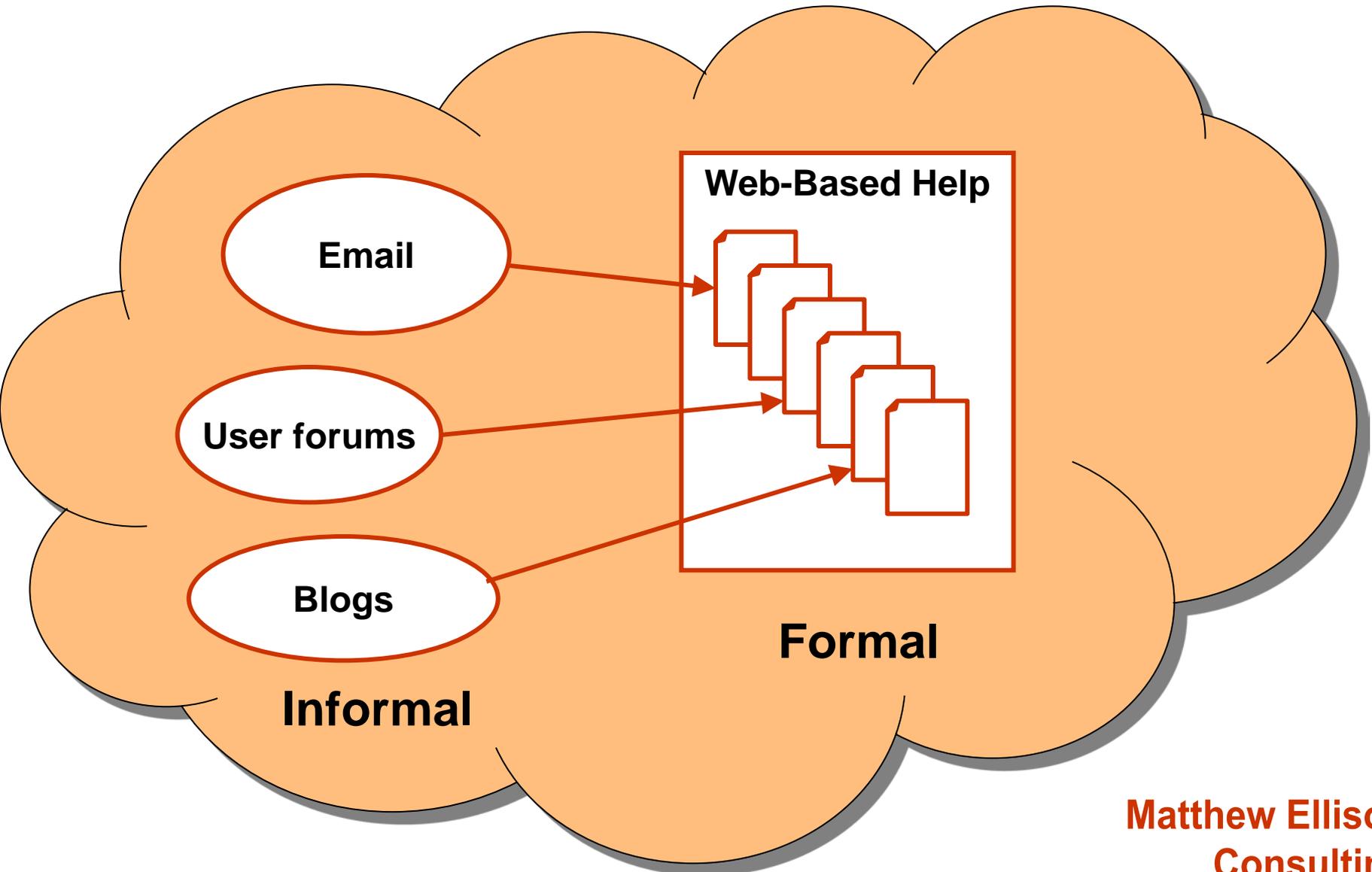
**Desktop-based,
no interaction**



**Server-based,
feedback and
comments**

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Connecting the information



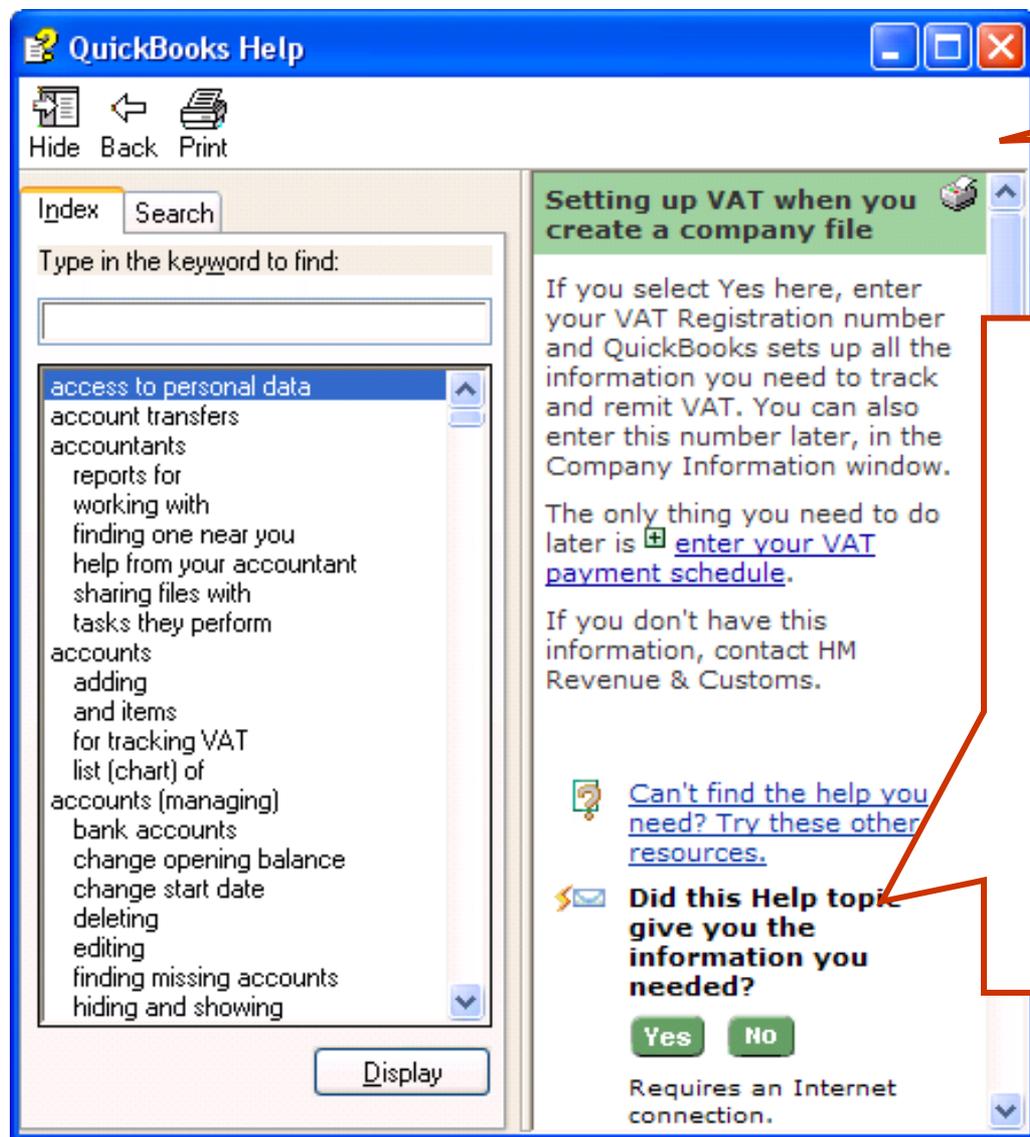
Why should we care about Help?

- Provides “official” guidance and instructions
- Killer feature: context-sensitivity
 - No Search/navigation required
 - Direct access to information that addresses the user’s specific situation and needs

Why should we enable feedback and collaboration in Help?

- Users like to contribute and share information
- Feedback enables us to refine and improve the Help
- Shared comments improve the experience of Help

Feedback mechanisms from Help



QuickBooks Help (.chm)

How can we make this information more helpful?

Submit

Requires an Internet connection.

Feedback mechanisms from Help

eBay Help

Categories ▾ Snops | ebay motors

Home > Help > Selling & seller fees > Seller fees > How do pay my selling fees?

Help

Browse help

- ▶ Searching & researching
- ▶ Bidding & buying
- ▶ Selling & seller fees
 - Selling basics
 - Seller fees
 - Creating effective listings
 - Managing your selling activity
 - Resolving selling problems
 - Increasing your selling
 - Using seller tools
 - Selling with an eBay Store
- ▶ Payment & shipping
- ▶ Feedback
- ▶ Membership & account

eBay glossary
eBay acronyms
A-Z index

Search Help pages
(Does not search for items or products) Example: 'payment methods'

How do I pay my eBay fees?

eBay offers a variety of ways to make paying your fees convenient and safe.

