Best Practices for Embedded User Assistance

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Overview

- Why embedded UA is effective
- Integrating embedded UA with external help
- Best practice examples
- Dynamic user assistance
Embedded UA is effective

Fact: Users will not request help or even hints, even after making multiple mistakes.


Fact: Users don’t see embedded UA as "help."


Fact: Users use embedded help.

Combining embedded UA and external help

Functional UA (field labels)

Context-sensitive external help links
Combining embedded UA and external help

Search Jobs

Safe Job Searching
Read our tips for a Safe Job Search.

Keyword Search
Enter keywords for the Job Titles and Job Descriptions you would like to see. Keywords are words, phrases, and terms that you can enter to describe educational and professional experiences, skills, and company names. They will be used to search for jobs containing those words in their Titles or Descriptions. By typing in various keywords, you will maximize your chances of retrieving jobs that most accurately match what you’re looking for.

Examples include programmer, truck driver, SAP, telecommunications, human resources, marketing, sales, cashier, manager, etc.

For more information, consult our Keyword Search Tips.

Company Search
Enter the name of the company at which you would like to search for jobs.
Display options

- Page overviews
- Field labels
- DHTML popups
- Popup windows
- UA panels
Page overviews

Best for answering...

Conceptual (‘Why is this important?’) questions

Pro

- Appear in a prominent position, so they are more likely to be read

Con

- Usually ignored if longer than ~2 sentences
Page overviews

View Contracts

Click on a report heading to sort by that heading. Click on a Contract ID to view contract detail.

<table>
<thead>
<tr>
<th>Contract ID</th>
<th>Type</th>
<th>Status</th>
<th>GPO</th>
<th>Contract Num</th>
<th>MPG</th>
<th>DIST</th>
<th>Effective</th>
<th>Termination</th>
<th>Protection</th>
<th>LOD Req</th>
</tr>
</thead>
<tbody>
<tr>
<td>172</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource 3M Health Care</td>
<td>01 Jul 1996</td>
<td>31 Dec 1999</td>
<td>31 Dec 1998</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>174</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource Products Div</td>
<td>01 Apr 1999</td>
<td>31 Dec 2000</td>
<td>31 Dec 2001</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>175</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource Products Div</td>
<td>01 Apr 1999</td>
<td>31 Mar 2000</td>
<td>31 Mar 2000</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>176</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource Aesculap Inc</td>
<td>01 Jun 1999</td>
<td>31 May 2001</td>
<td>31 May 2001</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>177</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource Inc</td>
<td>01 Mar 1999</td>
<td>28 Feb 2004</td>
<td>28 Feb 2001</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Download a contract report.

July 2, 2000

About this window

You can view contract information from the View Contracts web page.

Med Assets InSource
Page overviews

View Contracts

Click on a report heading to sort by that heading. Click on a Contract ID to view contract detail.

<table>
<thead>
<tr>
<th>Contract ID</th>
<th>Type</th>
<th>Status</th>
<th>GPO Name</th>
<th>HCF Num</th>
<th>MPG</th>
<th>Effective</th>
</tr>
</thead>
<tbody>
<tr>
<td>173</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource 3M Health Care</td>
<td></td>
<td></td>
<td>01.Jul.1996</td>
</tr>
<tr>
<td>174</td>
<td>MA</td>
<td>ACTIVE</td>
<td>Abbott Hospital Products Div</td>
<td></td>
<td></td>
<td>01.Apr.1990</td>
</tr>
<tr>
<td>175</td>
<td>MA</td>
<td>ACTIVE</td>
<td>Abbott Hospital Products Div</td>
<td></td>
<td></td>
<td>01.Mar.1999</td>
</tr>
<tr>
<td>176</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource Aerosap Inc</td>
<td></td>
<td></td>
<td>01.Jun.1999</td>
</tr>
<tr>
<td>177</td>
<td>MA</td>
<td>ACTIVE</td>
<td>Akebia Inc</td>
<td></td>
<td></td>
<td>01.Jan.1999</td>
</tr>
<tr>
<td>178</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource Inc</td>
<td></td>
<td></td>
<td>01.Jan.1999</td>
</tr>
<tr>
<td>181</td>
<td>MA</td>
<td>ACTIVE</td>
<td>InSource Ansell Pharmacy</td>
<td></td>
<td></td>
<td>01.Jan.1999</td>
</tr>
</tbody>
</table>

What is a contract?

