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# Help Manuals - Technique for User System Interaction

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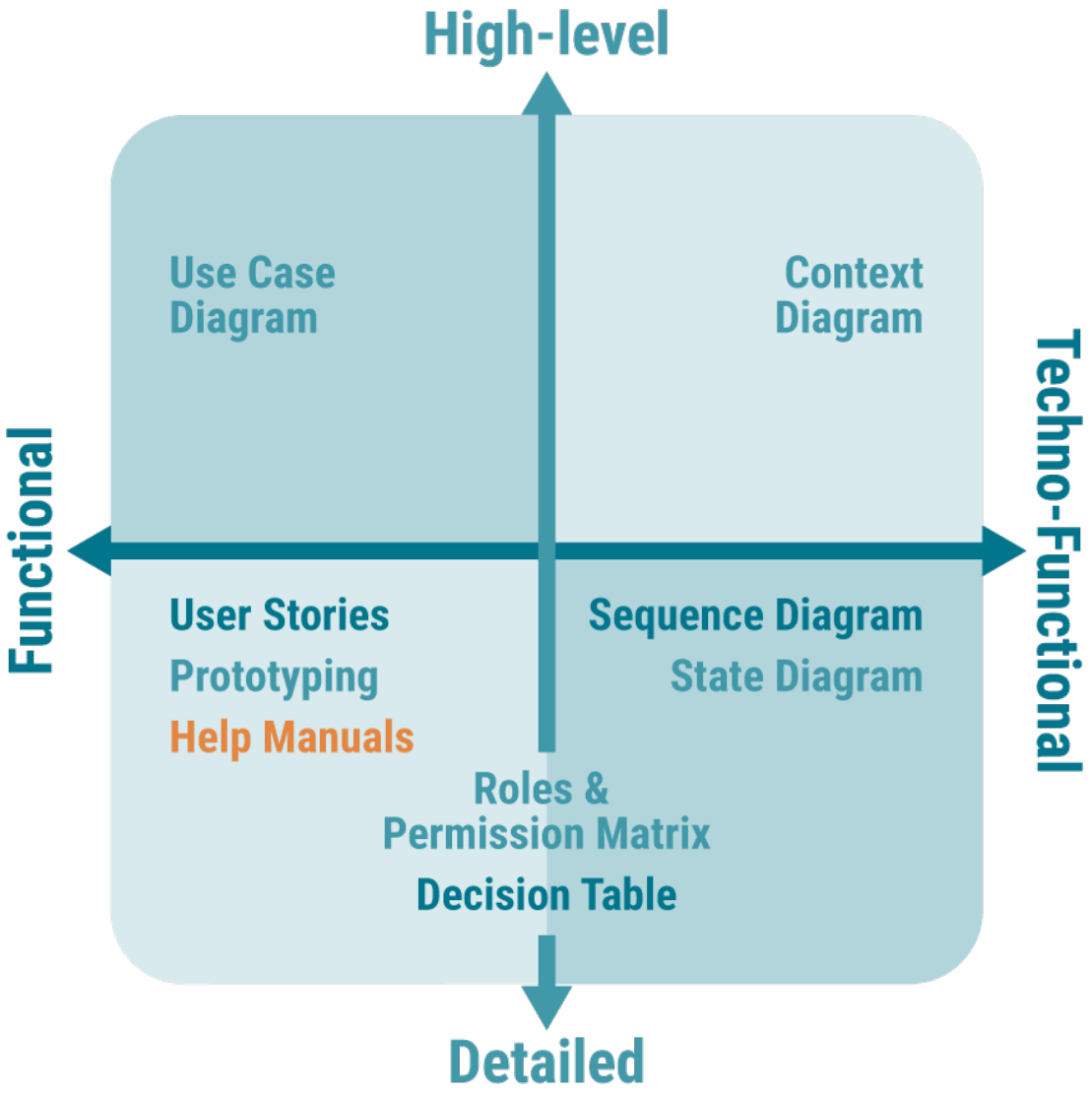
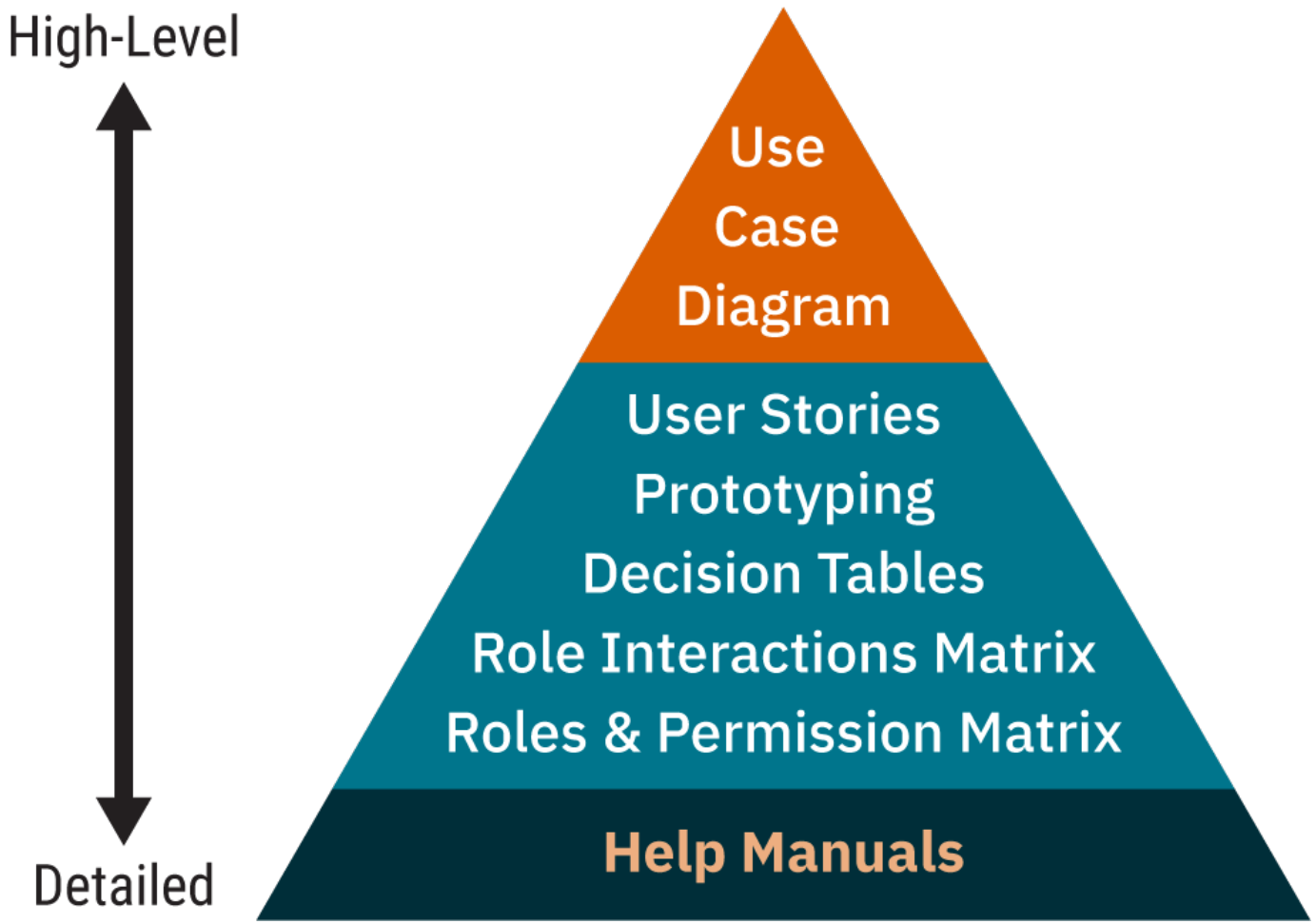
# Techniques Categorized for User System Interactions



