

# Being SaaSy – On-Demand Help for On-Demand Software

PRESENTED BY

Heather Hadley

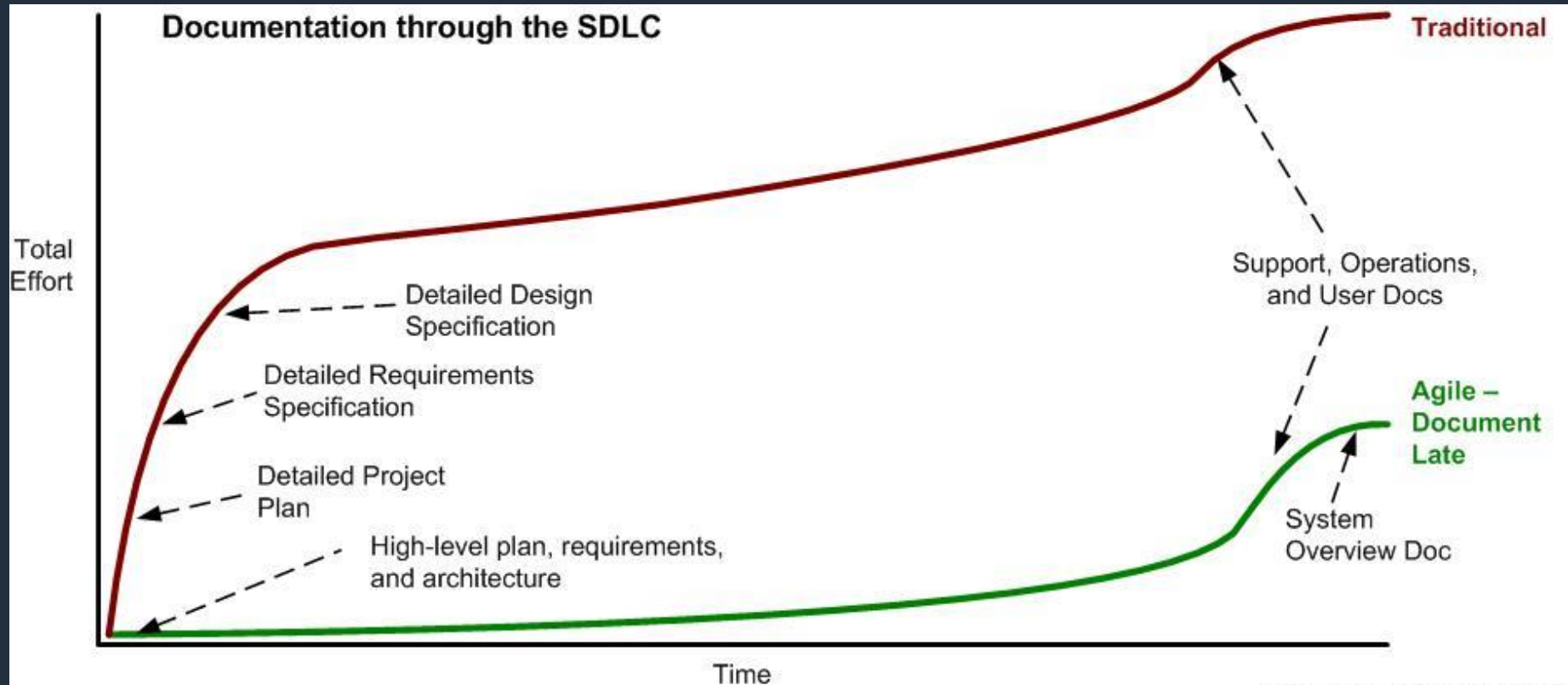


# HOW TO KEEP UP WITH THE SAAS DEMANDS?

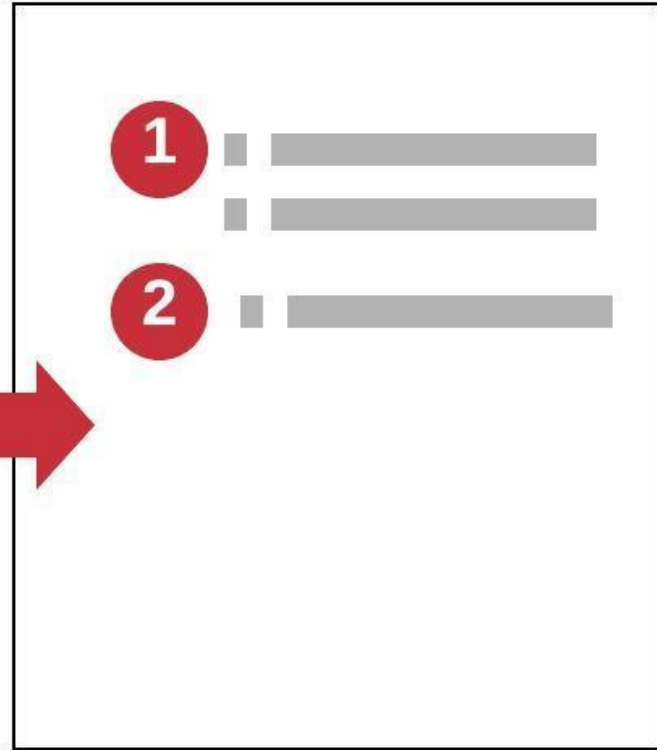


designed by freepik.com

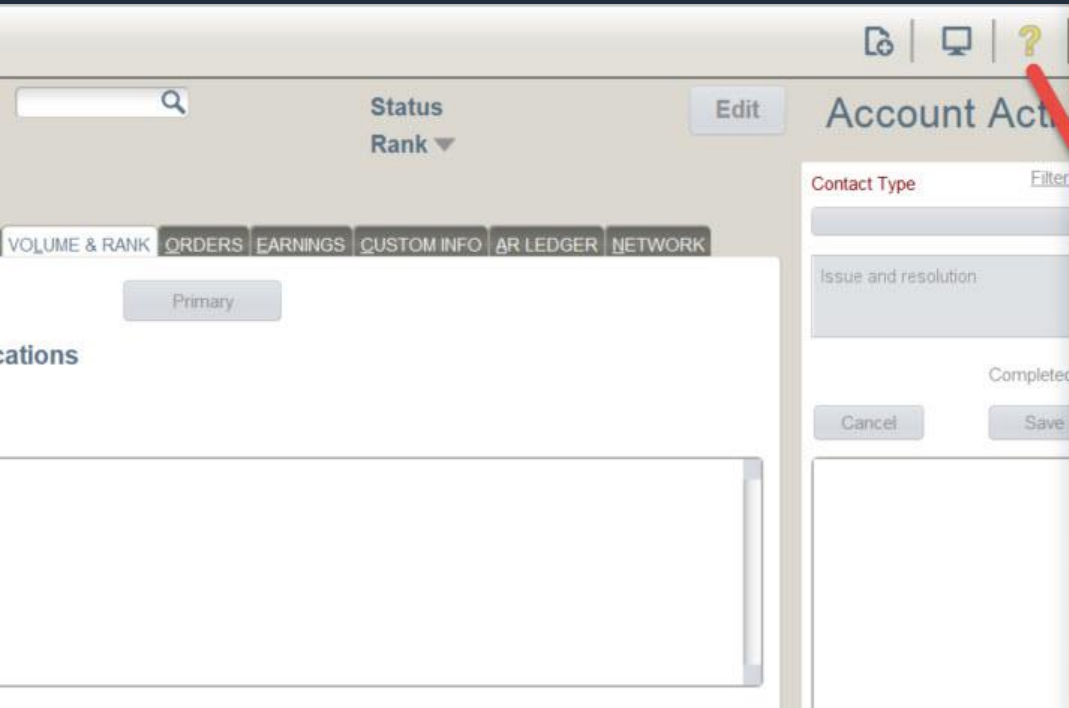
# DOCUMENT LATE



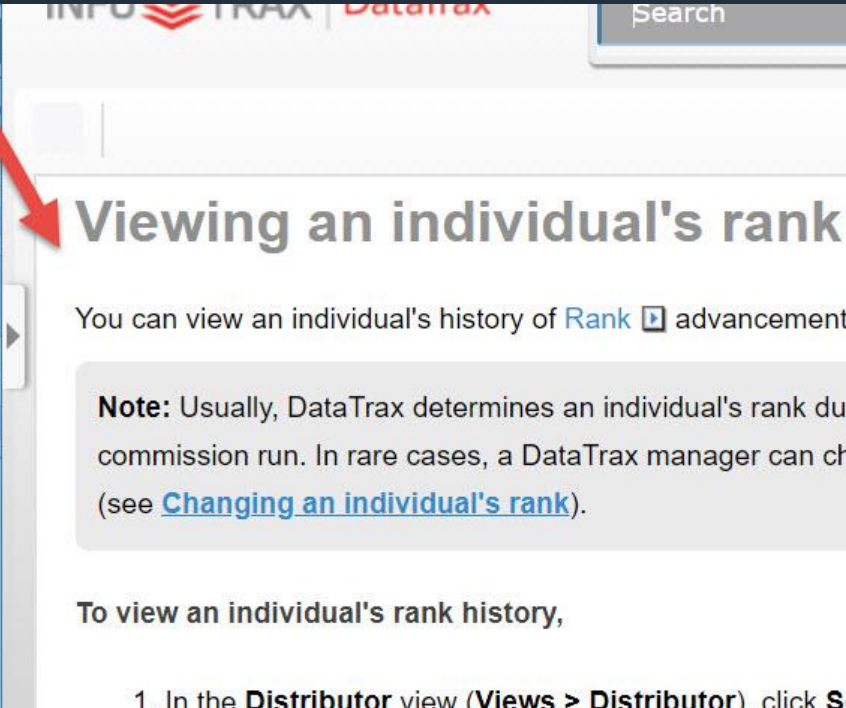