To select your eBay fees payment method:

1. Click the **My eBay** button at the top of the eBay home page.
2. Click the "Seller Account" link in "My eBay Views" (left side of page). From this page you can view your account status, view your invoices, and choose your method of payment.
3. Pay your current fees using one of the payment methods offered.

To pay a suspended account, please review the [Reinstating Your Account](#) instructions.

Payment Methods

- **PayPal:** PayPal is a convenient electronic payment service that enables you to automatically pay your eBay fees.
- **Direct Debit:** This option an easy way to make payment on your eBay account. Simply provide eBay with your Bank/Building Society account number and bank sort code, and eBay will automatically send a request to your Bank/Building Society to obtain authority to deduct your monthly invoice amount from your account.

Please allow for 19 days for your bank account information to be approved.

Have a question? We can help.

Ask eBay members

Get help from other eBay members. Visit the [Answer Centre](#) to post a question.

Related Help topics

- [Paying Your eBay Sellers Fees](#)
- [Fees Overview](#)

Feedback mechanisms from Help

[Request and print a payment coupon here.](#)

- **Coordinating One-Time and Automatic Payments** Before submitting a one-time payment, review the [payment schedule](#) to see when your automatic payments are deducted from your account. You should leave at least 5 days between any one-time payment and your automatic scheduled payment to avoid duplicate payments.
- **Failure to Make Payment on Your eBay Account**
eBay requires payment in full each month on accounts with balances of £1.00 or greater. eBay may suspend your account for non-payment of eBay fees. If you have not paid your outstanding eBay fees after our reminders and warnings, eBay reserves the right to refer your account to an outside collection agency for collection of the outstanding eBay fees. Please note that the collection agency will also charge you a proportionate and reasonable fee for the collection of the unpaid eBay fees, which will vary according to the amount owed and which will be payable in addition to the outstanding eBay fees.

Payment Requirements

Learn more about [payment due dates and late fees](#).

Simple HTML form

Was this page helpful?

Yes No

How can we improve this page? (optional)

700 characters left

Submit Comment

Optional freeform feedback

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Feedback mechanisms from Help



Search Picasa Help Center

Search the Web

Picasa and Picasa Web Albums Help

[Help Centre Home](#)

[Sign into Picasa Web Albums](#)

[Picasa 3 feature overview](#)

[Google Help](#) > [Picasa Help](#) > [Picasa](#) > [Managing Your Pictures](#) > [Folders and Albums](#) > [Basics](#) > Folders versus

Basics: Folders versus albums

When you install Picasa, it scans your hard drive for folders containing image files and displays these folders. These folders, along with the albums you create, make up the organisation of your photos in Picasa.

Folders in Picasa represent actual folders on your computer's hard drive that contain photos. Changes to folders in Picasa affect the corresponding folders on your computer's hard drive. For example, if you delete a folder in Picasa, the folder also deletes the photo from your hard drive.

Albums, unlike folders, exist only in Picasa. You can create an album that contains photos from multiple folders. For example, you might create an album called 'Picture of Grandma', where Grandma housed in different folders. Unlike Picasa folders, your albums do not correspond to folders on your hard drive. When you delete or move photos from an album, the original photos remain in their original locations on your hard drive.

Was this article:

The information you were looking for? Yes Thank you for your feedback.

You may also be interested in...

Other helpful articles

Yes/no answer.

Not sure how this information can be used

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Feedback mechanisms from Help

YAHOO! HELP Search

Home | **Help Topics** | Community | Contact Us

Was this information helpful? Yes No

Thank you! Your rating was submitted.

Please tell us why you didn't find this helpful.

- I tried the solution and it didn't work
- It didn't answer my question
- It wasn't detailed enough
- It doesn't apply to my question
- It was hard to understand
- The feature I want is not yet available or it goes against Yahoo! policy

The information you provide will be used to make this information more helpful in the future. We will not respond directly to your comments.

Send Feedback

Still need help?

Contact Customer Care

Was this information helpful?

Multiple choice (easy to analyze)

Yes/no

Freeform feedback

More Help I

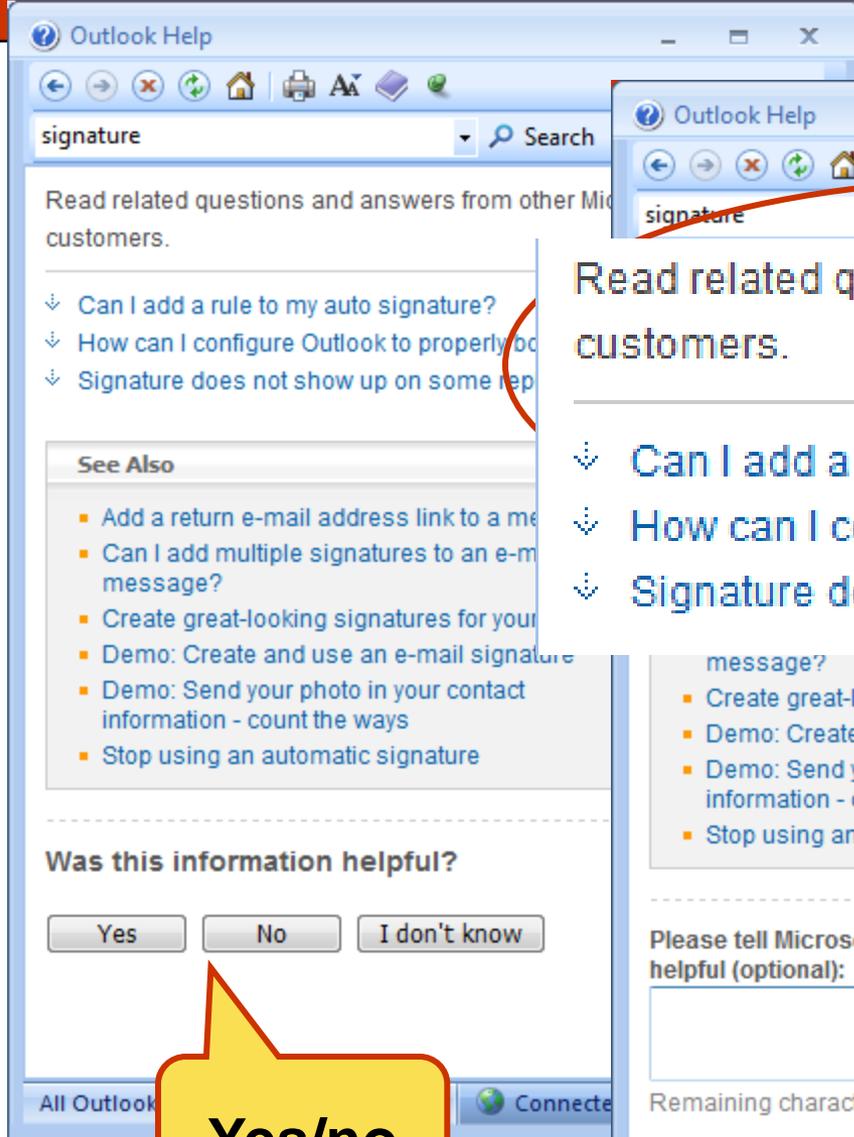
- Yahoo! Answers
- Moderator Center
- Yahoo! Groups
- Yahoo! Groups Customer Support

Groups > Groups

How to

1. Click **File**
2. There is a **File** button in the top right corner of the page.
3. Type the name of the file you want to upload.
4. Type a description of the file.
5. If you're uploading a video, you can also choose to upload it to YouTube.
6. To send the file, click the **Send** button.
7. Click **OK** to close the dialog box.

Feedback mechanisms from Help

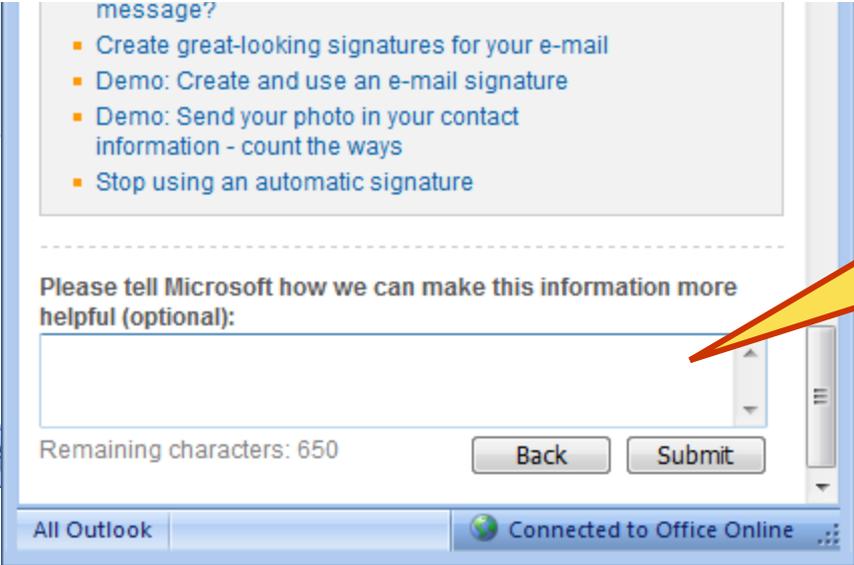


Microsoft Office Help



Read related questions and answers from other Microsoft Office customers.

