



**ADOBE SYSTEMS
INCORPORATED**
Headquarters
San Jose, California
www.adobe.com

Adobe revolutionizes how the world engages with ideas and information. Our award-winning software and technologies have set the standard for communication and collaboration for more than 25 years.

With a reputation for excellence and a portfolio of many of the most respected and recognizable software brands, Adobe is one of the world's largest and most diversified software companies.

ADOBE® ROBOHELP® 10

Taking content to your users where and when they need it

Multiscreen HTML5 brings new single-sourcing versatility for technical writers, documentation teams and instructional designers who create Application Help, Knowledge Bases, Policies and Procedures and eLearning content with unsurpassed ease-of-use. By removing the technology roadblocks, you can focus on content. This release offers dramatic new workflows that make it easier than ever to create, import and deliver online and print content in a familiar, author-friendly environment.

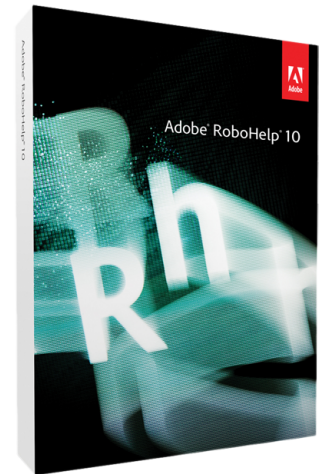
For your audience on the go, content follows with Multiscreen HTML5 single-sourcing

Technical communications professionals depend on Adobe to future-proof them for the exploding world of multiple screens and devices. Future-proofing means Adobe RoboHelp 10 recognizes what is a popular device or screen size today may be replaced by another still to come! As a technical communications professional you need to be ready to deliver.

This release provides the power to prepare you for publishing to virtually any device with any screen size. That delivery may be online like web delivery or offline like eBooks or even native applications. Imagine, creating your own native mobile application and installing your help system or knowledge base right on the device and run without an internet connection. Now you can even create Context Sensitive Help for mobile applications with a special application programming interface (API) for iOS and Android developers.

But Multiscreen HTML5 is just the beginning of the story. This release brings you major new solutions such as an end to end integration with Microsoft SharePoint and an even more powerful than ever Review and Collaboration Solution.

If you are part of a multi-author team, you will especially want to learn about how Adobe RoboHelp 10 makes it easier to keep team members and subject matter experts "in sync" so that content is accurate and up to date. This Reviewer's Guide first offers a summary of these each new workflow and solution and then takes you to a more detailed view.



Now you have mobile-friendly Multiscreen HTML5 to deliver content to any device, no matter what the screen size

Single Sourcing just got better! Modern, frameless HTML5 output, not only looks better, it performs better for the end user. Information can be richer, yet easier to access. Authors can also enrich topics with metadata to lead readers to the right answers.

From iPhones and iPads to Android Galaxy Tab, Kindle Fire, Android Phone and Desktop, Adobe RoboHelp 10 has you covered! Support for modern HTML5 output and CSS3 means authors are no longer limited to the old-fashioned and restrictive frame-based "tri-pane" window. Convenient "presets" of common screen sizes are ready-to-use and authors can specify their own custom screen sizes if they choose. Each screen size can be mapped to a different screen layout so that the appearance of the content is right for the device. [\(Read more on page 13\)](#)



Choose from ready-made layouts or create your own with the Screen Layout Editor

The out-of-the-box Screen Layouts that are provided, are independent of your project content. They are created in the Screen Layout Editor using CSS and a variety of Multiscreen HTML5 Widget Placeholders. Everything from Search boxes to browse buttons to Tabbed Panels and everything in between is added with a widget. The Screen Layout Editor helps you position the structure of various elements so that you can mix and match widgets to create a layout that suits your needs. [\(Read more on page 15\)](#)

“Creating exceptional customer experiences involves delivering the right information to the right people at the right time in the right format and language. But increasingly, it also means making your content available to customers on the device of their choosing. With the versatile multiscreen HTML 5 publishing capabilities, RoboHelp 10 makes it easy to port your customer support and procedural content to iPhone, iPad, Kindle Fire, and other mobile devices out-of-the-box. The preview functionality adds an additional level of confidence, helping you ensure the experiences you create will dazzle your customers.” Scott Abel, The Content Wrangler, Inc.

Context-sensitive help for mobile apps

Mobile apps need help too! So, now you "have a help app for that!" Easily deliver help content for mobile apps using a library of Adobe APIs. Enable users to call a default help screen or jump to context-based help depending on the feature being used. View the help content within the app or on the local browser available on the mobile device. For more, see Context-sensitive help for mobile apps. ([Read more on page 19](#))

Automatic screen-based content optimization

Authors may want to customize the way certain features work as they move to Multiscreen HTML5 output. You can:

- Optimize each screen profile based on the size of the output screen by converting auto-size or text-only pop-ups to hyperlinks,
- Change absolute image and table sizes to relative sizes.
- Enable the pinch-to-zoom feature, and replace SWF content with Adobe Captivate® HTML5 files on iOS devices. ([Read more on page 17](#))

Make it look as good in print as in a web browser

Media queries are a convenient way to change the look and feel of your content depending on the output medium. For example, you may want a page that is printed to look different than when the page is viewed in a web browser. Use the Style pod to define and apply styles and define the media query. Choose the media view in your editor to view content to see how it will be rendered. ([Read more on page 21](#))

Preview output

Click View > Multiscreen Preview to check out the appearance of your content rendered across many types of browsers and screens such as smartphones, tablets, and desktops. ([Read more on page 16](#))

Search Engine Optimization (SEO-friendly) output

Make your Multiscreen HTML5 content even more search-friendly. Users will find relevant content faster by assigning a unique URL to each help page. Then use the metadata menu to define search keywords, project synonyms, and stop lists to make search results more powerful. ([Read more on page 31](#))

Integration with Adobe® Captivate® HTML5 eLearning

Easily integrate HTML5.MP4 or Flash SWF content either imported or created on-the-fly with Adobe Captivate. Enhance your help files with show-me demos and how-to video tutorials. To see one, go to the Salesbuilder Animated Tour topic in the Salesbuilder

sample project. There is also a new Rapid Step by Step Authoring workflow that integrates with RoboHelp content. ([Read more on page 22](#))

Now you have the eBook layout to support EPUB 3 and Kindle Format 8 (KF8)

Deliver content to smartphones, tablets, and eBook readers in EPUB 3, KF8 and MOBI formats. Publish to devices (such as iOS and Android™ smartphones and tablets, Amazon Kindle, Barnes and Noble NOOK™, Sony Reader™) and reader apps (such as Adobe® Digital Editions, Calibre, Aldiko, and iBooks). ([Read more on page 36](#))

New Features and Enhanced Workflows in Adobe RoboHelp 10

Enhanced importing of existing content including Automapping of styles from Microsoft Word and Adobe FrameMaker

There are even easier workflows to import content from other sources, such as Adobe® FrameMaker®, Adobe Captivate®, PDF, Microsoft Word, DITA, XHTML, and CHM. For example, style mapping from FrameMaker and Word has been enhanced and you can now create or import Adobe Captivate HTML5 format eLearning tutorials. In the Salesbuilder sample project, you can see how the Corporate Travel Microsoft Word document has been linked to this project. You will also find an Adobe Captivate 6 HTML5 Video which can be seen if you generate one of the Multiscreen HTML5 Single Source Layouts. It is in the Salesbuilder Animated Tour topic.

In addition, there is a new Automapping feature for Microsoft Word and Adobe FrameMaker that conveniently allows the author to map styles from those applications to RoboHelp topics upon import. Automapping picks up the imported Microsoft Word or FrameMaker document styles and maps them to RoboHelp style names. ([Read more on page 45](#))

Multi-file Find and Replace

There is an all new and robust Multi-file Find and Replace tool in its own pod for editing content more conveniently. Search for text with multiple parameters, edit your search queries, view search results in a list, use pre-populated search filters, set a default

Search path, and look up regular expressions and wildcard characters. ([Read more on page 40](#))

User Defined Variables (UDV)

Control and customize content better by applying a User Defined Variable to a wider range of content, including the Topic Title and Table of Contents. Automate updates by simply making a single change to the UDV value in the UDV pod. To see this in action, right click on this topic and choose "Topic Properties." You will see that the About RoboHelp 10 User Defined Variable has been inserted in to the Topic Title. This is also used in any topic where that variable has been placed. ([Read more on page 41](#))

Glossary definitions even more easily exposed to your readers.

By popular request! The author can now choose Glossary terms to reveal definitions as text popups or even tooltips in addition to the expanding hotspot. Read details in Output Enhancements. ([Read more on page 42](#))

Automate commonly used procedures with the RoboHelp Scripting Engine and API

RoboHelp is virtually unique among help authoring tools in having an extremely extensible scripting capability. There are many "out of the box" scripts for common tasks and now, you can enable event-based executions of functions within a script rather than relying on manual interventions. Use the scripting pod to generate custom reports, automate frequently used workflows, and even extend the functionality of Adobe RoboHelp 10. To access these scripts, click View > Pods > Script Explorer.

Access to user-generated content with smart new Search features

Intelligent, searchable content

Create a superior search experience for your users by empowering them with the ability to view the total number of search results, search for all words in a string, and apply Conditional Build Tags (CBTs) on external search content.

To expose this unique feature and make it easier to use, External Content Search now has its own pod for easily adding terms and URLs with CBTs applied where required. ([Read more on page 31](#))

Editable image tags

Improve accessibility for your content by setting your own attributes for the Title and Alt tags in the HTML code when an image is added to the content.

Efficiently collaborate and rapidly review

Out-of-the-box integration with Microsoft SharePoint

Enable better version control on all multiscreen help projects by publishing directly to a SharePoint document library or folder. Publish directly to a SharePoint site from within RoboHelp. This may be in.aspx format if preferred.) Project team members can then check files in or out and maintain history records. ([Read more on page 27](#))

Multi-authoring productivity

Enable real-time collaborative content creation and increase productivity in multi-authoring environments.

- Manage assets across users and projects with Microsoft® SharePoint.
- Reuse shared assets from a common repository on a shared location

Enhanced PDF-based reviews

Expand the scope of PDF-based reviews by filtering topics based on the table of contents and including dynamic HTML content in the workflow. Now also review expanding and drop-down text, import comments related to them, and track changes. ([Read more on page 22](#))

Tracking usage added to Feedback Analytics

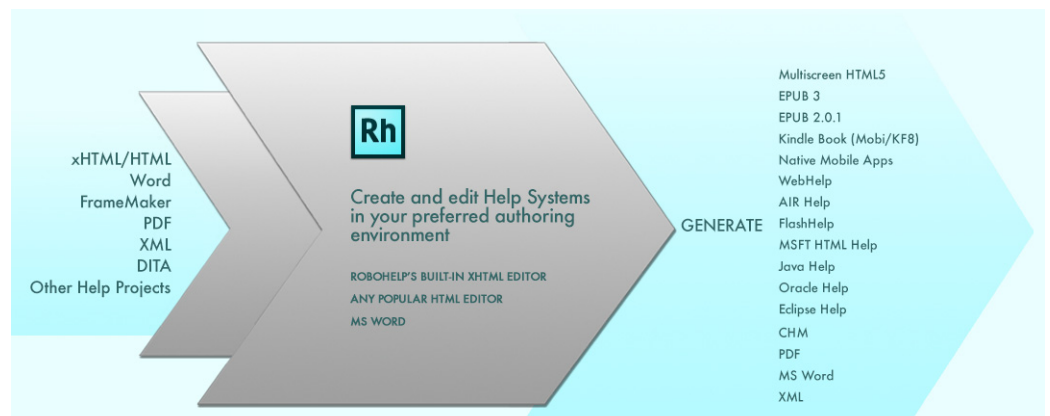
End-user Feedback Reports are key to improving your content quality as you better understand your user's behavior. This is accomplished by tracking key user metrics. Adobe® RoboHelp® Server 9* software feedback reports can be customized to gain insight into usage patterns and better meet their needs. ([Read more on page 49](#))

*Adobe® RoboHelp® Server 9 is a separate product from Adobe RoboHelp 10, and must be purchased separately.

Projects can now be stored and worked on from a network location

Performance is always enhanced when a RoboHelp project is opened on the author's local drive. However, Adobe RoboHelp 10 now makes it possible for projects to be located on a network drive and worked on directly.

Import Content from many formats and output to many types



But before we get into the details of this workflow, let's step back for a minute and take a look at the overall input/output of RoboHelp which is what all this collaboration is part of. First, authors can import many source documents in many formats that can be brought into the project. Sometimes the technical communicator drafts the content right in RoboHelp. In other cases, content is received from other authors or subject matter experts to be imported. Once the content is brought into the project, there are many outputs that can be generated. Adobe RoboHelp has long been the leader of single sourcing.

An author might want the convenience of keeping only one project up to date. But, the author often has many types of output and many different audiences or channels to receive this content. For example, the project may be used to create traditional outputs such as WebHelp or Printed documentation. Or the author may choose from many other newer formats such as AIR Help for automatic updating or EPUB for handheld devices and ebook readers. The RoboHelp project can also output directly to a SharePoint site or perhaps publish to the Adobe RoboHelp Server 9 which provides Feedback Report Analytics for constant content improvement. RoboHelp remains at the core as the tool that helps the author make all this happen smoothly.