# DELIVER NEEDS FIRST



# PUT INFO IN THE MOST APPROPRIATE PLACE

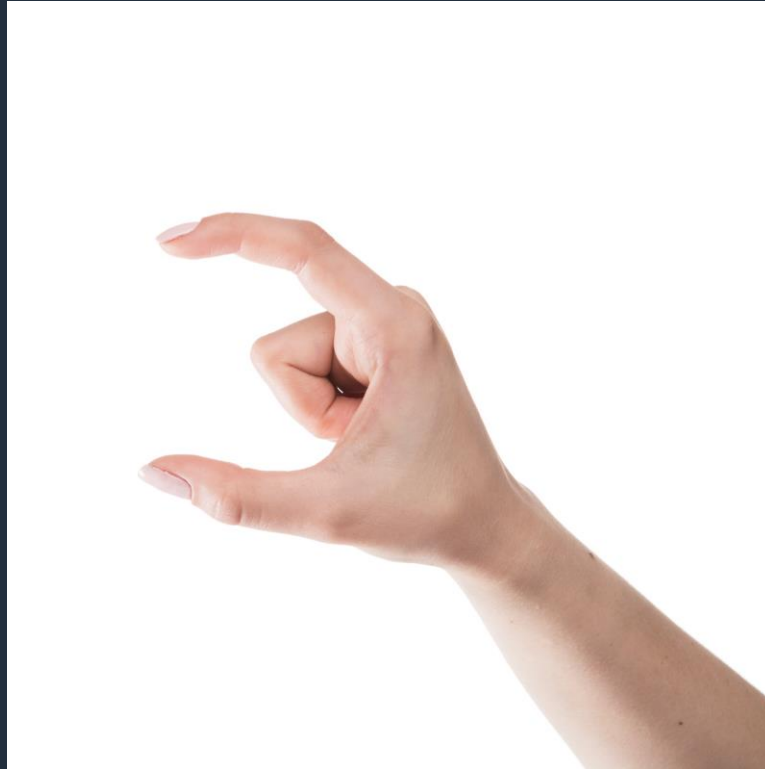


The screenshot shows the 'Account Activity' page in the DataTrax system. At the top, there is a search bar, a 'Status' dropdown menu set to 'Rank', and an 'Edit' button. Below these are several tabs: 'VOLUME & RANK', 'ORDERS', 'EARNINGS', 'CUSTOM INFO', 'AR LEDGER', and 'NETWORK'. The 'VOLUME & RANK' tab is currently selected, showing a 'Primary' button and a list of 'Associations'. On the right side of the page, there is a 'Contact Type' section with a 'Filter' button and a list of 'Issue and resolution' items. A red arrow points from the top toolbar, which contains icons for a folder, a monitor, and a question mark, to the 'Account Activity' title.

