



● = Included, † = Included as needed

	Overviews		Instructional			
	General Overview	Focused Overview	Project	Task	Choose/Decide	Change/Improve
Printable Solution Elements						
Product/Comparison Chart	†		†		●	
Tips	●	●	●	●	●	●
Shopping List			†	†		
Pictures/Diagrams	●	●	●	●	●	●
Outline	●	●	●	●	●	●
Features (by How-To staff/advisors)						
Factoids	●	●	●	●	●	●
Q&A	●	●	●	●	●	●
Downloads (templates, etc.)	†	†	†	†	†	†
Assessment Tests					●	●
Related Solutions	●	●	●	●	●	●
Poll	●	●	●	●	●	●
Other Resources	●	●	●	●	●	●
Glossary	●	●	●	●	●	●
Case Studies	†					†
Articles	●	●	●	●	●	●
Features (User-driven)						
Solution Rating	●	●	●	●	●	●
Message Board	●	●	●	●	●	●
Feedback Form	●	●	●	●	●	●

Printable Solution Elements

Product/Comparison Chart: A table of two or more subjects or products to be contrasted in an easy-to-use visual aid of features.

Tips: Highlighted areas of copy, written by either the expert or a user, that showcase important information that might otherwise be overlooked.

Shopping List: The list of items, similar to ingredients in a recipe, that will be needed in order to successfully complete the solution.

Pictures/Diagrams: Visuals that will either add entertainment value to the solution or help to convey an idea that might otherwise be difficult for a reader to understand.

Outline: A quick "table of contents," probably hyperlinked to the different sections of the solution.

Features (by How-To staff/advisors)

Factoids: Entertaining but useless (unless you're scheduled to appear opposite Regis) pieces of information that appear throughout the solution as blurbs.

Q&A: An "interview" with an expert designed to give the user further information and to reinforce the notion that we know what we're talking about.

Downloads: Forms, templates, ASPs, etc. that a user can download in order to assist with the solution. *Ex. Fax cover sheets, rate calculators, CD databases, etc.*

Assessment Tests: Evaluations either of a person or group's behavior and/or personality, or of the status of a project. *Ex. Are you a good manager? Are you a Type A personality? How effective is your advertising campaign? Should your company be an LLC?*

Related Solutions: Other solutions that would either be the next or previous logical step in a process or of similar interest. *Ex. How-To Choose A Telephone System as a related solution to How-To Understand Telephone Systems; How-To Choose A Cell Phone as a related solution of How-To Choose A Pager*

Poll: Interactive feature surveying users on a related question. *Ex. On a solution regarding advertising techniques, a question asking which method of advertising - television, radio, newspapers, e-mail, etc. - has proven most useful.*

Other Resources: Further sites, books, etc. for finding information on the topic at hand.

Glossary: Definitions of related terms.

Case Studies: Accounts of actual related incidents. *Ex: In a human resources solution on firing an employee, several accounts of inappropriate firings that led to repercussions.*

Articles: Further information on the topic at hand, only more topical and not in solution-form. *Ex: In a marketing solution, an article on the most recent innovations in e-mail marketing.*

Features (User-driven)

Solution Rating: The average evaluation score given by users as to how helpful the solution was for them.

Message Board: Area for users to communicate amongst themselves.

Feedback Form: Method for users to send the company complaints, praises or further questions regarding that particular solution.