- Can I add a rule to my auto signature?
- How can I configure Outlook to properly bottom-post?
- Signature does not show up on some replies?



Optional freeform feedback

Yes/no

Feedback mechanisms from Help

Adobe
Help
Viewer

The screenshot shows the Adobe Help Viewer 2 interface. At the top, there's a search bar and navigation icons. Below that, a green header bar indicates the current topic is 'Adobe Captivate 4'. The main content area displays a slide titled 'Slide properties' with a 'Contents [Hide]' section containing 'Slide tab' and 'Audio tab'. Below the slide content, there's a paragraph of text: 'You can set the properties for a slide using its Properties dialog box. Double-click the slide to display its Properties dialog box.' At the bottom, there's a 'Comments' section with a text input field containing 'Hello matthew.ellison@email.com Click here to: Sig' and buttons for 'Add Comment', 'Save', and 'Cancel'. A yellow callout bubble points to the 'Add Comment' button.

Option to keep the
comment private
(not shown)

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Feedback mechanisms from Help

Adobe
Help
community



The screenshot shows an email client window with a blue title bar and menu bar. The title bar reads "Your comment on Adobe.com has been approved - Message (Plain Text)". The menu bar includes "File", "Edit", "View", "Insert", "Format", "Tools", "Actions", "Help", and "Adobe PDF". Below the menu bar is a toolbar with "Snagit" and a "Window" dropdown menu. The email content is displayed in a white area with a vertical toolbar on the left containing icons for "Reply", "Reply to All", "Forward", and "Close".

From: help_adm@adobe.com Sent: Mon 02/03/2009 18:10
To: matthew.ellison@email.com
Cc:
Subject: Your comment on Adobe.com has been approved

Hi, Matthew Ellison

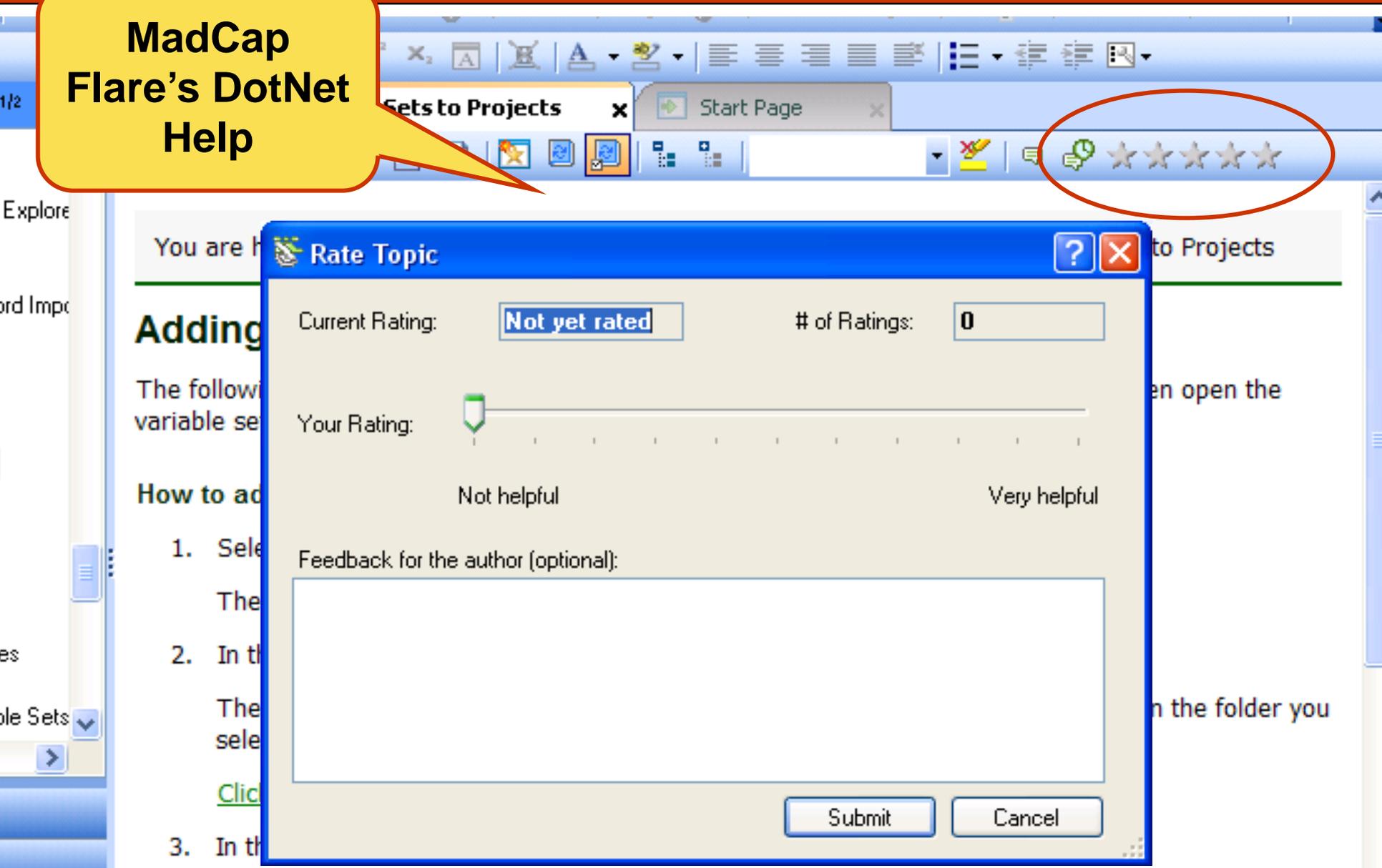
Thank you for posting a comment to http://help.adobe.com/en_US/RoboHelp/8.0/RoboHTML/WSOC81775E-3218-45ac-B3E2-C18254495939.html on 03/02/2009. Your comment has been approved. In fact, it was so helpful, you have been given 5 Adobe Community Help points. These community points are now displayed on your profile page. For more information, please see the Adobe Community Help FAQ at <http://community.adobe.com/help/profile/faq.html>.

We appreciate your participation in the Adobe community.

Thank you
Adobe Community Help Team

Feedback mechanisms from Help

MadCap
Flare's DotNet
Help



Collaboration/sharing

The screenshot displays the Adobe Help Viewer 2 interface. At the top, there is a search bar and navigation controls. Below the search bar, there are radio buttons for "Include Community results" and "This Help system only". The main content area shows a help article titled "Using Adobe Captivate 4" with a sub-section "Create widgets". A "Comments" section is visible at the bottom of the article, containing two comments from Rick Stone and Nandini Gupta. A yellow callout bubble points to the search bar area, and another yellow callout bubble points to the comments section.

Adobe Help Viewer 2

Search

Adobe Captivate 4

Include Community results This Help system only Community Help and Support

Adobe Captivate 4

Download Help PDF(6.2MB)

Using Adobe Captivate 4

Widgets

Create widgets

Contents [Hide]

- Create static widgets
- Create interactive widgets
- Create question widgets
- Create a .wdgt file
- Properties of widgets
- Widget tab

Comments

Add Comment

Rick Stone Sun Jan 25 2009 11:15:11 PM
In the first section titled "Create static widgets" there should be a clarification that one performs the action of "Select File > New > Widget in Flash." from within the Captivate environment.