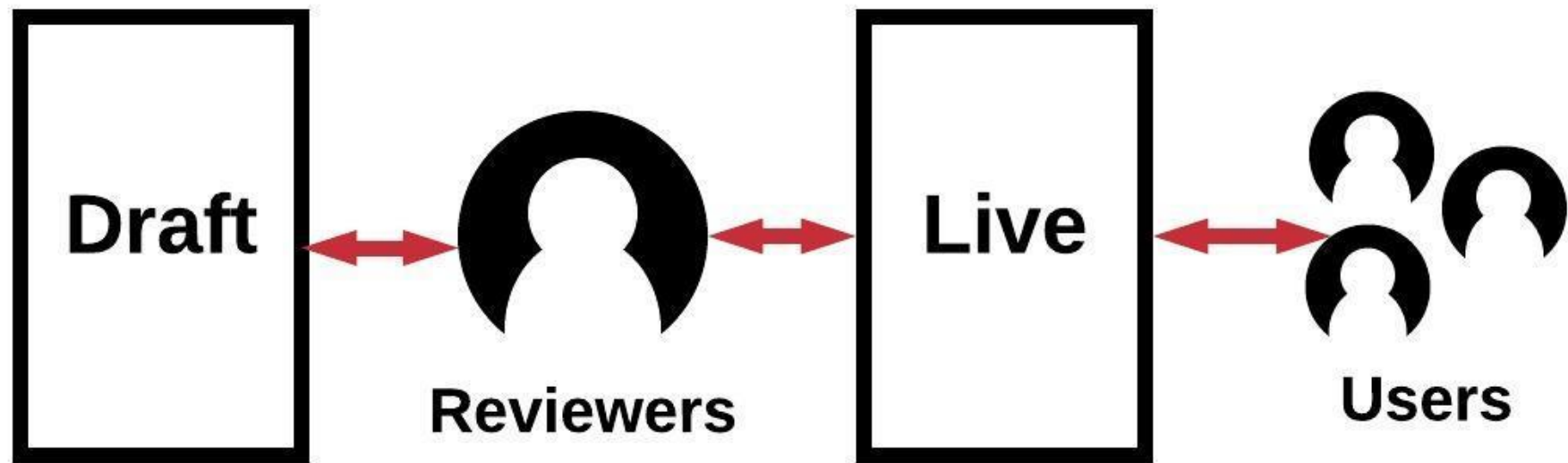


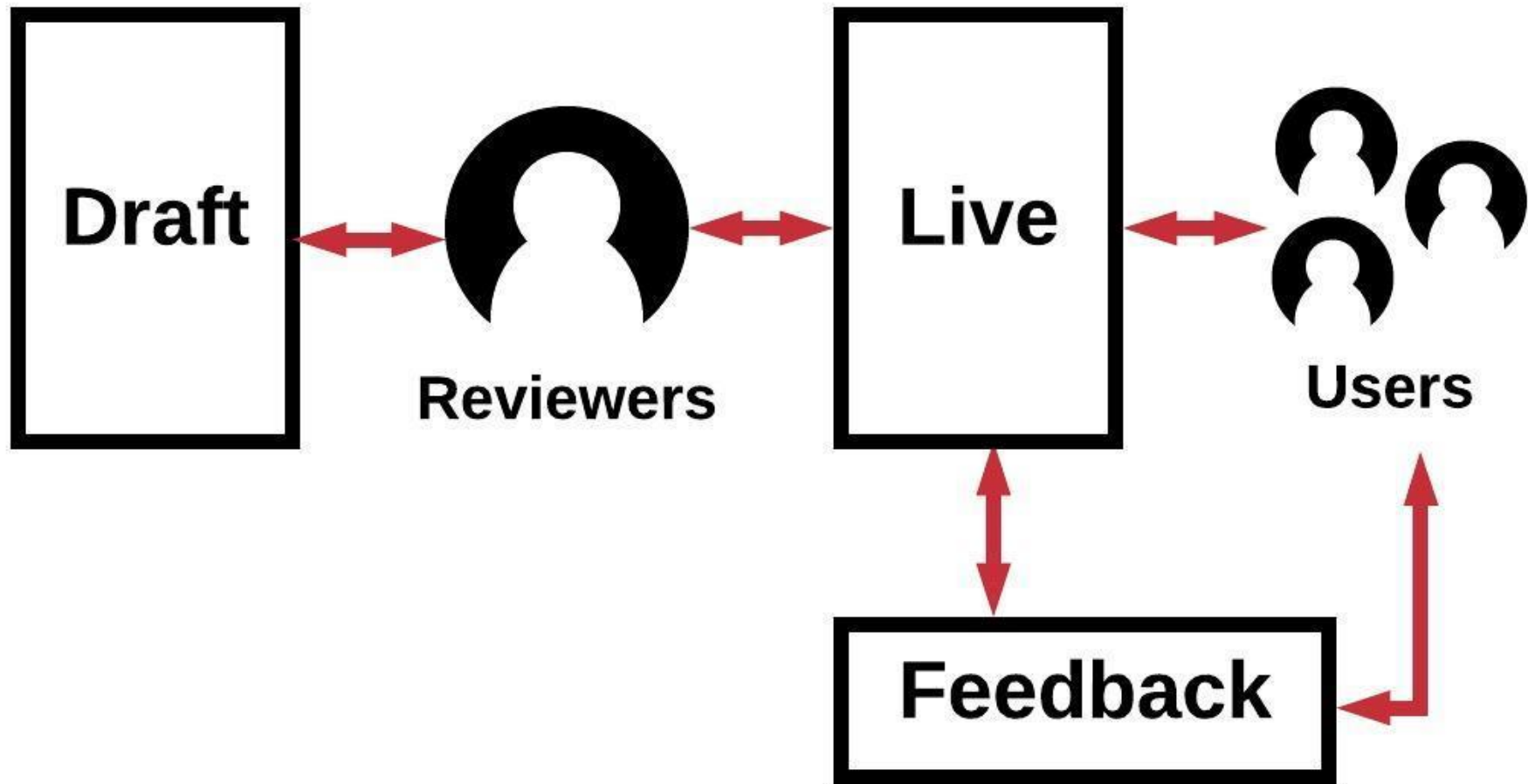
The screenshot shows a help page titled 'Viewing an individual's rank'. The page includes a search bar at the top right. The main content area has a heading 'Viewing an individual's rank' followed by a paragraph: 'You can view an individual's history of [Rank](#) advancement'. Below this is a 'Note' box: 'Note: Usually, DataTrax determines an individual's rank during a commission run. In rare cases, a DataTrax manager can change an individual's rank (see [Changing an individual's rank](#)).'. At the bottom, there is a section titled 'To view an individual's rank history,' followed by a numbered list: '1. In the **Distributor** view (**Views > Distributor**), click **S**'.

