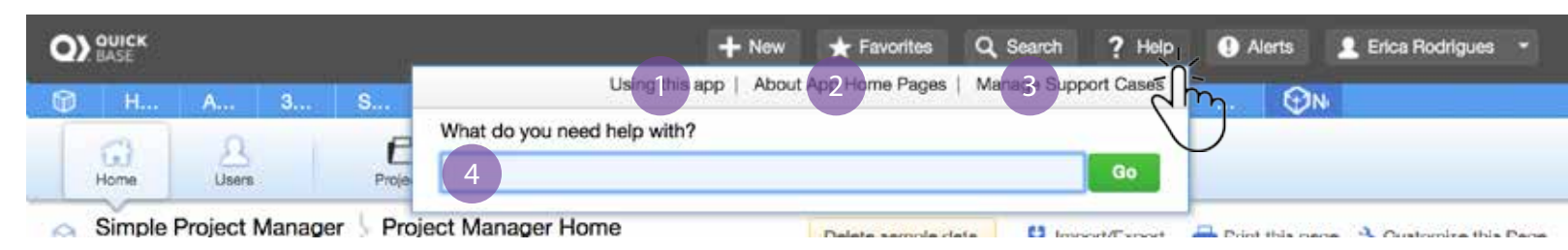


Help in context

Ways the XD team is trying to improve help in Quick Base

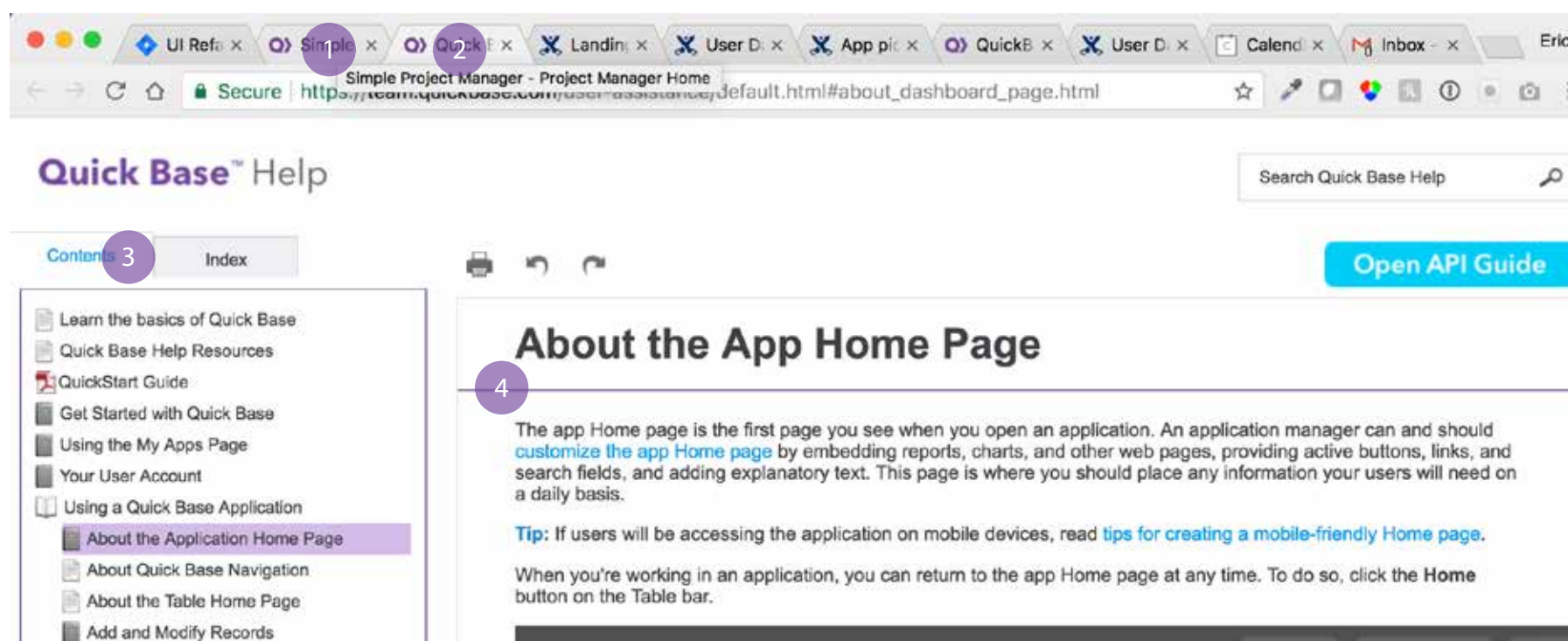
Current help

