

CUNY Academic Commons - Design/UX #3937

FAQ as Main Help Tab

2015-03-20 05:56 PM - Samantha Raddatz

Status: Resolved	Start date: 2015-03-20
Priority name: Normal	Due date:
Assignee: scott voth	% Done: 0%
Category name: Support	Estimated time: 0.00 hour
Target version: Not tracked	

Description

Today, we discussed making the FAQ page the initial landing tab within <http://help.commonsc.gc.cuny.edu/>

This will eventually need to go to the developers for implementation, but I first wanted to discuss the Help & Support tab, which is currently the initial tab that users see when they land in the help section. Is it okay to get rid of this tab entirely and, if yes, does any of the content there need to be integrated into the FAQ tab? In either case, should the language at the top of the FAQ be changed?

Assigning to Scott, the master of help pages!

History

#1 - 2015-04-13 09:32 PM - Stephen Real

Scott,
Is this something that we should include in 1.8 or push back to a later release? What needs to be done?

#2 - 2015-05-05 11:28 AM - Stephen Real

We need to make a judgement call on this today to determine if it is in or out. What do you think Scott? Is there anything over and above your work that needs to happen to complete this? Do you have capacity to take this on in the next week?

#3 - 2015-05-05 12:32 PM - Matt Gold

I am not certain that this requires development. Boone, can you please comment?
If it doesn't need development, Scott, can you please implement ASAP? Thank you

#4 - 2015-05-05 02:12 PM - Boone Gorges

I don't think any development is required. You should be able to set FAQ as the front page at Dashboard > Settings > Reading. Let me know this is wrong and you need something from me.

#5 - 2015-05-10 12:30 PM - scott voth

I think we need some thought about what goes in the dropdown when you click on Help from the main menu. Yes I can easily make the FAQ the home page on the Help site, but I think we need to configure the dropdown items differently then. Here are some ideas:

- FAQ
- Other Help Resources (formerly Help & Support) ??? - maybe consolidate info somewhere else/get rid of slider **or just get rid of this tab altogether**
- Codex
- (maybe a link to ZENDESK)
- The Tour
- WordPress Help
- Group for Group Admins

Maybe add WordPress Help and Group for Group Admins as new tabs on the Help site (and get rid of Help & Support tab) - somehow links to those sites should get a little more advertizing.

#6 - 2015-05-11 01:51 PM - Stephen Real

- Target version changed from 1.8 to 1.9

I am going to push this into the next release. If we are still in decision-making mode, it seems best to wait rather than rush it.

#7 - 2015-05-11 01:55 PM - Matt Gold

Okay -- but this is not dependent on development and so, strictly speaking, does not need to be tied to a release number

#8 - 2015-05-11 03:50 PM - Samantha Raddatz

I believe we decided, in a previous monthly meeting, to remove Help from the menus entirely due to the addition of the 'Help' button to the top-right of the nav bar (currently active on cdev).

The tabs within the help section are definitely still important to consider though and your order looks good to me.

Other Help Resources (formerly Help & Support) ??? - maybe consolidate info somewhere else/get rid of slider or just get rid of this tab altogether

I think removing the Help & Support tab is a viable option -- the 'Wordpress Help' and 'Group for Group Admins' seem to be the only items we'd be burying if we did. If there's a concern about losing those we can ask Seth to let us know their current click-rates before we decide.

(maybe a link to ZENDESK)

This is a great idea. The help button has an option to 'Send Us a Message', but giving them another way to reach out can't hurt! The tab could be titled 'Contact Support' or 'Contact Us' and contain a contact form (assuming Zendesk has a form that can be embedded easily).

#9 - 2015-11-09 02:24 PM - Boone Gorges

- *Target version changed from 1.9 to Not tracked*

#10 - 2016-03-04 09:07 AM - scott voth

- *Status changed from New to Resolved*

FAQ is now the home tab.