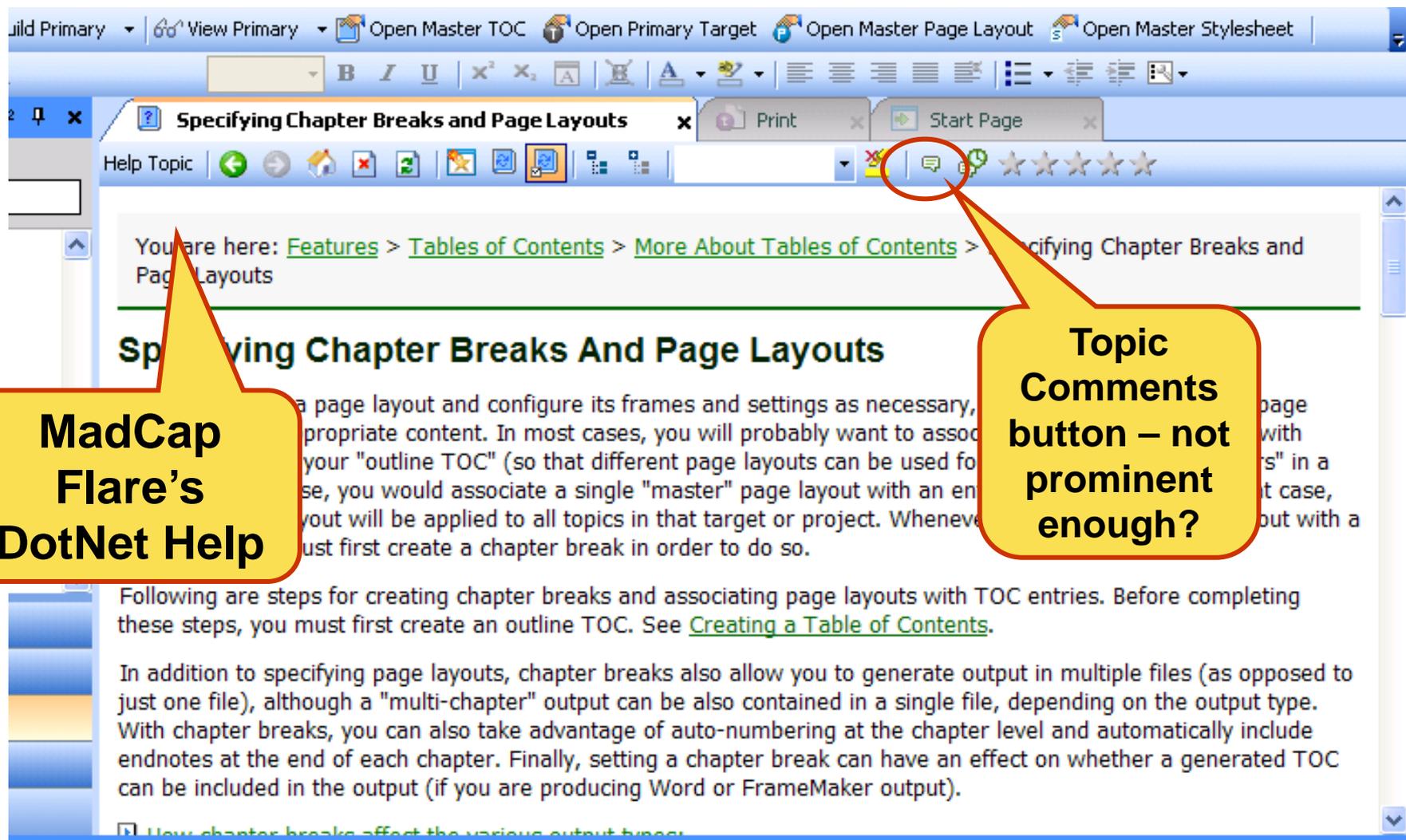
Nandini Gupta Fri Feb 13 2009 11:19:00 AM
Yes, you are right. We will add that clarification in the first step of the Create static widgets section.

Powered by Adobe RoboHelp

Adobe
Help
Viewer

Comments
from other
users

Collaboration/sharing



Collaboration/sharing

Comments
must be
attributable

The screenshot displays the MadCap Flare V4.2 interface with several windows open:

- Create Feedback Service Profile:** A window with a blue header and a white body. It contains a message: "You must create a user profile to post comments to this help system. Please fill in the information below. An email will be sent to the address you provide. Please follow the instructions in the email to complete activation. Fields marked with an asterisk (*) are required." Below this is a form with fields for *E-mail Address, *Username, Email, First Name, Last Name, City, State, and Country. At the bottom, there is an "E-mail Notifications" section with three checkboxes: "I want to receive an email when..." followed by "a reply is left to one of my comments" (checked), "a comment is left on a topic that I commented on" (checked), and "a comment is left on any topic in the Help system" (unchecked). The "Add Comment..." button in the background is circled in red.
- Registration Process:** A modal dialog box with a blue header and a white body. It contains the text: "Your information has been sent to MadCap Software. When the information has been processed, you will receive an email with a link to a verification page. Click this link, or copy and paste the link into your Web browser to complete the registration. Please leave this window open until you are notified that the registration is completed." Below this is a "NOTE" about email filtering software and a progress bar with five green bars. At the bottom, it says "Waiting for response from madcapsoftware.com..." and "Please check if you have received the registration email from madcapsoftware.com and follow the enclosed directions to complete the registration."
- MadCap Flare V4.2:** A modal dialog box with a blue header and a white body. It features an information icon and the text: "Please check if you have received the email verification message from madcapsoftware.com". An "OK" button is at the bottom.

Collaboration/sharing

The screenshot shows a software interface with a document editor and a comment dialog box. The document editor displays the page title "Specifying Chapter Layouts" and a paragraph of text. The "Add Comment" dialog box is open, showing fields for "User Name" (MatthewEllison), "Subject", and "Comment".

Build Primary | View Primary | Open Master TOC | Open Primary Target | Open Master Page Layout | Open Master Stylesheet

Specifying Chapter Layouts | Print | Topic Comments | 1/2

Help Topic | Add Comment... | Reply to Comment...

You are here: [Features](#) > [Tables of Contents](#) > [More About Tables of Contents](#) > [Specifying Chapter Layouts](#)

Specifying Chapter Layouts

After you create a page layout settings as necessary, you need to associate the appropriate content. In most cases, you associate different page layouts with different parts or "chapters" in an "outline TOC" (so that different parts or "chapters" in an outline TOC associate a single "master" page layout with a TOC entry, you must first create an outline TOC. See [Creating a Table of Contents](#).

Following are steps for creating page layouts with TOC entries. Before completing these steps, you must first create an outline TOC. See [Creating a Table of Contents](#).

(no comment selected)

Collaboration/sharing

The screenshot displays a software interface with a top menu bar containing options like 'Build Primary', 'View Primary', 'Open Master TOC', 'Open Primary Target', 'Open Master Page Layout', and 'Open Master Stylesheet'. Below the menu is a toolbar with various icons for text formatting and editing. The main content area is titled 'Specifying Chapter Breaks And Page Layouts' and contains a breadcrumb trail: 'You are here: Features > Tables of Contents > More About Tables of Contents > Specifying Chapter Breaks and Page Layouts'. The main text explains the process of associating page layouts with TOC entries. A right-hand pane titled 'Topic Comments' shows a comment by Matthew Ellison dated 15/03/2009 05:18:28, which reads: 'I'm not sure what is meant by the first "legal"..'. Below the comment is a scrollable area with the text '(no comment selected)'. The interface also includes a 'Print' button and a 'Help Topic' section.

Build Primary | View Primary | Open Master TOC | Open Primary Target | Open Master Page Layout | Open Master Stylesheet

Specifying Chapter Breaks And Page Layouts | Print

Help Topic | Add Comment... | Reply to Comment...

You are here: [Features](#) > [Tables of Contents](#) > [More About Tables of Contents](#) > Specifying Chapter Breaks and Page Layouts

Specifying Chapter Breaks And Page Layouts

After you create a page layout and configure its frames and settings as necessary, you need to associate the page layout with the appropriate content. In most cases, you will probably want to associate different page layouts with various entries in your "outline TOC" (so that different page layouts can be used for different parts or "chapters" in a manual). Otherwise, you would associate a single "master" page layout with an entire target or project; in that case, the same page layout will be applied to all topics in that target or project. Whenever you associate a page layout with a TOC entry, you must first create a chapter break in order to do so.

Following are steps for creating chapter breaks and associating page layouts with TOC entries. Before completing these steps, you must first create an outline TOC. See [Creating a Table of Contents](#).

Page Type for First Page

Matthew Ellison (15/03/2009 05:18:28)
I'm not sure what is meant by the first "legal"..

(no comment selected)

Collaboration/sharing

The screenshot shows a software help topic page titled "What's New in This Version". The page content includes a breadcrumb trail, a main heading, a paragraph about downloading a manual, and a list of new features for version 4.2. On the right side, there is a "Topic Comments" pane. A red circle highlights the comments icon in the top navigation bar, with a yellow callout box containing the text "Open the Recent Comments pane".

Build Primary | View Primary | Open Master TOC | Open Primary Target | Open Master Page Layout | Open Master Stylesheet

What's New in This Version | Print | Start Page | Topic Comments 1/2

Help Topic | Add Comment... | Reply to Comment...

You are here: What's New in This Version

What's New In This Version

Following are new features included in this version of Flare. If you would like to see this information in PDF format, you can download the following manual:

madcapsoftware.com/support/files/documentation/FlareV4.2/FlareWhatsNewGuide.pdf

New Features—Version 4.2

Following are the new features in this "dot" release of Flare.

- Auto-Save
- Feedback Context-Sensitive Help Calls—View and Reset
- Feedback Search Phrase Counts—Reset
- Feedback Server Installation Improvements
- Feedback Service Profiles—Edit
- Feedback Topic Ratings—Discard
- Microsoft Word—Auto-Fit to Contents on Imported Tables

(no comment selected)

Collaboration/sharing

The screenshot shows a software interface with a main content area on the left and a comments pane on the right. The main content area displays a help topic titled "Creating Topics" with a breadcrumb trail: "You are here: [User Interface Elements - How to Use Each One](#) > Creating Topics". Below the title, there is a section "How to create a new topic" with a list of four steps. The second step is highlighted with a yellow callout box labeled "Selected comment". The right-hand pane, titled "Recent Comments", shows a list of comments. The second comment is highlighted with a yellow callout box labeled "Link to topic".