A contract is a binding agreement between two or more persons or parties or a business arrangement for the supply of goods or services at a fixed rate. Each product has an assigned ID, type, and status.

The contract ID is a unique number that is assigned by MedAssets.com when the contract is created.

The contract type can be a Direct Agreement (DA), Dual Source Contract (DS), Manufacturing Direct Agreement (MD), Master Agreement (MA), Multi-source Contract (MC), Participation Agreement (PA), Sole Source Contract (SS).

The status can be active, inactive, on hold, or pending.
Field labels

Best for answering...

- Functional (‘What is this?’) questions

Pro

- Very useful and easy to use

Cons

- Do not scale well to support all fields
- Very limited amount of information
Field labels

Refinance your mortgage with E-LOAN - Microsoft Internet Explorer

Apply now!
Takes 4 minutes, get a decision in 90 seconds, and get a call back in 15 minutes.
The first step in applying is to create or log in to your My E-LOAN® account so that your application data will be saved at every step.

Choose a username and password: 
Already have a password? LOG IN

First name: 
M.I.: 
Last name: 

Username: (3-24 characters)

Password: 
(8-10 characters)
Password: (verify)

If you forget your password we will verify your identity by asking you the following question and will email your new password to the address below.

Question: e.g., My spouse's name
Answer: e.g., Chris

Email address: 
Email address: (verify)

Phone Number: 

Privacy Notice:
To opt out of marketing communications, click here.

Click here to learn how we use the personal identifiable information collected above.

Search Rates
Compare between hundreds of loans in seconds.

Calculate refinance savings
Have E-LOAN find the loans that will save me the most.

Home equity or refinance?
Let us determine which loan will get you cash at a lower cost.

Bad credit?
Everyone deserves a great rate. Let us help you. Learn more

Not finding the loans you want?
View our entire selection. Learn More

Tools & Calculators
Mortgage Basics
Loan Process
Recommend a loan
Mortgage Newsletters

eloan.com
Field labels - error messages

There was a problem processing your request
Errors were found on your form. Check the form below for additional messages.

Pursuant to requirements of law, including the USA PATRIOT Act, Bank of America is obtaining information and will take necessary actions to verify your identity.

An asterisk (*) indicates a required field.

Business Name and Physical Address
- Business Legal Name: ClickStart, Inc.
- Business Physical Address: 334 C Delkelb Ave
  - City: Atlanta
  - State: Georgia
- ZIP Code: 90207
- Is your business run out of your home?: Yes
- Business Phone Number: (404) 520-0003
- Business Email Address: scott@clickstart.net

Talk to a Specialist
- 1.888.500.4000
  - Mon-Fri 8am - 7pm ET/ST
- Chat online now

You Are Here
- About Your Business
  - About the Owners
  - Product Information 1
  - Product Information 2
  - Verify Your Information
  - Terms and Conditions
  - Create A Passcode

Save Your Information
In a Rush?
- Save My Work

bankofamerica.com
DHTML popups

Best for answering...
- Conceptual questions

Pros
- Can include a large amount of information
- Save space by layering information

Cons
- Usually cannot include links
- Must be "found" by users
- Opener can be confused with a hyperlink
DHTML popups - definitions
DHTML popups - definitions
DHTML popups - definitions

Nitty gritty.° calculated risk taker
A.K.A. 1500

PPQ Participating providers (doctors and hospitals) who contract with us to provide services to you at discounted negotiated fees.

