



*Click***Start** 

# Best Practices for Embedded User Assistance

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# Overview

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- **HIDE** in plain sight
- **PREDICT** questions
- **PREVENT** problems
- **SEDUCE** users
- **LISTEN** to users

# HIDE in plain sight

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

- Alevan, et al. (2006)

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

- Grayling (2002)

**Fact:** Users use embedded help.

- Martin et al. (2005)



# PREDICT questions

---

- Help panel
- Definitions

# PREDICT questions – help panel

## My Application

Create project

Create Project

View projects

Project Number:

View schedule

Description:

Search

Start Date:

Completion Date:

Requestor:

Priority:

Tasks:

Submit Project

# PREDICT questions – help panels

## My Application

Create project

View projects

View schedule

Search

### Create Project

Project Number:

Description:

Start Date:

Completion Date:

Requestor:

Priority:

Tasks:

Submit Project

### When should I create a new project?

You should create a new project for each billable task. Some clients will have multiple projects.

### Should each team member use their own project?

Multiple team members can use the same project.

# PREDICT questions – help panels

## My Application

[hide tips](#)

Create project

### Create Project

View projects

Project Number:

View schedule

Description:

Search

Start Date:

Completion Date:

Requestor:

Priority:

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Submit Project

### When should I create a new project?

You should create a new project for each billable task. Some clients will have multiple projects.

### Should each team member use their own project?

Multiple team members can use the same project.

# PREDICT questions – help panels

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## Help panel

```
<div id="helpPane"><iframe src="h_myApp.htm"></iframe></div>
```

## Show/hide window

```
function toggleUA() {  
  if (document.getElementById('helpPane').style.display=="block") {  
    document.getElementById('helpPane').style.display = "none";  
  }  
  else {  
    document.getElementById('helpPane').style.display = "block";  
  }  
}
```



# PREDICT questions - definitions

Requestor:  ?

Requestor:  ?

Requestor:

Requestor:

`<span onClick="helpShow('requestor')">...</span>`

Requestor:

```
document.onmouseup =  
helpShow(document.selection.createRange().text);
```

# PREDICT questions - definitions

## My Application

Create project

View projects

View schedule

Search

### Create Project

Project Number:

Description:

Start Date:

Completion Date:

Requestor:

Priority:

Tasks:

Submit Project

Requestors must be approved by the VP of Project Management.

### When should I create a new project?

You should create a new project for each billable task. Some clients will have multiple projects.

### Should each team member use their own project?

Multiple team members can use the same project.

```
<div id="requestor" class="helpField">
```

```
<p class="hField">Requestors must be approved by the VP of Project Management.</p>
```

```
</div>
```

# PREDICT questions - definitions

---

## Showing the field-level topic

```
function helpShow(helpDiv) {  
  if (helpDiv) {  
    var divs = document.getElementsByTagName('div');  
    for (i=0;i<divs.length;i++) {  
      if (divs[i].id == helpDiv) {  
        document.getElementById('helpPane').innerHTML= ↵  
          divs[i].innerHTML + document.getElementById('helpStart').innerHTML;  
      } } }  
    else {  
      document.getElementById('helpPane').innerHTML = ↵  
        document.getElementById('helpStart').innerHTML;  
    } }  
}
```

# PREVENT problems

---

- Required fields
- Examples
- Error messages

# PREVENT problems – required fields

---

Requestor: \*

Requestor:

\*

Requestor:

Requestor:

Requestor:

# PREVENT problems - examples

---

Requestor:  
first and last name

# PREVENT problems – error messages

Please provide the following information:

- Project Number
- Requestor



Please provide the following information:

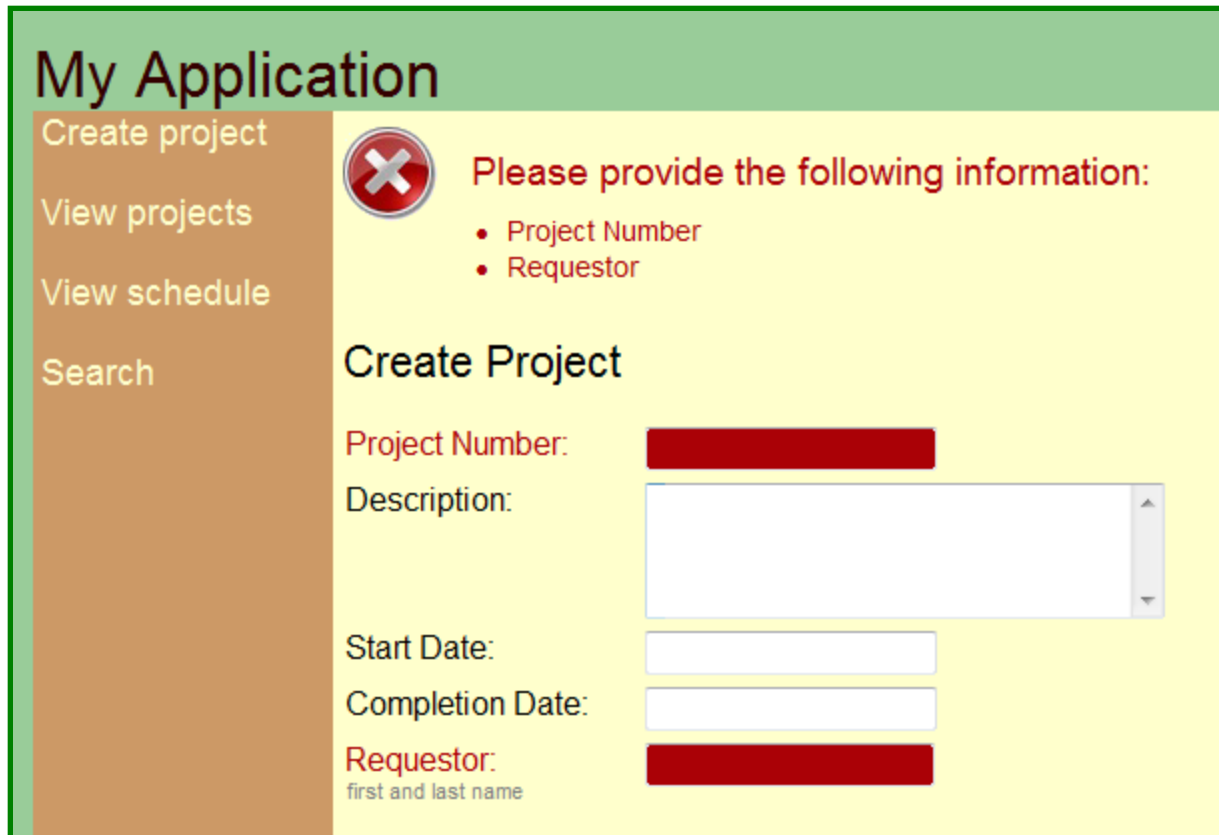
- Project Number
- Requestor



Please provide the following information:

- Project Number
- Requestor

# PREVENT problems – error messages



The screenshot shows a web application interface with a green header bar containing the text "My Application". On the left is a vertical navigation menu with a brown background, listing "Create project", "View projects", "View schedule", and "Search". The main content area has a yellow background and displays an error message. The error message consists of a red circular icon with a white 'X' and the text "Please provide the following information:" followed by a bulleted list: "Project Number" and "Requestor". Below the error message is the "Create Project" form, which includes input fields for "Project Number", "Description" (a text area), "Start Date", "Completion Date", and "Requestor" (with a sub-label "first and last name"). The "Project Number" and "Requestor" fields are highlighted with a solid red background, indicating they are the source of the error.

```
.errLabel { color: #aa0106;}
```

```
.errField { background-color: #aa0106;}
```



# SEDUCE users

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- Link labels
- Expand/collapse
- Link previews

# SEDUCE users with link labels

---

Completion Date:

[estimating tips](#)

Requestor:

[can I request a project?](#)

- Quick tip...
- How do I....
- Tell me more...
- Why we need this information...

# SEDUCE users with link labels

---

Requestor:

[can I request a project?](#) ▾

Requestor:

[can I request a project?](#) ▾

Only team leads and project managers should request projects.

# SEDUCE users with link previews

The screenshot shows the Netflix website interface. At the top, the Netflix logo is on the left, and navigation links for "Buy / Redeem Gift" and "Member Sign In" are on the right. Below the logo is a navigation bar with buttons for "Welcome", "How It Works", "Browse Selection", "Start Your FREE Trial", and "Free Trial Info". The main content area is titled "Browse Selection" and includes a paragraph about the DVD collection. A search bar is on the right. A grid of movie covers is displayed, with a red tooltip for "Casino Royale (2006)" overlaid on the cover. The tooltip contains the movie's title, a synopsis, and a 3.9 customer average rating. A list of genre links is on the right side of the page.