Build Primary | View Primary | Open Master TOC | Open Primary Target | Open Master Page Layout | Open Master Stylesheet

Creating Topics | Print | Start Page

Help Topic | [Navigation icons]

You are here: [User Interface Elements - How to Use Each One](#) > Creating Topics

Creating Topics

Use the following steps to create a new topic.

How to create a new topic

1. Select **Project>Add Topic**. The Add New Topic dialog box is displayed.
2. In the **Template Folders** area, select one of the folders. The section to the right displays the topic templates associated with the selected folder. [Click here to find out what templates are available](#).
3. In the **Templates** area, select one of the template files associated with the folder. The Source File field now contains the path to the template file. This file will be copied to your project.
4. If you want to place the topic into a subfolder that you previously created in the Content Explorer, click the drop-down arrow in the Folder field and select the subfolder. Otherwise, leave the selection as "(root)".

For more information about creating subfolders to organize your topics, see [Organizing Topics in the Content Explorer](#).

Recent Comments

Page Type for First Page
Specifying_Chapter_Breaks_for_Printed...
I'm not sure what is meant by the first "le..."

Topic filenames
Creating_New_Topics [Matthew Ellison (...
Is it recommended to avoid spaces in topic filenames?

Topic filenames
Matthew Ellison (15/03/2009 11:59:15)
Topic: [Creating_New_Topics](#)
Is it recommended to avoid spaces in topic filenames?

Topic Comments

Recent Comments

Flare's WebHelp

The screenshot shows a Mozilla Firefox browser window displaying a web help page. The address bar shows the URL <http://webhelp.madcapsoftware.com/flare/>. The page content includes a sidebar with navigation links, a main text area, a 'Downloads (PDF Format)' section, and a 'Comments' section at the bottom. Two yellow callout boxes highlight specific features: one pointing to a comment icon in the sidebar and another pointing to the 'Comments' section at the bottom of the page.

Add new comment

Comments displayed at bottom of topic

Page Type for First Page
Matthew Ellison
2009-03-15 7:05:18:28.8300000

After you specify chapter breaks for your printed output, you can move on to any of the remaining tasks for [creating printed output](#).

[See Also](#)

Downloads (PDF Format):

- [Flare Quick Guide](#)
- [Flare Getting Started Guide](#)
- [Flare What's New Guide](#)
- [Flare Key Features Guide](#)
- [Flare Transition Fro](#)
- [Flare Transition Fro](#)
- [Flare Styles Guide](#)
- [Flare Printed Outpu](#)
- [Flare WebHelp Plus](#)
- [Flare Shortcuts](#)

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Comments

Page Type for First Page
Matthew Ellison 2009-03-15 7:05:18:28.8300000

WebHelp

The screenshot shows a Mozilla Firefox browser window with the address bar at <http://webhelp.madcapsoftware.com/flare/>. The browser has several tabs open, including 'Adobe Acrobat.com beta', 'MadCap Online Support', and the current page. The page content is partially obscured by a yellow dialog box titled 'CREATE FEEDBACK SERVICE PROFILE:'. The dialog box contains the following text: 'You must create a user profile to post comments to this help system. Please fill in the information below. An email will be sent to the address you provide. Please follow the instructions in the email to complete activation.' Below this text are input fields for 'User Name:', 'E-mail Address:', 'First Name:', 'Last Name:', 'Country:', 'Postal Code:', and 'Gender:'. There are 'Submit' and 'Cancel' buttons at the bottom right of the dialog box. The background page shows a sidebar with navigation links like 'Page Type for First Page', 'TOC', 'Index', 'Search', 'Glossary', 'Browse Sequences', 'Favorites', 'Topic Comments', and 'Recent Comments'. The main content area has a heading 'After you specify chapter breaks for your printed output, you can move on to any of the remaining tasks for creating printed output.'

Technologies for enabling feedback and collaboration

- Mailto link
- HTML Form
 - Server-side scripting
 - Database connection
- Custom web services / database server solution
- Adobe RoboHelp: Adobe AIR Help
- MadCap Flare:
Feedback Server/Service

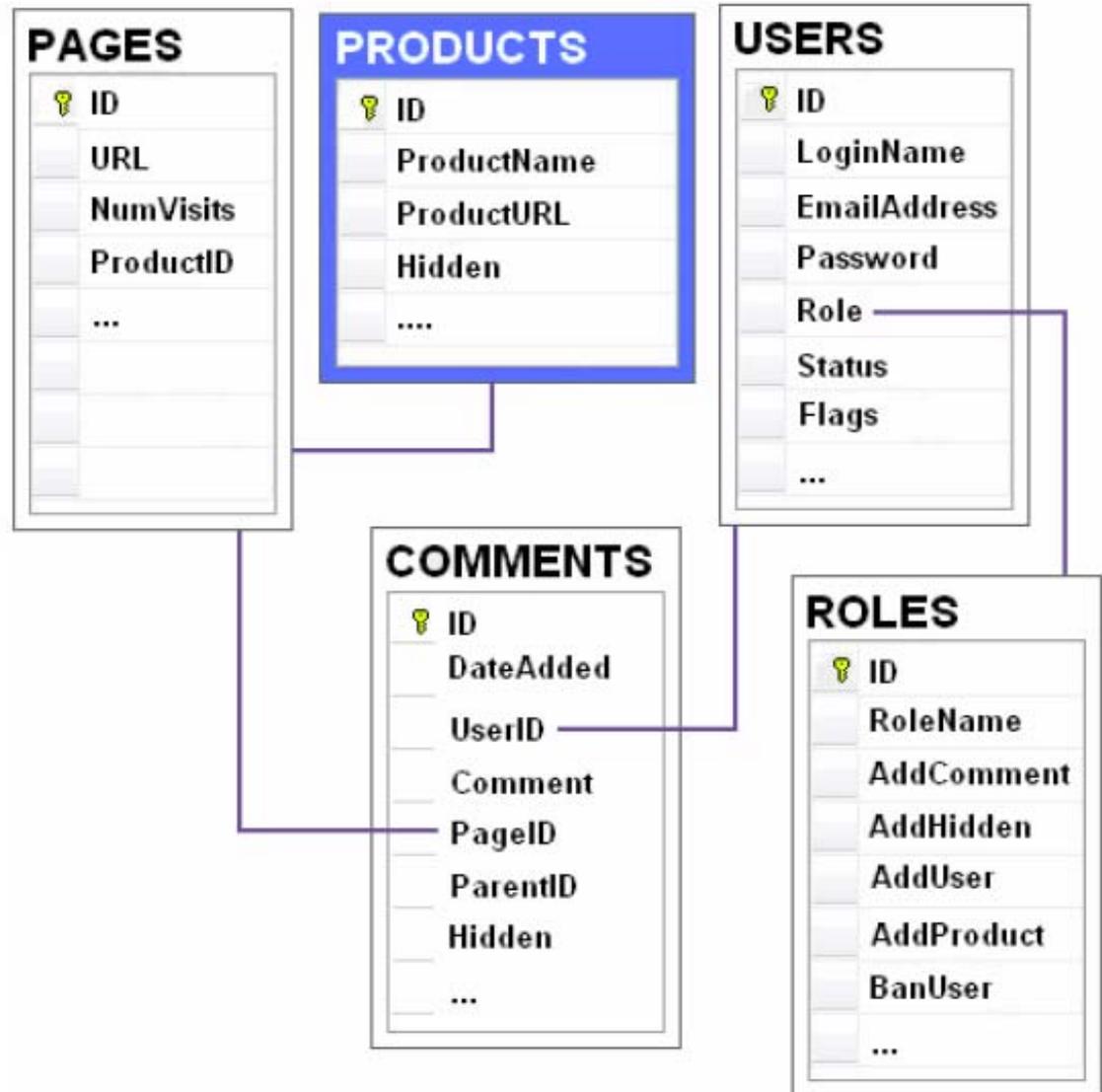
Example of a custom solution:

DocCommentXchange (DCX) from Sybase

- Comment-enabled web-based documentation
- Presented as case study at 2009 WritersUA Conference in Seattle
- Allows users to:
 - Write comments about specific help topics
 - Read the comments written by other users
 - Develop comment threads
- When a user submits a comment:
 - It is immediately posted on DCX
 - A notification email is sent to the appropriate doc team members

