

Help View

The Help View is your **personal support page** of the Workbench and contains all relevant links to the **general documentation center** and to your **project-specific documentation and tools**.

Overview

The view highlights the **5 steps** to build a Product Guide and links to the Workbench documentation and other helpful documentations provided by excentos. The view also contains project-specific links to the issue tracking system that excentos and you can use for easier collaboration, your project-specific documentation and the web analytics system to track your usage data.



These systems will only be set up once your Product Guides are used productively.

You can access that view via the "?" button in the upper right corner of the menu bar.

Example

WORKBENCH

Product GuidesTheme DesignMy CompanyHello adminSearch

Welcome to the excentos Workbench

The excentos Workbench is the ultimate tool to create, maintain and optimize Product Guides and Product Search Tools. You can easily create Guided Selling applications and cooperate with other users of your team. Please visit www.excentos.com for a general introduction and examples on Guided Selling.

Creating Product Guides is easy - just follow these 5 steps:

1

Define your Product Guide Concept

Create new Product Guides and define all Questions and Answers and their content in the Concept Board.

2

Upload your Data

Upload your Product Data. Configure and refine the Data Attributes.

3

Configure your Product Guide

Connect the Product Guide Concept with your Product Data and configure the recommendation behavior.

4

Preview and Optimize

Check how the Product Guide will look like in a default User Interface. Optimize the content and other settings to make your Product Guide look great.

5

Integration into your Shop / Website

Integrate the Product Guide into your shop / website with one line of script code (see [Documentation](#)).

General Documentation

Please visit the [Workbench documentation space](#) to get more information about how the Workbench works. For more general information go to the [general documentation](#) on www.excentos.com.

Search in Documentation

Having trouble switching between the Workbench and its documentation? You can use the icon at the top right corner to search within the documentation directly from the Workbench.

[Search in documentation](#)

Support

You have questions about Guided Selling, the Workbench or obtained an error which you do not understand? Please contact your excentos Support Team via [E-Mail](#) or phone at +49-331-730768-33.

My Tasks & Documentation

See and edit open tasks for you or excentos in your [JIRA Issue Tracking System](#) (for active excentos customers only).
Check your [Project-Specific Documentation](#) in your Confluence space (for active excentos customers only).

Upcoming Changes

excentos continuously adds new features to the Workbench. Coming soon:

- Edit the question flow
- Configure the User Interface

Check the [Workbench Roadmap](#) to see all upcoming features.

Analytics

A tracking of visits, goals, usage data and buying needs can be found in the [excentos Web Analytics](#) (login required).

Read on: See an example with the [Free Trial Phase](#)