

Cherryleaf survey results - Uptake of new Help trends

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During March and April 2003, Cherryleaf carried out an online survey into the current trends in technical communication. One of the questions we asked was:

- Do the online user assistance documents produced by your organization contain the following advanced capabilities?

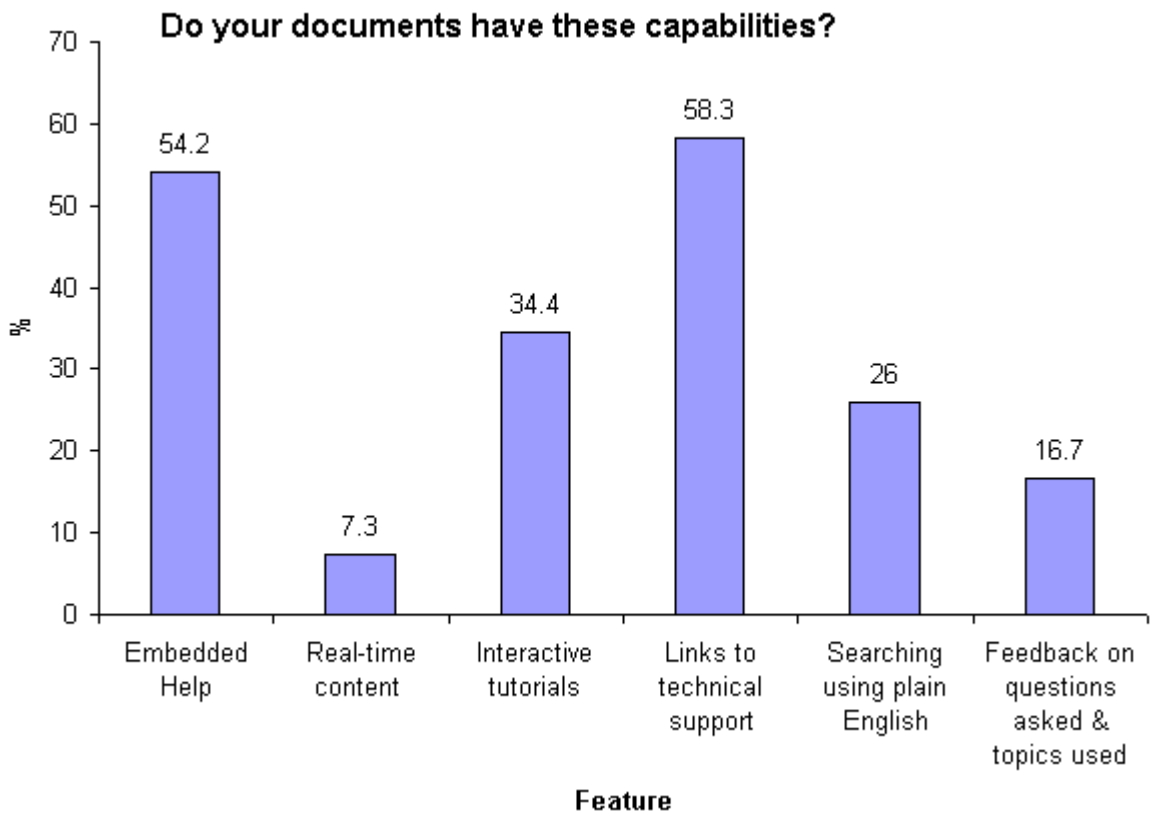
The respondents were able to select more than one tool from the list provided.

Description of the trends

See our article *The Future of Help? Trends in online user assistance* for a description of these trends.

Our findings

Our findings are summarised in the graph below:



Feature	Percentage saying yes
Embedding Help into the application	54.2
Live, real-time content	7.3
Interactive tutorials and demos	34.4
Links to technical support information	58.3
Searching using plain English sentences	26
Feedback on questions asked and topics used by users	16.7

n=96

Conclusion

The survey shows a remarkably high uptake of the new trends. Many of these capabilities are only possible with Web-based Help, and it may be an indication that Web based Help is replacing Microsoft's HTMLHelp as the preferred technology for delivering Help for Windows applications.

Want to incorporate these capabilities into your documentation?

Cherryleaf can help you incorporate these capabilities into your documentation. Contact us if you would like to know more.

Let us know what you think

We welcome your comments and thoughts on this article.

About Cherryleaf

Cherryleaf is the trading name of Cherryleaf Limited, a company based in the United Kingdom. We are the most copied technical communicators in the UK, with expertise in single sourcing (reuse of content) and online Help. We have locations in or near Birmingham, Brighton, Heathrow (London) and Oxford, and we carry out work throughout the UK and Europe.

Our services

We explain things. We work with:

- Anyone who needs to create straightforward, easy to use information and get it to the people who need it.
- Companies who need help organising, writing or delivering their policies and procedures.
- Developers of software who are fearful of losing their customers and frustrated with the cost of supporting them.
- Technical communicators who are looking to improve their skills, find a new job or need help with their processes.

We are known as technical communicators, technical authors and technical writers.



Our services include:

- Training
- Documentation Services
- Web services
- Recruitment

Contact us for more information.