For the creation of the FAQ section of the project we started out by researching into current help pages of similar systems, some examples being question and answer pages like Stack Overflow, and existing chat rooms like world of chat. These existing systems, when put together, become quite similar to what we were heading to achieve for the overall project which made them useful tools for writing the help section.

After researching the different systems, we sat down and decided on the most suitable questions from our research, and adapted them to fit our system. This turned out to be a useful way of only using the best questions, as before this we could only come up with simple questions like “how do I create an account?”. We decided these types of questions were too broad and unspecific. Along with these questions we decided it would be a good idea to explain to the user what everything in a debate room does by using a screenshot. Apart from being useful to show the user on a picture what we are talking about, it also makes the page more colourful, interesting, and stops to page looking like a big block of text that makes the page less interesting to read.