

The problem:

How can users more easily find answers to their questions about how to use SolidWorks?

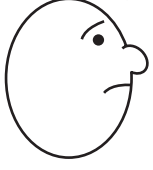
Supporting question:

What community features can address this problem?

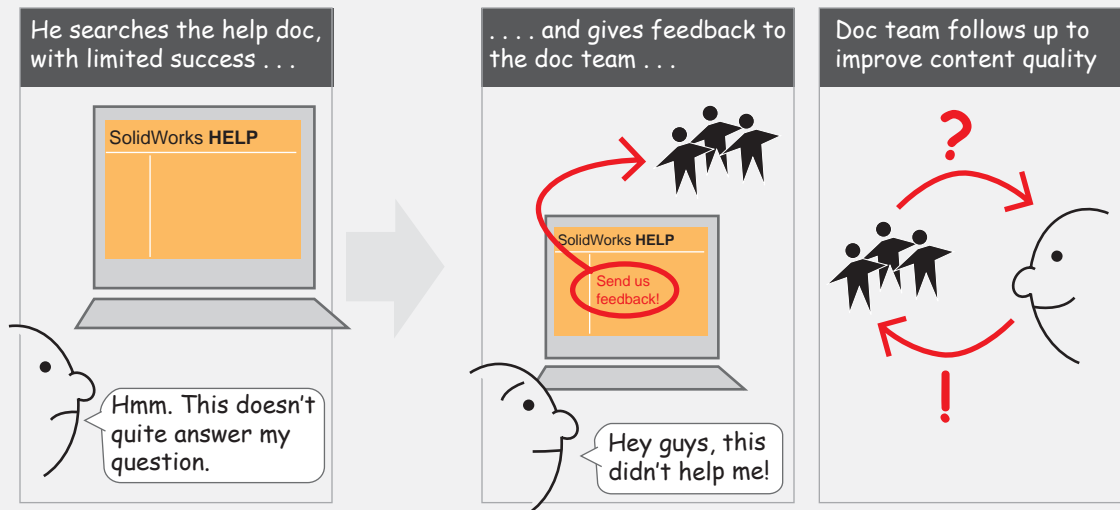
These short stories illustrate high-level use cases that begin to respond to this issue. Each use case (identified by letter in the left-hand column) can be considered as a separate project.

Carl runs into a question about how to accomplish something.

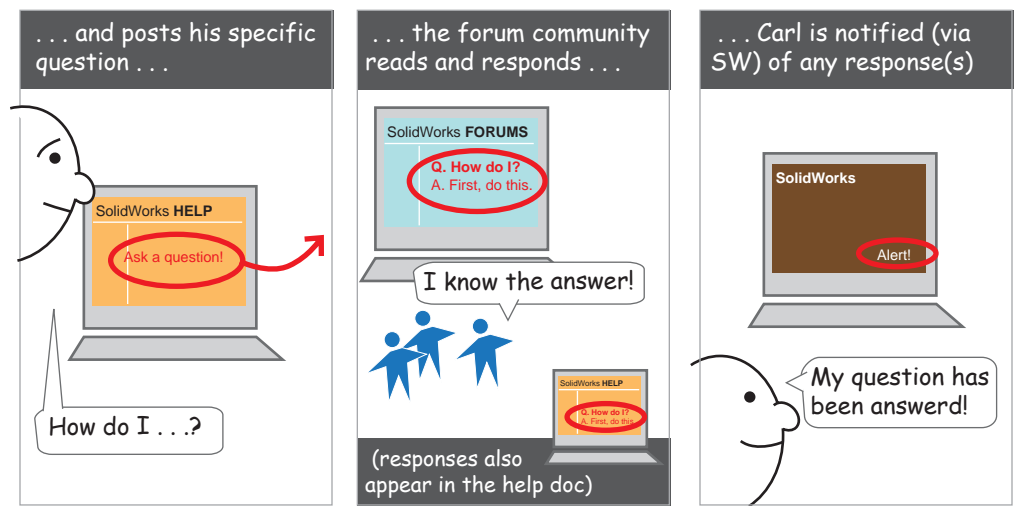
I'm not sure if I should deform or indent this plastic tray.



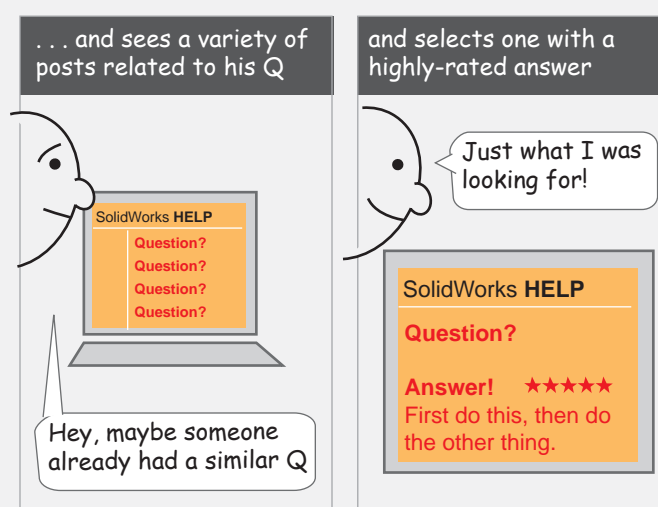
A. From within help docs, send question/feedback to doc team



