Adding Useful Interactivity to Online Help

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Biography — Nicky Bleiel

- 17+ years of experience as a technical communicator.
- Vice President, STC
- Written and designed documentation for software products in the documentation, media, industrial automation, simulation, and pharmaceutical industries.
- Speaker at STC, WritersUA, tcworld, LavaCon, and CIDM on a variety of topics.
- Technical Writing Instructor, Community College of Allegheny County
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What We Will Cover

• Discover the options available for interactivity.
• Discuss how they can improve readability and usability.
• Learn how to implement them in a single sourcing environment.
What About the Wisdom of the Crowd?
Notes About Online Help

• Many more options for delivery available.
• Browser-based Help makes more possible, but you can add interactivity to HTML Help also.
• ELearning encourages interactivity – Help is a form of ELearning.
• Help = website.
Will the user understand and expect the relevant action that occurs?
If content is hidden, will the user know how to access it?
Does the additional user input actually improve the overall experience?

From: Bringing Interactivity To Your Website With Web Standards
http://coding.smashingmagazine.com/2011/02/03/bringing-interactivity-to-your-website-with-web-standards/
Famous Pittsburghers

Many famous and successful people were born and raised in Pittsburgh; although they found fame in other cities, they called Pittsburgh home.

- **Actors/Comedians**
- **TV Legend**
- **Artists**
- **Sports Legends**
- **Singers**
- **Writers**

**Actors/Comedians**
- Gene Kelly (Dancer and star of "Singin' in the Rain")
- Michael Keaton (Star of "Batman," "Mr. Mom," and many other movies)
- Dennis Miller ("Saturday Night Live" cast member and TV/radio talk show host)

**TV Legend**
- Fred Rogers (Producer and host of PBS's "Mister Rogers' Neighborhood")

**Artists**
- Mary Cassatt (Impressionist painter)
- Andy Warhol (Pop artist; Pittsburgh is the home of the Andy Warhol Museum)
Navigating Doc-To-Help

Click on the graphic for details about Doc-To-Help’s interface. To create an interactive graphic like the one below, see Creating Image Maps.


Quick Access toolbar
Ribbons
Super ToolTips
Navigation Panels
Windows
Dynamic Help

To learn more, see:
Quick Access toolbar on page 82
Ribbons on page 83
Super ToolTips on page 82
Navigation Panels on page 96
Windows on page 101
Dynamic Help on page 103
Pittsburgh’s 250th Anniversary

The city of Pittsburgh, Pennsylvania recently celebrated its 250th anniversary. In honor of that occasion, here is a guide to what makes Pittsburgh a great place to live, work, and visit.

The center of Pittsburgh is the often-photographed Confluence — the spot where the Monongahela and Allegheny rivers meet to form the Ohio River. This confluence is the heart of Pittsburgh and a symbol of its rich history and industrial past.

Confluence
The flowing together of two or more streams to form a third.
Twitter “Follow” Buttons

Twitter Buttons

Add buttons to your website to help your visitors share content and connect with you on Twitter.

Choose a button

- Share a link
- Follow
- Hashtag
- Mention

https://twitter.com/about/resources/buttons

Technical Writers and Social Media article
Twitter Feeds

Embed a Twitter widget

<script charset="utf-8"
src="http://widgets.twimg.com/j/2/widget.js"></script>

<new TWTR.Widget(
  version: 2,
  type: 'search',
  search: 'Doc-To-Help OR DocToHelp OR #DocToHelp',
  interval: 30000,
  title: '',
  subject: 'Follow Doc-To-Help on Twitter',
  width: 250,
  height: 300,
  theme: {
    shell: {
      background: '#8ec1da',
      color: '#ffffff'
    },
    tweets: {
      background: '#ffffff',
      color: '#444444',
      links: '#1985b5'
    }
  },
  features: {
    scrollbar: true,
    loop: true,
    live: true,
    behavior: 'default'
  }
)).render().start();

https://twitter.com/settings/widgets/new/search

https://dev.twitter.com/docs/embedded-timelines
Google Maps

Contact Information

View Larger Map

http://maps.google.com/
Videos

Are great for visual learners, but also add interactivity.
Facebook Badges

http://www.facebook.com/badges/
http://www.DISQUS.com

Sample project: http://www.componentone.com/newimages/disqus/
Email Feedback

Adding a simple email feedback mechanism is easy.
Dos
What we want to do ...

• Make information readable.
• Expose layers.
• Encourage discovery.
• Include useful information.
Don’ts
What we don’t want to do ...

• Overdo the click count.
• Get seduced by eye candy.
• Mess with established standards.
Things to Consider

• Remember accessibility.
• What about localization?
• Add analytics to browser-based help – get the stats.
• Security
References/Further Reading

Interactivity: A Forgotten Art?  [http://www2.gsu.edu/~wwwitr/docs/interact/](http://www2.gsu.edu/~wwwitr/docs/interact/)


5 Tips For Improving Readability On Your Website:  [http://spyrestudios.com/5-tips-for-improving-readability-on-your-website/](http://spyrestudios.com/5-tips-for-improving-readability-on-your-website/)


The Psychologist’s View of UX Design  [http://johnnyholland.org/2012/02/the-psychologists-view-of-ux-design/](http://johnnyholland.org/2012/02/the-psychologists-view-of-ux-design/)
Try It!

• Google Maps: http://maps.google.com/
• Twitter widgets: https://twitter.com/settings/widgets/new/search
• Twitter “follow” buttons: https://twitter.com/about/resources/buttons
• Facebook Badges: http://www.facebook.com/badges/
• DISQUS: http://www.DISQUS.com
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