



Keeping the user in perspective, what care is to be taken while developing help & FAQ page of a website?



Enter Y / N after checking the content under description

Description	(Y/N)
<b>Best practices</b>	
Keeping content types separate	
Keeping FAQ's current	
Speaking users' language	
Providing different forms of help	
Providing contact details	
Keeping help to a minimum	
Using templates	
Keeping content types separate	
Enabling search	
Linking To and from help	
Avoiding reliance on help	
Making step-by-step instructions visible	
Providing printable help	
<b>Pitfalls</b>	
Providing answers to infrequently asked questions	
Mixing instructions with the conceptual material	
Putting marketing information in Help	
Hiding the customer support phone number	
Burying critical information in help	