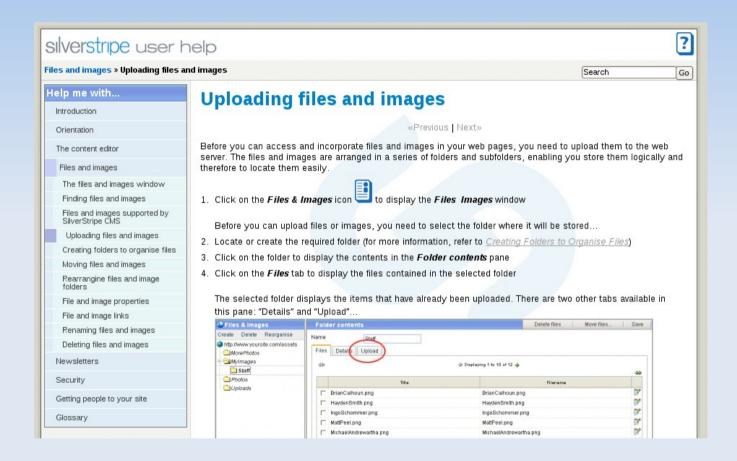# SilverStripe User Help

The plan of updating and extending
the user help

Analysis – current state

Currently the user help is an typical reference manual describing the CMS's functionality and giving basic examples on how to use them.

Analysis – current state

As a reference manual it has some typical advantages:

- its content is well structured in to sections and subsections

- you can easily look in to a certain functionality without having to read the rest of the manual

- examples are very straightforward

But beside this we have some facts like:

- learning from reference manuals is ineffective as people prefer do view web casts and read tutorials even if they only want to see a cretin functionality

- reference manuals don't give you an overall view on how to use the software

- lack of more complex examples and tips prevent you from using the softwares full potential

Analysis – conclusion

Combine the structured hierarchy of a reference manual

with the content presentation benefits of an web cast

and a quick start tutorial

Analysis – tech. issues

Beside the new learning concept we also have some technical issues to overcome:

- current screen shots and some texts are out of date
- lack of internationalization capabilities
- lack of a distributable package of the web site version of the user help (prevents building custom user helps)

Project – main learning goals

- add a web cast to every basic example

- add more complex examples and tips for users that want do learn more about a cretin functionality

- add an overall brief tutorial on running a SilverStripe based web site

- add comments sections do every page so users can interact with each other

Project – main tech. goals

- update the manuals content
- add internationalization
- make a distributable web site package

Project - time line

Phase A:

1) update content

2) add web casts to most crucial examples

3) add comments sections

4) add internationalization

Phase B:

5) add quick start tutorial

6) add more web casts and complex examples

7) make distributable package

Project – new elements in UI

Language chooser

Web cast presenting the material described below

Tips and reference to more complex examples

User comments section

New menu with the quick start tutorial

More details in the storyboard...