Technologies used by DCX

- Google Web Toolkit (GWT)
- Database server based on SQL Anywhere



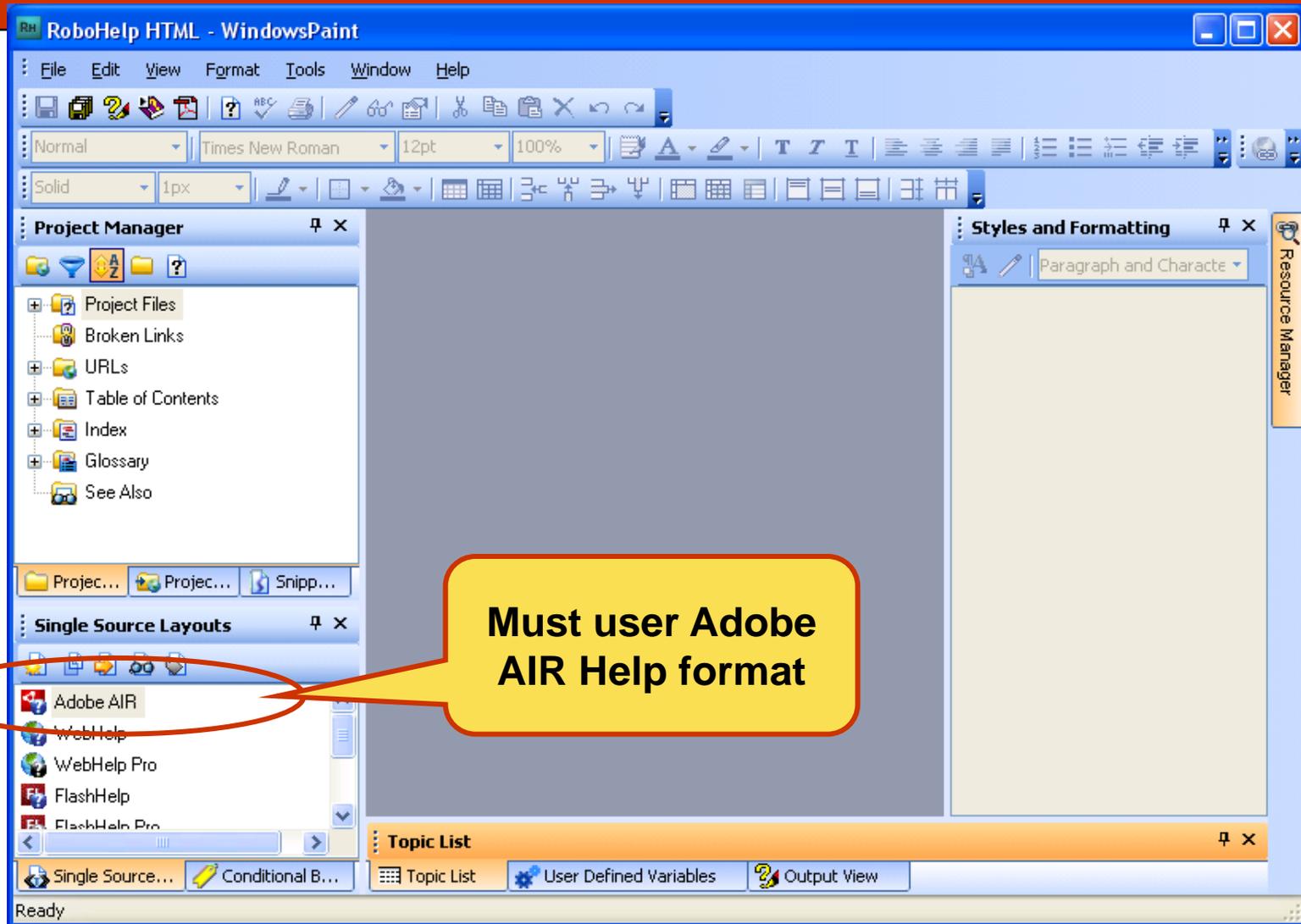
Adobe RoboHelp: Adobe AIR Help

- Comment on topics
- View previous comments
- Share comments with other users on same Local Area Network
- Targeted at reviewers

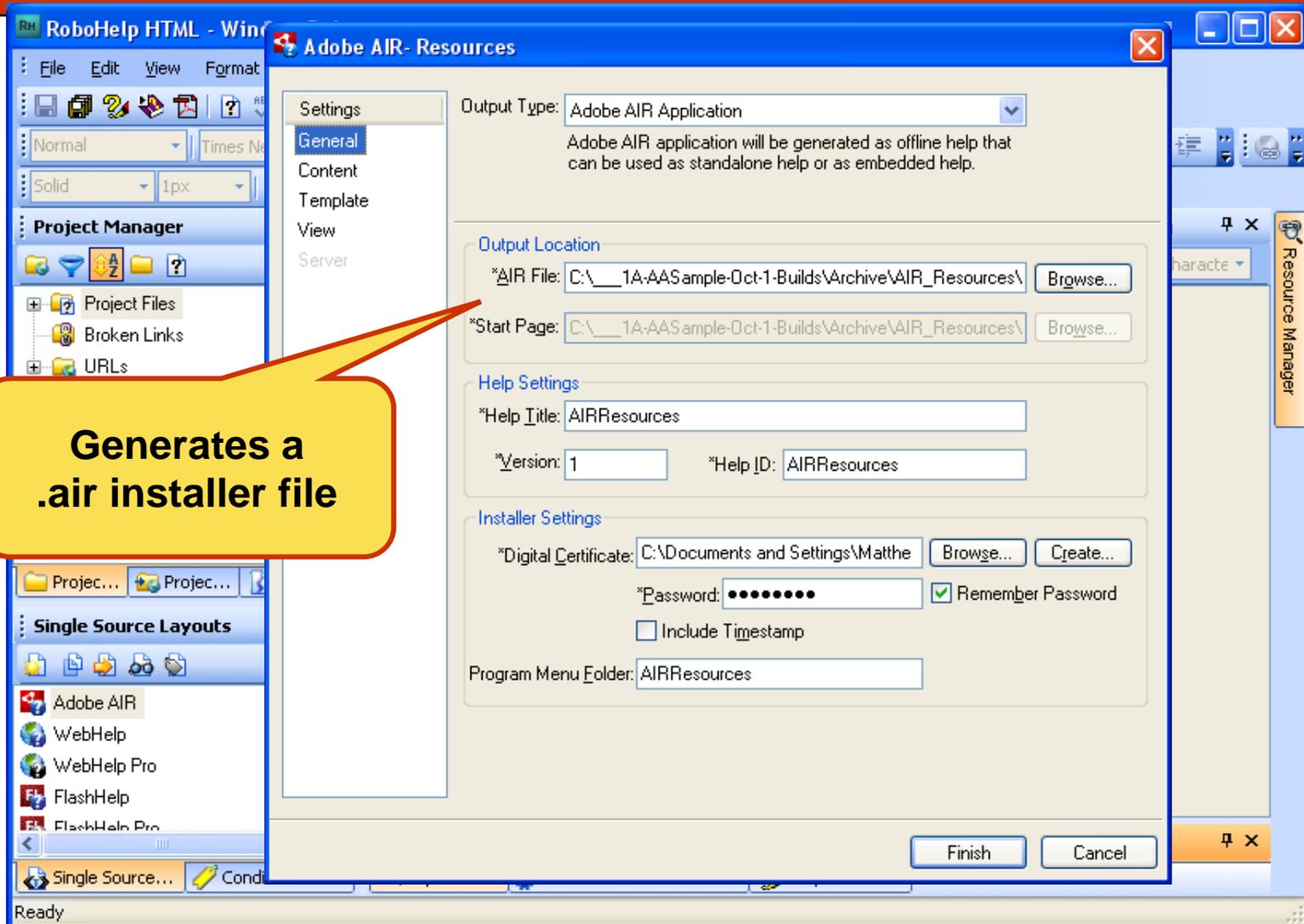
Adobe RoboHelp: Adobe AIR Help

- Which Help formats are supported?
 - Adobe AIR application only
- What do you (the Help author) need?
 - Adobe RoboHelp 8
 - Or Adobe RoboHelp 7 +
RoboHelp Packager for Adobe AIR
- What do your users need?
 - Adobe AIR runtime
- Cost?
No additional cost

Adobe RoboHelp: Adobe AIR Help



Adobe RoboHelp: Adobe AIR Help



Adobe RoboHelp: Adobe AIR Help

Specify a folder on a shared drive for synchronizing comments

Adobe AIR- Resources

Settings

Search

- Enable Highlight Search Results Text
- Show Context in Search Results
- Enable Substring Search
- Enable Commenting

Choose a location (folder on a shared network drive) to sync comments:

Browse...

Add locations to sync comments on Mac and Linux also: Add...

Enable Auto Update

Specify the final URL of the XML file (shared file path or http path):

Type: http Browse...

Specify shared file paths URL on Mac and Linux also: Add...

Add Resources

Name	URL	Type
Adobe Developer Ce...	http://www.adobe.com/de...	Link
Adobe RoboHelp Us...	http://www.adobe.com/cf...	Link

Add...
Edit...
Delete...

