



madcap
FEEDBACK™

Features and Functionality:

With these additions to the MadCap Software family, you have the ability to see how readers are using your Web-based or desktop Help. What are they looking for? What are they finding? More importantly, what are they unable to find?

In addition, both the Server and the Service bring cutting edge Web 2.0 community capabilities to your documentation, allowing readers to add their own comments to existing documentation – another example of how MadCap Software is revolutionizing the industry.

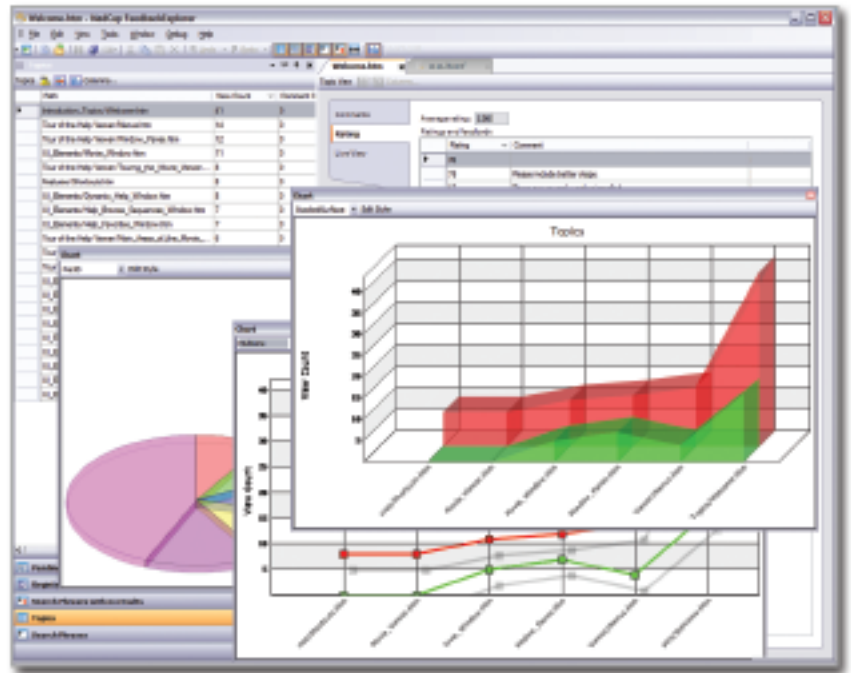
Feedback Service™:

Gain all of the new feedback benefits without any additional servers, hardware, or maintenance by having MadCap Software do the hosting for you. Use the Feedback Explorer to see and track all reader activity using a user-friendly interface. The Feedback Service works with both Web-based and desktop Help formats and includes the following benefits:

- Track user searches so you know what customers are finding
- Collect feedback from online or desktop Help using DotNet Help, HTML Help (.CHM), WebHelp, or WebHelp Plus

MadCap Feedback™ - Now Available

With MadCap Flare V3, MadCap Software introduces TWO new revolutionary ways to get live user feedback on your documentation — not only for Web-based Help, but also for desktop Help such as HTML Help and DotNet Help. Introducing the MadCap Feedback Server™ (coming soon) and MadCap Feedback Service™.



- Track topics visited
- Web 2.0 community capabilities, allowing readers to add their own comments and provide feedback on your documentation
- The ability to allow readers to rank the quality of the topics and content using a simple star system
- Synonyms on-the-fly
- Produce and print configurable and multi-color charts on feedback statistics
- Export feedback statistics so you can view and edit them in other programs, such as Microsoft® Excel™
- Conveniently offered as a hosted service-no additional servers, hardware, or maintenance required
- Publish output anywhere - to a website, on your intranet, even attached to an application

Feedback Server™ - Coming Soon:

Take advantage of all of the benefits of the MadCap Feedback Service, but keep the feedback data hosted on your own hardware. This allows you to control every aspect of the MadCap Feedback experience.

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