

Online Help for a Better Customer Experience

If you need Online Help for your product or software application, InfoPros has the experience and skills to deliver the results you require. Whether you are looking to reduce the number of customer service calls, enhance the ease of use of your software or product, or provide immediate, context-specific assistance to customers, InfoPros can tailor a solution for you.

Online Help may be relatively simple, focusing on a handful of topics, or quite complex, involving hundreds of topics. The size of your project depends on the complexity of your application or product and your budget. With a full-time staff of experienced writers, graphic designers, and information architects, InfoPros develops Online Help systems that are comprehensive and intuitive.

Online Help can create a positive customer experience and reduce technical support calls when carefully designed. It must complement your software application or product and be intuitive to your typical end user. InfoPros has the experience you need to determine what type of Online Help is right for your needs as well as those of your end users:

- **Application Help** – task-based documentation that provides users the steps for using a software application; can be integrated with the application or delivered standalone
- **Online Reference/Information Center** – central location for posting product documentation in a searchable and browsable format
- **Mobile Help** – application help specifically designed to be used on tablets and smartphones

InfoPros created an Online Help system for KeyCentrix, including procedures for performing several workflow tasks using their Pharmacy Management application. The web-based, cross-browser Online Help system included KeyCentrix's company branding, customized look and feel, and multiple methods for navigating the content, such as an expandable table of contents, hyperlinked cross references, and full text search.

"The communication was outstanding and very professional!... Our needs were exceeded."

– Training Manager, KeyCentrix

Examples of the Online Help systems we have developed for Clients in various industries:

Client: Manufacturing and industrial software developer providing automated charge capture and medical coding software solutions for physician practices

InfoPros Deliverable: basic application reference Online Help

Client: Application Service Provider (ASP) providing a cloud-based mobile platform for consumer engagement

InfoPros Deliverable: task-based mobile Help – concept, task, and reference topics

Client: Application Service Provider (ASP) providing a platform for building workflows and process-driven applications

InfoPros Deliverable: task-based Online Help – task and concept topics

Client: Testing Lab & Scientific Research Company that manufactures tools for the prevention, diagnosis, and management of various diseases

InfoPros Deliverable: task-based Online Help – task and concept topics

Client: Industrial Company needing SOPs, work orders, and safety forms available from control room consoles and laptops

InfoPros Deliverables: searchable online reference with smart forms and printable SOPs