

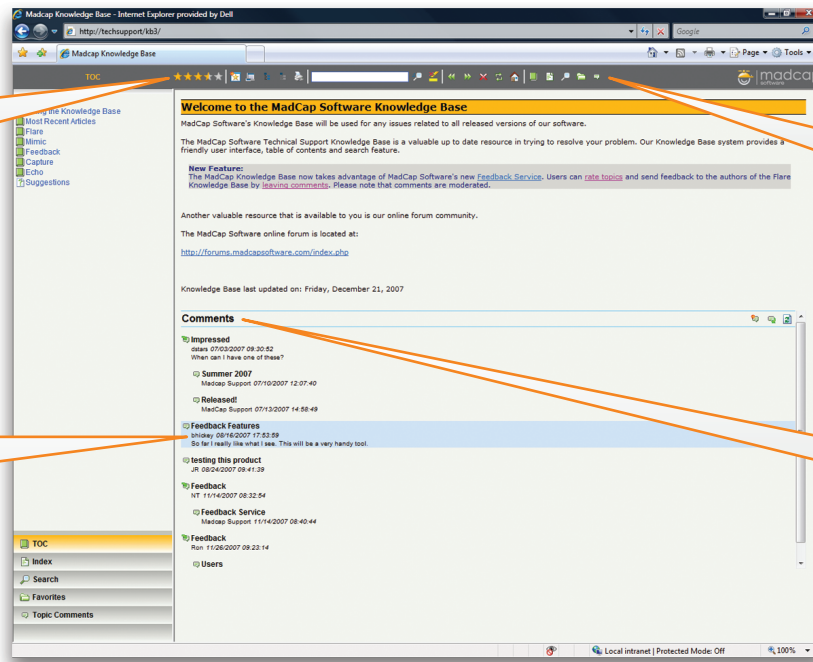


madcap
FEEDBACK™

MadCap Feedback™ — Get live user feedback on your documentation for Web-based and desktop Help.

Benefits

- Gain insight into what users are looking for, finding, and not finding
- Improve Author-Reader connection by allowing readers to rate topics & add comments
- Respond to user comments without republishing content
- Two implementation options (Feedback Server or MadCap Hosted Service) make installation a breeze
- Create actionable feedback charts from user statistics



Get feedback from users about topic quality and usability

Track and run reports on user activity

Authors can respond to user comments without republishing content

Web 2.0 community features allow users to add comments and feedback

Feature Overview

- Web 2.0 community capabilities, allow readers to add their own comments and provide feedback
- Allow readers to rank the quality of the topics and content using a simple star system
- Add search synonyms on-the-fly
- Create and print configurable and multi-color charts on feedback statistics
- View searched keywords entered by users
- Track user activity on Web-based and desktop Help
- Export feedback statistics to other programs, such as Microsoft® Excel™
- Publish output anywhere - to a website, on your intranet, even attached to an application
- And more...

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