



Predicting User Queries to Build and  
Information Repository.

Mayur Madhav Bhandarkar

- A Structural Failure
- A Query to Success
- What the FAQ?
- Oh User! What do Thy Want?
- The Crystal Ball of Prediction
- The (Information) Matrix Reloaded
- The DITA Effect
- Buy One, Get Many Free

# A Structural Failure

# TIBCO | A Structural Failure

Insufficient Knowledge

Underestimation of Influence

Ignorance, Carelessness, Negligence

Forgetfulness, Error

Relying upon Others without Sufficient Control



Objectively Unknown Situation

Unclear Definition of Responsibilities

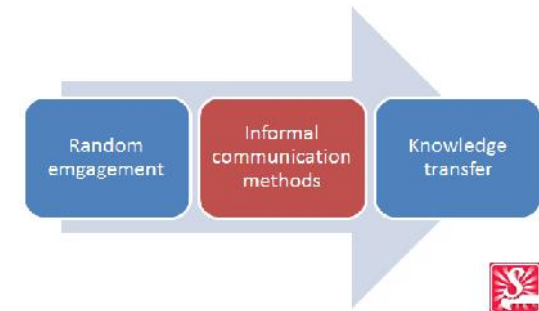
Choice of Bad Quality

Other



# A Query to Success

# TIBCO™ | A Query to Success



## What the FAQ?

# TIBCO™ | What the FAQ?





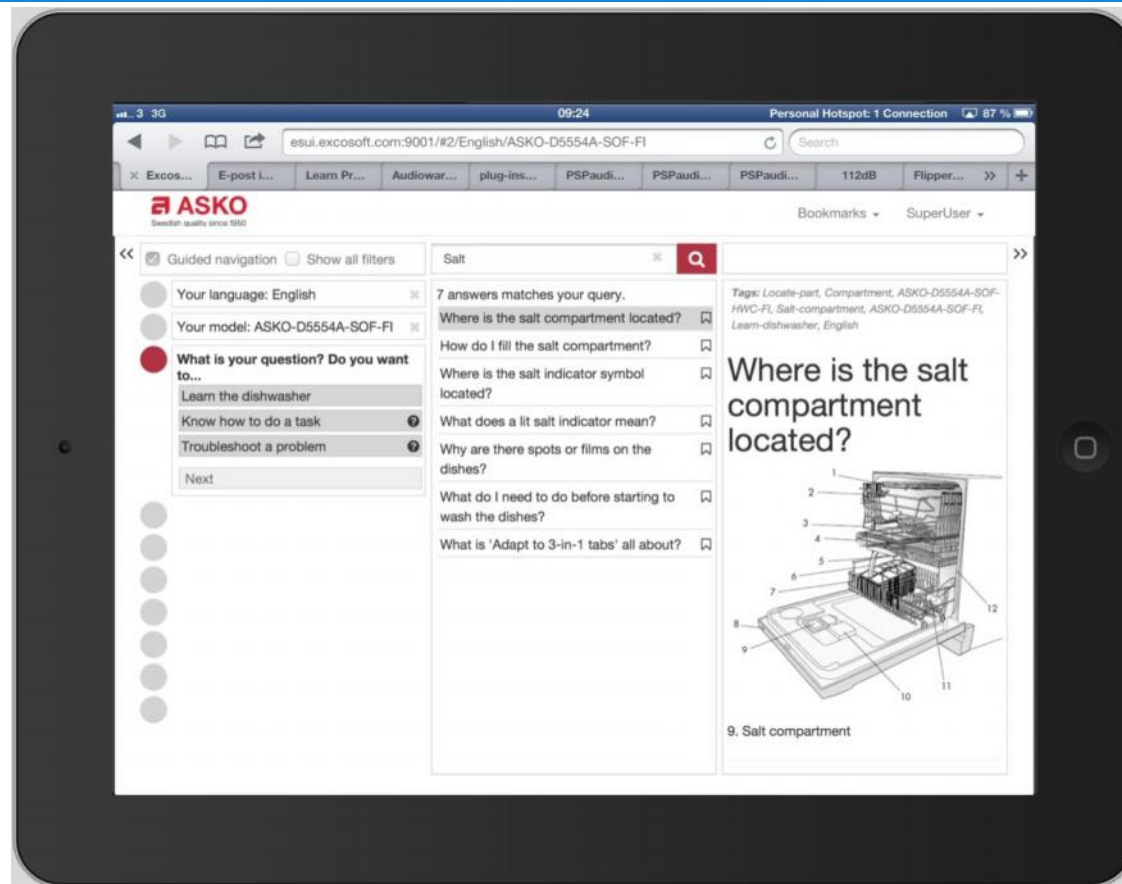
# Oh User! What Do Thy Want?

- ❖ The big picture.
- ❖ The relevance of the product.
- ❖ The detailed possibilities.
- ❖ The procedure to perform a task.

# The Crystal Ball of Prediction



# The Crystal Ball of Prediction





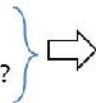
How to predict questions users of a dishwasher are assumed to ask

## Step 1

Decide question types to use as a base:

### Question type 1:

Where is [UI element] located?



### Question type 2

### Question type 3

...

## Step 2

Identify values for product variable [UI element]:

- Salt compartment
- Rinse aid compartment
- Detergent compartment
- Spray arm
- Upper basket
- Lower basket
- Front panel
- ...



## Step 3

Predict user questions for question type 1:

- Where is the salt compartment located?
- Where is the rinse aid compartment located?
- Where is the detergent compartment located?
- Where is the spray arm located?
- Where is the upper basket located?
- Where is the lower basket located?
- Where is the front panel located?
- ...



# The (Information) Matrix Reloaded

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- ❖ Questions having most hits.
- ❖ Newly added questions.
- ❖ Popular Procedures.
- ❖ Modified features.

# The DITA Effect



❖ Concept, Task, and Reference Model

❖ Content Reuse

❖ Single-sourcing



**Buy One, Get Many Free**

- ❖ Procedure based queries should not be lengthy.
- ❖ Turn lengthy procedures into easily consumable media.
- ❖ Media includes videos, animations, simulations, etc.
- ❖ Use prediction techniques to create relevant media.

In Closing  
Ask and you shall receive!





# Thank you!

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