* How Much You Could Save
* Apply Now
* Compare Plans
* Dr. Finder
* Healthy Bonuses
* FAQ
* About Us
* Privacy/Legal

Members Only?
Contact Us

Blue Cross Blue Shield of Georgia is an independent licensee of the Blue Cross and Blue Shield Association. (See HTML)
DHMTL popups – multiple definitions

dodge.com
DHTML popups – examples

Example

This sample demonstrates the implementation and adjustments of the menu behavior.

```html
<HTML xmlns='Menu'>
<HEAD>
<STYLE>
@media all{
    #Menu .node{
        behavior: url(/behaviors/expand.htc);
    }
}
</STYLE>
<HEAD>
<BODY>
<Menu node>List 1
<Menu node>Item 1</Menu node>
<Menu node>Item 2</Menu node>
<Menu node>Item 3</Menu node>
</Menu node>
</BODY>
</HTML>
```

See Also

Introduction to DHTML Behaviors, Using DHTML Behaviors
DHTML popups – procedures

Stamps & Merchandise
11:17 AM Thu, May 22, 1997

Scan, enter or select an item

For Quantity Greater than 1, Key in the quantity then Press [Quantity] static Key

0 lbs. 0.00 oz.

To sell envelopes:
1. Scan, enter or select an item.
2. Select/enter a stationary product.
3. Select/enter box lot envelope type.
4. Specify whether there are any box lots.
5. For box lots, enter the quantity for each box lot sold.

To go back a step, press [Help] then press [Previous Screen].

Loose Stamps

Postal Stationary

Packaging/Retail Products

Philatelic Products/Booklets/Bird Stamps

Print PVI Label

Certificate of Mailing

Exchange Item

USPS (in post office)
Popup windows

Best for answering...
Conceptual questions

Pros

- Can use a HAT to develop topics
- Can include links and navigation
- Can include an "unlimited" amount of information

Con

- Often obscure application window
Popup windows

Card Security Code

The card security code is a unique three or four digit number, separate from your credit card number. Your security code can be found in the following locations on the following cards:

Visa/Mastercard/Discover
Your card security code for your Mastercard, Visa or Discover card is a three-digit number on the back of your credit card, immediately following your main card number.

American Express
The card security code for your American Express card is a four-digit number located on the front of your credit card, to the right or left above your main credit card number.

If your security code is missing or illegible, or, if your account is "plastic-less", please call 1-800-MY-APPLE for assistance with placing your order.

Contact MBNA at (800) 892-8349 for

apple.com
UA panels

Best for answering...
Conceptual and procedural questions

Pros

- Can include a large amount of information
- Very easy to use - user doesn’t have to ask for help

Con

- Difficult to add to an existing application
UA panels

Selecting a Category

Select the category that best describes your item so that more buyers will find it.

- For better search results, enter more specific words. For example, a search for Fenton glass vase will give you better suggestions than a search for vase.
- If possible, avoid choosing an "Other" category (for example, "Video Games > Other") because buyers are less likely to find your item.

Related topics
- Listing in Two Categories
- Topic Index
UA panels

How do e-Bills make paying bills more convenient?
Paying your bills online is even easier and faster when you receive e-Bills. An e-Bill is just like the paper statement you receive in the mail—the same information without the paper. With e-Bills, you can receive and pay your bill online in the same place.

How do e-Bills work?
Many of the companies on our payee list can send e-Bills. After you request e-Bills from one of your payees, the payee starts sending your bill online to Bill Pay. You control the payment amount and date of each e-Bill you pay.

New e-Bills appear in several places in Bill Pay, including the Incoming e-Bills box on the Bill Pay Overview page and on the e-Bills Overview page.

Request e-Bills
You can request e-Bills from the following payees that you’ve already added to your payee list.