HELP BUTTON OPEN



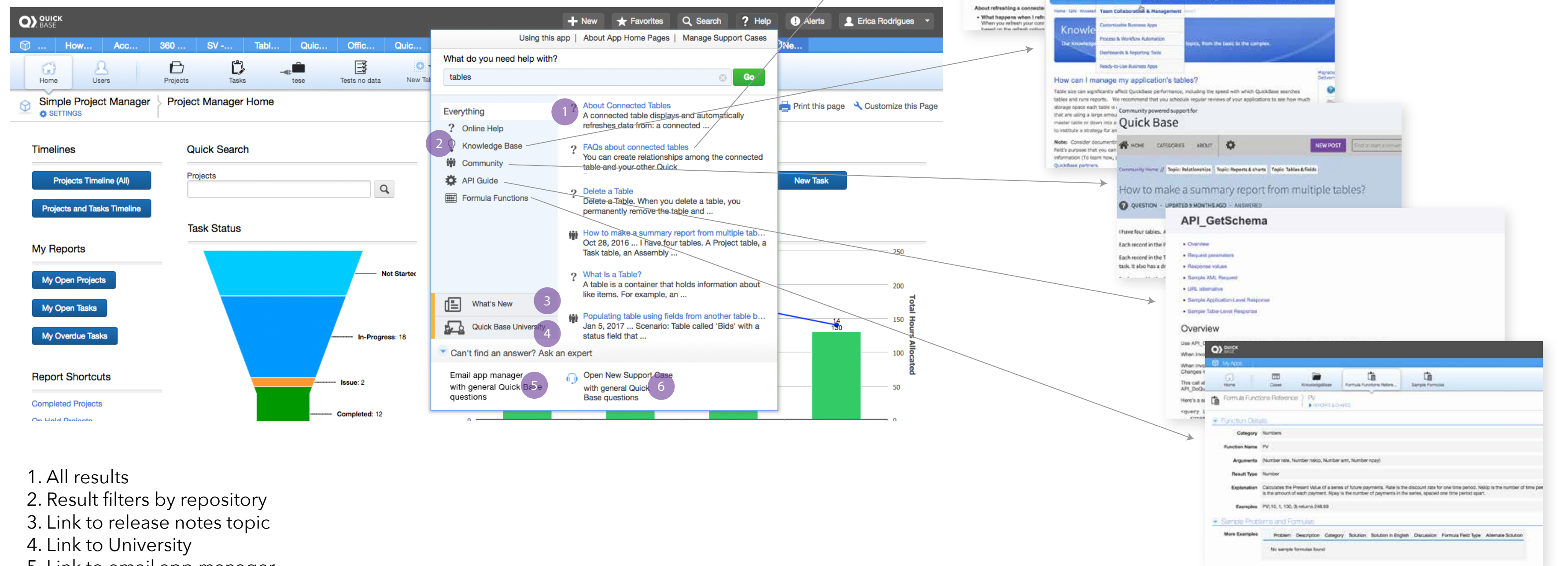
1. App-specific help link (if added by the app builder)
2. Context Help link
3. Support Link
4. Search field

