

# That Nectari Assessment

## 1 What is this?

Hi, you're reading this document because the link to the online help system I built for Nectari using ClickHelp has expired. Thankfully, I was able to recover some images of the product so I can still show you what I did for that assessment — just in a more laborious format.

This project is of special interest to me because it demonstrates that I am familiar with popular technical authoring tools and that I would feel right in at home in a position that requires content management and publishing.

## 2 What's the context?

Nectari approached me on LinkedIn with a job offer in mind. They were looking for a technical writer to manage their online help system. To prove that I was indeed qualified for this role, I had to draft an online help system that explained a feature of their software: the “Formula Wizard.”

My mock-up met expectations and I was offered the role, but I ultimately chose not to take it.

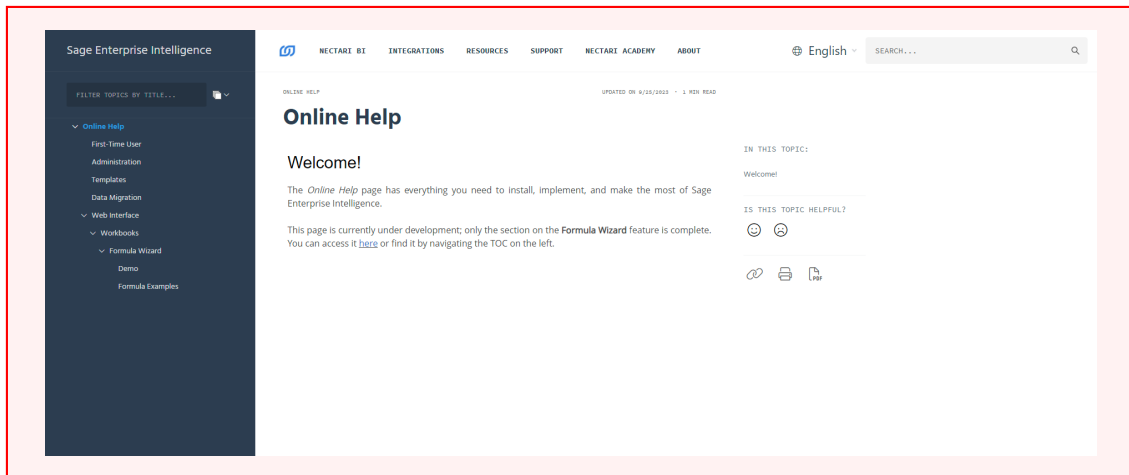
## 3 What did I do?

Based on the information I was given, I built an online help system using ClickHelp (trial version).

### 3.1 Building the framework

I began by building the shell of the help system. This included a table of content on the left, a toolbar at the top, and a search bar in the top right corner. You'll notice that I even included the Nectari logo. Admittedly, what I ended up building is less impressive than it looks as ClickHelp makes building things in it quite easy.

Of course, the table of content was pretty much empty because my only focus was the *Formula Wizard*. The sections in the table of content were ripped from the actual [Nectari Online Help](#) website.



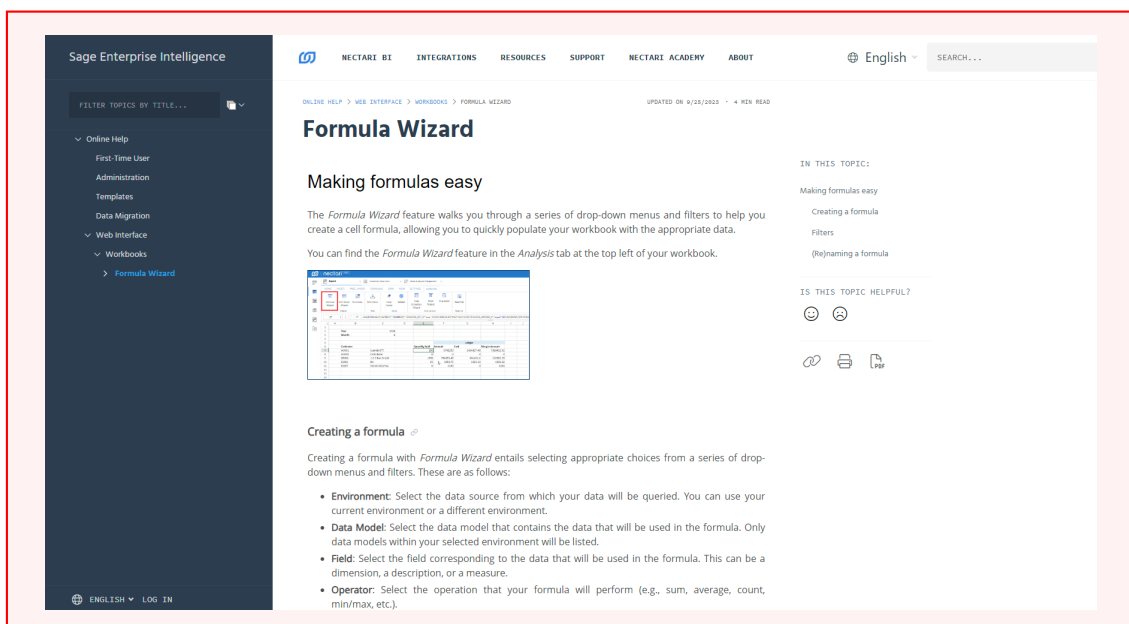
Despite the glossy look, rest assured that no HTML/CSS and JavaScript coding was necessary (phew!).