<table>
<thead>
<tr>
<th>Payee</th>
<th>Request e-Bills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bankcard Services</td>
<td>Request e-Bills</td>
</tr>
<tr>
<td>Edward Jones MC -8065</td>
<td></td>
</tr>
<tr>
<td>Citibank Credit Card</td>
<td>Request e-Bills</td>
</tr>
<tr>
<td>citi bank personal card -4687</td>
<td></td>
</tr>
<tr>
<td>Shell Energy Services</td>
<td>Request e-Bills</td>
</tr>
<tr>
<td>gas bill -445-9</td>
<td></td>
</tr>
</tbody>
</table>

Why aren't all of my payees listed here?
Only the payees you've added that can send e-Bills are listed.

Search or browse our list of payees that can send e-Bills

Payees That Send You e-Bills
You already receive e-Bills from the following payees.

<table>
<thead>
<tr>
<th>Payee</th>
<th>Edit e-Bill information</th>
<th>Edit e-Bill automatic payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrysler Financial</td>
<td></td>
<td></td>
</tr>
<tr>
<td>car loan -1284</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e-Bill automatic payment set up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Georgia Power</td>
<td></td>
<td></td>
</tr>
<tr>
<td>power bill -05 03</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e-Bill automatic payment set up</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
UA panels

Country of Residence: This is required in order for us to provide you with appropriate products. Depending upon your country of residence the rate you are quoted may include certain coverage options, taxes, and other fees. These products are designed to meet the needs of customers traveling abroad to the US. The base rate you will see on the car availability page will reflect this. You can review the product inclusions on the summary page that comes after the car availability page.

To receive a rate inclusive of appropriate products, non-US citizens should leave the Rate Code field blank. If you prefer a car-only rate, you may use one of the promotional codes advertised on the site.

Step 1: Tell us about your trip

Country of Residence?*

(Select)

Pickup / Dropoff Location

Please enter one ONLY: city, state, country or a 3-letter airport code (for example, Fort Lauderdale or Florida or United States or FLL)

Pickup Location*

Find a Location

Pickup Date* 12

9:00 AM

Dropoff Location*

Find a Location

Dropoff Date* 3

9:00 AM

Optional Rate Information

This section is not required for rate quote/reservation purposes. If you have a specific rate, promotional, association or coupon code, please enter it here.

Rate Code  Promo Code/Assoc. I.D.  Corporate I.D.

Check here if you will be making a reservation using an applicant code.
(Note: Users must book rate code BX with a Corporate I.D. in order to use an applicant code).

Optional Flight Information

Enter your applicable flight details. This will help us should your flight be delayed.

Airliner

Flight Number

alamo.com
Dynamic help

- Link previews
- Highlight definition popups
- Customizable UA
Sovietization of Russia affected literature after 1917. Maxim Gorky, Nobel Prize winner Mikhail Sholokhov, Valentin Kataev, Aleksandr Nikolayevich Tolstoy, Vladimir Mayakovsky, N. and Gorky came to prominence as part of Soviet literature.

Whilst Socialist realism gained official support in the Soviet Union, some of the writers -- such as Mikhail Bulgakov, Boris Pasternak, Andrei Platonov, Osip Mandelstam, Isaac Babel and Vasily Grossman -- secretly continued the classical tradition of Russian literature, writing "under the table," with no hope of publishing such works until the right to create a literature into conflict with the government came to an end.

Meanwhile, Aleksandrovich Buni was a Soviet novelist and playwright of the first part of the 20th century...

Vladimir Nabokov continued to write in exile.

In post-Stalin Russia, Socialist realism remained the only permitted style; writers like Nobel Prize winners slowly started to grow, especially during the Khrushchev thaw. Bulgakov, Sholokhov and Vladimir Shklovsky published some material in the 1950s. Social criticism, as in the science fiction of the Strugatsky brothers and the literature of the Mifa, became popular (see also: Nobel Prize Winner Aleksandr Solzhenitzyn, who was exiled). As another post-Stalin development, hard poetry developed.

