

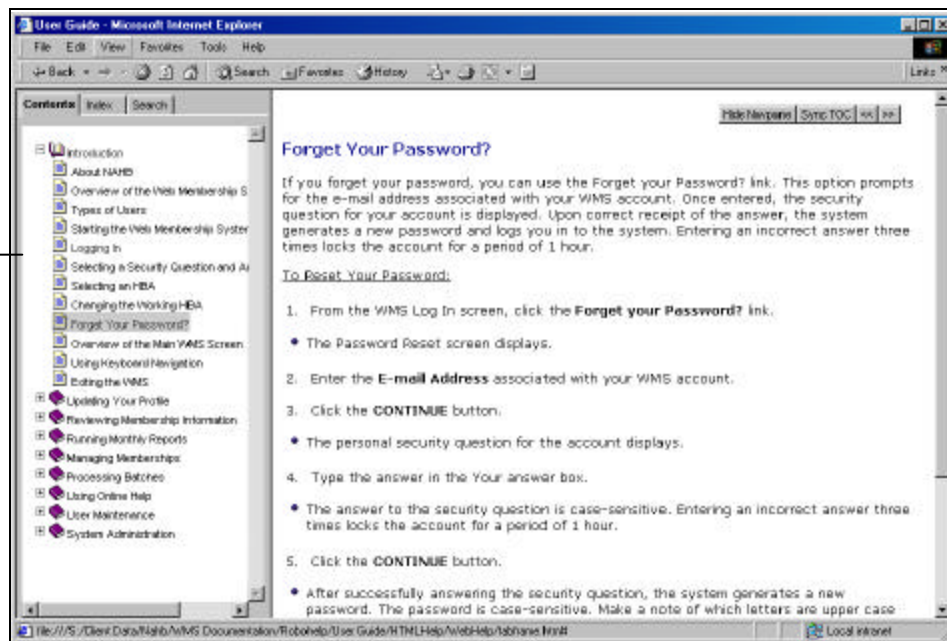
Online Help Systems

The principal focus of an Online Help System is to provide direct assistance to the end user of an application. Creating a practical and comprehensive Help system is an essential component of any desktop or Web-based application, as Help is often the first place users will turn for assistance. Softek offers several flavors of Online Help Systems: Standard Help, HTML Help, Web Help, Flash Help, Java Help, and Oracle Help.

Sample WebHelp Contents Screen

The Contents tab displays books and pages that represent topics in the Web Help system. When users click a closed book, it opens and displays its contents. A book can contain sub-books or pages. When users click an open book, it closes. When users click a page, the topic information and instructions display in the right pane.

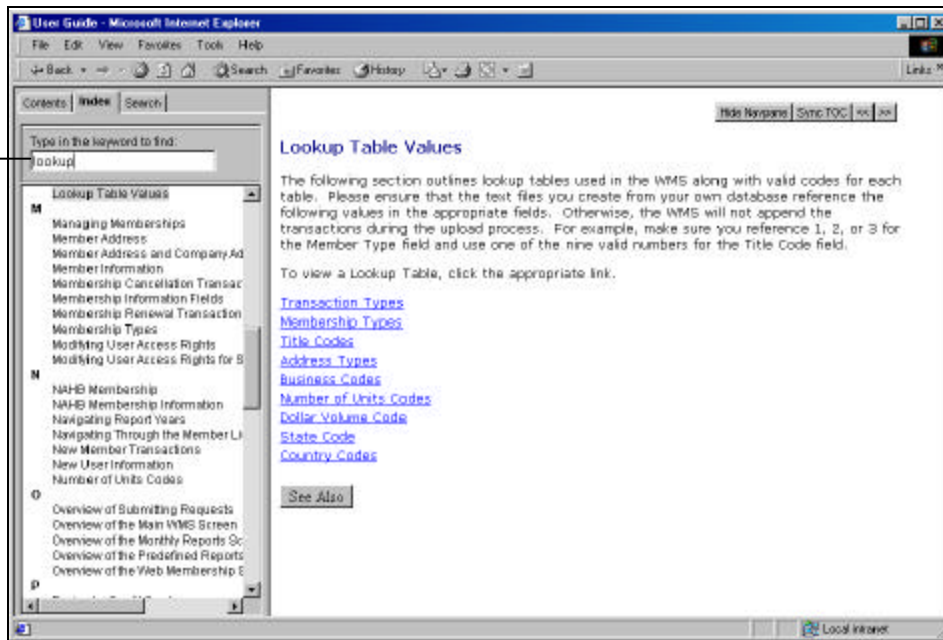
Contents list.



Sample WebHelp Index Screen

The Index tab displays key words associated with the topics. Keywords utilize cross-references so users can locate a topic using multiple words. When users enter a word, the Web Help system displays all the matching keywords. Selecting a keyword from the list and then clicking the Display button, displays the topic information and instructions in the right pane.

As users type in a keyword, a list of possible topics is generated.



Sample Web Help Search screen

The Search tab allows you to search for words and locate topics containing those words. The Search tab allows more flexibility in a search than the Index tab because it searches the topic title not just keywords. When users enter a search text, the WebHelp system displays all the matching topics. Selecting a topic from the list and then clicking the Display button, displays the topic information and instructions in the right pane.

