

## Proposal: [Product Name] User Documentation

### Introduction

As my first project for [Client] as a contractor, I would like the opportunity to work on the [Product Name] user documentation. This document outlines what Technical Publications has planned to produce, how it plans to do so, and how I think I can fit into those plans.

### Audiences

Audiences for this documentation comprise people fulfilling various job roles: shift supervisors, warehouse supervisors, their managers, corporate trainers, and information technology personnel. [Client] system engineers work closely with all of these people both during and after installation. By providing accessible information to these categories of people, [Client] hopes to ease the burden on system engineers to train these individuals, and on technical support personnel to support [Product Line] products once they are installed.

### Shift & Warehouse Supervisors & Their Managers

These roles do not exist in every warehouse, and where they do exist, they often overlap. Frequently, former order selectors or pickers move into these positions after some period of seniority or after having demonstrated management aptitudes. They are therefore not usually technical trained. They are often, however, the last point of contact at any customer installation before the customer escalates [Product Line] operator problems to [Client]'s professional services team. For this reason,

[Client] should make as much background, routine, and troubleshooting information as possible available to them in a clear, concise format.

Documentation for these audiences should be complete, with information that is easy to locate. Because this documentation is the highest level available to the customer, it should thoroughly explain all technical information for the product. Both because of volume and because of the comfort this audience will have to have with software, material prepared for them can take advantage of media other than hard copy.

## Trainers

Customers may assign training responsibilities to shift or warehouse supervisors, to their managers, or to other client personnel, such as trainers in a human resources department, both during initial installations and into the future. At the client site, whoever trains new hires must have access to information that explains what different audiences must learn and know where to find that information. Trainers should be capable of answering common questions of the audiences they train as well.

## Information Technology Personnel

IT personnel need access to information about the entire site installation, but particularly site-specific details. Each client's level of interest will vary based on how extensively they need to support or modify the system (for example, whether they will configure various features after installation). At this time, customers still contact [Client] for modifications to their applications instead of doing so in house. One of the goals of the [Product Name] project is to allow customers to do more of this themselves. This document, however, will focus solely on usage, not configuration.

## Recommended Documentation

Successful and consistent customer satisfaction and service relies on complete, accurate, and easily accessible information. Improving deliverable documentation is a key component to improving ease of use and making clients self-sufficient with their equipment and system support. Consequently, this project focuses on end user documentation for the **[Product Name]** product that will address these needs.

Considering the customer needs revealed in our analysis, the Technical Publications department recommends creating **[Product Name]** documentation that will serve the needs of shift and warehouse supervisors, their managers, trainers, and information technology personnel. This proposal describes the documentation that the department recommends creating, then explains priorities and possible phases for development.

The deliverable documentation will consist of a single HTML Help file generated using RoboHelp Office 2000, which **[Client]** will provide. This section describes each of the listed resources, including an estimated page count<sup>1</sup>, audience profile, document purpose, suggested media, and content overview. This section then briefly explains the documents.

### **[Product Name] Online Help**

**Estimated Pages: 240**

#### **Document Purpose**

- To provide each customer with one complete resource for reference and troubleshooting information for **[Product Name]** usage (i.e., not configuration, development, customization, installation, or demonstration)
- To alleviate calls to **[Client]**'s technical support by providing customers with their own troubleshooting information and system information
- To provide system engineers and corporate trainers



Basic functionality: logging into and exiting the application, sorting, filtering, hiding, restoring, and reordering columns, selecting records, using pop-up menus, using the menu bar, using toolbars, printing, print previewing, changing the database, finding records, showing and hiding summaries, showing and hiding display criteria, refreshing data, loading and editing screen configurations, unlocking, and accessing help files	23-46
View regions: adding, changing, deleting, and duplicating regions, and viewing a region's assignments and labor history summaries	8-16
View assignments: changing the current assignment, resequencing, grouping, and ungrouping assignments, splitting unpicked records from in-progress assignments, printing container labels, adjusting container counts, viewing assignments' picks, variable weights, history, and pick containers	13-26
View picks: changing the current pick, splitting selected picks into new assignments, manually picking selected records, printing labels for selected records, viewing pick history and variable weights, and changing current variable weights	9-18
View delivery locations: adding and deleting delivery locations, changing delivery values for and applying mapping values to selected records, auto-inserting, rebuilding, and changing fields	9-18
Reported shorts: viewing reported and assigned shorts and markouts, creating assignments containing selected records, making the ordered quantity equal total picked, and marking out selected records	8-16
View operators: adding and deleting operators, and changing and signing off the current operator	6-12
Labor history	2-4











