



CASE STUDY

Training manuals and documentation for Internet auction software

The task

A major software company developed Internet auction software designed to enable on-line and real time auctions to be carried out.

The software was to be deployed across multiple sites for internal Internet auctions with multiple users who used the system regularly.

The software was also to be deployed across multiple sites for external auctions where users were unfamiliar with the system.

There was a need to develop user documentation for the auction operators and also for both sets of users.

What we did

Tangram reviewed the system operation and created two distinct user interfaces for the two distinct user needs and skills. The user interfaces became distinct but were consistent and tailored to the user's needs.

Tangram also produced a simplified auction operator interface to make auction operation (as opposed to auction bidding) easier.

Tangram reviewed the complete documentation of the system (previously available only in 'programmer speak').

Tangram produced an 'Auction Operator Manual' to aid and simplify the operation of auctions.

Tangram produced a 'Regular User Manual' and a 'New User Manual' for the two user groups to make it easier for the users to find the information that they needed.

Tangram produced all manuals in Acrobat format and in html format for access via the Internet.

The benefits

- The user interface became more relevant to the individual user's needs and also more consistent throughout the series of user interfaces.
- The auction operating system became easier to use for the auction operator.
- The auction system became easier to use for the two levels of auction bidders.
- The auction system could incorporate the Manuals in the system to provide users with easy access to help and information.

More details?

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