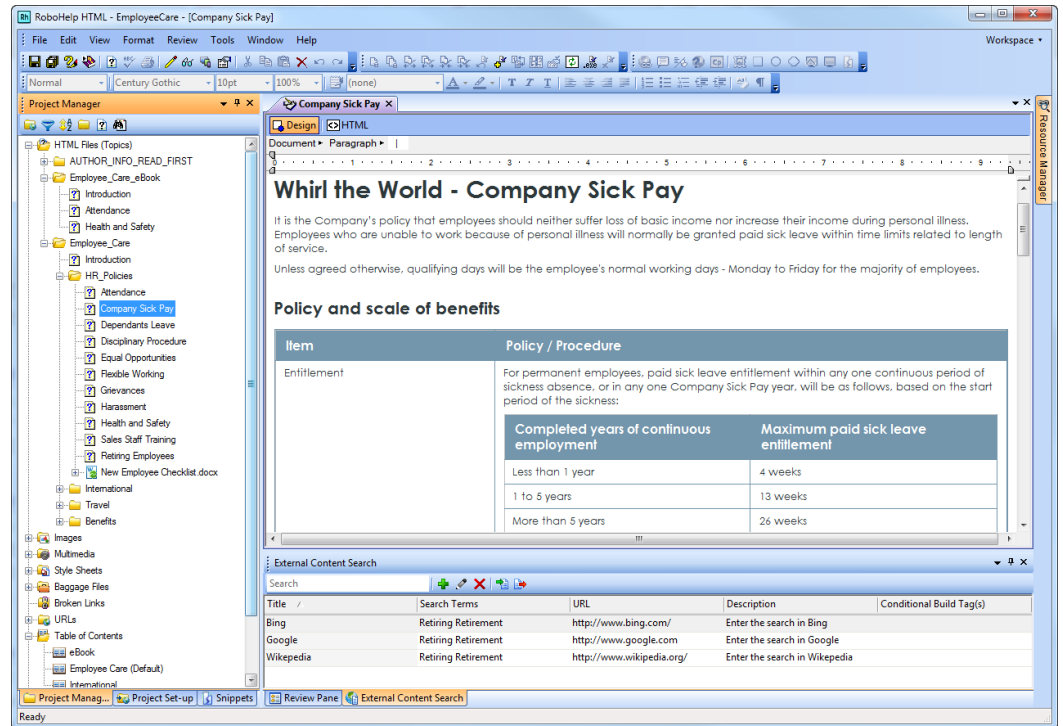
All of this output goes into Help Systems, Knowledge Bases, Policies & Procedures, eLearning Content, Product Manuals

Existing favorites authors come to expect from RoboHelp

While this Reviewer's Guide focuses on new workflow solutions, we don't want to forget the many good reasons Adobe RoboHelp has become so popular in the first place. If you are new to RoboHelp, here is a recap of features introduced in previous versions:

- **Single Sourcing** - Adobe RoboHelp software continues its innovative history of helping authors publish to multiple channels with more output formats (print and online), all within one single project.
- **Dynamic User-Centric Content (DUCC)** - Delivering personalized content to the right people at the right time.
- **AIR Help** - a fast-growing and popular solution to keeping content updated and taking advantage of Web 2.0 commenting. All presented in an attractive and easy to navigate user interface.
- **XML** support for DITA
- **An XHTML editor** with clean code that can be W3C validated right within RoboHelp.
- **Powerful search** - RoboHelp provides many tools to make content findable. These include topic-level search keywords, project-wide synonyms, phrase search, boolean expressions and optional search ranking.
- **Section 508 compliance** for enabling important accessibility functionality while maintaining a single source of content.
- **Master Page templates** for consistent look and feel with placeholders for Breadcrumbs and Mini-TOCs
- **Snippets** - Reusable blocks of content can be placed throughout a project making it easy to swap out the content for quick updating.
- **Conditional Build Tags** - Authors can assign tags to content that can be excluded when the output is generated. One single source project can be customized for many audiences.
- **Multiple TOCs, Indexes and Glossaries** - Versatile workflow for multiple audiences
- **Multiple Document Interface (MDI)** - Have more than one topic open at a time for quick switching.
- **Workspaces** (also known as Environments) - Create author-defined Workspaces which can be customized and saved.

- **Custom toolbars and menus** - Provide the most comfortable workspace for the author.
- **Scripting** - Scripts that automate tasks and generate new outputs such as Eclipse

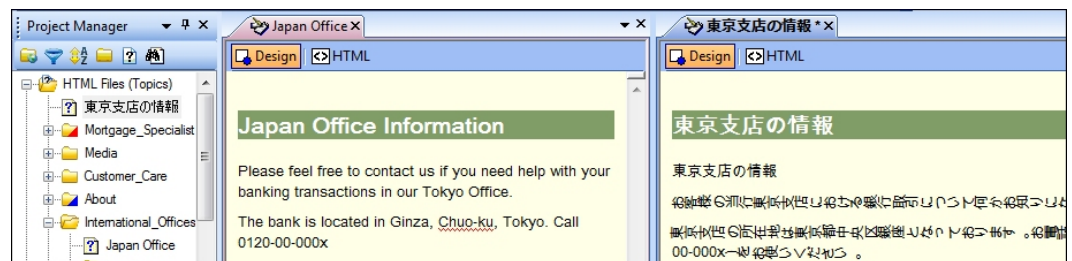


Help or EPUB format are provided. Authors can also create their own “macros” to automate tasks.

- **Visual editors** for Cascading Style Sheets, Tables and Multilevel Lists for taking some of the guesswork out of managing styles, lists and tables.

Translation workflows are smooth with Adobe RoboHelp

“Our projects are translated into over 20 languages with Trados and I never had a problem” - customer on Adobe RoboHelp forum. Here are some of the many advantages provided by RoboHelp for translation and localization:



- Unicode support for 35 languages
- The Multiple Document Interface (MDI), which allows editing of topics side by side

- Ability to have multiple tables of contents, indexes, and glossaries in different languages
- The ability to define a language at the topic and even paragraph levels in addition to the project.
- The LANG attribute is used for spell checking, thesaurus, Smart Indexing and creating the search index.
- The language attribute specified at the paragraph level is given the highest preference.
- Clean XHTML code

Installation of Adobe RoboHelp 10

If you do not already have Adobe RoboHelp 10, a trial version may be downloaded from www.adobe.com/go/try/robohelp. For system requirements, see the end of this guide.

When the installation dialog appears, select radio buttons for Adobe RoboHelp 10, Adobe PDF Creator Add-on (deselect if you have a different compatible product) and the Adobe ExtendScript Toolkit.

Note: Opening a project and upgrading it to Adobe RoboHelp 10 will make it incompatible with previous versions. Therefore, it is best practice to install trial versions on non-production machines as well as to backing up projects before opening in a new version of RoboHelp.

Don't miss the Sample Projects for examples and tips

Sample Projects to explore and learn - Three Adobe RoboHelp 10 Sample Projects (Employee Care, Global Site Consult and Salesbuilder-help) are included in the installation. They use a fictional company, Whirl the World Travel which has an online policies and procedures manuals as well as context sensitive Adobe AIR Help for its AIR Application, called Salesbuilder. Global Site Consult is designed to provide Context Sensitive Help for mobile applications.

Open these samples to get an immediate feel for RoboHelp. Be sure to open the AUTHOR_INFO_READ_FIRST folder in either sample to give you a headstart.

Notice this view shows off the author-friendly Design Editor with the brand new Review Pane showing at the bottom. This is where authors and their subject matter experts can participate in keeping the project "in sync". On the left is the RoboHelp Project Manager which helps you easily track of hundreds or thousands of assets that are part of your project.

Try it! Exercises

The Try it! Exercises in this guide are designed to use the Sample projects.

To access the Samples Projects, do one of the following:

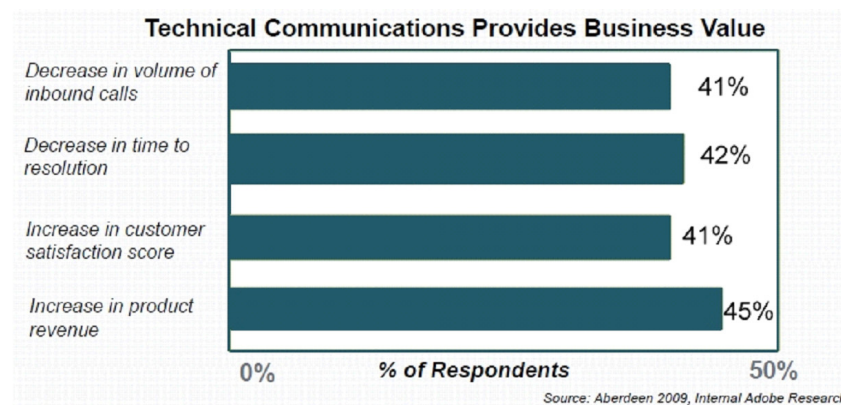
1. Open RoboHelp by double-clicking the desktop icon named "Adobe RoboHelp 10 HTML". Or, Click Start > Run > type "robohtml" and click OK.
2. RoboHelp will open to its start page.
3. On the start page, click the Open folder icon.
4. From the Open Project dialog click the Sample icon in the lower left panel.
5. Open the EmployeeCare folder (sample project).
6. Double-click on the EmployeeCare.xpj (RoboHelp's project file).
7. After the project opens, maximize the RoboHelp application window. You will see the project open in a view similar to this screenshot.
8. The same steps can be taken to open the Salesbuilder or Global Site Consult sample projects.

Worth the upgrade. Whether switching or upgrading, this is a release not to miss!

"In my 20 years of using and teaching RoboHelp, I've never seen so many new workflows and features in a single release, making it an upgrade no-brainer."

" John Daigle, Evergreen Online Learning, LLC

Tight budgets require your tools to work harder and be up to date. Budget tightening means your tools must work harder and be scalable in today's economic reality. Adobe RoboHelp 10 is your insurance policy against falling behind as needs change and grow. Switching or upgrading assures a good return on investment (ROI) that will make everyone happy. ([Read more on page 49](#))



- Adobe RoboHelp is most often described as "author-friendly" and easy to use. (Yet, some competitor tools are often described as having a "steep learning curve" or "an

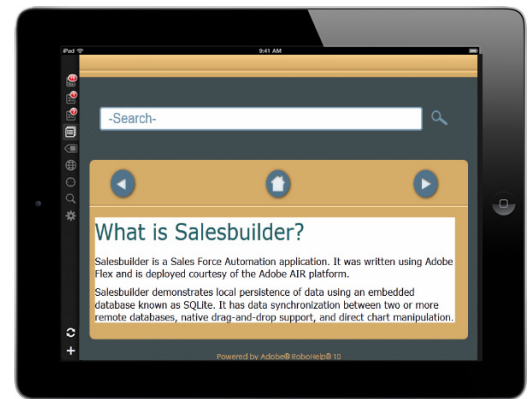
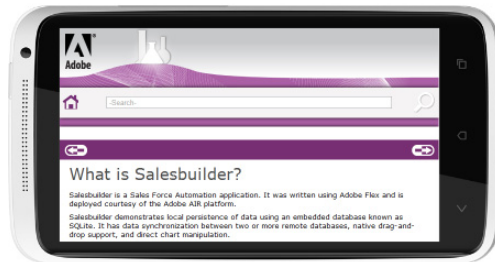
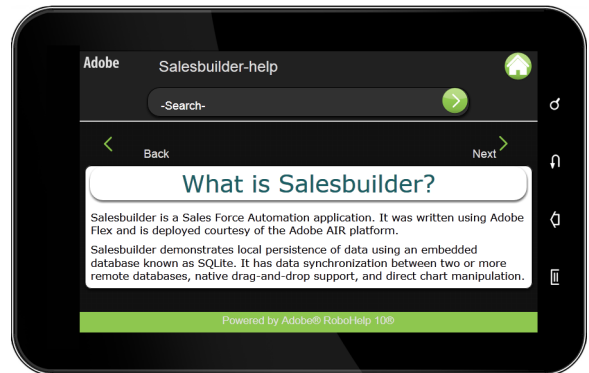
interface only a techie could love"). The friendly interface provides the Adobe RoboHelp author with an immediate payoff.

- Affordable solution. Many organizations find that Adobe RoboHelp provides a robust, scalable solution for a lot smaller investment than more expensive Content Management Systems.
For example, Adobe RoboHelp 10 can be purchased for less than \$1,000 US and attractive upgrades are available for as little as \$399 US. RoboHelp is also available on an economical monthly or annual subscription basis as part of the Adobe Technical Communication Suite 4.
- Start developing content immediately without learning complicated "techie" interfaces and workflows that don't work the way you do.
- It's scalable and can easily grow with your needs.
- The new Review and Collaboration workflow solution streamlines your workflow and can save lots of time and money as the team communicates more accurately and efficiently.
- Extras are provided without additional purchase such as RoboScreen Capture, RoboSource Control and Extended Scripting automation. Adobe Reader is free for reviewers to use.
- The tight integration and affordability of the Adobe Technical Communication Suite 3 is an assurance of Adobe's commitment to excellence and constant improvement suggestions incorporating thousands of user suggestions over many years.
- With the Adobe Technical Communication Suite, the savings are even greater. Five Adobe applications are included for less than half the cost if purchased separately.

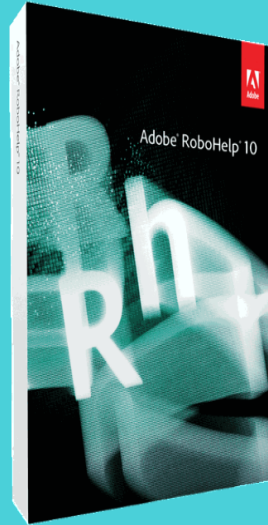
Now you have mobile-friendly Multiscreen HTML5 to deliver content to any device, no matter what the screen size



**Multiscreen HTML5
Single Source Layouts**



From iPhones and iPads to Android Galaxy Tab, Kindle Fire and Desktop, Adobe RoboHelp 10 has you covered! Support for modern HTML5 output and CSS3 means authors are no longer limited to the old-fashioned and restrictive frame-based "tri-pane" window.



Multiscreen HTML5 Single Source Publishing

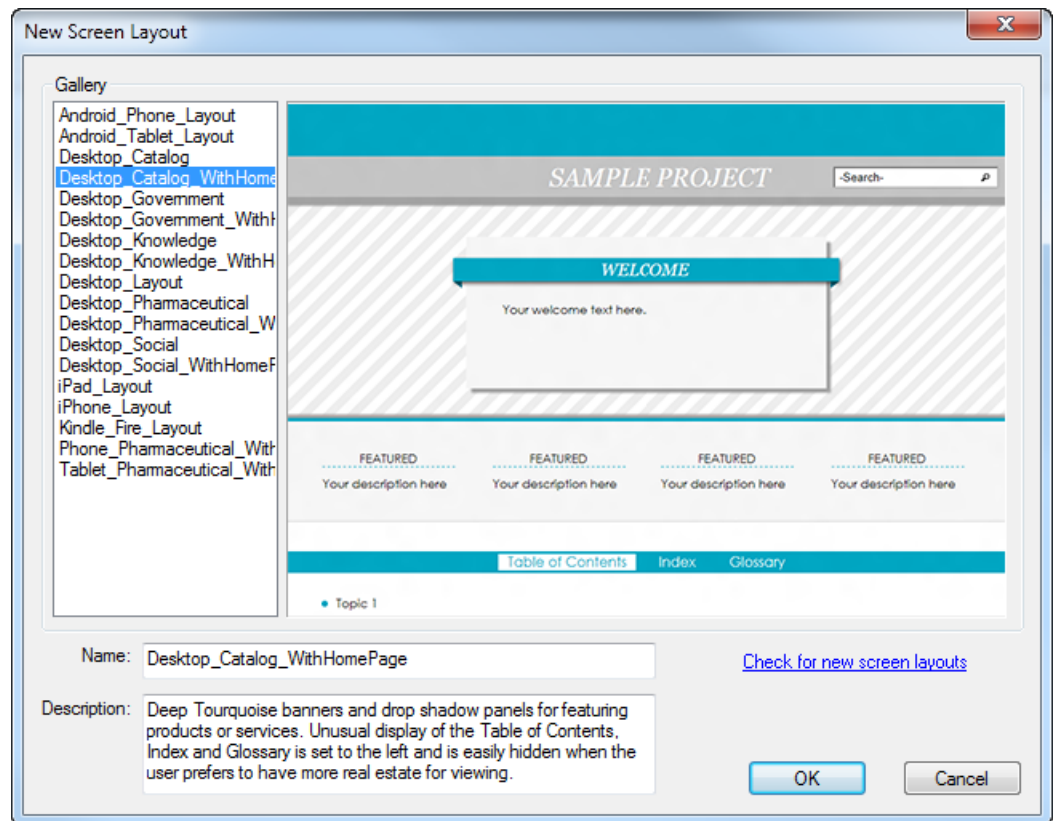


Choose from a Gallery of prepared Screen Layouts

The New Screen Layout dialog shows a Gallery of out-of-the-box layouts which can be modified in the Screen Layout Editor to suit your branding or color scheme.

