User manuals development in light of digital transformation technology
Assist. Prof. Dr. Eman Mohamed Ahmed Hashem

Assistant Professor of Industrial Design Faculty of Applied Arts, Beni-Suef University
Emanhashem70@apparts.bsu.edu.eg

Abstract:

The user manual is an indicative guide intended to provide assistance to people who use a specific product, service or application, in the form of a printed or electronic booklet. Despite the efforts made in its design, many end users do not prefer it, especially manuals used with some complex products and systems, due to their incompatibility with changing user experiences. With the emergence of the term digital transformation, which aims to integrate digital technology in all areas of business to improve the service provided to customers, this led to the development of user manuals to conform to the experiences and desires of the end user. The research problem is summarized in the lack of many designers' knowledge of the types of user manuals and their development in light of digital transformation technology and the lack of considerations for designing user guides, in addition to the lack of research and scientific theses presented in this field. The research aimed to familiarize designers with knowledge of the role of digital transformation in the development of the user manuals and to come up with considerations for designing user manuals in light of digital transformation technology to conform to the end user experience. To achieve this goal, the research used the deductive analytical method by identifying the concept and types of user manuals, interactive user manuals (IUM), a case study comparing a digital manual and a paper manual and digital transformation techniques. By analyzing the previous information, the results of the research can be reached, which is to educate designers about the types of user manuals and determine the role of digital transformation in its development, in addition to setting considerations for its design in light of digital transformation technology. One of the most important recommendations of the research is the need for designers to pay attention and follow up on everything new regarding the design of user manuals and digital transformation technology to reach how to design a user manual that matches the experiences of the end user.

keywords:

User Manual, Interactive User Manual (IUM), Digital Transformation.