

# RESITE SP

## Help for Almost Any Application



Deliver context-sensitive help for any Windows or web-based application. RESITE SP provides application-specific support and related content to users without the search.

### **Make it automatic. Add RESITE Recorder and RESITE Publisher to your SP purchase.**

Make your help content creation easy by adding RESITE Recorder and Publisher to your SP purchase. RESITE Recorder quickly and consistently captures and documents virtually any application to a single source file. From there, RESITE Publisher converts Recorder files into a host of documentation, help, and support formats, then delivers it automatically to the SP application.

### **Access relevant help without searching**

RESITE SP works in the background, monitoring the current application and returning a listing of support relevant to the user at that time. Users can simply access the help whenever they need it, making it possible to bring support directly to your end user.

### **Centralize your help**

RESITE SP can be manually linked to help files for any Windows or web-based application, as well as integrated with RESITE Publisher to automatically update your support. Because all help is stored in one location, users no longer need to search multiple sites for support for every application they use.

### **Get help whether online or off**

When you integrate with RESITE Publisher you have the ability to provide help whether your users are in the office or out in the field. Configuration is easy, making SP a flexible tool in providing support.

### **Reduce Help Desk burden**

Ease Help Desk burdens by installing RESITE SP company-wide. With access to help for practically any application, user's can check and recheck topics relevant to them rather than calling support. And, because RESITE SP allows you to mark favorites and track historical listings, users will be able to tailor their SP to suit their needs.



## How does RESITE SP work?

**RESITE SP** runs in the background on the client desktop, and monitors the context of the current application. When the end-users access RESITE SP, the current application context information returns a list of supporting content.

### System Requirements:

#### Minimum:

- Microsoft Windows 2000 Operating System (Requires Service Pack 4.0 or greater)
  - 1.0 GHz Pentium III Processor
  - 512 MB Memory
  - 1024x768 pixel Display
  - 16-bits per pixel Color
- Disk Space:
- Installation - 3.5 MB
  - Microsoft .Net Framework 2.0
  - Microsoft Internet Explorer 6.x

#### Recommended:

- Microsoft Windows XP Operating System
  - 2.0 Ghz Pentium IV Processor
  - 1.0 GB or Greater Memory
  - 1280x1024 pixel Display
  - 32-bits per pixel Color
- Disk Space:
- Installation - 3.5 MB
  - Microsoft .Net Framework 2.0
  - Microsoft Internet Explorer 6.x

### For more information:

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The screenshot shows the RESITE SP application window with a menu bar (File, View, Help) and a toolbar (Matching, Browse, Search, Favorites, History). The main content area displays three search results:

- Cancel a Meeting** (Summary: Learn to cancel a meeting using Outlook Web Access)
- Add a Contact to a Meeting** (Summary: Learn to add one of your contacts to a scheduled meeting in Outlook Web Access. Last Updated: 02/28/2008)
- Schedule a Meeting** (Summary: Schedule a meeting using Outlook Web Access.)

Four callout boxes describe the application's features:

- Search** provides a way to query all published documents for specific text.
- Favorites** lets the end-user view and manage a list of preferred help.
- History** provides a list of recently accessed documents.
- Browse** lets end-users explore content from the published table of contents to locate specific help documents.
- Matching** provides a list of help documents that correspond with the current application context.

**RESITE SP** is an application that runs on each end-user system. Until the end-user activates the taskbar tray icon, RESITE SP stays in the background, out of the way.

**RESITE SP** uses state of the art technology to deliver accurate context-matching results even when there are no perfect matches. As new materials are created and published using RESITE Recorder and RESITE Publisher, they immediately become available to end-users via RESITE SP.

**RESITE SP** offers multiple means of notification. Flashing icon, icon change, balloon, and silent mode are all available.

**RESITE SP** allows you to view summaries of relevant content, as well as mark specific content that might become necessary for quick reference. When available, you can expand summaries to see more information about a current topic, and once accessed, that topic can be simply 'starred and stored' in each user's personal Favorites folder, available to them at any time.