“The new Multiscreen output in Adobe RoboHelp 10 lets me quickly and easily publish one set of files for all devices. The Help system queries the device, and formats the output based on screen size rules I set up.”

Matt Sullivan, Independent Adobe Certified Instructor



Modify the Screen Layout Pages for your own branding and color scheme

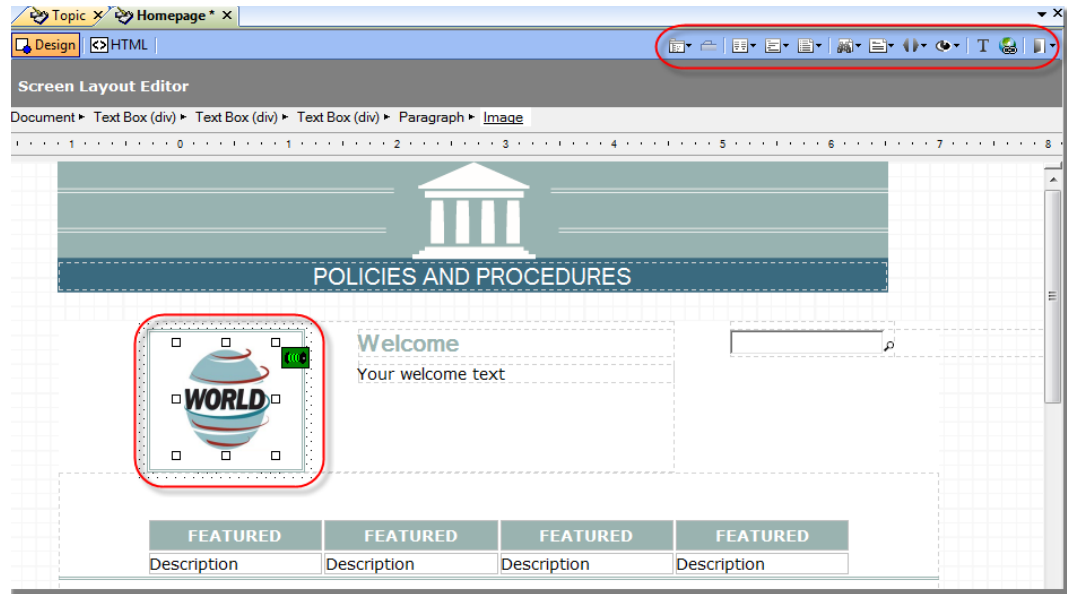
For example, perhaps you would like to change out the logo shown in the screenshot below. Double-click on it and browse to the location of the new logo. Click OK to replace. Use the Multiscreen Widget tool bar in the upper right of the Screen Layout Editor to insert major structural elements such as:

- Tabbed Panel of Table of Contents, Index, Glossary
- Browse Sequence buttons
- Print button
- Hyperlinks
- Horizontal Accordion tabs

...and many more. In addition to the widgets, authors can access the **Screen Layout Properties** to fine-tune the CSS Attributes for the layout.

“The addition of HTML5-based multiscreen outputs, CSS3, and support for Media Queries moves Adobe RoboHelp 10 into the mobile space in a big way—from smartphones to tablets and beyond. At the same time, RoboHelp maintains its familiar interface and feature set for those authors that aren’t yet ready to add mobile to their single source outputs and workflows. RoboHelp 10 is a well thought-out, flexible, and future-oriented extension of RoboHelp by Adobe. Nice job!”

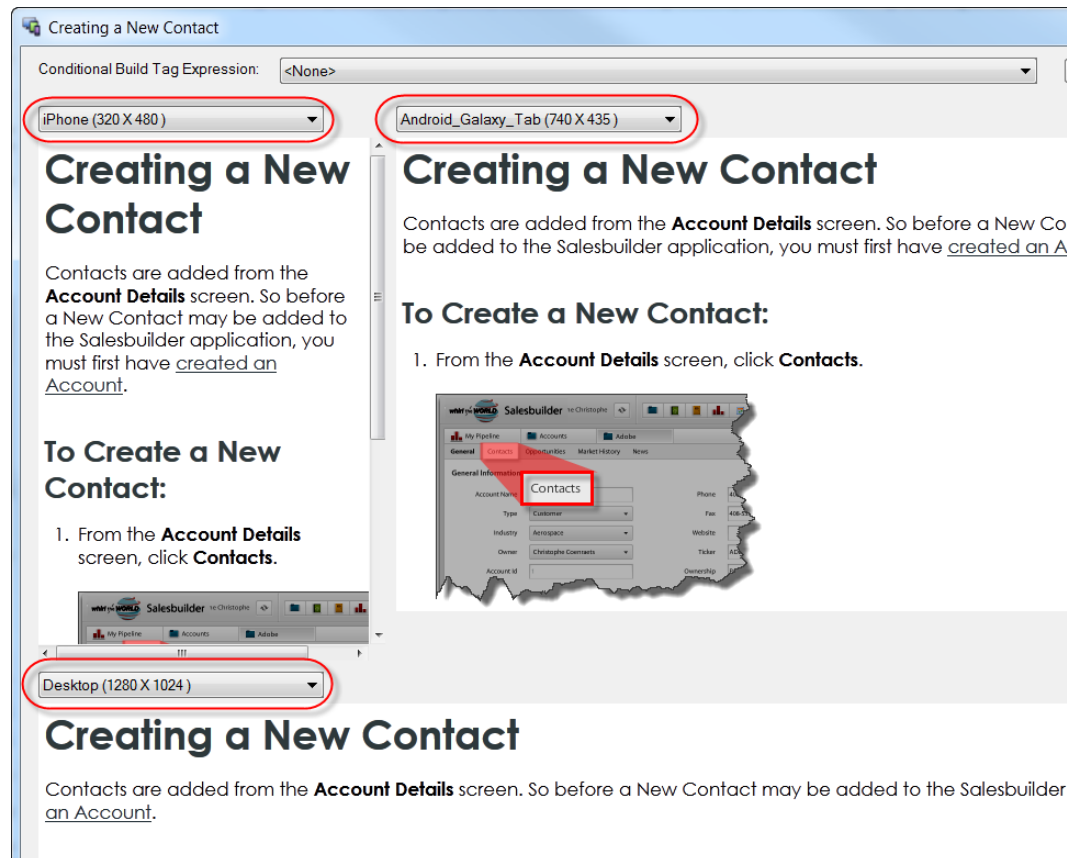
Neil Perlin, President,
Hyper/Word Services



Many ways to Preview your work on different screen sizes

See how your designs work on different sized screens using the built-in Multiscreen Previewer. You can also view with a Screen Profile in an emulation of a device.





Automatic Screen Optimization so content adapts to the device

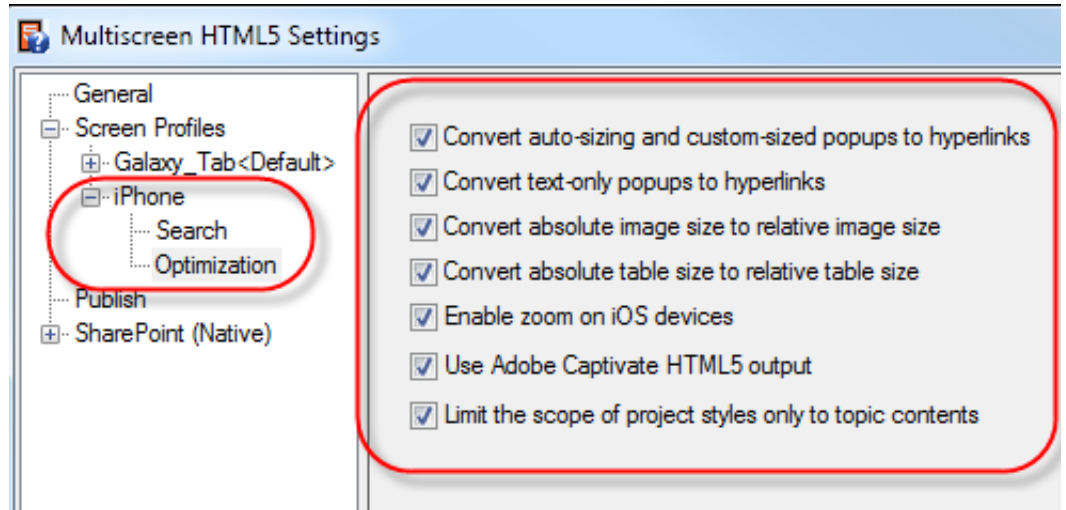
Convenient "presets" of common screen sizes are ready-to-use and authors can specify their own custom screen sizes if they choose. Each screen size can be mapped to a different screen layout so that the appearance of the content is right for the device.

The screen profiles and layouts are shown in Project Set-up. Here you will see all the profiles and layouts available to the project. You can add and delete as required.

When generating the Multiscreen HTML5 Single Source Layout, you can select Optimization settings so that the content will "flow" and adapt to fit the target screen. For example, popups are commonly used for larger desktop screens, but are not always supported by smartphones and other devices. Items like image and table sizes will also adjust to fit the screen. Optimization can also properly deliver the new Adobe Captivate 6 HTML5 files for eLearning content.

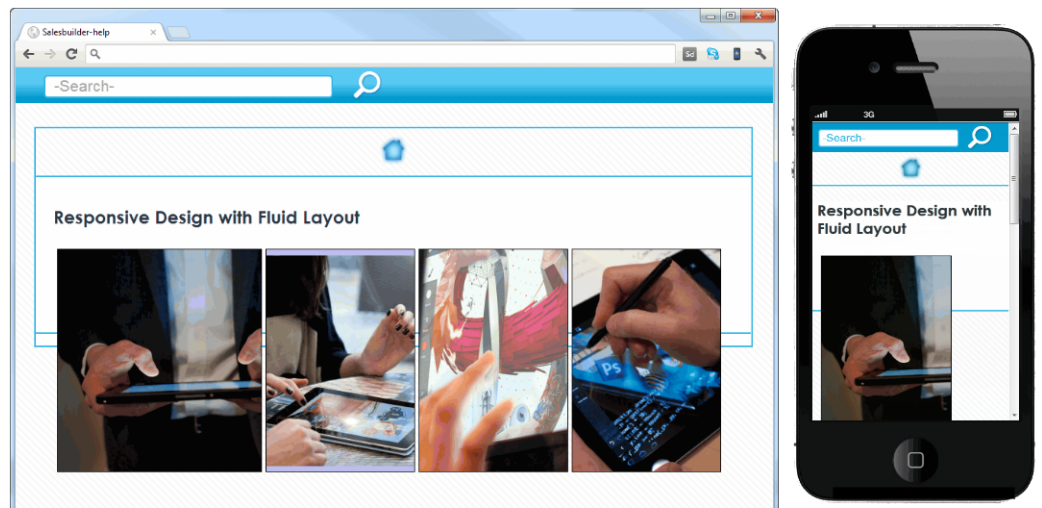
“Adobe RoboHelp 10 represents an important step in supporting the next generation of software applications. As more and more computing is done through mobile devices, it is vital to adjust Help to match. The support of HTML5, Media Query, and Multiscreen output in RoboHelp 10 assists technical communication professionals in reaching their objectives.”

Joe Welinske, President,
WritersUA



Responsive Design promotes fluid layouts

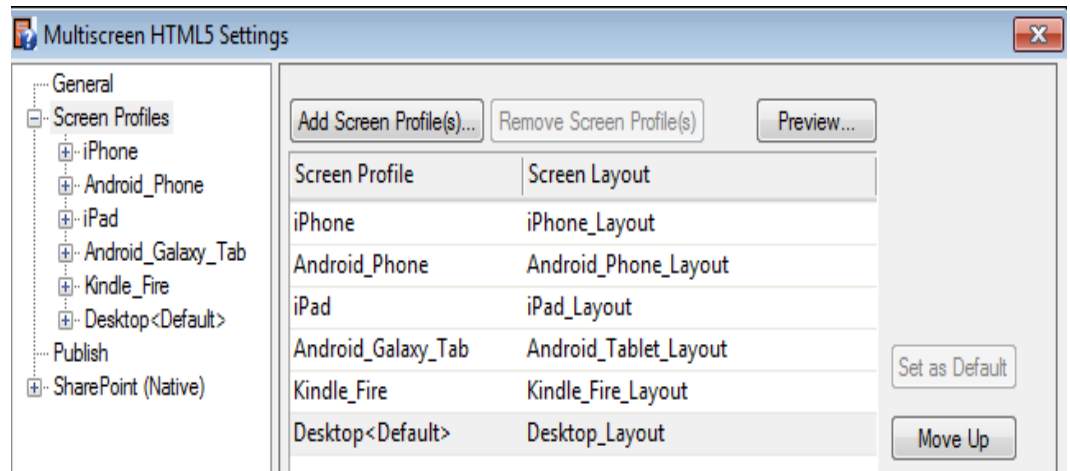
Notice how the four images and text of the web browser on the left automatically adjusts to single stacked graphics on the phone device.



Use the Multiscreen HTML5 Single Source Layout to generate content

The screen profiles are mapped to the layouts within the new Multiscreen HTML5 Single Source Layout. All the screen profiles in the project will always be listed on the left. On first accessing this dialog all the profiles will also be listed on the right and be

mapped to a screen layout. If you don't want an output for all the devices, simply highlight them on the right and use the Remove Screen Profile(s) button.



Context-sensitive help for mobile apps

Mobile apps need help too! So, now you "have a help app for that!" Easily deliver help content for mobile apps using a library of Adobe APIs. Enable users to call a default help screen or jump to context-based help depending on the feature being used. View the help content within the app or on the local browser available on the mobile device. For

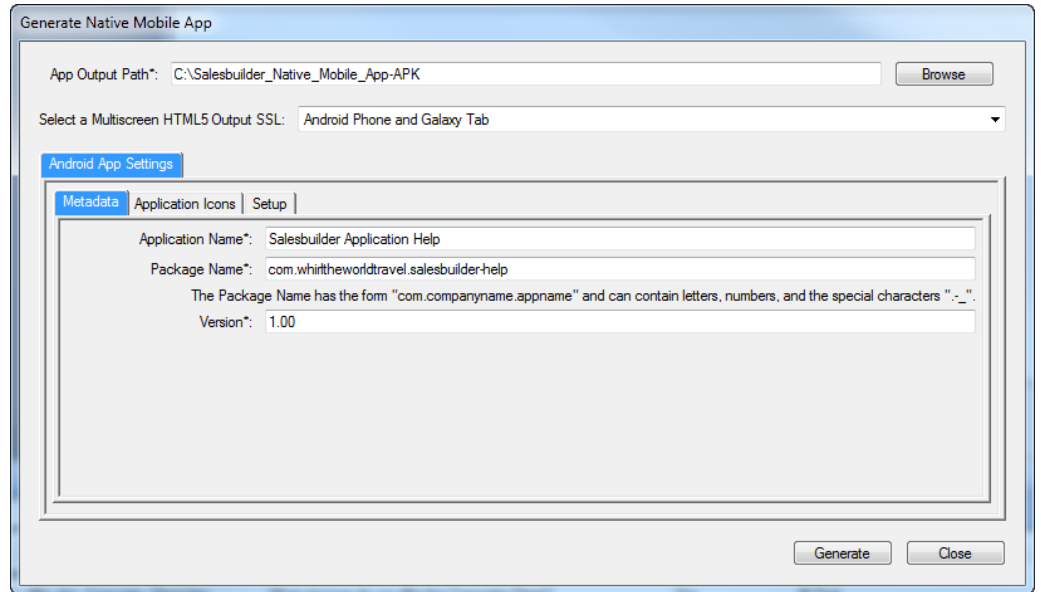
more, see Context-sensitive help for mobile apps. The APIs are installed on the author's computer along this or similar path: C:\Program Files (x86)\Adobe\Adobe RoboHelp 10\CSH API

Shown below are CSH Test Tools for both the Android as well as iOS applications so that the developer can make sure the right help topics are accessed at the right time.