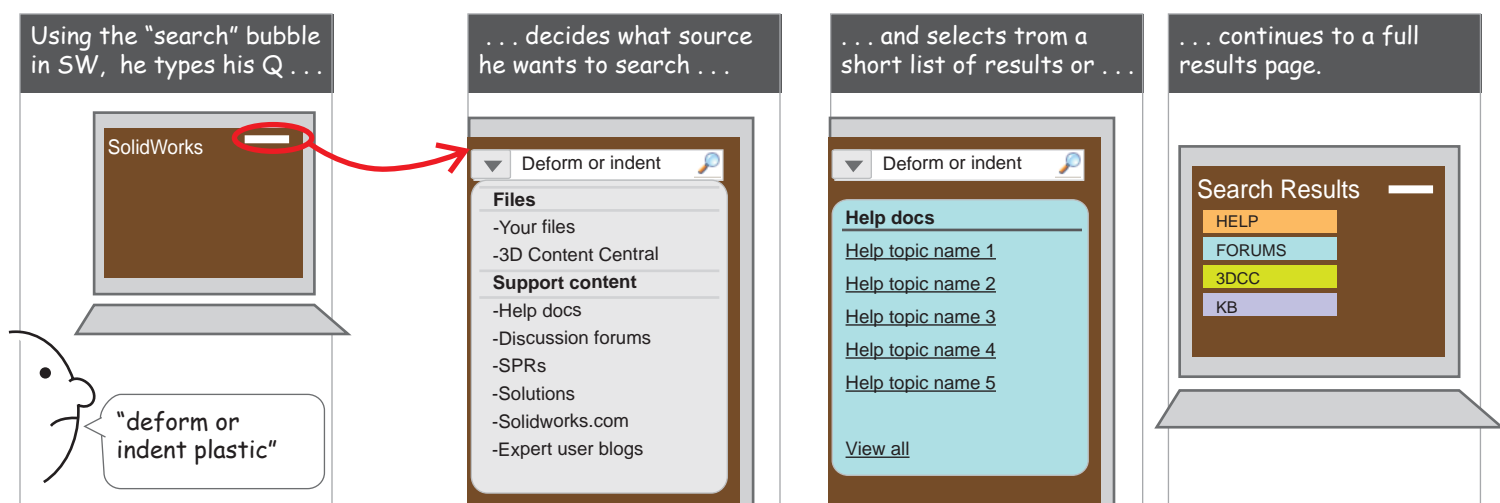
B. From within help docs, ask question of peers, gets notified



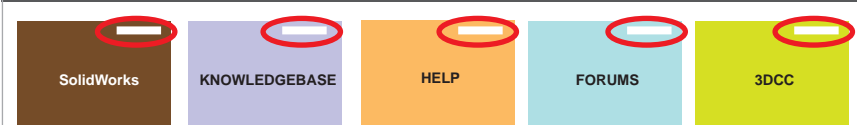
C. From within help docs, browse previous forum threads related to topic



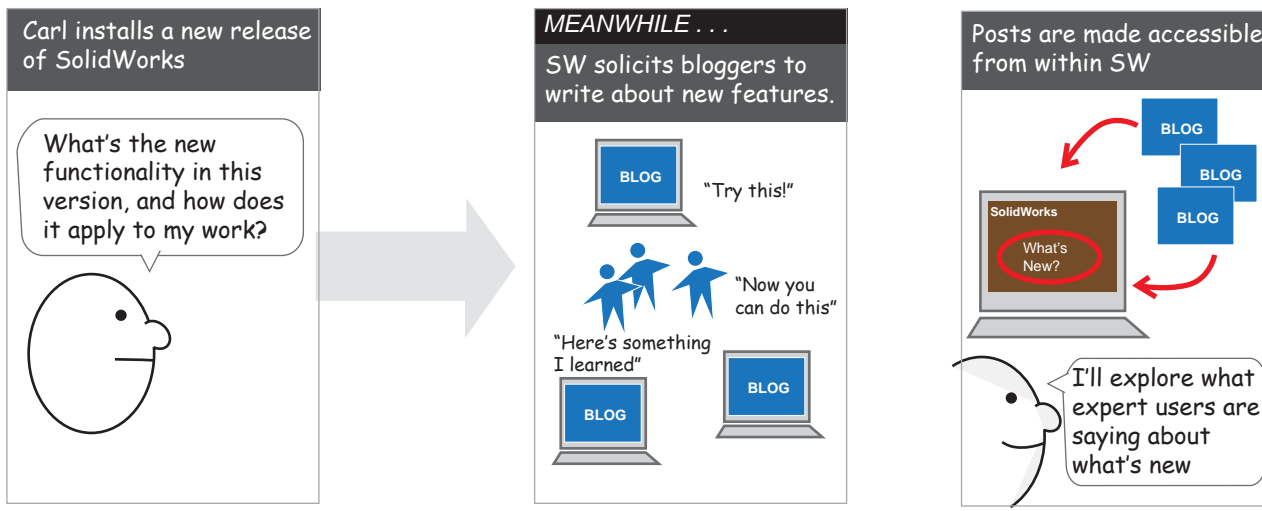
D. Searches for answer from within product