### 3.2 Writing the content

Next, I had to describe the *Formula Wizard* feature in a way that was intuitive to understand. While Nectari gave me some documentation and [Nectari Online Help](#) was of some assistance, I felt that the explanations were poor.

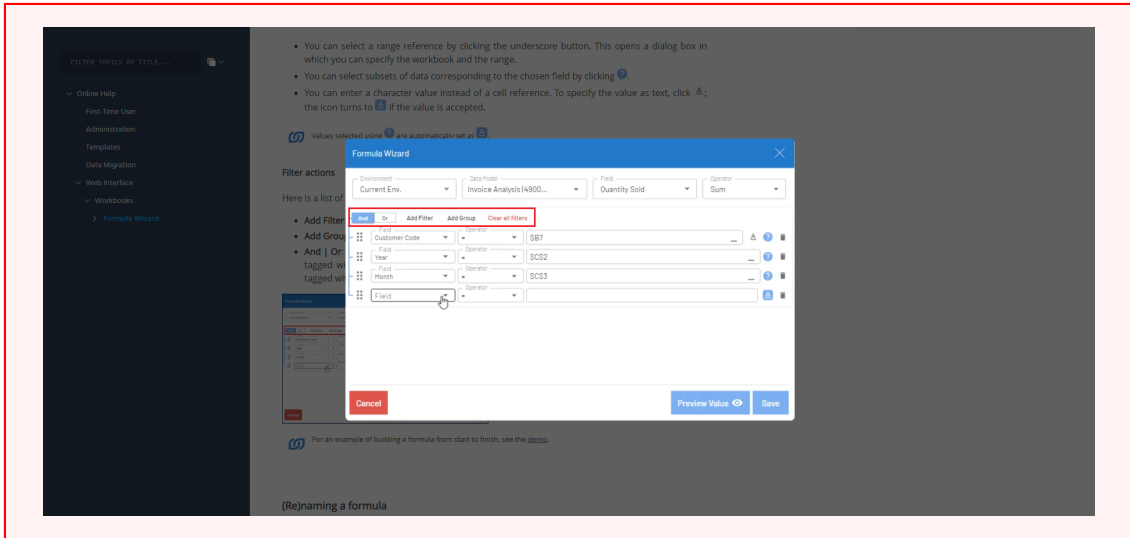
I actually had to look for Nectari tutorials on YouTube to get a better feel of the product.

I believe that my own write-up of *Formula Wizard* was superior. You can see Nectari's [current write-up](#) for comparison.

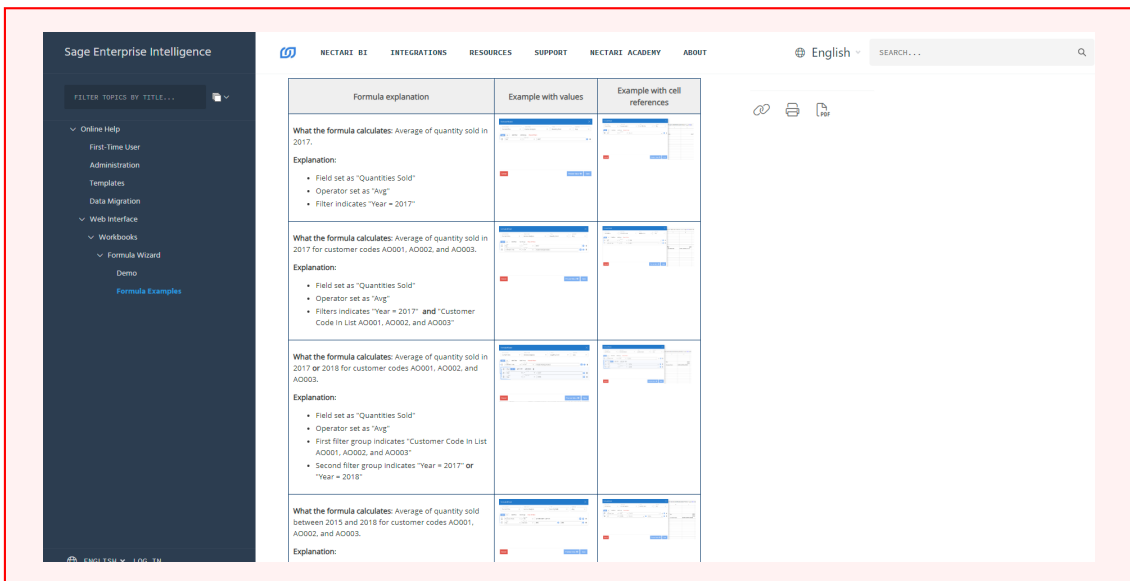


As an added quality-of-life touch, I made the images in my online help system expandable.