Create Native Mobile Apps (.apk)

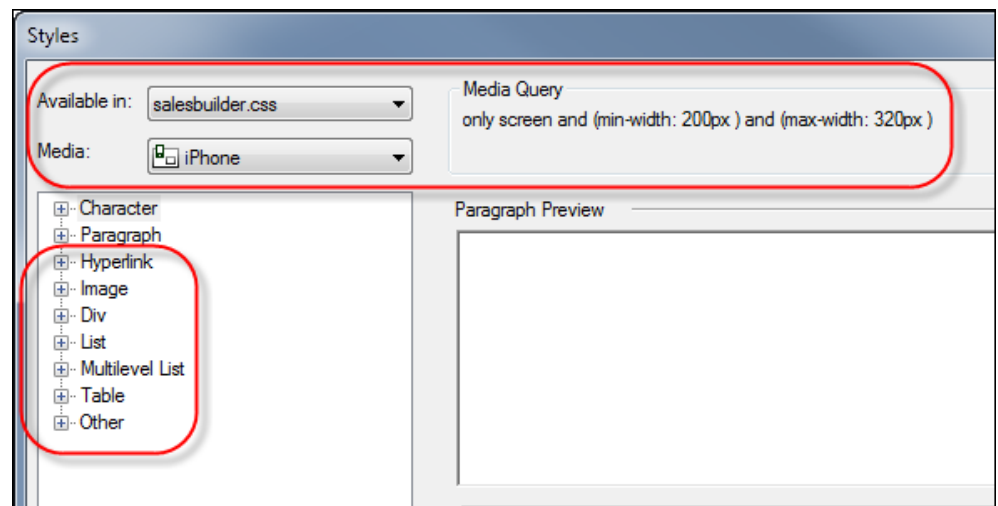
An author can create a “native” mobile application so that the RoboHelp project becomes an installable application stored right on the device. This way, no Internet connection is required!



Click File > Generate > Native Mobile App to access the options available. For details please see the online help topic.

Enhanced CSS3 management

Create CSS styles either using a built-in visual style editor or choose a new HTML code editor for those who like to edit directly. View and modify attributes, edit the tags, and format hyperlinks, text boxes, and block elements. You can also modify and create new DIV tags as well as manage Media Queries. For example, you can use media queries to style images and hyperlinks differently for printed and online content.



A launchpad for eLearning: Adobe Captivate 6 and HTML5 output for mobile devices

Authors are becoming “trainers”. Traditional online help authors are being tapped on the shoulder to produce eLearning and training materials. More and more, RoboHelp is being used as an eLearning platform.

Support for new media technologies with time-saving techniques. Relieve friction and frustration with many time-saving authoring enhancements, and a host of new improvements including rich media support such as MP4 and Flash Video (FLV) and Adobe Captivate 6 HTML5 videos and 3D modeling technologies.

Generate Adobe Captivate 6 HTML5 videos on-the-fly or import existing output

When an Adobe Captivate 6 HTML5 video is created within RoboHelp or imported, all the associated output files are brought along for maximum compatibility. For example, if a browser or device does not support Flash SWF format, the HTML5 content is delivered. Conversely, if the browser does not yet support HTML5 output, then the SWF file is delivered with the popular Adobe Flash Player installed on more than 90% of desktops and laptops worldwide. So, the Adobe RoboHelp workflow covers all the bases!

Rapid Step by Step Authoring with Adobe Captivate 6 integration

When used with the Adobe Technical Communication Suite, authors now have a way to generate short reference guides and handouts of their Adobe Captivate 6 projects by generating on-the-fly or importing them into Adobe RoboHelp 10. This is particularly useful for Job Aids and step by step tutorials.

Adobe RoboHelp 10's Review and Collaboration Solution

Content must be kept in sync. Keeping other authors and SMEs up to date can be daunting. Because there are constant changes to content, there is a crucial need for authors to keep “in-sync” with subject matter experts and documentation team members. At the same time, your end users would like to participate in the content generation as well. Powerful new Review and Collaboration workflows using the popular Adobe Acrobat PDF provide the answer. It is a great way to save time, money and frustration all around.

Adobe RoboHelp 10's Review and Collaboration Solution



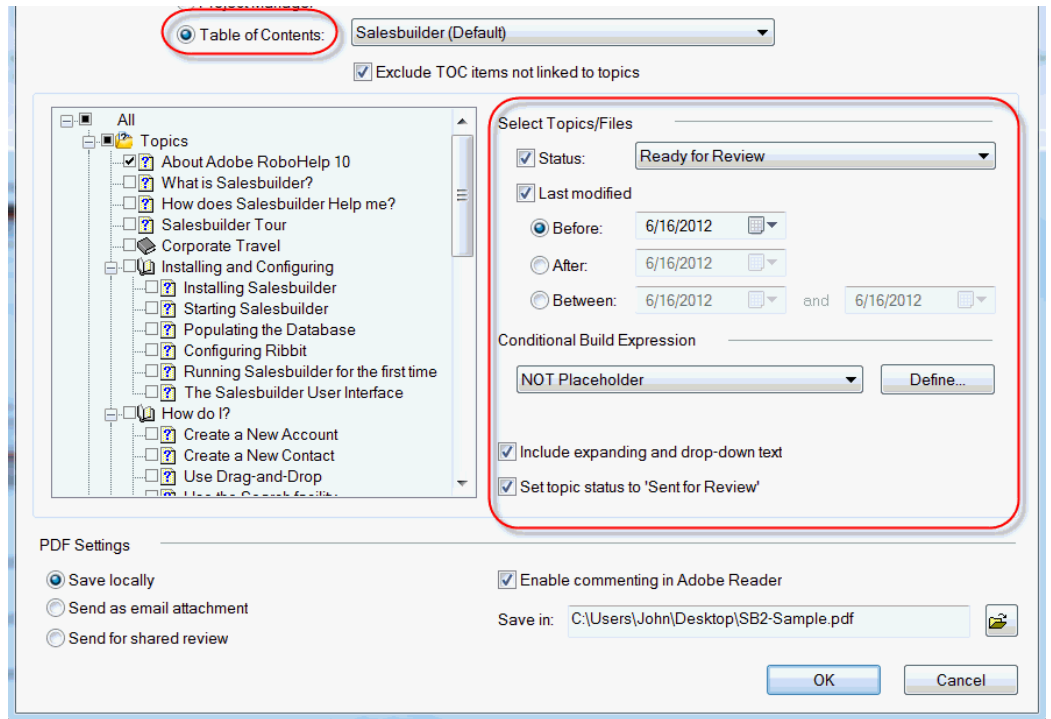
In this next section there are more details on three major workflow to the solution of:

- **Adobe PDF Based Review** (Author-to-Subject Matter Expert)
- **Comments and Comment Moderation** found in Adobe AIR Help (Authors and end-user community)
- **Track Changes** - As the project is worked on, changes are marked and highlighted. There is also
- a record of who made them and when. (Author-to-Author)

PDF Review even more powerful in Adobe RoboHelp 10

A round-trip workflow - A major benefit is that you can select topics individually or based on status, which makes for a smooth workflow in a multi-author environment. This includes Snippets and Master Pages as well! Then, authors can import the comments back into RoboHelp and choose to accept or reject comments as they see fit.

Expand the scope of PDF-based reviews by filtering topics based on the table of contents (See screenshot below)



- Include dynamic HTML content in the workflow
- Review expanding and drop-down text and import comments related to them
- Track changes

A crucial need for writers is to keep their authoring colleagues and Subject Matter Experts "in the loop" so that requested changes can be synchronized during development. New Review and Collaboration workflows using Adobe technology make this possible. All the reviewers need is the free Acrobat Reader software.

A major benefit is that you can send all or just a few of the topics in the project for review.

You may now send a PDF containing the content of some or all of the topics in the project for Subject Matter Expert review. PDF based review is described in more detail in the online help for Adobe RoboHelp 10.

There is no limit on the number of reviewers or topics. This is really scalable to fit your requirements. When PDFs are created for review there are many options for hosting the

PDF. They can be hosted on an internal server, Acrobat.com or a Microsoft SharePoint server.

There are three ways to create a PDF Review. All the reviewers need is the free Adobe Reader software.

- **Send For Shared Review**

Creates a PDF and uploads it to an internal server, Acrobat.com or a Microsoft SharePoint server location for shared review. This option requires that the initiating RoboHelp author has Acrobat X Pro installed. The reviewers need only have the free Adobe Reader. (Acrobat X Pro comes with the Adobe Technical Communication Suite 4.)

- **Create A Local PDF**

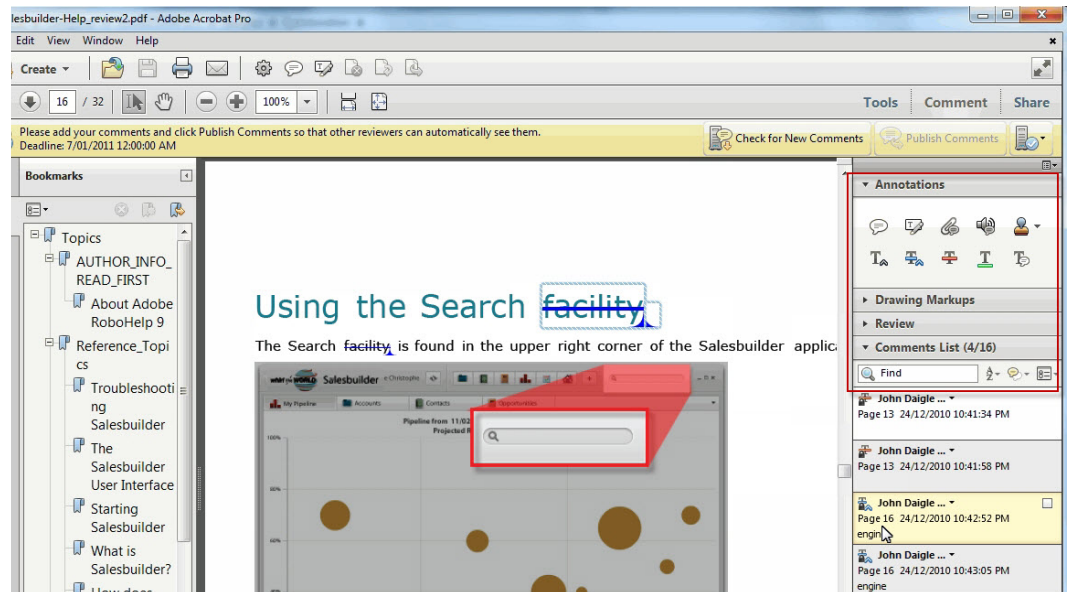
Creates a PDF and saves it to a location you specify. You then distribute the file by your preferred means.

- **Attach For eMail Review**

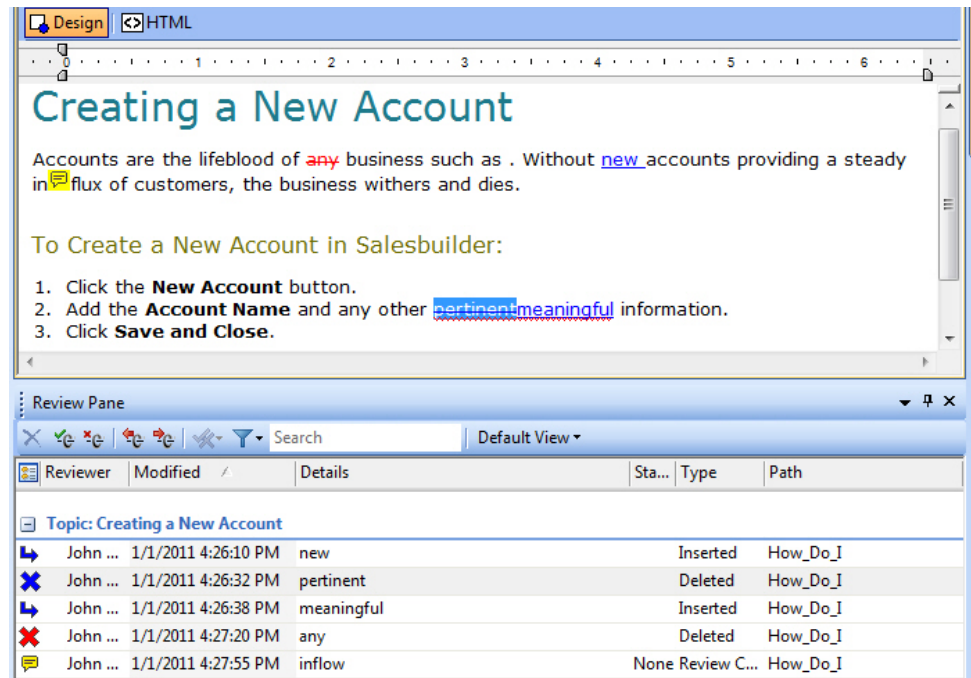
Creates a PDF and attaches it to a new email message opened in your email client. You can complete the message and send it to the reviewers.

After all reviewers have made their comments, the author then uses the Review > Import Comments from PDF command. A Review Pane shows a list of comments or changes. By double clicking the comment, the author can easily go to the particular topic and accept or reject all. Let's take a look at a scenario of a round trip tour to see how a Shared Review can benefit multi-author teams.

When the reviewer receives the PDF, there are many Annotation options available to them when they comment, as you can see in the screenshot below.



Back in the RoboHelp application when the Shared Review is finished, the author clicks Review > Import comments from PDF. In the Review Pane they can see who made the comment or change, the date and the type as shown in the screenshot below.



Management of tracked changes among fellow authors

An important and much-requested capability in Adobe RoboHelp 10 is being able to track changes. Authors can turn on the new Track Changes feature (Review > Track Changes) and RoboHelp will then highlight additions and deletions. Comments can also be added.

You can look at projects created by other authors and use the Review Pane to accept or reject their changes. You can also add your own comments to give the original author some feedback.

Reviewers can quickly see what has changed.

In Tools > Options you need to enter your name as the Reviewer and other Adobe RoboHelp 10 authors should do the same. Any comments or edits will then have the reviewer's name associated with them.