# DELIVER INCREMENTAL DRAFTS TO REVIEWERS



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# ASSEMBLE REVIEW TEAM



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# IMPLEMENT INFORMAL TICKETING SYSTEM



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# DEAL WITH CUSTOMIZATIONS



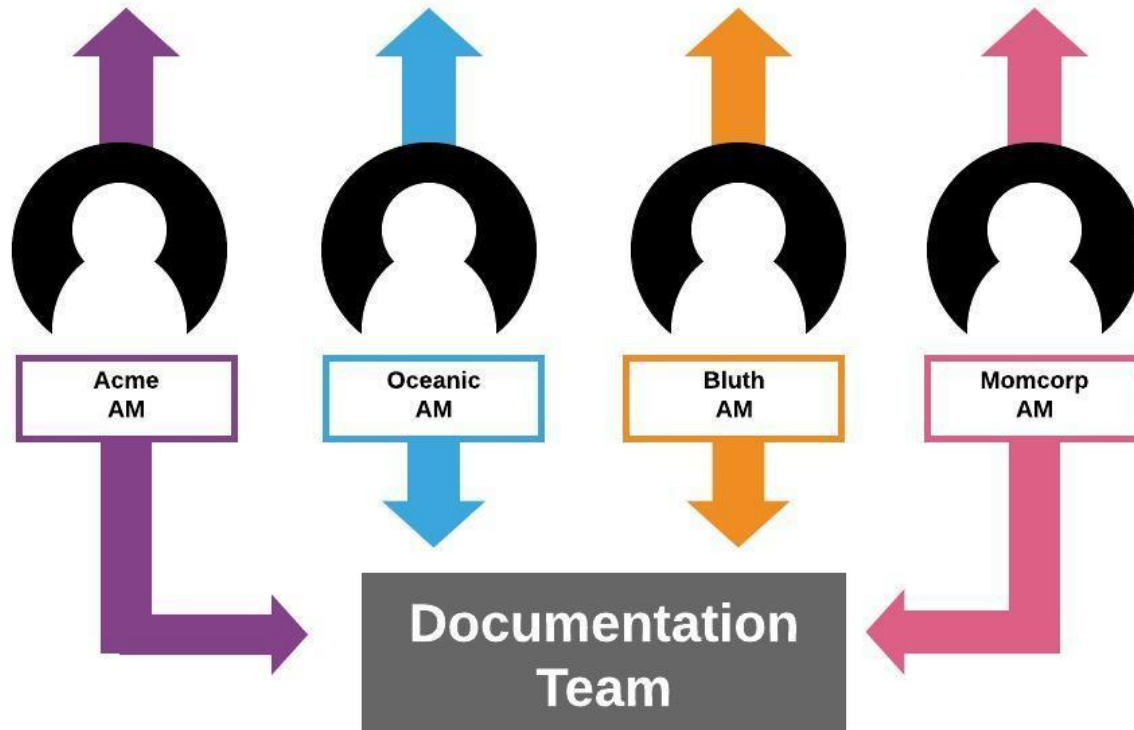
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# LEAN ON YOUR ACCOUNT MANAGERS