On a side note, the hiring team was wondering how I procured these images, as I obviously didn't have Nectari installed on my computer. I had to rip them from YouTube tutorials (pause the video, print screen, crop image). They found it funny.



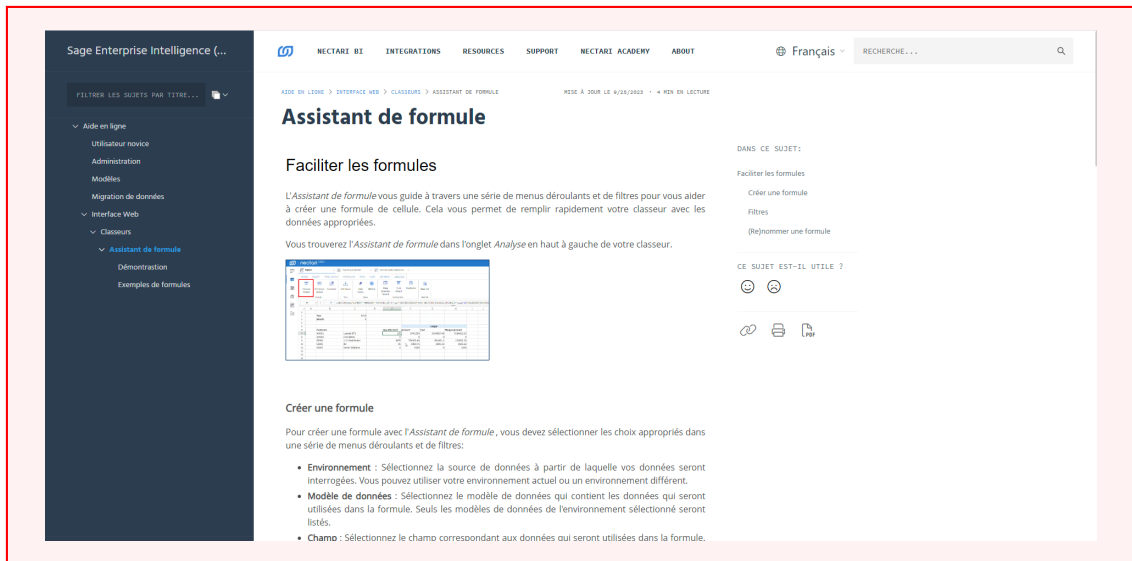
I also added an entirely optional “Examples” section, inspired after this [page](#). Nectari’s current write-up is definitely serviceable but I wanted to prove that there was room for improvement.



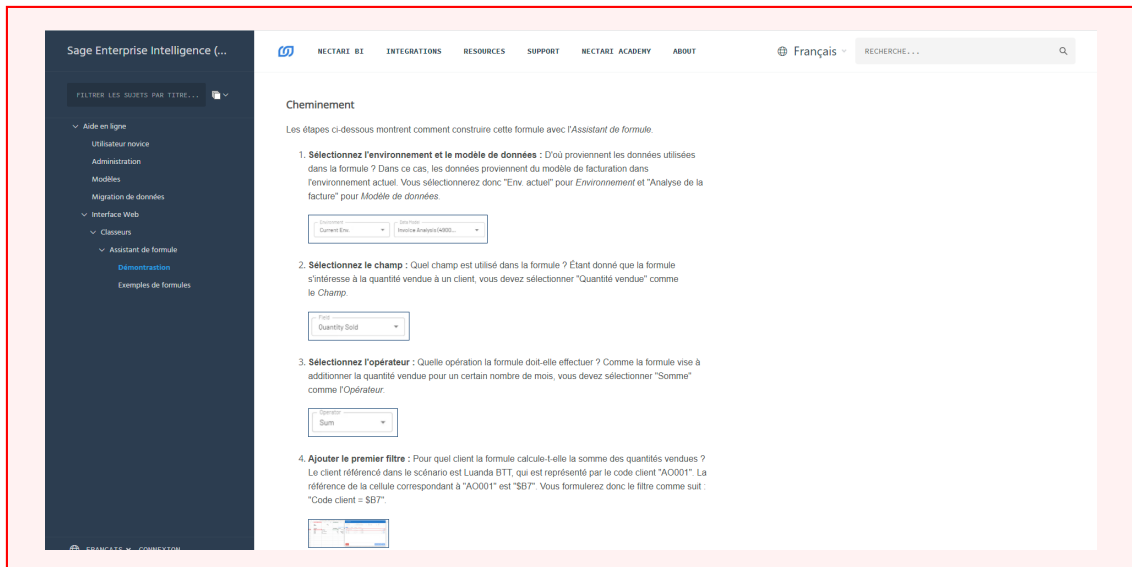
### 3.3 Making it bilingual

Because Nectari is located in Montreal, they wanted to make sure I could speak French. What better way to show them than creating a French version of the online help system?

Luckily, ClickHelp makes localization services really easy. All I needed to do was to duplicate the online help system and change the original content to French.



Yes, every single piece of content was translated.



## 4 If you made it this far...

Thanks for reading the whole thing! I regret that I was not able to share a link that takes you to the mock-up so that can see it for yourself. I hope this brief demonstration is sufficient to give you an idea of what I did for this project.