**NETFLIX** Buy / Redeem Gift | [Member Sign In](#)

Welcome | How It Works | Browse Selection | Start Your FREE Trial | Free Trial Info

## Browse Selection

You'll be able to choose from over 90,000 DVD titles - from classics to new releases and TV series. You can also watch a variety of familiar movies, TV episodes, and more instantly on your PC at no additional charge.

**Start your FREE TRIAL**

SEARCH  [GO](#)

**90,000+ DVD Titles**  
**200+ DVD Genres**

Browse Our DVD Selection

- [New Releases](#)
- [Action & Adventure](#)
- [Anime & Animation](#)
- Blu-ray**
- [Children & Family](#)
- [Classics](#)
- [Comedy](#)
- [Documentary](#)
- [Drama](#)
- [Faith & Spirituality](#)
- [Foreign](#)
- [Gay & Lesbian](#)
- [Horror](#)
- [Independent](#)
- [Music & Musicals](#)
- [Romance](#)
- [Sci-Fi & Fantasy](#)
- [Special Interest](#)
- [Sports & Fitness](#)
- [Television](#)
- [Thrillers](#)

### Blu-ray

Netflix carries nearly 500 Blu-ray DVDs

[The Queen](#)

[Deja Vu](#)

[The Pursuit of Happyness](#)

[Blood Diamond](#)

[The Holiday](#)

**Casino Royale (2006)**

Martin Campbell (GoldenEye) directs this film adaptation (the 21st of the Bond franchise) of Ian Fleming's first novel. Daniel Craig debuts as the new Bond who takes on a corrupt financier (Mads Mikkelsen) in a showdown of Texas Hold 'Em. You'll learn Bond's back story as the action-packed film takes you to the Bahamas, Madagascar and other exotic locales. Eva Green stars as Vesper Lynd, and the sublime Judi Dench reprises her role as M.

**Starring:** Daniel Craig, Judi Dench  
**Director:** Martin Campbell  
**Genre:** Action & Adventure  
**MPAA:** PG-13

★ ★ ★ ★ 3.9 Customer Average

[The Devil Wears Prada](#)

[Syriana](#)

[The Da Vinci Code](#)

netflix.com  
ClickStart

# SEDUCE users with link previews

## My Application

Create project    Create Project

View projects    Project Number:

View schedule    Description:

Search    Start Date:

Completion Date:

Requestor:  ?

Priority: 1 ▾

Tasks:

Requestors must be approved by the VP of Project Management.

The following table provides a list of approved project requestors and their contact information...

# SEDUCE users with link previews

## When should I create a new project?

You should create a new project for each billable task. Some clients will have multiple projects.

## Should each team member use their own project?

Multiple team members can use the same project.

### Related Topics

[Finding projects](#)

[Viewing projects](#)

[Viewing schedules](#)

## Finding projects

Click **Search** to find an existing project.

You can search by the project number or requestor's name.

# SEDUCE users with previews

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## AJAX XMLHttpRequest set up

```
var xmlhttp=false;
/*@if (@_jscript_version >= 5)
  try { xmlhttp = new ActiveXObject("Msxml2.XMLHTTP"); }
catch (e) {
try { xmlhttp = new ActiveXObject("Microsoft.XMLHTTP"); }
catch (E) { xmlhttp = false; } }
@end @*/
if (!xmlhttp && typeof XMLHttpRequest!='undefined') {
try { xmlhttp = new XMLHttpRequest(); }
catch (e) { xmlhttp=false; } }
if (!xmlhttp && window.createRequest) {
try { xmlhttp = window.createRequest(); }
catch (e) { xmlhttp=false; } }
```

# SEDUCE users with previews

---

## Link

```
<a href="javascript:void(0);" onMouseOver="toggleUA(this)" ↵  
onMouseOut="toggleUA(this)" id="helpLink">link goes here</a>
```



# SEDUCE users with previews

## Preview window

```
function toggleUA(obj) {
if (document.getElementById('helpPane').style.display=="block") {
document.getElementById('helpPane').style.display = "none";
}
else {
xmlhttp.open("GET", "help.htm",true);
xmlhttp.onreadystatechange=function() {
if (xmlhttp.readyState==4) {
document.getElementById('helpPane').innerHTML = "<span ↵
id='helpPointer'></span>" + xmlhttp.responseText;
document.getElementById('helpPane').style.top = obj.offsetTop;
document.getElementById('helpPane').style.left = 20 + 9 * obj.innerText.length;
document.getElementById('helpPane').style.display = "block";
} }
xmlhttp.send(null)
} }
```

# LISTEN to users

---

- Feedback
- Annotations
- Editing content
- Topic ratings

# LISTEN to users - feedback

---

## **When should I create a new project?**

You should create a new project for each billable task. Some clients will have multiple projects.