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# SaaS Software



# USE FLARE FEATURES FOR CUSTOMIZATION

General

DataTrax Online Help x Bluth skin x Madworld Demo skin x General x Commission Manager PDF x

ConditionTagSet Editor

	Condition Tag	Background	Comment	
	Acme Corporation		Acme custom content	
	Bluth Company		Exclude from GOB b...	
	Dunder Mifflin			
	Initech		Include only in onlin...	
▶	MomCorp		Exclude from DTX	
	Oceanic Airlines		Exclude from ICE	
	Oscorp		Oscorp custom cont...	
	Stark Industries		Include only in PDF ...	





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Your search for "topic" returned 15 results  
*Did you mean [topic](#)?*

### Topic

A chunk of information about a particular subject. Topics are often represented by icons (e.g., hyperlinks, text, pictures) or points toward other information. One of the main reasons end users open a Help system is to find information, a



Getting Started ▼

Features ▼

Images ▼

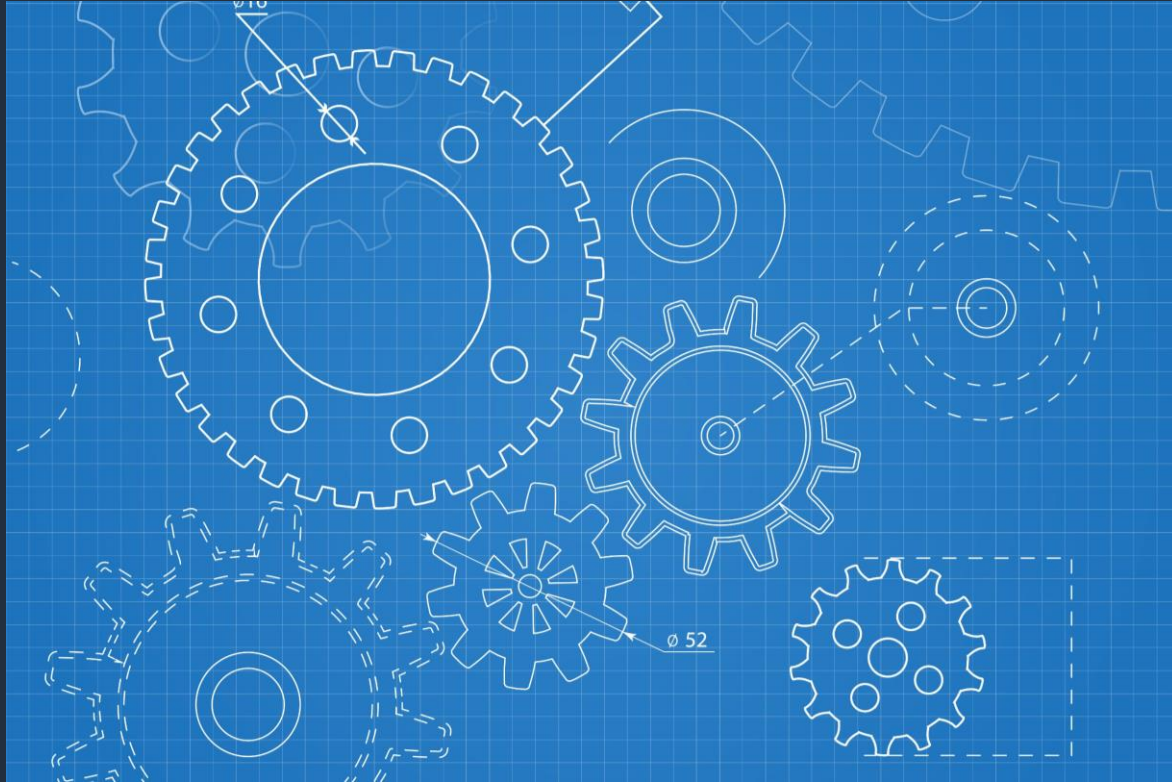
More Information ▼

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# TREAT CUSTOM FEATURES AS BETA



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# ACCEPT GOOD ENOUGH



People photo created by pressfoto - [www.freepik.com](http://www.freepik.com)

# Thank You!

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