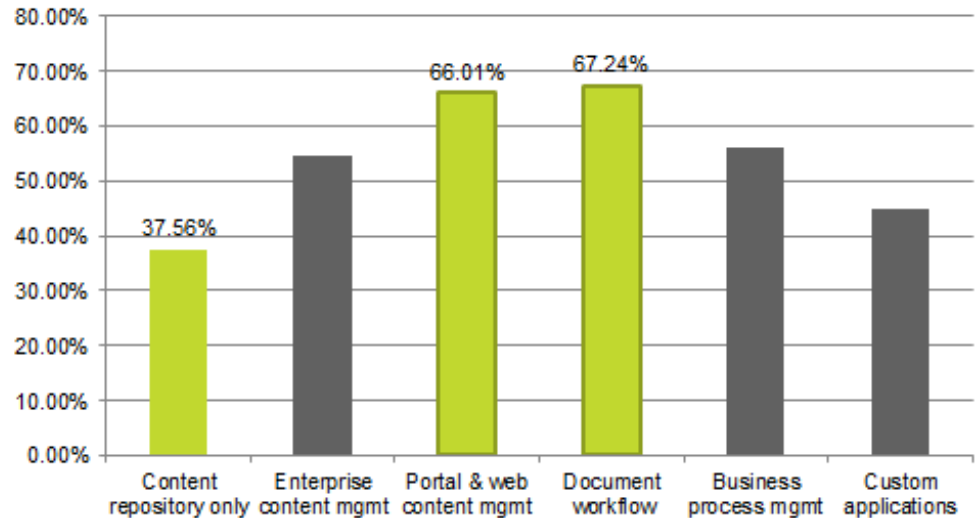
You can generate a layout in the usual way. There may be an Alert dialog asking you to confirm. By clicking Yes, the layout will be generated as if all the changes had been accepted but the changes will still be shown in the source files.

“Tracking alone is worth the upgrade for me. Now I can easily see my team's changes and ensure consistency;”

Peter Grainge,
Documentation Manager,
Advanced Business
Solutions

End to end workflow - Out-of-the-box integration with Microsoft SharePoint

Using SharePoint for Portals, Workflow, and Process



Source: Market Survey 2010 by Global 360

“I’m excited about the new Adobe RoboHelp 10 Multiscreen output where we can deliver content to different screen sizes such as tablets. We use RoboHelp to help our financial services clients document their policies and procedures in an online format. We have clients who are exploring the option of providing their managers

with tablets. The ability to output their procedures to a format designed for a tablet is terrific—it really opens up the possibilities!”

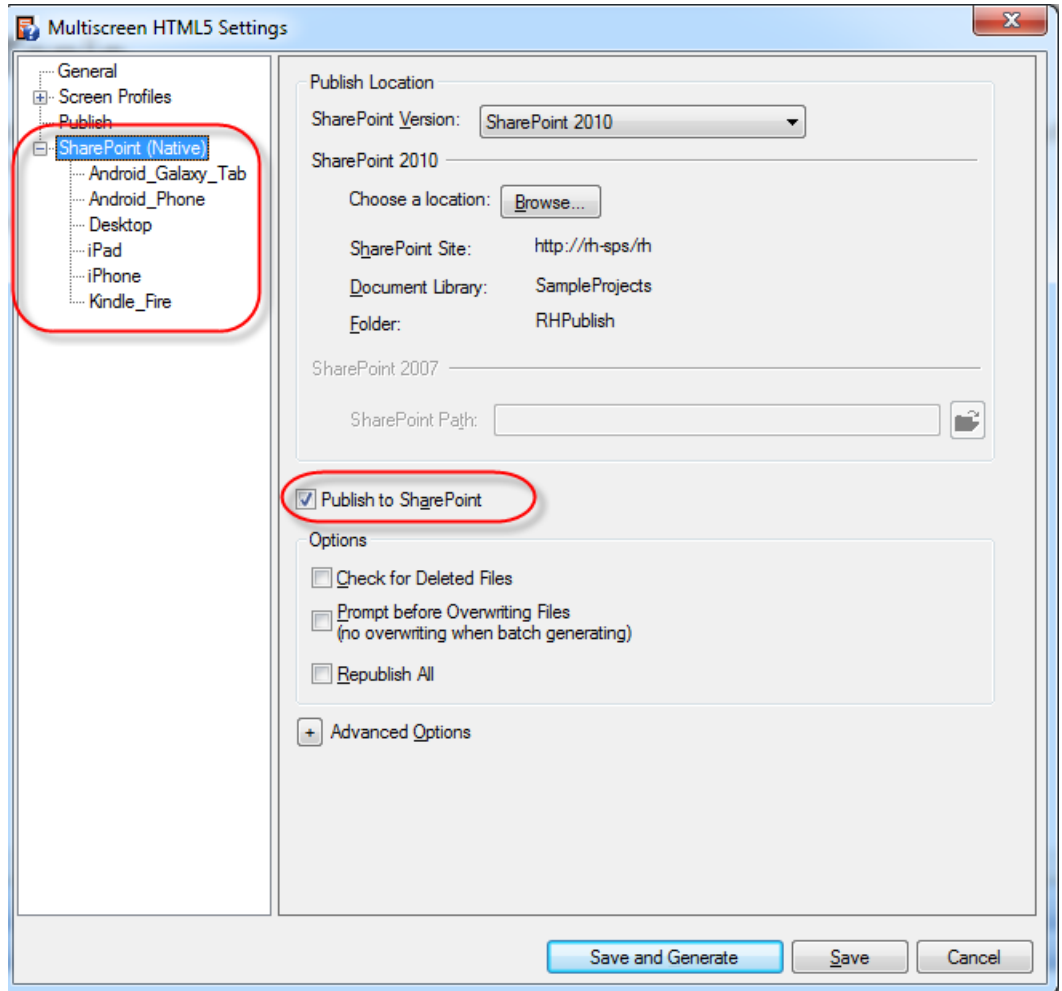
Pam Harrison, Co-owner,
Lighttext, Inc.

A growing amount of knowledge bases and policies and procedures content is stored on SharePoint sites. There is also a need to access that content from mobile devices. That makes RoboHelp’s solution even more valuable.

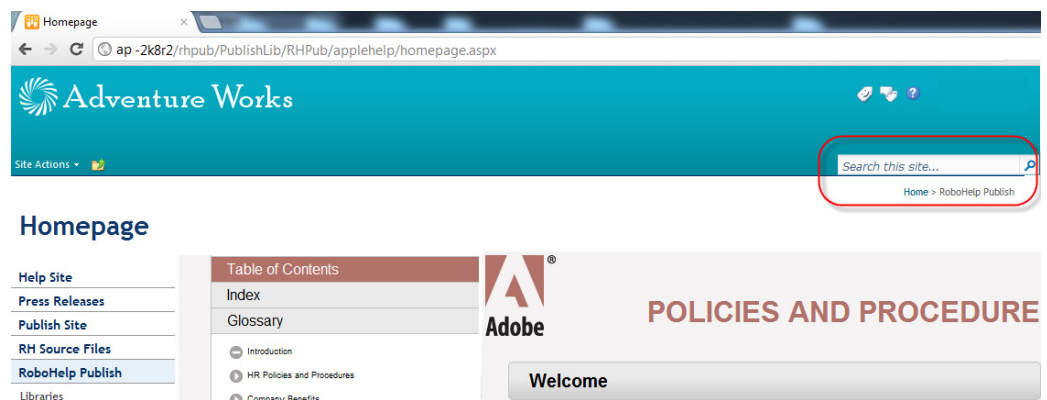
- The business value of SharePoint is growing
- Content’s value is increasing
- Business users see more value from platform interactions

Publish Multiscreen HTML5 content to SharePoint for both desktop and mobile access

In addition to publishing WebHelp to SharePoint, you can also publish in Multiscreen HTML5 format. This includes the ability to publish in the.aspx format in accordance with Microsoft’s security and compatibility recommendations. By integrating Adobe RoboHelp 10 and SharePoint you can provide your readers with easy and powerful access to the Search Engine as well. To access this dialog, create or click on any Multiscreen HTML5 Single Source Layout and open the SharePoint (Native) Settings.



By publishing to SharePoint using the Multiscreen Single Source Layout, your content can be accessed via the desktop as well as mobile devices. The main SharePoint search facility is integrated to bring up RoboHelp project results or readers can use the customized search engine focused on the RoboHelp content.



Resource Manager - “live linking” integrates with SharePoint

“The Resource Manager is so much more versatile, especially for multi-authoring teams,” Rick Stone, ShowMeSolutions

Do more with less - Adobe RoboHelp 10 helps teams of multiple authors do more with less! A key component of collaboration is to share reusable resources that can be “live linked” so that the author knows when the original file has been changed.

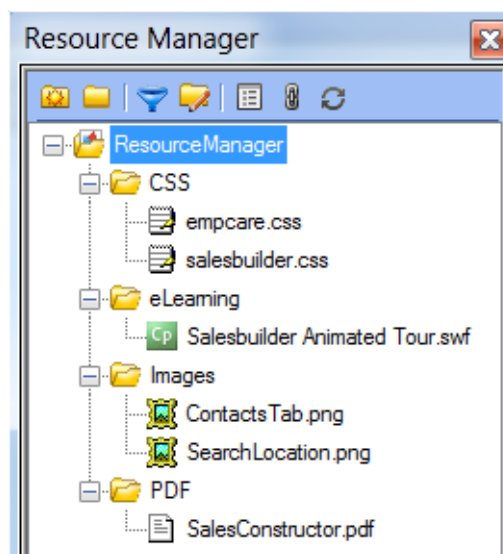
Facilitates source and version control for a multi-author environment - Read below to see how version control solutions can help teams of multiple authors avoid getting out of step as changes occur.

Drag and drop to create a link - Use an asset presented inside the Resource Manager pod by dragging from the pod to the project. That creates a link so that when the original graphic is changed, the RoboHelp author is notified and given the option to update to the new version. This can be used across different RoboHelp Projects among many authors.

Asset links prevent duplication and maintain consistency - When Adobe RoboHelp 10 establishes a link between any resource in the Resource Manager. If an asset is changed in some way, RoboHelp notifies you of the change.

Then, you are able to easily update the project by clicking Sync. At first its icon will be green showing that it is in sync with the original.

Changes are made! - If anyone then edits this shared image, the linking icon color will change to red, as shown below with the SearchLocation.png image. So, to make sure the image reflects the latest change, the author right clicks and selects Sync to update the graphic.



Try It! (Add a Microsoft SharePoint Document Library)

To add a Resource Manager location (including Microsoft SharePoint):

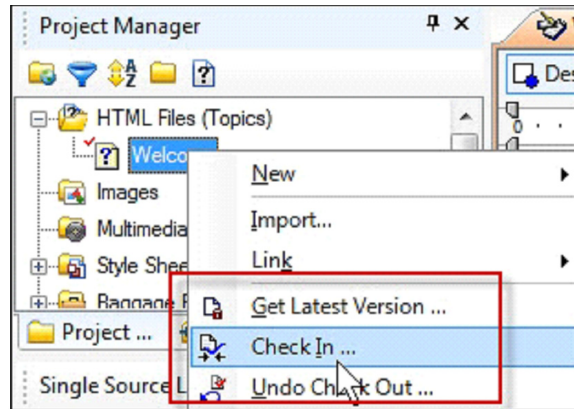
1. Open the Salesbuilder-Help sample project.
2. Open the Resource Manager pod (View > Pods > Resource Manager).
3. Click the Add Shared Location icon in the Resource Manager toolbar.
4. Navigate to a preferred location on a network or local drive or of course, a Microsoft SharePoint document library. Create a folder and click OK. That becomes the Shared Location for the Resource Manager.
5. In Resource Manager, click Create Folder and name it Images.
6. Drag any image in the Project Manager (such as ContactsIcon.png) to the Resource Manager > Images folder. At this point, the graphic may be shared but it is not yet linked.
7. To link the image, first open a topic in the Design Editor. Drag the ContactsIcon.png from the Resource Manager into the topic.
8. Click Save All and you will see that the icon on the ContactsIcon.png is now green!

RoboHelp and SharePoint Source control supports this collaborative environment

SharePoint now becomes your version and source control system

This helps authors keep in sync. In addition to SharePoint, RoboHelp supports RoboSource Control and many third party source control applications such as these:

- RoboSource Control 3.1 (Which comes with Adobe RoboHelp 10 at no extra charge)
- Team Foundation Server 2010 and 2008
- Perforce
- Microsoft Visual Source Safe 5.0
- Any other version control application that supports Microsoft Source Code Control API



Another tremendous time-saver is that you don't have to leave your RoboHelp project to perform source control actions. They are all integrated into the RoboHelp interface so that many of the common source control functions are right at hand.

Smart Publishing to SharePoint with Adobe RoboHelp 10 (Click the play button to view an Adobe Captivate animated demonstration)

An advertisement for Adobe RoboHelp 10. It features a dark blue header with the text 'ADOBE® ROBOHELP® 10' and the 'Rh' logo. Below this is a light blue background with a play button icon and the text 'Smart Publish to Microsoft SharePoint with End-to-End RoboHelp Integration'. On the left, there is a 3D rendering of the RoboHelp 10 software box.

Enhance the Search Experience options

The Search settings allow you to define different search parameters for each profile. You may want to show a smaller number of Search Context characters on devices with small screens. Note that RoboHelp 10 allows you to exclude specific file types from the search results. You can also enable External Content Search so that users have the benefit of viewing the latest updates from user-generated Web 2.0 content.

External Content Search now has its own pod to expose it better to the author. Another enhancement is the ability to apply conditional build tags (CBTs) to the search terms.

Title /	Search Terms	URL	Description	Conditional Build Tag(s)
Expedia	Expedia Xpedia x...	http://www.expedia.c...	This link display...	
Orbitz	Orbitz Travel Orbits	http://www.orbitz.co...	This link display...	
Sales Funnel Wi...	Sales Funnel	http://en.wikipedia.or...	This link display...	
Travelocity	Travelocity Travel	http://www.travelocit...	This link display...	Draft

Access to community-generated content with new search workflows

External Content Search metadata provides access to community-generated content

“A key to any Help system or knowledge base is a powerful search engine. I was pleased to find Adobe RoboHelp 10 has made enhancements to search with custom metadata, and powerful External Content Search.”

John Daigle, President and Owner, Evergreen Online Learning, LLC

Guide your readers to community-generated content. This might be found on blogs and wikis or other Web 2.0-enabled sites such as Twitter, Facebook, LinkedIn and user forums. Of course, you remain in control to provide trusted guidance to that information.

You become a curator of external content in much the same way as a museum curator selects the best of the best for an exhibit.

You can provide trusted resources for your readers by pre-selecting blogs and websites that you have reviewed and know that they are useful. After all, you are the champion of the end user and you make it your business to know what your users want and need.