CONTEXT HELP LINK OPENS IN NEW TAB



1. App you were just using
2. New tab for the context help
3. Table of contents
4. Contextual topic

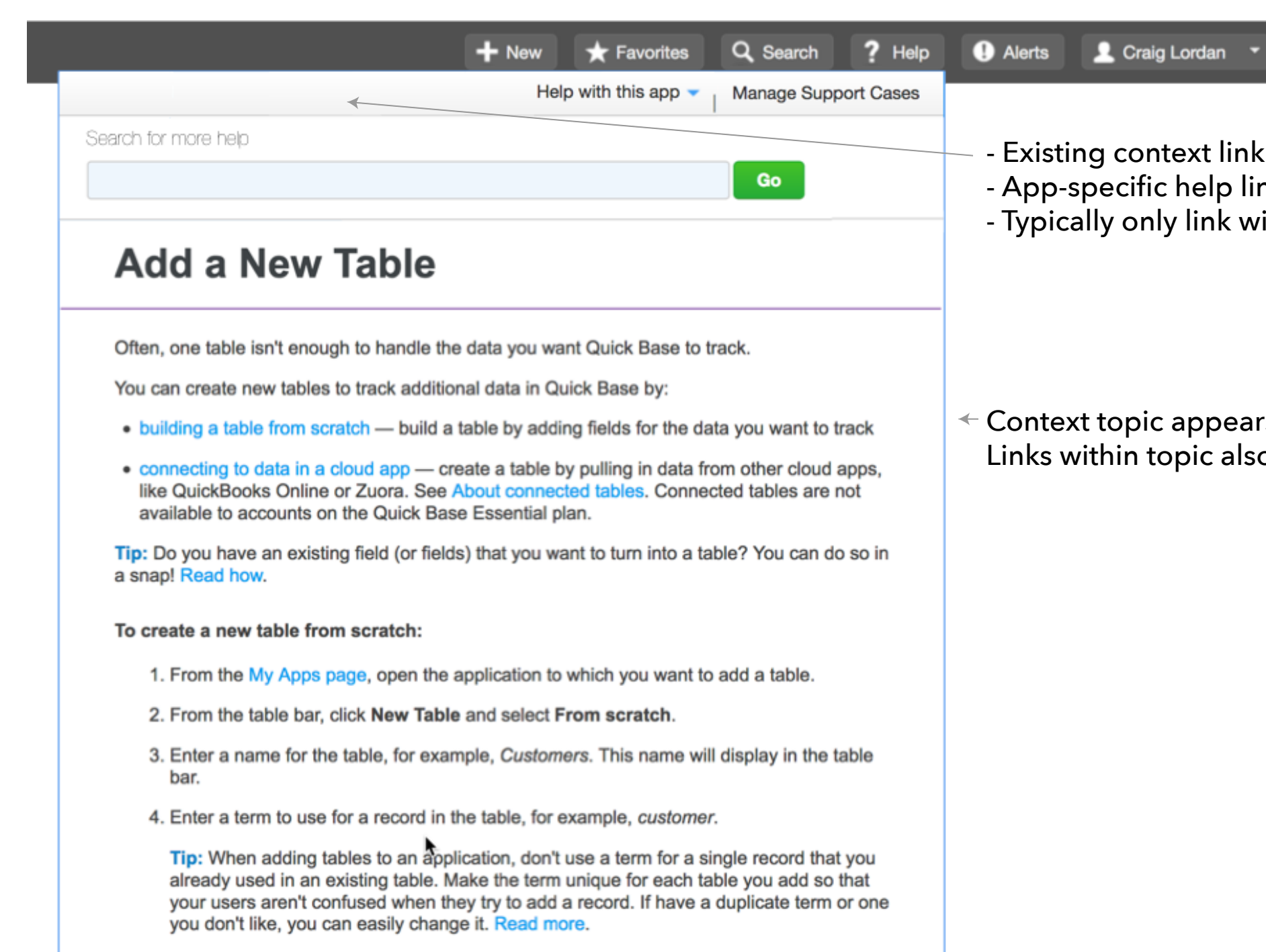
SEARCHING/SEARCH RESULTS



1. All results
2. Result filters by repository
3. Link to release notes topic
4. Link to University
5. Link to email app manager
6. Link to open a support case

NEW! In September product release (9/17)