Show Online Content

Specify the URL for Online Help

Finish Cancel

Adobe RoboHelp: Adobe AIR Help

Contents

- Lessons in Web Graph
 - Introduction to Graph
 - What you will learn
- All About Graphic Form
 - Bitmaps and Vector
 - GIF - Graphics Inter
 - JPG - Joint Photogra
 - PNG - Portable Netw**

Home / All About Graphic Formats / PNG - Portable Network Graphics

[All About Graphic Formats](#) PNG

In this topic: [Show](#)

PNG - Portable

PNGs are relatively new as a... any older web browser... not support them. In some cases they are supported, but on... specially. It can be delivered in... terlaced format... gradual display on the screen ev... before it is completely downlo...

is a gamma correction function that... ws images to be equally brig... on all platforms.

was developed as an open standard to replace [GIF](#) because of a con...roversy over... own... or patented code in the format type.

Comments

Add **Delete** **Show** **Sort** **Send and Receive**

Add Comments: Most current browsers now have good support for the PNG format

Save

Index
Glossary
Favorites

Powered by Adobe RoboHelp

About Preferences 100 %

Add a comment

Show previous comments

Synchronize comments

MadCap Flare: Feedback Server/Service

- Provide topic rating and feedback to author
- Share feedback via the Web with all other users of the application

MadCap Flare: Feedback Server/Service

- Which Help formats are supported?
 - DotNet Help, HTML Help, WebHelp, WebHelp Plus, WebHelp AIR
- What do you (the Help author) need?
 - Either MadCap Feedback Server + Microsoft SQL Server Standard or Express
 - Or hosted MadCap Feedback Service
- What do your users need?
 - No additional requirements
- Cost?
License fee for each Help system

Receiving feedback

- Feedback is automatically stored in an SQL database
- Email notifications can be sent out automatically to specific individuals:
 - Reviewers
 - Administrators
- Comments may be:
 - Accepted
 - Hidden
 - Discarded

Feedback Explorer

The screenshot displays the MadCap Feedback Explorer V2 interface. The main window is titled "Feedback Examples.fbconf - MadCap Feedback Explorer V2". The interface includes a menu bar (File, Edit, View, Tools, Window, Help), a toolbar with various icons, and a "Topics" pane on the left. The "Topics" pane shows a table of visited topics:

Path	View
Welcome.htm	3
Using/Procedure 1a.htm	3
Using/Procedure 2a.htm	1

The main content area is divided into two sections: "Basic" and "Options". The "Basic" section includes fields for "Feedback Server URL" (set to "madcap") and "Feedback Key" (set to "LH0d0D-0x706g-0t0G1x-ZLpNie-EV9g"). The "Options" section includes checkboxes for "Enable anonymous comment" (unchecked) and "Require new comments to be reviewed" (checked).

Two callout boxes provide additional information:

- A yellow callout box with a red border points to the "Topics" table, containing the text: "All topics that have been visited".
- A yellow callout box with a red border points to the "Require new comments to be reviewed" checkbox, containing the text: "Comments must be accepted before being visible to other users".

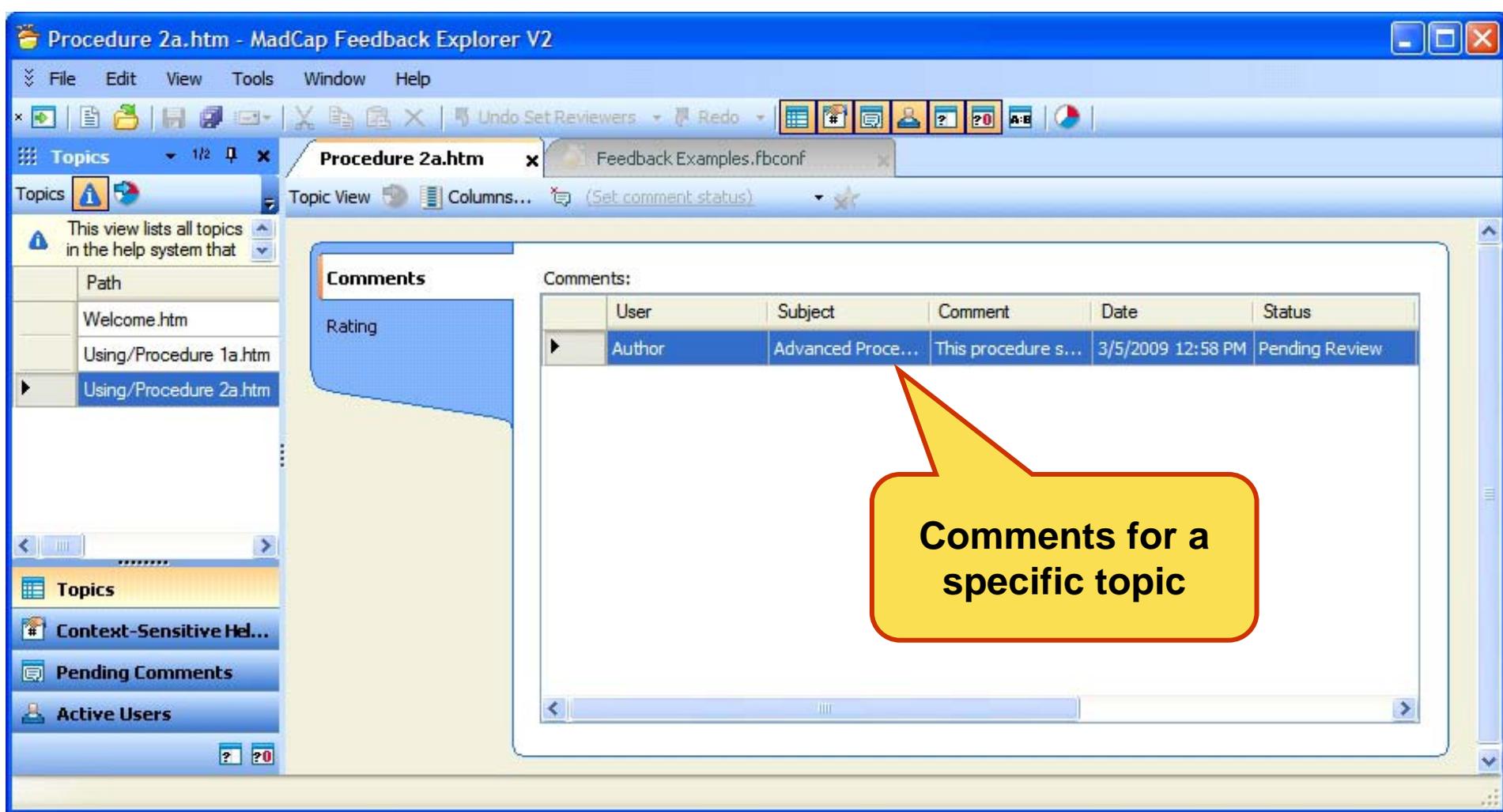
Feedback Explorer

The screenshot shows the MadCap Feedback Explorer V2 application window. The title bar reads "Feedback Examples.fbconf - MadCap Feedback Explorer V2". The menu bar includes File, Edit, View, Tools, Window, and Help. The toolbar contains various icons, including a "Date Filter..." button which is circled in red. A yellow callout box with a red border points to this button, containing the text "List can be filtered by date". Below the toolbar, a status bar indicates "This view lists all topics in the help system that have been viewed at least once." The main area displays a table with the following data:

Path	View Co...	Comment Count	Avg Rating	Rating Count	Rating Feedback Count
Welcome.htm	3	0	0	0	0
Using/Procedure 1a.htm	3	1	50	2	0
Using/Procedure 2a.htm	1	1	35	1	1

At the bottom of the window, there is a taskbar with buttons for "Topics", "Context-Sensitive Help Calls", "Pending Comments", and "Active Users".