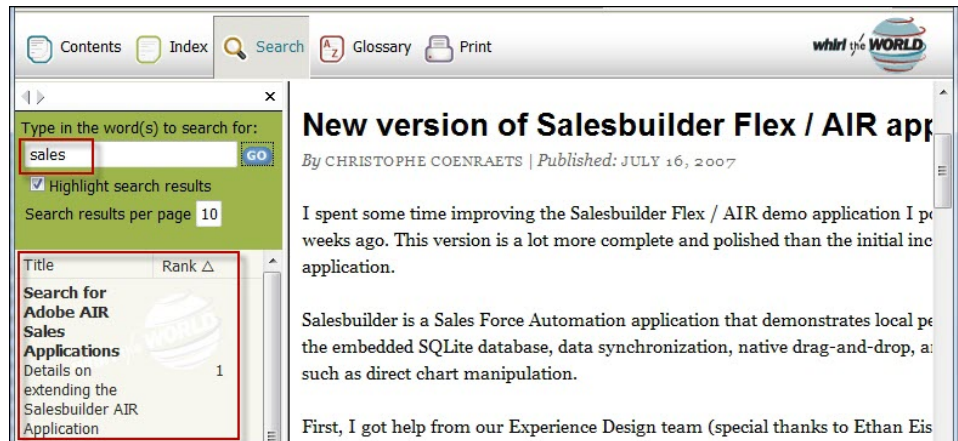
External Content Search makes it possible to enter search metadata. The author creates keywords that are linked to a URL (such as Google, Bing or any resource). When the end user uses RoboHelp's search facility and searches for these keywords, the links are listed among the search results - and ranked in the top position. The resulting link presents a “live” site inside the topic pane.

Reuse these prepared External Content Search URLs - Once you have created the URL metadata, you can export and import them for reuse in multiple RoboHelp projects.

It's a search-centric world. Is your content “findable”? - Topic-level search Keywords, project-wide synonyms, phrase search, boolean expressions and optional search ranking provide authors powerful tools to help make content findable.

How it Works - In this next scenario, the author determined that the online knowledge base is for programmers and developers of Adobe AIR applications. They develop

applications for their Sales organization. So, it would be helpful to direct them to a particular website that has the most relevant content. Obviously, if someone entered “Sales” into a search box, there would be an overwhelming number of results returned. To make sure that the preferred URL appears in the live WebHelp topic pane, an External Content Search item was prepared, along with pre-selected search terms and a website. Now, when the user searches for “sales” the first ranked result is the favored website!



Popular eBooks and reading devices - perfect for deploying policies and procedures and online manuals

Streamlined EPUB¹ output makes it easy for authors to distribute - No longer content to sit at a PC, today people want their information and multimedia within reach, wherever they happen to be. With the abundance of multimedia devices and digital gadgets, publishers are looking for means to take their content to the mobiles, eBook readers, tablet PCs and more.

1. The EPUB logo is a trademark of the International Digital Publishing Forum.

“We’ve seen a significant increase in our international sales, an increase in demand for our publications domestically, and we expect that growth to continue. It’s a direct result of our ability to produce and deliver high-quality EPUBs faster and more cost-effectively than ever because of the Adobe Technical Communication Suite.”

Kevin Siegel, President,
IconLogic

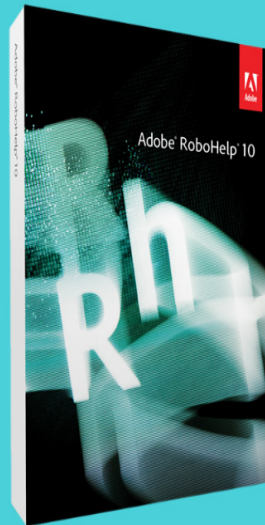


Device independence with the EPUB format standard - Technical communication toolkits need to have the flexibility to “push” content out to many of the advanced hand-held devices for true *anywhere, anytime* consumption. Adobe RoboHelp 10 has a “wizard-driven” workflow that makes the process easy.

EPUB is a new standard output to accommodate a growing number of eBook readers and mobile devices. The devices are eBook readers (such as Barnes & Noble's Nook, etc.) Tablets (Apple iPad, BlackBerry Playbook¹, etc.) and even cellular telephones such as Motorola's Droid.

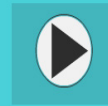
Publish to devices (such as iOS and Android™ smartphones and tablets, Amazon Kindle, Barnes and Noble NOOK™, Sony Reader™) and reader apps (such as Adobe® Digital Editions, Calibre, Aldiko, and iBooks).

1. Copyrights and trademarks are property of their respective owners.



eBook Publishing

A New Single Source Option

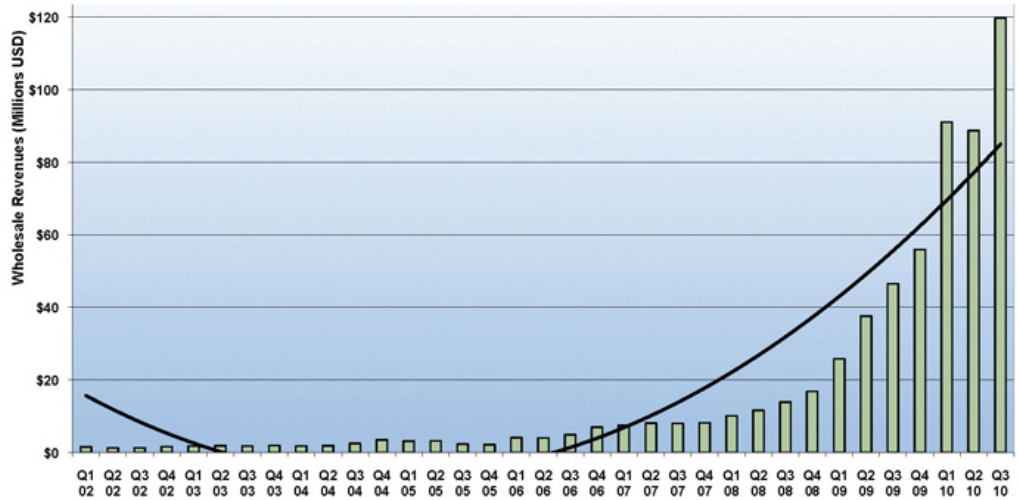


Here is a chart showing the phenomenal sales of eBooks

EPUB is an XML-based file format designed to reflow text according to screen size, giving users a format to organize and read digital publications on mobile devices. The EPUB file format was developed and is maintained by the [International Digital Publishing Forum \(IDPF\)](#), a nonprofit standards organization composed of commercial trade and academic publishers, software companies, consumer electronics manufacturers, and publishing and accessibility associations. The standard was developed with the participation of over 60 companies and organizations and was unanimously approved by IDPF members. Today there are more than 200 members (companies like Adobe, Google, Apple, Nokia, Barnes & Noble etc.) in the IDPF.

US Trade Wholesale Electronic Book Sales

Q3 2010 = \$119.7 Million



Source: *International Digital Publishing Forum*

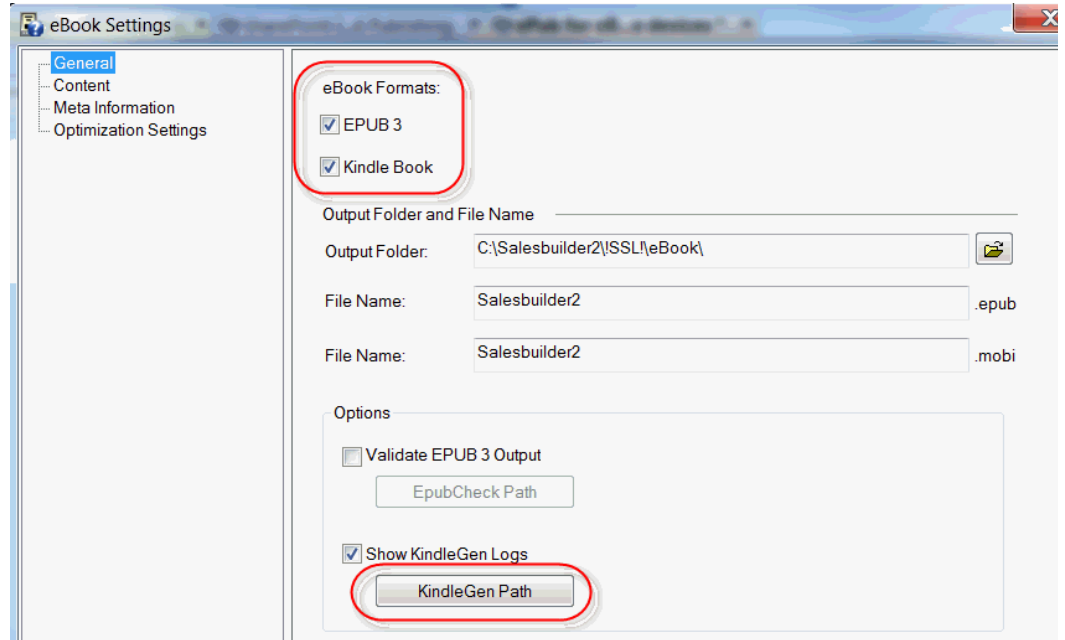
Top features of EPUB

- Text reflow according to screen size—ideal for reading on mobile devices, eBook readers, and tablets
- Open, nonproprietary file format standard developed and maintained by the IDPF
- Simple table of contents and navigation implementation
- Advanced control with font embedding and CSS styling
- Ability to embed images, objects, and multimedia files
- Interoperability for unencrypted files

eBook Single Source Layout for EPUB 3 and Kindle Book

Try It!

So that you can see how this works, we have provided a procedure for creating an eBook for both the EPUB 3 and Amazon Kindle MOBI - KF8 formats. Both Employee Care and Salesbuilder sample projects have an example. We will use the one in Salesbuilder for this scenario.

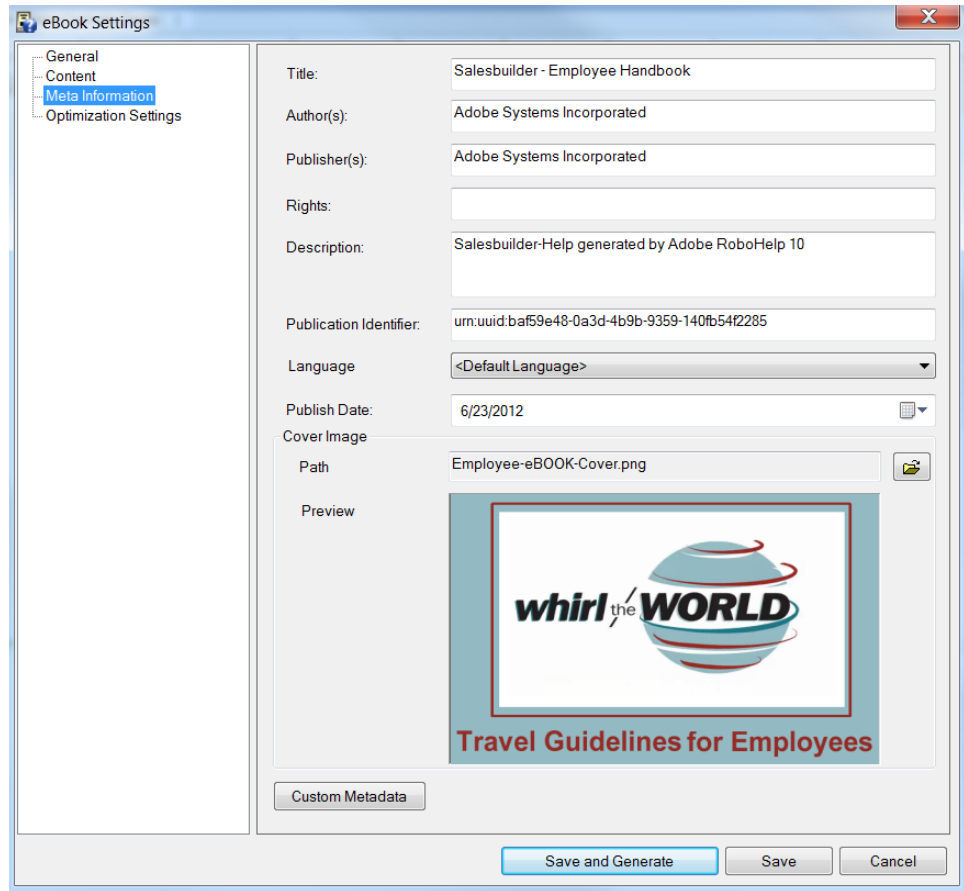


When you first access the eBook Settings screen, you will not be able to access any of the options on the left until you have set the Kindle Generator Path. When you click the button shown, you can browse to where you have installed it. If it is not already installed, there will be a link to the download page on Amazon's site.

When finished with the settings, click Save and Generate

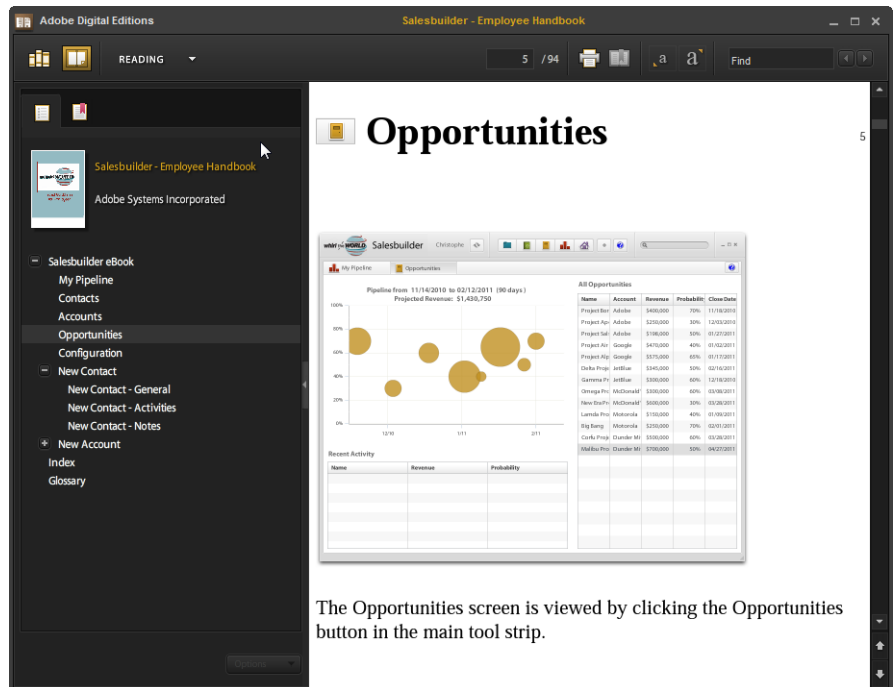
To create an eBook

In the Salesbuilder sample project, double click the eBook Single Source Layout



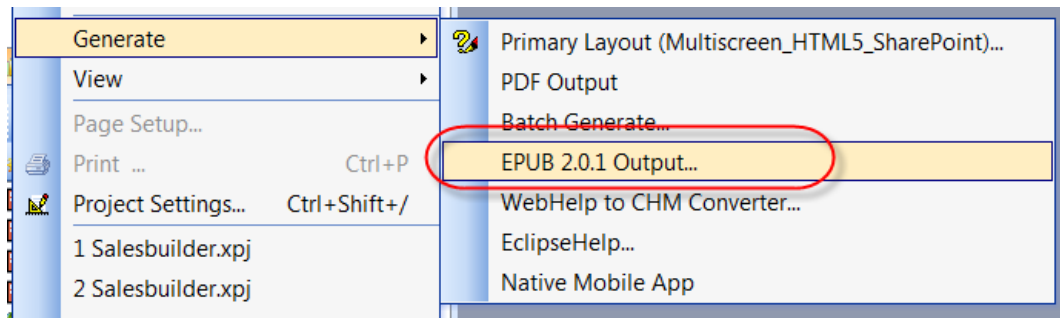
1. Fill out the options as shown
2. Indicate the publishing Meta Information and a cover page image
3. Click Save and Generate

Once you create the EPUB output file, you will want an eBook reading application in order to view the output on your computer, such as Adobe Digital Editions or the Firefox browser EPUB Add On. Shown below is a page from Adobe Digital Editions.



