

Overview

Users typically read conceptual material before beginning a project or starting to use a product or tool. In contrast, users need task or reference topics when they perform a task. They often include background information that users might need to understand before they work with a product or start a task. The following describes the main uses of concept topics.

Concept Topic use guidelines

Use concept topics to:

- Describe a system, product, or solution.
- Outline a process.
- Introduce tools and technology.
- Explain features, components, characteristics, restrictions, or capabilities.
- Define terms in more detail than you would in a glossary.
- Describe benefits or help users to make choices between options.
- Provides background information and explains issues that users must know before working with a system or component or before starting a task.
- Describes any restrictions that limit the circumstances in which a tool can be used successfully.

For example, if your users are new to enterprise email systems and must install and configure such a system, you should provide conceptual information that describes archiving, stubbing, access control lists, records management, and other relevant concepts.