In the late Soviet era, Jewish authors like Nobel prize winner Joseph Brodsky and short story writer Isaac Babel became successful in the West, but remained known in the Soviet Union only in samizdat.

Post-Soviet era

The end of the 20th century and the early 21st century has proven a difficult period for Russian literature, with relatively few writers rising above the mass of pulp fiction, such as Viktor Pelevin or Vladimir Sorokin. Of course, only history will reveal the final worth of this period.
DHTML popups – link previews (AJAX)

netflix.com
Popup windows - highlight definitions

CheckFree RightCare
Popup windows - highlight definitions
Customizable UA (AJAX)

Showing and Hiding

This example demonstrates how you can easily show and hide portions of your web site in response to user action. It makes use of the show-hide command.

The Seven Samurai (七人の侍 Shichinin no samurai, 1954)

A movie by Akira Kurosawa starring Takashi Shimura and Toshiro Mifune. The film takes place in war-ridden 16th century Japan, where a village of farmers look for ways to ward off a band of marauding robbers. Since they do not know how to fight, they hire seven ronin (lordless samurai) to fight for them. Kurosawa made Seven Samurai because he wanted to make a real jidaigeki, a period-film that would present the past as meaningful, while also being an entertaining film.

backbase.com/demos/explorer/#examples/show-hide.xml
Customizable UA (AJAX)

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The Seven Samurai is widely regarded as a significant film in many respects. It is regarded by many as one of Akira Kurosawa’s greatest achievements. Both on a national and international level, it is regarded as one of the greatest Japanese films ever made, and has been declared the best Japanese movie by many organizations and polls. It is also one of the few Japanese films to become widely known in the West, and is the subject of both popular and critical acclaim; it consistently ranks in the top ten movies on the IMDB Top 250 List and was voted one of the Sight & Sound Directors’ Top Ten movies in 2002.
Customizable UA (AJAX)

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```html
<h3>The Seven Samurai (七人の侍 Shichinin no samurai, 1954)</h3>
<p>...text here...</p>
<p style="display: none" id="sbox-showhide">...text here...</p>
<p style="margin-top: -5px; text-align: right" b:action="show-hide" b:target="id('sbox-showhide')">a</p>
  <a>Read more &gt;&gt;&gt;</a>  
  <a style="display:none">&lt;&lt;&lt; Show less</a>
</p>
```
Customizable UA (AJAX)

Showing and Hiding

This example demonstrates how you can easily show and hide portions of your web site in response to user action. It makes use of the show-hide command.

View | Source | Edit

```
<h3>The Seven Samurai (七人の侍 Shichinin no samurai, 1954)</h3>
<p>A movie by Akira Kurosawa starring Takashi Shimura and Toshiro Mifune. The film takes place in war-ridden 16th century Japan, where a village of farmers look for ways to ward off a band of marauding robbers. Since they do not know how to fight, they hire seven ronin (lordless samurai) to fight for them. Kurosawa made Seven Samurai because he wanted to make a real jidaigeki, a period-film that would present the past as meaningful, while also being an entertaining film.</p>
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```

Try it!
Best practices

- Provide information at the point of use
- Write topics to answer user questions
- Combine embedded UA with external help
- Provide focused help links ('Tell me more,' 'Tips,' 'Why?')
Example embedded UA sites

- alamo.com
- apple.com
- bankofamerica.com
- backbase.com/demos/explorer
- dodge.com
- ebay.com
- eloan.com
- fueleconomy.gov
- iconmovies.co.uk/starterforten
- monster.com
- msdn.microsoft.com
- nationmaster.com
- netflix.com
- tonikhealth.com
Questions?

Ask now, or catch me later...

Scott DeLoach
Certified instructor, Flare | RoboHelp | Captivate
Author, *MadCap Flare for RoboHelp Users*

scott@clickstart.net
404.520.0003

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