

HotData Technical Documentation

Audience:	End Users of HotData software applications and Developers using HotData Toolkits
Products:	On-line Support Systems PDF Reference Guides Getting Started Guide



Challenge HotData, Inc.¹ provides software and service for immediate updating of contact databases over the Internet. HotData needed a different kind and level of performance support: On-line Help for users of these robust programs and Technical Reference Guides for developers. These succinct, complete, and heavily hyper-linked documents list and describe all available objects/methods developers can use to structure database queries.

Solution HotData developer’s toolkits require a different kind and level of performance support— Technical Reference Guides distributed in PDF form. These on-line, succinct, complete, and heavily hyper-linked documents list and describe all available objects/methods developers can use to structure database queries. Since HotData’s first software application for Symantec’s ACT, DSI has produced documentation On-line Help support for HotData users. DSI’s support products address several levels of technical proficiency, are created with several different authoring tools, and provide numerous categories of support.

Special Features DSI on-line performance support includes both conceptual description and procedures, all available to end users on a “just-in-time,” as-needed basis. Numerous graphics and definitions in pop-up form complete the on-line support.

For database administrators, DSI provided a *Getting Started Guide* that takes the installer through installation, configuration, and basic product usage. Topics covered include:

- Before you Install
- General Features
- Installation
- Configuration Wizard
- The Control Panel
- Single and Batch updating of records
- Reconciling Data
- Reports
- Options for Customization
- General
- Overwrite
- FASTforward
- Buttons and Screens
- Using the Data
- Displaying the Data

Outcome DSI provided on-line performance support for all of HotData’s plug-ins for commercial databases (Symantec’s ACT, Maximizer, Goldmine, and Pivotal) as well as for an ODBC application that can be mapped to any database including legacy systems.

¹ Hot Data, Inc., originally an Austin, Texas -based company, was acquired by Group 1 Software, Inc. that was later acquired by Pitney Bowes, a multi-billion dollar global provider of integrated mail and document management solutions.