**IT5090 Web Capstone Project**

**Assignment Part 3. Build Website/App**

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**User Documentation**

User documentation refers to the documentation for a product or service provided to the end users. It is designed to assist end users to use the product or service. This is often referred to as user assistance and is a part of overall product delivered to the client/customer (Wikipedia).

According to Dartmouth Computer science department (Wiki) a user document should include the following:

* Minimum hardware and software requirement
* Installation guide
* How to start the system
* How to use different features of the system
* Screenshots explaining main features of the system.
* Example inputs and outputs
* Explanations of error messages and troubleshooting guides
* Information to contact the developer of the system if an undocumented question arises.

It provides step by step instructions as to how to use your product. Also, it brings down the customer support costs in terms of money and time.

Our client Maharaja Kitchen will be given a document detailing all the above-mentioned steps to be able to use the product. This will be useful to all the stakeholders, employees involved to understand the product and its functioning. The document will also provide information on troubleshooting and information on where to seek help.

**User document for End-users**

Documentation for end-users is crucial as it offers many benefits to both end-users and business.

Reduced support costs

It helps users find answers to their questions online, instead of making calls to customer care or emails. The management too will save time and money in not having to have personnel for answering the calls and replying to the emails. Also, users will be able to learn how to use a product without assistance and avoid mistakes.

Customer satisfaction

User experience with the product is central to the customer satisfaction. It increases dramatically if the user interfaces are well designed and easy to use.

Provide edge over competition.

Can help customers choose or prefer products over the ones that do not have documentation. Like for instance, my client must compete with the other existing takeaways in the town. If we make it easy for our customers to use our website, they might ours over others which are not so easy.

Important End-User documentation features

• Must be written in simple language, clear and concise.

• Must be easy to follow flows logically.

• Step by step instructions must be provided for using the product.

• Up-to-date information must be provided. Most of the times websites are not

updated and it leaves the customers frustrated and upset.

User-document evaluations

• User feedback-collected through surveys, interviews, and user-testing

• Documentation views and Time spent on the page-recorded through user documentation KPIs, provide valuable insights.

• Bounce Rate-Shows percentage of users leaving document after one page indicating it’s not serving their purpose exactly.

Most of the above-mentioned features and requirements were kept in mind while creating an End-User documentation for my client. They will be provided with steps to use the product and links to look for when experiencing problems.

The Help link/button will be provided on the Home page and testing activities will be undertaken too.

End-User Document for Maharaja Kitchen

Start

1. Click on the website. It will take you to the home page.

• Home page displays links on the top, to different pages-

menu page, your order (for making payment) page, Contact Us page,

Sign-up page (for logging in).

• Home page displays welcomes you and displays an image of Indian

food items

1. Click on menu page.

The page displays 3 rows of food items to choose from.

Row 1

Displays images of starters. Underneath the images you will find the price of the item.

An add button is provided underneath the given price.

Click on add button to order the item. The ordered item will show up in the cart placed on the top left -hand corner.

Click on the same to cancel the ordered item if you wish to.

Row 2

Displays images of Mains. Underneath the images you will find the price of the item.

An add button is provided underneath the given price.

Click on add button to order the item. The ordered item will show up in the cart placed on the top left -hand corner.

Click on the same to cancel the ordered item if you wish to.

Row 3

Displays images of Deserts. Underneath the images you will find the price of the item.

An add button is provided underneath the given price.

Click on add button to order the item. The ordered item will show up in the cart placed on the top left -hand corner.

Click on the same to cancel the ordered item if you wish to.

1. Click on Your order page to make the payment.

You can fill in the credit/debit card details and click submit. Your order will be delivered.

1. Click on Contact us page (for contact info)
   * You can find information about our contact numbers, Email address and location address.
   * Please fill the contact form given below. We will add you to our loyal customer base and send you information about our discounts and deal and latest services.
   * Please leave your review of the products and services, so that we can improve and serve you best.
2. Click on Sign-in page (to log into the system)

* Enter your username and password.
* Click on the submit button to sign-in.

**Implementing Search-engine optimization**

Search engine optimization (SEO) is a set of practices designed to improve the appearance and positioning of web pages in organic search results(moz.com).

Some of the requisites for SEO are as follows:

* Choose the right URL.
* Create titles and descriptions for each page.
* Utilize anchor text.
* Add alt text to all your images.
* Use right headers.
* Create quality content.
* Using key words intelligently.
* Create a positive user experience.

Our product is in build stage and most of the above features have been incorporated for SEO of our app. Will be applying for SSL (Secure Socket Layer) certificate for making it secure. Also, for Domain name for hosting the website.