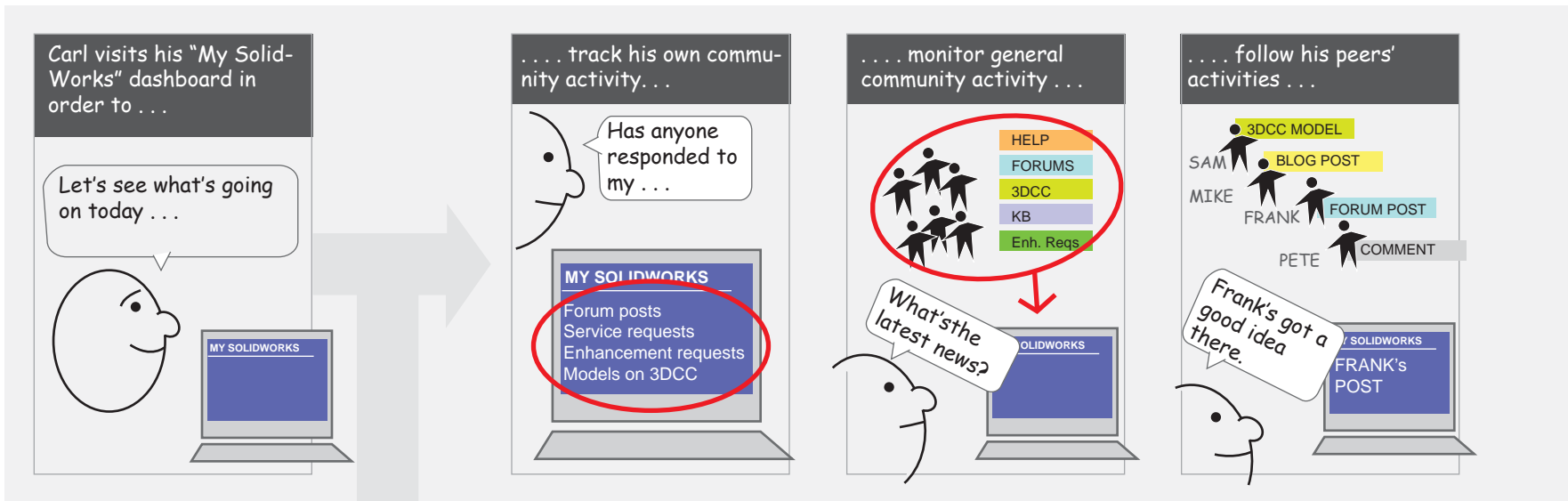
Search experience is consistent across properties



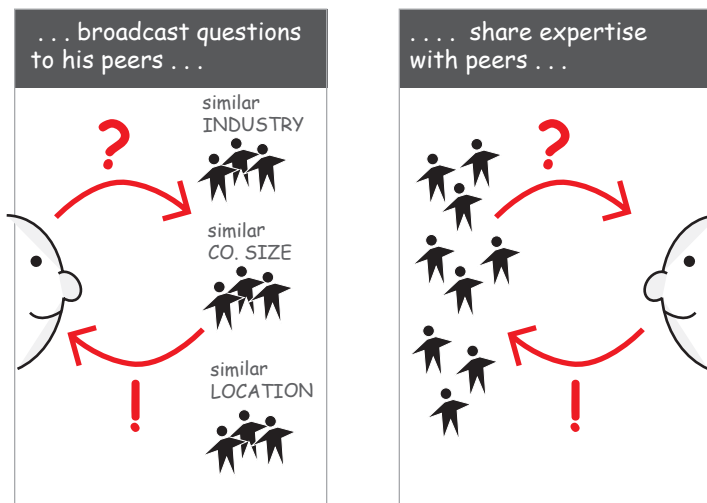
E. Reads expert user perspectives



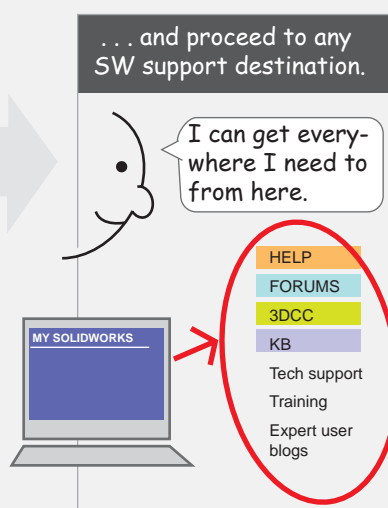
F. Tracks activities going on in existing communities



G. Engages in peer-peer support



H. Accesses all support content and communities



I. Accesses all SW videos in 1 place