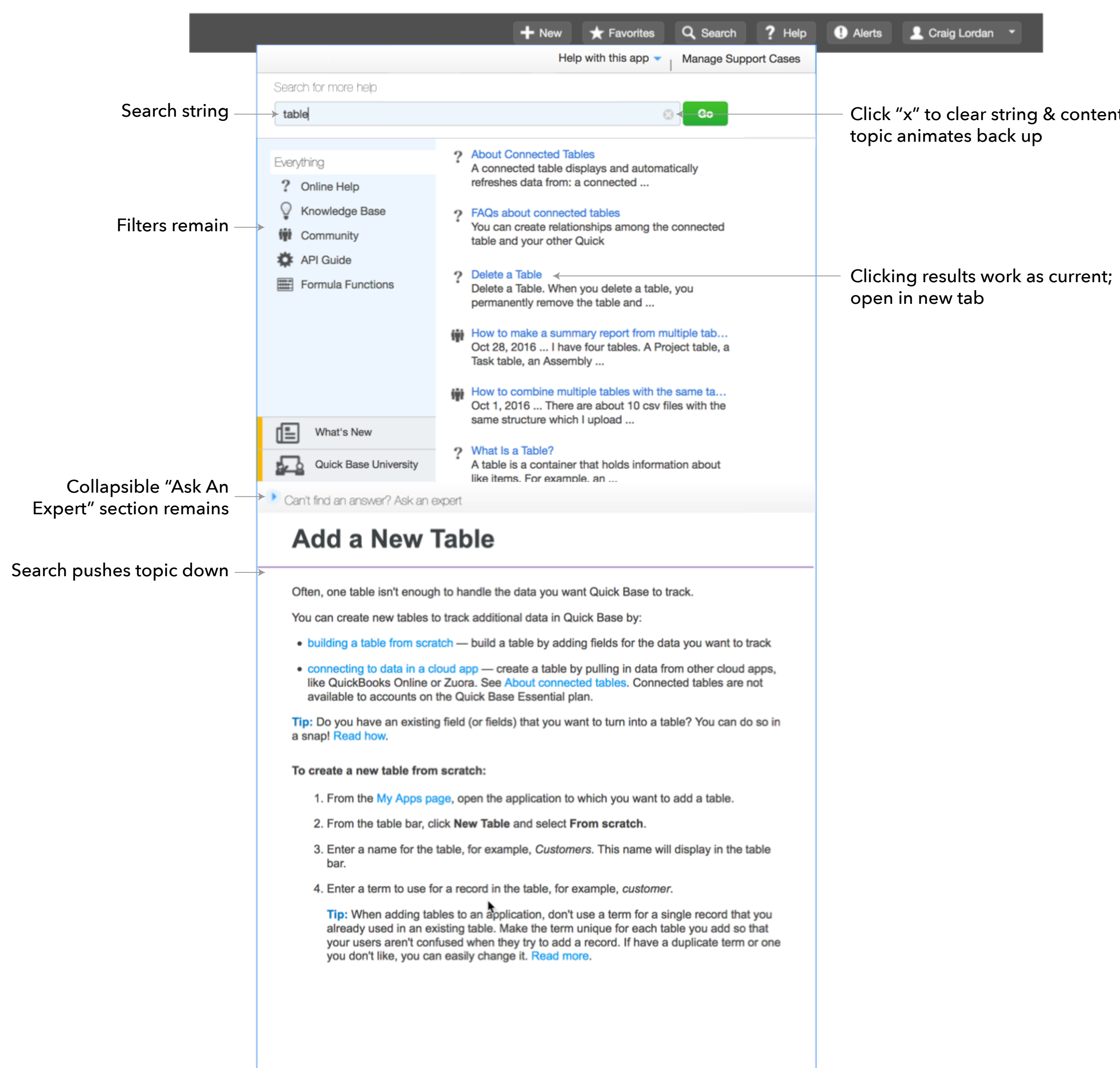
HELP OPEN



- Existing context link removed
- App-specific help link(s) moves over
- Typically only link will be Manage Support Case

Context topic appears here
Links within topic also appear here

SEARCH RESULTS



- Click "x" to clear string & content topic animates back up

Clicking results work as current; open in new tab

Collapsible "Ask An Expert" section remains

Search pushes topic down

What's Next?

- User testing on prototypes
- Search redesign and enhancements
- Additional context mapping
- More predictive and prescriptive topics

Involvement:

XD: Content Craig Lordan & Alicia Norton

PD: Rick Beyer, Peter Molloy

PM: Gevorg Hovsepyan

64 help topics
revised/rewritten for context help