Desired User Support

Throughout the process of using the system, Users may require help or assistance with certain aspects of the program. The development team would like to have as many help options available to the users as possible to increase ease of use of the system. Available to all users using the system will be the in system help, the wiki, and developer contact.

**System Help**

Throughout the system there will be a help menu option to allow users at any time during the system to access the in system help resources. The in system help resources is an internal help resource that comes complete with recent issues, popular issues, frequently asked questions, plug-in, and help articles to help out with aspects of using the system.

Recent Issues List – The recent issues list will include bugs and problems that users have recently submitted to the system. Users will be able to look through the recent issues list to view if the issue that they are having and see if that is the same issue they are having. If the help article listed is what the users are looking for they can click on the article and it will pull up the article.

Popular Issues List – The popular issues list will pull a list of the most popular issues, or the issues that are currently getting the most attention. These issues are listed on the main help screen because they are the issues that the users are most likely to come across. The users can then click on any of the articles to view the article on how to solve their issue or perform the action that they are looking to accomplish.

Frequently Asked Questions – A frequently asked questions section will be available in the help section to allow users to view answers to commonly asked questions about the system. These may change over time with updates and dependent on features.

Plug-in Specific Help – Plug-in developers have a section in the help section for plug-in specific help articles. Developers can include how to articles specific to their plug-ins here. They can also include frequent issues, and other issues that users of the system may take advantage of.

**Wiki**

The wiki is a resource that includes all help articles written by the Web Agenda development team. How to articles, recent issues, HCI guidelines, and all other relevant information can be found on the wiki. Currently the wiki is located at <http://webagenda.googlecode.com/wiki/> but could change at a later point. The wiki will also include developer resources such as design info, API information and plug-in development information.

**Developer Contact**

This feature of the help section can only be accessed by higher authorities and employees with adequate permissions by default, but can be changed to accommodate other employees if desired. This feature can be used to contact the developers via bug tracking, issue tracking and feature requests.