



TINA: EXPLANATION OF THE PRINCIPLE OF QUESTIONS / ANSWERS

**Reminder:** 1 question give 3 possible answers max. Each answer proposes a new question with 3 possible answers. And so on until the resolution is displayed.



- Example of a QA route ::
1. The user chooses the “Software” section
  2. The user choose sees the 1st question with the possible answers : Which Os do you have ?
  3. User chooses “MacOs”
  4. Tina display a new question from answer selected.
  5. second questions displayed : Which version Mac Os ?
  6. User choose “Catalina”
  7. Tina ask one problem with this software : Catalina apps not work ? than user say yes - Tina show the solution :)