Feedback Explorer

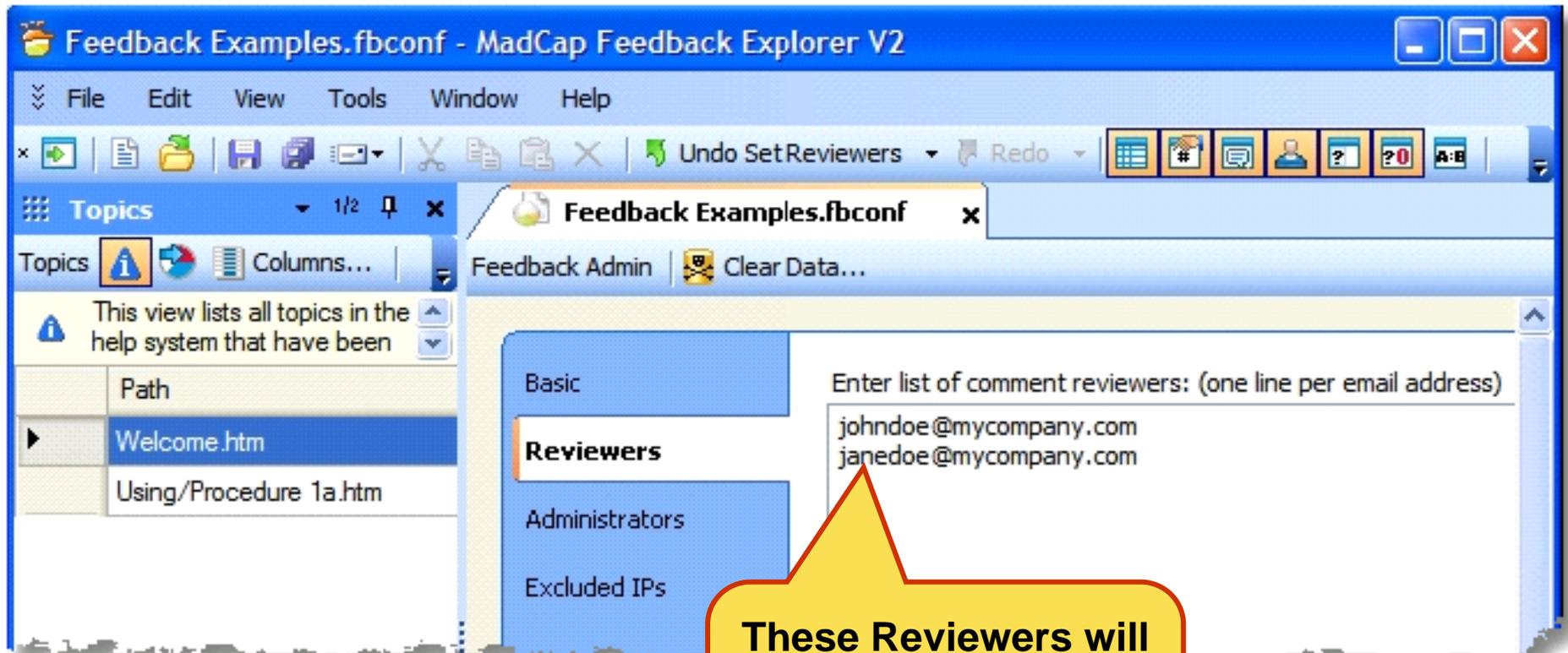


The screenshot displays the MadCap Feedback Explorer V2 interface. The main window shows a table of comments for the topic 'Procedure 2a.htm'. A yellow callout box points to the first row of the table, which contains the following data:

User	Subject	Comment	Date	Status
Author	Advanced Proce...	This procedure s...	3/5/2009 12:58 PM	Pending Review

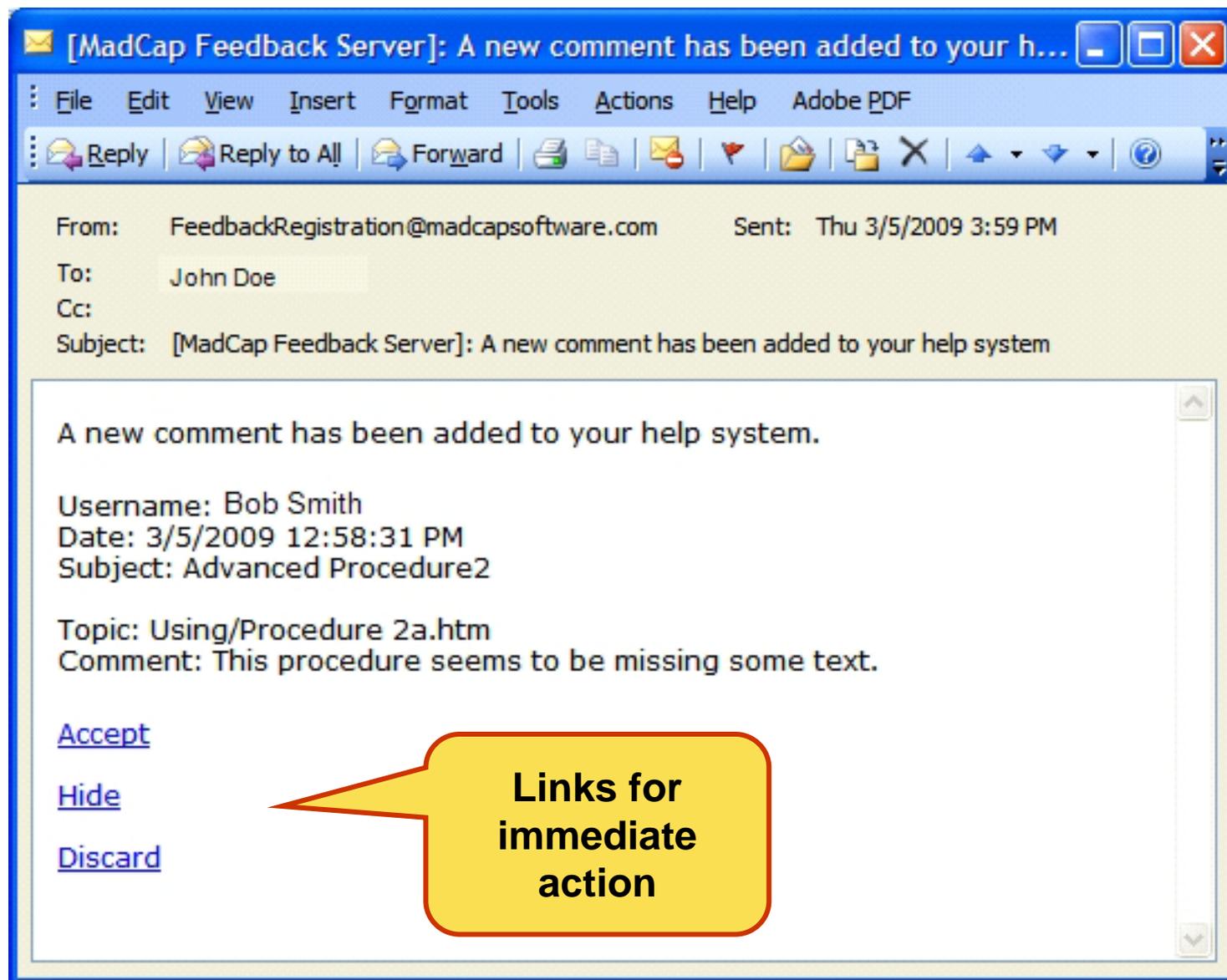
The interface also includes a left sidebar with a 'Topics' list, a 'Comments' section with a 'Rating' field, and a bottom navigation bar with options like 'Topics', 'Context-Sensitive Hel...', 'Pending Comments', and 'Active Users'.

Feedback Explorer



**These Reviewers will
received email
notifications of
comments**

Email notification



Flare Case Study

- Total number of users in thousands
- Users are Help authors!
- Only about 50 registered to provide feedback/comments
- Most topics have no comments
- Overall:
average of less than one comment per day
- Comments are invariably constructive and positive
- Response to feedback generates goodwill and increased customer satisfaction

Flare Case Study

Compare with average of 50 contributions to Peer-to-Peer support forum per day

The screenshot shows a Mozilla Firefox browser window displaying the MadCap Software forums. The page title is "MadCap Software • View active topics - Mozilla Firefox". The address bar shows the URL: http://forums.madcapsoftware.com/search.php?search_id=active_topics. The page features the MadCap Software logo and navigation links like "Board index", "FAQ", "Register", and "Login". A search bar is visible with the text "Search..." and "Advanced search". Below the search bar, the text "View active topics" is displayed, along with a link to "Return to advanced search". A status bar indicates "Search found 119 matches • Page 1 of 2 • 1 2". The main content area is a table of topics with columns for "TOPICS", "REPLIES", "VIEWS", and "LAST POST".

TOPICS	REPLIES	VIEWS	LAST POST
Can't move comments box by jamesw on Mon Mar 16, 2009 3:59 pm in Feedback Explorer and Feedback Server and Service	0	1	by jamesw on Mon Mar 16, 2009 3:59 pm
Feature Request - Editor's column by CanAussie on Tue Feb 24, 2009 7:21 pm in MadCap Lingo General Discussion	3	51	by CanAussie on Mon Mar 16, 2009 3:27 pm
Index p.indexheading tag not working in PDF by awargo on Fri Mar 13, 2009 8:43 am in Printed Documentation Targets	2	32	by awargo on Mon Mar 16, 2009 2:56 pm
cursor image disappears from image by ktbCA57 on Mon Mar 16, 2009 2:41 pm in Capture's General Discussion	0	1	by ktbCA57 on Mon Mar 16, 2009 2:41 pm
Checkbox behavior by navoff on Mon Mar 16, 2009 2:02 pm in Flare's General Discussion	0	4	by navoff on Mon Mar 16, 2009 2:02 pm
spacing, bullets, and such by ktbCA57 on Mon Mar 16, 2009 8:44 am in Styles, Stylesheets and XML	6	24	by ktbCA57 on Mon Mar 16, 2009 12:57 pm

Conclusion from Flare case study

- Users prefer to raise questions/issues in forum rather than Help
- Feedback option in Help needs to be more prominent and compelling

Potential issues with feedback & collaboration in Help

- Connectivity
- Collecting and analyzing the data
- Acting on the data
- Responding to contributors

Questions?

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Consulting



The Conference for
Software User Assistance

March 21-24, 2010, Seattle, WA

[Better UX through Better UA]