## **Should each team member use their own project?**

Multiple team members can use the same project.

Is this topic helpful?

# LISTEN to users - feedback

## When should I create a new project?

You should create a new project for each billable task. Some projects will have multiple projects.

## Should each team have their own project?

Multiple team members can work on the same project.

Please share your comments or suggestions:

Send

Is this topic helpful?

# LISTEN to users - annotations

---

## **When should I create a new project?**

You should create a new project for each billable task. Some clients will have multiple projects.

## **Should each team member use their own project?**

Multiple team members can use the same project.

[Add note](#)

# LISTEN to users - annotations

## When should I create a new project?

You should create a new project for each billable task. Some users will have multiple projects.

## Should each team member have their own project?

Multiple team members can work on the same project.

Add note

Type your content below. You can use html tags such as <b> and <i> if needed.

Add

# LISTEN to users - annotations

---

## When should I create a new project?

You should create a new project for each billable task. Some clients will have multiple projects.

## Should each team member use their own project?

Multiple team members can use the same project.

### Notes

---

Leave the **Completion Date** blank if it is unknown.

[Add note](#)

# LISTEN to users - annotations

---

- [dbachrach.com/blog/2007/01/07/create-flickr-like-editing-fields-using-ajax-css/](http://dbachrach.com/blog/2007/01/07/create-flickr-like-editing-fields-using-ajax-css/)
- [tool-man.org/examples/edit-in-place.html](http://tool-man.org/examples/edit-in-place.html)



# LISTEN to users – editing content

---

## **When should I create a new project?**

You should create a new project for each billable task. Some clients will have multiple projects.

## **Should each team member use their own project?**

Multiple team members can use the same project.

[Add note](#)

# LISTEN to users – editing content

---

- [www.yvoschaap.com/instantedit](http://www.yvoschaap.com/instantedit)
- [plugins.jquery.com/project/akeditable](http://plugins.jquery.com/project/akeditable)
- [www.ajaxdaddy.com/flickr-like-edit-in-place.html](http://www.ajaxdaddy.com/flickr-like-edit-in-place.html)
- [github.com/madrobby/scriptaculous/wikis/ajax-inplaceeditor](http://github.com/madrobby/scriptaculous/wikis/ajax-inplaceeditor)

# LISTEN to users –topic ratings

---

## **When should I create a new project?**

You should create a new project for each billable task. Some clients will have multiple projects.

## **Should each team member use their own project?**

Multiple team members can use the same project.

[click to rate and give feedback](#)



# LISTEN to users – topic ratings

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- [www.ajaxdaddy.com/demo-multi-ajax-star-rating-bars.html](http://www.ajaxdaddy.com/demo-multi-ajax-star-rating-bars.html)
- [www.m3nt0r.de/devel/raterDemo](http://www.m3nt0r.de/devel/raterDemo)
- [www.progressive-coding.com/tutorial.php?id=6](http://www.progressive-coding.com/tutorial.php?id=6)
- [www.nickstakenburg.com/projects/starbox](http://www.nickstakenburg.com/projects/starbox)

# Summary

## My Application

Create project

View projects

View schedule

Search

### Create Project

Project Number:

Description:

Start Date:

Completion Date:

[estimating tips](#)

Requestor:

first and last name

[can I request a project?](#)

Priority:

Tasks:

Submit Project



### When should I create a new project?

You should create a new project for each billable task. Some clients will have multiple projects.

### Should each team member use their own project?

Multiple team members can use the same project.

### Notes

Leave the **Completion Date** blank if it is unknown.

Add note

Is this topic helpful?

Yes

No

# Questions?

---

## Scott DeLoach

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Certified Instructor, Flare | RoboHelp | Captivate

author:

*CSS to the Point*

*MadCap Flare Certified Test Review + Developer's Guide*

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