EPUB 2.0.1 is also supported

While EPUB 3 is the latest, RoboHelp 10 still supports the EPUB 2.0.1 format. You can run a script from Script Explorer and click File > Generate > EPUB 2.0.1 output. For more details see online help.



Many time-saving enhancements to the Topic Editor

Adobe RoboHelp 10 adds many new usability enhancements and boosts the author's productivity

Multi-file Find and Replace

There is an all new and robust Multi-file Find and Replace tool in its own pod for editing content more conveniently. Search for text with multiple parameters, edit your search queries, view search results in a list, use pre-populated search filters, set a default Search path, and look up regular expressions and wildcard characters.

“Importing from some sources can introduce characters that are not within the HTML document character code set so the output can display strange characters. The improved Find and Replace function in Adobe RoboHelp 10 provides user friendly functionality to rid my code of non-HTML standard characters and replace them with true HTML standard characters.”

Gary Bowen, Master Technical Writer

In the screenshot above, you can see where the Find what for "data" was found in 10 topics giving the author the choice of replacing any or all instances with the word, "information". Use the Multi-file Find and Replace tool to globally find and replace text, HTML tags, and attributes in the current project or across files and folders. Set options

in the Find and Replace pod. RoboHelp displays the results in the Find Results pod and also lets you open each modified file in the Find Results Editor pod (HTML view).

Here is a quick summary of the process:

1. Select Edit > Find And Replace In Files.
2. Select View > Pods > Find and Replace In Files > Find And Replace Options.
3. Specify what to find.

There are many options including:

- Begins With
- Ends With
- Phrases
- Does Not Contain
- Regular Expressions are supported as well as finding text across multiple lines.

For more details read the online help topic, "Find and Replace in Files".

Topic Titles can now have User Defined Variables assigned

Control and customize content better by applying a User Defined Variable to a wider range of content, including the Topic Title and Table of Contents and Index. Automate updates by simply making a single change to the UDV value in the UDV pod. With this enhancement, you can use UDVs instead of actual product names and or feature names in topic titles and avoid rework if these names undergo frequent or last-minute changes. In RoboHelp 10, you can use UDVs not just in topic contents, TOCs, or index terms but also in topic titles.

“The UDVs in topic titles in Adobe RoboHelp 10 make it much easier to update titles that are subject to change at a later date.”

- Robert Hinesley,
Senior Technical Writer
Comet Computer GmbH

Try it!

1. To see this in action, go to the About Adobe RoboHelp 10 in the Salesbuilder sample project.
2. Right click on the topic and choose "Topic Properties." You will see that the About RoboHelp 10 User Defined Variable has been inserted in to the Topic Title. This is also used in any topic where that variable has been placed!

Control + Click jumps you to your target topic in Design Editor

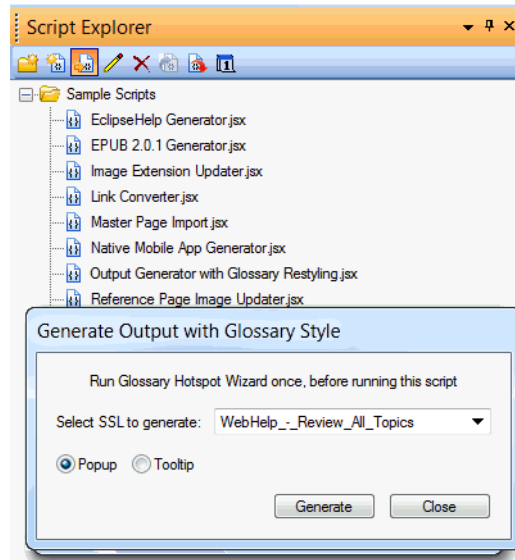
Control + click on link to jump to an Adobe RoboHelp 10 topic in the Design Editor.

Try it for yourself in the Salesbuilder or Employee Care sample projects.

Glossary definitions even more easily exposed to your readers.

By popular request! The author can now choose Glossary terms to reveal definitions as text popups or even tooltips in addition to the expanding hotspot.

This is accomplished using the built-in Scripting Engine and accessed from the Script Explorer.



Extend-Script Engine now has Event-based script triggers

One of the unique features of RoboHelp is that you can extend it on your own with Extend Script which is built-in and accessed from the Script Explore (see screenshot above). There are useful scripts that are ready-made, or now you can enable event-based executions of functions within a script rather than relying on manual interventions. Use the scripting pod to generate custom reports, automate frequently used workflows, and even extend the functionality of Adobe RoboHelp 10.

Paste Rich HTML content

Adobe RoboHelp 10 enables you to copy content from applications such as Microsoft Word, Microsoft Excel and web pages inside browsers, then paste into the RoboHelp topic.

Clear Formatting and Reset Style - Away with inline styles!

One constant frustration for authors is importing content from documents written without proper styling. When imported into RoboHelp, "inline styles" or "overrides" can defeat your hard work in designing a proper CSS. Clear Formatting and Reset Style are new commands that let your CSS control the styling without rude inline styles getting

in the way. You make a selection and click Format > Clear formatting. All styling is cleared. On the other hand, Reset Style is done from the Styles and Formatting pod. In this scenario, Resetting a style resets both CSS and inline styles from a single HTML element by removing style related attributes like "class" and "style" from selected HTML element tag. Other CSS code remains.

View generated output locally with Google Chrome

Previous limitations of Google Chrome made it difficult to view locally. Adobe RoboHelp 10 now accommodates viewing of generated output using Google Chrome. This is useful for previewing content locally so the author can check their output.

Authors choice for multiple topic editing

Some help authors found themselves quickly overwhelmed with way too many tabs open.

Adobe RoboHelp 10 addresses this by allowing the help author to choose whether only a single topic is edited or whether multiple topics are edited.

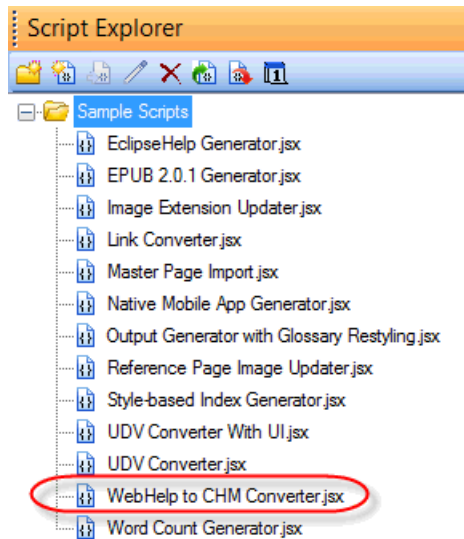
To configure this setting, click Tools > Options > General tab and configure the option labeled: Allow editing of multiple topics.

Now Microsoft HTML Help CHM files can have skins, too!

Yes, normally CHM files do not have skins, but now they do with Adobe RoboHelp 10. \

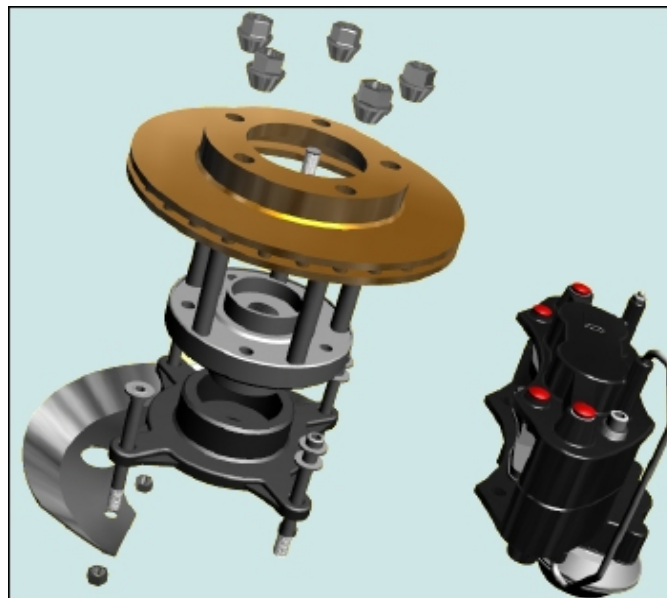
Try it!

1. Generate a WebHelp Single Source Layout
2. Open the Script Explorer and run the WebHelp to CHM Converter.jsx script
3. You now have a CHM file with all the customized color and branding you prefer.



Add PDFs or 3D models using iFrames - Take advantage of displaying rich media such as 3D models or “live” PDFs from inside an Inline Frame (iFrame). This works if you generate WebHelp, WebHelp Pro, FlashHelp, FlashHelp Pro, Air Help or browser-based AIR Help as your output.

- Manipulate the 3D Model in real time - You can “grab” the model and turn it completely around, separate the parts or even create a live movie of the action!
- In addition, if you add PDFs to an iFrame, the text embedded in the PDF becomes searchable by your users.



“With our previous cumbersome process, it took days to create a final product. The team would have to repeatedly re-create content due to editorial errors or changes from engineering staff, and then generate the build all over again. Now that we are using Adobe FrameMaker together with RoboHelp, we can actually keep up,” Leslie Vice, Marketing communications specialist, FDM Software

Enhanced Adobe FrameMaker and Microsoft Word import and linking

In RoboHelp 10, FrameMaker document import and linking includes the following additional enhancements:

Automap styles when importing Adobe FrameMaker and Microsoft Word

Automap picks up RoboHelp style names and maps them to the imported FrameMaker document’s styles.

Instead of having to map each FrameMaker format with a corresponding RoboHelp style, use Automap to automatically map similar style names from the selected CSS in RoboHelp.

Enhanced pagination and topic naming of imported or linked content

In RoboHelp 10, you can paginate a document or split the document into topics based on paragraph styles or a marker type. In RoboHelp 10, you can use a combination of both paragraph styles and marker type. This enhancement gives you more ways to implement pagination. For example, you can now specify that a document should be paginated on Heading 1 with some exceptions or a document should be paginated on Heading 1 and in some cases on Heading 2 as well. Topic names are based on the topic name pattern specified in the Other Setting tab of the Conversion Settings dialog box or the marker text specified in the FrameMaker document for the marker type used for pagination.

Support for FrameMaker-generated TOC and index in FrameMaker DITA map import and linking

FrameMaker now creates a TOC and index while converting a DITA map as a book with FrameMaker component. When you import or link a DITA map in your RoboHelp project, you can use the FrameMaker-created TOC and index to create a TOC and index or add to an existing TOC and index in the project.

U3D view links in imported or linked FrameMaker content

FrameMaker 11 allows you to create hyperlinks to a U3D view. When you import or link FrameMaker content, these hyperlinks work if the U3D view and all objects linking to it are placed in an anchored frame. While conversion, RoboHelp generates a PDF for each U3D view placed in an anchored frame and embeds the PDF in an iframe in the topic.

During conversion, if RoboHelp finds that a U3D view is linked to any object outside the anchored frame, it removes the hyperlink.

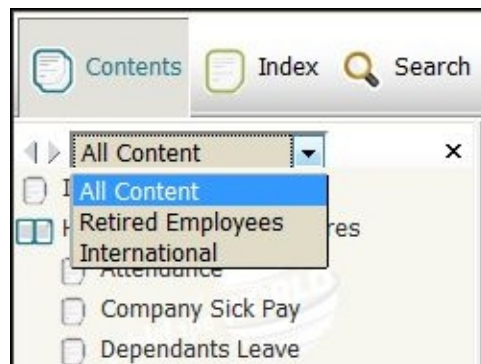
Support for Windows 7 - 64-bit and Microsoft Office 2010 - Import and export content using Microsoft Office 2010.

Dynamic User-Centric Content (DUCC) - Delivering personalized content to the right people at the right time.

A personalized experience for the user - Dynamic User-Centric Content is a way to personalize the experience of looking for information by letting the user choose by role or by location or other helpful categories. This filtered content capability has been added to WebHelp and AIR Help. It guides the user to the most accurate information they are seeking. DUCC can be customized according to user roles, geographical areas, or even among multiple product types - or any other categories the author creates.

DUCC recognizes that there are often multiple audiences with one overall group of users. For example, in an online help system there may be a suite of software products installed and the user wants to filter out everything except a certain product.

To set up DUCC, the author simply defines Content Categories that allow the end user to dynamically change what they see in the output help system.

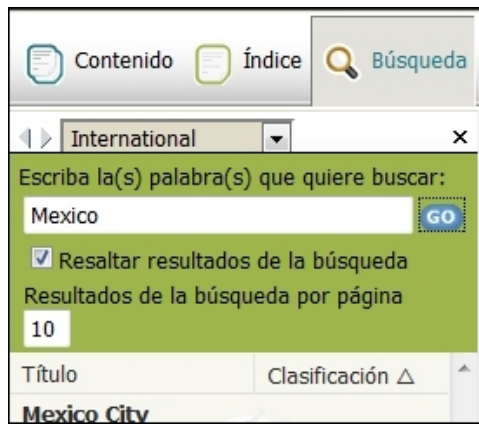


Here is an example. As the author of an online knowledge base for multi-national company your employees may be provided access to thousands of topics. This can be overwhelming if someone is looking for a needle in a haystack. Now, there's a choice.



Role Based

If you are a retired employee, you may not want to wade through tons of content when you make a search to look up the dates of coming retirement parties. Select your “role” and your TOC, Index, Search and Glossary items are filtered to present only this subset of content!



Geographical Based

Or, you may be in the Mexico City office and don't want to look through all the Paris and New York Office-related material. The simple dropdown menu below shows how easy it is for those employees to filter the content! It can even be delivered with a Language interface for that particular Content Category.

