

# 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

The screenshot shows the 'excentos WORKBENCH' interface. The top navigation bar includes 'Product Guides', 'Theme Design', 'My Company', 'Hello admin', and a search icon. The main content area is titled 'Welcome to the excentos Workbench' and provides a brief overview of the tool's purpose. Below this, a large section titled 'Creating Product Guides is easy - just follow these 5 steps:' lists the following 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](#)).

To the right of the steps are six informational cards:

- 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 InterfaceCheck 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](#)**