



Online Help

Online Help is an excellent way to provide true, on-demand support for your users. Our Online Help is user-friendly, easy to navigate, and very effective. We create attractive interfaces with an appealing look and feel. We also offer animations and step-by-step procedural troubleshooting.

Besides a user-friendly interface, what makes for good, quality Online Help? That's easy... the writing. Studies have shown that up to 40% of all information systems have online Help written by a non-trained writer, and that fact definitely shows through in the end product.

Conversely, users of systems with Help written by trained technical writers:

- Use their Online Help up to 54% more often.
- Rate the quality of the Help much higher (i.e., the information is better at meeting the users' needs by more than 30%).
- Call the support desk less frequently (by up to 80%).

If you are looking for a professional, well-designed, and effective online help provider, look no further than **Cynthia Farren Consulting**. writers, with their diverse business backgrounds, can create interesting, easy-to-read software manuals, policy and procedure documentation, installation guides, instructional manuals, employee handbooks, web content, training manuals, and much more.

So whatever your writing needs, let the professionals at **CFC** help you provide your users with the best documentation possible.