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Contents

Page

Foreword ..... **v**

Introduction ..... **vi**

1 Scope **1**

2 Normative references **1**

3 Terms and definitions **1**
3.1 Terms 1
3.2 Abbreviated terms 2

4 User assistance (UA) planning and analysis **3**
4.1 User assistance planning for mobile devices 3
4.2 Defining the target audiences 3
4.3 Analysing the use case 4
4.4 Context for UA in mobile devices 5
4.4.1 General 5
4.4.2 Technical platform hosting the mobile application 5
4.4.3 Screen size of the device used to run the mobile application 6
4.4.4 Physical environment of the user application 6
4.4.5 Security for mobile devices 7

5 Design principles **7**
5.1 General 7
5.2 Minimalism 7
5.3 Four “C” principles 8
5.4 Progressive disclosure 9

6 Designing content **11**
6.1 UA for initial use of an application 11
6.1.1 General 11
6.1.2 Features tour 12
6.1.3 Overlays 14
6.2 UA embedded into the user interface 15
6.2.1 Coach marks 15
6.2.2 Guided help 15
6.2.3 Embedded help 17
6.3 UA in other forms 17
6.3.1 General 17
6.3.2 Standalone help application 17
6.3.3 Infographics 18
6.3.4 Chatbots 18
6.3.5 Email support 18
6.3.6 UA based on interaction with social networks 18
6.3.7 Role of artificial intelligence (AI) in providing UA for mobile apps 19

7 Developing content **19**
7.1 Writing for small screen size 19
7.1.1 General 19
7.1.2 Writing in steps 20
7.1.3 Colours 20
7.1.4 Icons 20
7.1.5 Simple language 21
7.2 Language of touch gestures 22
7.3 Content customization 22
7.3.1 Device-specific customization 22
7.3.2 Custom-defined variables 23
7.3.3 Conditional text 23
7.3.4 Cascading Style Sheet (CSS) 23

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7.4 Illustrations and videos 24
7.4.1 General 24
7.4.2 GUI representation 24
7.4.3 Videos on movements and processes 24
7.4.4 Augmented reality 24
7.5 Translating UA contents 25

8 Evaluating UA design and content 25
8.1 Content usability testing goals 25
8.2 UA measures and requirements 26
8.3 UA testing for mobile applications 26

9 Accessible UA for a mobile application 27
9.1 General 27
9.2 Text description of an image 28

Annex A (informative) **Examples of progressive disclosure techniques 29**

Bibliography 33

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Introduction

Mobile applications are pervasive today in the business of most organizations, and they are an integral part of day-to-day experience. To improve the usability of mobile devices, the mobile market continues to ask for comprehensive skills in providing user assistance that is well integrated into these mobile applications.

Providing well-integrated and usable User Assistance (UA) for mobile devices depends on the expertise of technical communicators. Technical communicators should be prepared to integrate help content with the full User eXperience (UX), which encompasses the interaction of the user with the User Interface (UI) of the mobile application.

Mobile applications have significantly influenced how users expect to interact and engage with their mobile devices. The most common UX in a mobile application is based on the user's need to manage a set of simple features to execute a discrete set of actions. If a web application appears on a mobile device, the UA should be responsive and effective.

Touch screens and voice interfaces have changed how users manipulate mobile devices and their applications, as well as web applications. User assistance applies to multiple device types, varying screen sizes, multiple input types (voice, touch), and multiple output types (text, images, video, etc.). Because the screen size of a mobile device is limited, users expect to be supported with information well integrated into the context of the actions they choose to take.

This document provides requirements for the development of effective UA for mobile devices.

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Systems and software engineering — Development of user assistance in mobile applications

1 Scope

This document specifies requirements and recommendations for the design, development, and evaluation of effective and usable User Assistance (UA) for mobile applications. It includes a set of principles to build effective UA, focusing on key topics specific to the mobile context, such as the smaller screen-size of mobile devices. This document covers both the development of content specifically for mobile devices and the transformation of UA content developed for other formats (responsive design). This document provides the main steps of the process for designing and testing of UA information.

This document does not include technical specifications of the visual, auditory, tactile, and other sensorial input and output methods for the mobile device interface.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC/IEEE 26514:2022, *Systems and software engineering — Design and development of information for users*

3 Terms and definitions

ISO, IEC, and IEEE maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org

— IEC Electropedia: available at https://www.electropedia.org

— IEEE Standards Dictionary Online: available at https://dictionary.ieee.org.

NOTE For additional terms and definitions in the field of systems and software engineering, see ISO/IEC/IEEE 24765, which is published periodically as a "snapshot" of the SEVOCAB (Systems and Software Engineering Vocabulary) database and is publicly accessible at www.computer.org/sevocab.

3.1 Terms

3.1.1
coach mark
small pop-up window overlaid on a user interface to explain how something works

3.1.2
context of use
users, tasks, equipment (hardware, software, and materials), and the physical and social environments in which a product is used

[SOURCE: ISO/IEC 25000:2014, 4.2]

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3.1.3
hamburger icon
icon consisting of three horizontal lines stacked one above the other, used to depict and link to a longer set of menu choices

3.1.4
icon
graphic displayed on the screen that represents a function

[SOURCE: ISO/IEC/IEEE 26514:2022, 3.1.24]

3.1.5
infographic
visual representation of information or data

Note 1 to entry: Infographics can be provided through different types of illustrations.

3.1.6
minimalism
principle that information for use includes critical information and the least amount of other information needed to be complete

[SOURCE: IEC/IEEE 82079-1:2019, 3.25]

3.1.7
responsive design
approach to web design in which the interface adapts to the device's layout, facilitating usability, navigation and information seeking

3.1.8
user assistance
UA
set of principles, design techniques, and solutions for various forms of help and support to provide the right information for the user

3.1.9
user experience
UX
totality of perceptions and responses of a person resulting from the use or anticipated use of a product, system, or service, including navigation of the physical and virtual environment

Note 1 to entry: UX includes the user's emotions, beliefs, preferences, perceptions, physical and psychological responses, behaviours, and accomplishments that occur before, during and after use.

Note 2 to entry: UX is a consequence of brand image, presentation, functionality, system performance, interactive behaviour and assistive capabilities of the interactive system, the user's internal and physical state resulting from prior experiences, attitudes, skills, and personality, as well as the *context of use* (3.1.2).

[SOURCE: ISO 9241-210:2019, 3.15 modified]

3.2 Abbreviated terms

AI	artificial intelligence
AR	augmented reality
CSS	cascading style sheet
FAQ	frequently asked questions
GUI	graphical user interfcae

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