“Adobe RoboHelp Server 9 Web Administrator is a dream to work with and very easy to configure. The Feedback Analytics and the ability to publish to different audiences and get customized feedback reports will help us keep our content relevant and helpful”

Colum McAndrew, IDBS, UK

Adobe RoboHelp Server 9 Audience Feedback Analytics

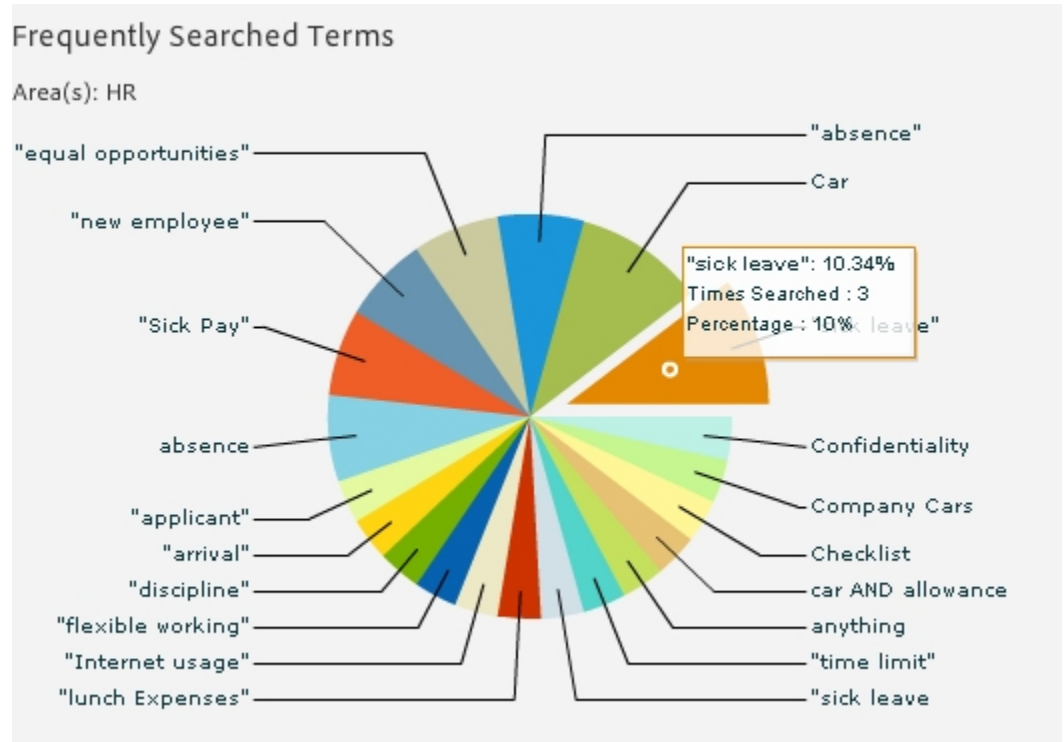
Content requires constant feedback. Your content must be in a constant feedback loop of improvement. Adobe RoboHelp Server Feedback Analytics can help you succeed with content optimization. Adobe RoboHelp Server 9 provides the following major benefits:

(For greater detail, download the full [Reviewer’s Guide for Adobe RoboHelp Server 9](#))

Here are the highlights of new functionality:

- **Analytical feedback reports** - A set of out of the box reports allow you to hone in on specific statistical aspects of your help system’s usage. They include these seven reports:
 1. Frequently searched terms
 2. Frequently viewed topics

3. Search terms with no results
4. Search trends
5. Usage Statistics
6. Frequently accessed CSH
7. Help system errors.



- **Ranked search results** - Search results are ranked according to relevance, displayed with some context, allowing the end user to make an informed decision on the topic to display.
- **User friendly searching** - The ability to specify wildcard characters and boolean expressions, as well as search on synonyms, makes the end user search experience a truly powerful method of finding the required content.
- **Separate reportable areas** - Different websites, called areas, can be set-up on the Adobe RoboHelp Server to allow different help systems to be published. For example, if different versions of an application are supported, each version's help file could be contained in its own area. The feedback analytics can be run on one or more area.
- **Secure access** - Access to an area can be restricted by the help author to those with a valid Adobe RoboHelp Server user id and password. For example, the content for a Human Resources department may contain sensitive information that users in other departments must not see. Maybe a test area is used prior to a help file's release and a production area once live. In these scenarios the Human Resources department help system and test area would be restricted, while the live area is available to everyone without authentication.

- **Customizable report data** - Reports can be customized in any number of ways including by a data range or to include / exclude particular pieces of metadata.
- **Filtering reports on a subset of data** - Help systems can be published to areas set up on the Adobe RoboHelp Server, thereby allowing reports to be refined by running them on a sub-set of data.
- **Flexible and secure access** - Each area can be protected if required, forcing users to enter a user id and password to access the documentation. Users and user groups can also be assigned different permissions thereby allowing flexibility in what a user can perform.
- **Exportable report data** - Report data can be exported to a comma separated (.CSV) file, enabling the rich statistical analysis to be performed in other statistical applications. Additionally reports can be printed (including to a file).

Take the following real world examples:

- An international food company based in the US used the Frequently Viewed Content report inside the Adobe RoboHelp Server to highlight the areas of the help system that were viewed the most. Armed with this information they added a Frequently Asked Questions topic at the top of each major book in their Table of Contents, highlighting the questions that had been asked.
- A US bank used Adobe RoboHelp Server's unanswered questions report to highlight search terms used by their end users that were returning no results. As a result their help authors were able to revisit the documentation to add or change the content as required.
- A UK software company providing scientific research applications used various reports to highlight dialogs with context sensitive help calls that were frequently being used. This feedback analytic data enabled the help author to go to the developers and change the design of the dialog to make it more intuitive.

Adobe RoboHelp Server 9 makes searches more successful.

Search Ranking and Search Context are now part of Adobe RoboHelp Server 9 experience.

Type in your question:
allowances

GO

Title	Rank Δ
Company Sick Pay Is receiving Maternity Allowance	1
Attendance The scale of Annual Holiday Vacation entitlements is sufficient to allow for most discretionary	2
Company Cars , the employee can opt for a car allowance . It is a condition of accepting the car allowance that an appropriate	3
Disciplinary Procedure Such suspension does not constitute a disciplinary sanction but is instigated in order to allow	4
Flexible Working Will reject an application where it is considered that on the	5

More Resources for Adobe RoboHelp Information

Adobe TV

<http://tv.adobe.com/channel/technical-communication/>

Adobe Technical Communication Blog

<http://blogs.adobe.com/techcomm/>

Adobe RoboHelp User Forums

<http://forums.adobe.com/community/robohelp>

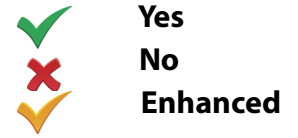
Adobe RoboHelp Help & Support

<http://www.adobe.com/support/robohelp/>

Adobe OnDemand Seminars

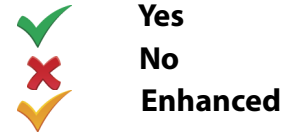
<http://www.adobe.com/cfusion/event/>

Version Comparison Chart: Compelling reasons to switch or upgrade to Adobe RoboHelp 10



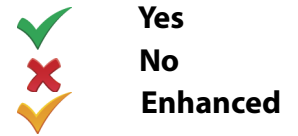
Product features	RoboHelp 10	RoboHelp 9	RoboHelp 8	RoboHelp 7
AUTHORING				
Productivity Boost				
Preview topic/output in multiple browsers				
Automated context sensitive help (CSH) authoring for mobile apps				
Automatic content resizing to fit output screen				
Preview output across screen types				
Conversion of auto-size or text-only pop-ups to hyperlinks				
Changing absolute image and table sizes to relative sizes				
Pinch-zoom on iOS devices				
Adobe Captivate HTML5 output on iOS devices				
Search and Replace				
Event-based script triggers				
Preview topic and output in multiple browsers				
Snippets				
Convert snippets to HTML text				
Visual CSS Style Editor				
User-defined variables				
User-defined variables in table of contents and index				
Option to edit multiple topics or single topic				
Master pages (topic templates)				

Version Comparison Chart: Compelling reasons to switch or upgrade to Adobe RoboHelp 10



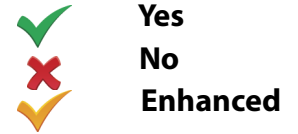
Product features	RoboHelp 10	RoboHelp 9	RoboHelp 8	RoboHelp 7
Breadcrumbs				
Mini-TOC				
Scripting and automation				
Automated context sensitive help (CSH) authoring				
Standards Support				
Multiscreen HTML5 support				
EPUB 3 support				
Enhanced CSS3 support				
EPUB standard for eBooks, mobile phone, tablets and other handheld devices.				
XHTML standards support				
HTML editor and no KadoV tags				
XML import and output				
Unicode and translation workflow support				
World Wide Web Consortium (W3C) compliance checking				
Section 508 compliance for accessibility				
Multi-authoring Support				
Merge and publish multiscreen HTML5 content				
Enhanced project performance over enterprise networks				
Out-of-the-box Microsoft SharePoint integration				
Live Link support for Microsoft Word files				

Version Comparison Chart: Compelling reasons to switch or upgrade to Adobe RoboHelp 10



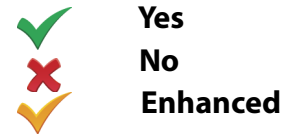
Product features	RoboHelp 10	RoboHelp 9	RoboHelp 8	RoboHelp 7
Integrated version control support for Adobe® RoboSource Control™, Team Foundation Server, Perforce, Visual SourceSafe, and other SCC compliant apps	✓	✓	✓	✓
Integrated Version control support for RoboSource Control, Team Foundation Server, Perforce, Visual Source Safe other SCC compliant apps	✓	✓	✓	✓
Ease of Use				
Style pod	✓	✓	✓	✗
Media view in editor	✓	✗	✗	✗
Ability to view media queries	✓	✗	✗	✗
Glossary pop-up	✓	✗	✗	✗
Usage reports on build tags	✓	✓	✓	✓
Hyperlinks, pop-ups, and image maps	✓	✓	✓	✓
Multiple tables of contents, indexes, and glossaries support	✓	✓	✓	✓
Automated wizards	✓	✓	✓	✓
Graphics and multimedia support	✓	✓	✓	✓
Dictionary, Spell Check, Thesaurus, and Auto Correct	✓	✓	✓	✓
Insert line and page break	✓	✓	✗	✗
Enable/disable notifications	✓	✓	✗	✗
REVIEW and COLLABORATION				
TOC-based reviews	✓	✗	✗	✗
DHTML content review	✓	✗	✗	✗
Conditional Build Tags	✓	✗	✗	✗

**Version Comparison Chart:
Compelling reasons to switch or upgrade
to Adobe RoboHelp 10**



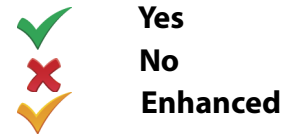
Product features	RoboHelp 10	RoboHelp 9	RoboHelp 8	RoboHelp 7
Socially-enabled code for Facebook Likes	✓	✗	✗	✗
Socially-enabled code placement for Twitter Follows	✓	✗	✗	✗
Author-to-author, author-to-SME, and author-to-end-user collaboration via PDF, live linking, RoboHelp review management, or Adobe AIR Help	✓	✓	✗	✗
Shared reusable resources	✓	✓	✓	✗
Community-generated content, comments, feedback; external web content	✓	✓	✗	✗
Moderation enabled end-user commenting workflow	✓	✓	✗	✗
Review workflow – PDF based	✓	✓	✗	✗
Review workflow – Client based	✓	✓	✗	✗
Adobe FrameMaker® integration	✓	✓	✓	✓
Multi-author support	✓	✓	✓	✓
PUBLISHING				
Multiscreen HTML5 output	✓	✗	✗	✗
Screen profiles	✓	✗	✗	✗
Screen layouts	✓	✗	✗	✗
New eBook SSL	✓	✗	✗	✗
Native mobile apps support	✓	✗	✗	✗
Adobe FlashHelp® output	✓	✓	✓	✓
JavaHelp output	✓	✓	✓	✓
OracleHelp for Java™ output	✓	✓	✓	✓
Media queries	✓	✗	✗	✗

Version Comparison Chart: Compelling reasons to switch or upgrade to Adobe RoboHelp 10



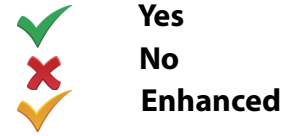
Product features	RoboHelp 10	RoboHelp 9	RoboHelp 8	RoboHelp 7
Smart Publishing with Microsoft SharePoint				
EPUB format output for mobile devices, tablets, and eBook readers				
Output to SharePoint				
TOC-based output				
Adobe PDF support				
Option to exclude unreferenced topics from output				
Dynamic user-centric content (DUCC)				
Single sourcing to multiple channels				
Adobe AIR Help				
Microsoft Word 2007 and 2010 support				
Adobe PDF support				
EPUB format output for mobile devices, tablets, and eBook readers				
Output to SharePoint				
TOC-based Output				
Option to exclude unreferenced topics from output				
Option to exclude unreferenced baggage files from search				
END-USER SEARCH				
Unique URLs for pages				
Metadata menu				
Keyword-based search				
Linguistic synonyms				

































**Version Comparison Chart:
Compelling reasons to switch or upgrade
to Adobe RoboHelp 10**



Product features	RoboHelp 10	RoboHelp 9	RoboHelp 8	RoboHelp 7
Stop lists				
External Content Search				
Search results with ranking (optional), Boolean operators, and metadata				
Phrase search				
Search capabilities for PDF and Microsoft Office documents				
Option to exclude unreferenced baggage files from search				
Adobe AIR				
Adobe AIR Help on Google Chrome				
Adobe AIR® output				
Adobe AIR Help Skin Editor				
Adobe AIR Comments				
Adobe AIR Comment Moderation				
MULTIMEDIA & eLEARNING				
Editable Title and Alt tags				
Adobe Captivate® integration				
FLV video support				
3D models				
TRANSLATION & LOCALIZATION				
Multiple language support				
Unicode and translation workflow support				
ADVANCED FEATURES				

**Version Comparison Chart:
Compelling reasons to switch or upgrade
to Adobe RoboHelp 10**



Product features	RoboHelp 10	RoboHelp 9	RoboHelp 8	RoboHelp 7
Mobile Help API library				
Advanced feedback analytics to content optimization in Adobe Robohelp Server 9				
ADDITIONAL ENHANCEMENTS				
64 bit OS support				
Adobe RoboScreenCapture® utility				
Adobe Acrobat® Capture® integration				
Chrome - browser support				
Pod environment				
IPv6 support				

System Requirements

For updates to system requirements, visit www.adobe.com.

Adobe® RoboHelp® 10 is available in the following languages:

- English
- French
- German
- Japanese

Processor	Intel® Pentium® 4 and above
Operating system	Microsoft® Windows 7, Windows® XP with Service Pack 3, or Windows Vista® with Service Pack 2 32 and 64 bit
RAM	1GB of RAM
Hard disk space	3.1GB of available hard-disk space for installation; additional free space required during installation (cannot install on a volume that uses a case-sensitive file system or on removable flash storage devices)
Media	DVD-ROM drive
Monitor	1024x768 display (1280x800 recommended) with 16-bit video card
Other	<p>This software will not operate without activation. Broadband Internet connection and registration are required for software activation, validation of subscriptions, and access to online services. Phone activation is not available.</p> <p>Once the product is purchased and installed, online product activation is mandatory within 30 days from installation. Activation is by internet only. Without activation, the product will be usable for up to, but not beyond, 30 days.</p>
Supporting Statement	<p>This product may allow you to extend its functionality by accessing certain features that are hosted online, including CS Live online services (“Online Services”), provided you have a high-speed Internet connection. Online Services are only available for users age 13 and older. The Online Services, and some features thereof, may not be available in all countries, languages, and/or currencies and may be discontinued in whole or in part without notice. Use of the Online Services is governed by separate terms of use and by the Online Privacy Policy, and access to some services may require user registration. Some Online Services, including services that are initially offered at no charge, may be subject to additional fees and require a separate subscription. For more details and to review the applicable terms of use and Online Privacy Policy, visit www.adobe.com.</p>

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Adobe RoboHelp 10 Reviewer's Guide for Windows®

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Software included in this program may contain an implementation of the LZW algorithm licensed under U.S. Patent 4,558,302.

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