# Techniques Categorized



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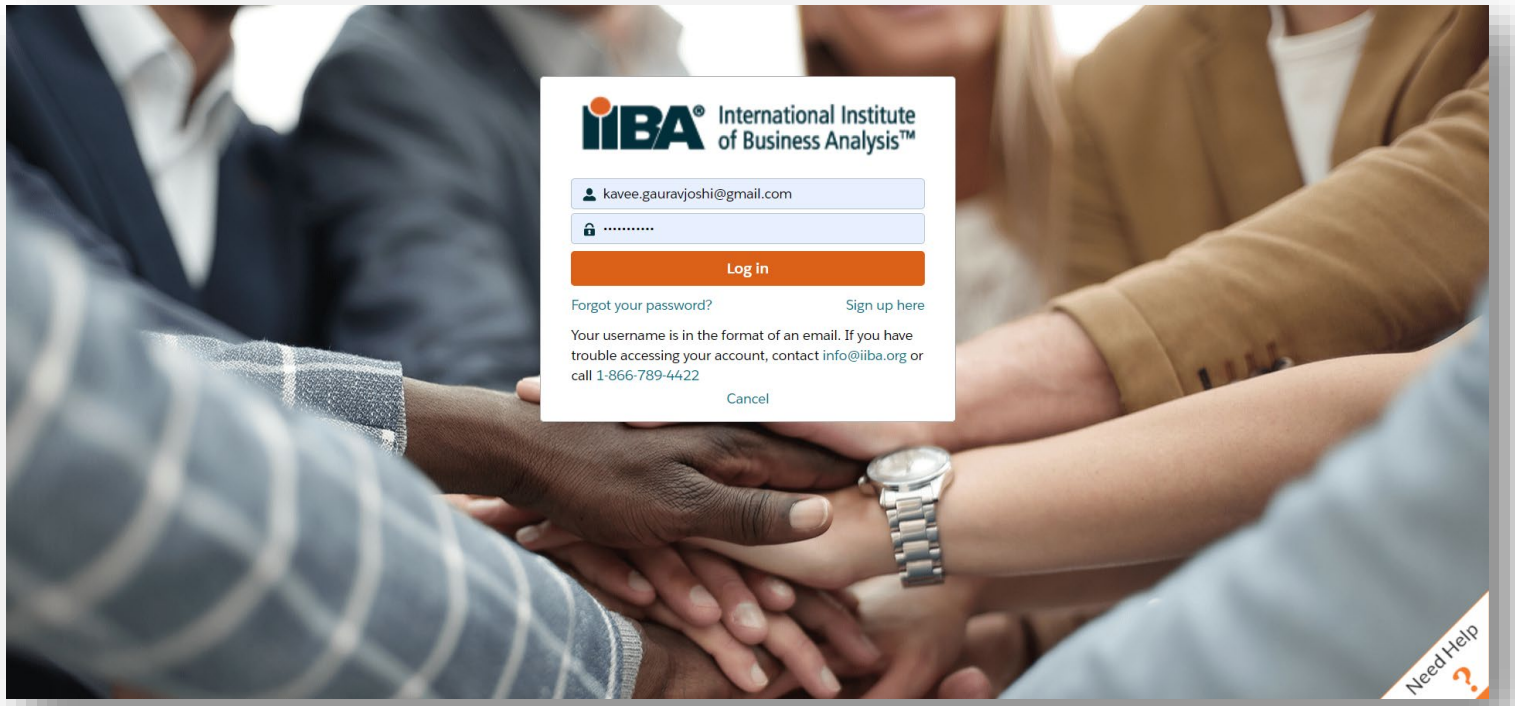
# Describe User System Interaction using Help Manuals

# Example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Need Help

# Steps

1. Identify stakeholders according to the scope identified:
   - System: IIBA Member Portal
   - User Roles: Members
2. Analyze existing documentation (if any),
3. Identify logical flow of user actions or user journey for each role while accessing the functionality, and
4. Meet the users from various roles to identify high level user interactions in terms of functions performed.

# Steps

1. Note the steps one-by-one as a user would be performing them.
2. Follow the Meeting Checklist document to see if all the points are covered.
3. Capture relevant screenshots / images after each step.
4. You can include videos for additional information.
5. You can show the information in tabular format, or in points.

## Learn More

### User System Interactions Documents

Describing User System Interactions: Introduction
Scoping User System Interactions Part 1
Techniques for User System Interactions Part 2
User Story-Technique for User System Interaction
Decision Table -Techniques for User System Interaction
Help Manuals -Technique for User System Interaction
Prototyping -Techniques for User System Interaction
Roles& Permission Matrix -Technique for USI
Roles & Permission Matrix – Basic & Advanced
Use Case Diagram -Technique for USI
Role Functionality Questionnaire
Meeting Preparation Checklist
Observation Steps - Technique
Creating a User Story Template
**Example of a Help Manual**

# THANK YOU

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