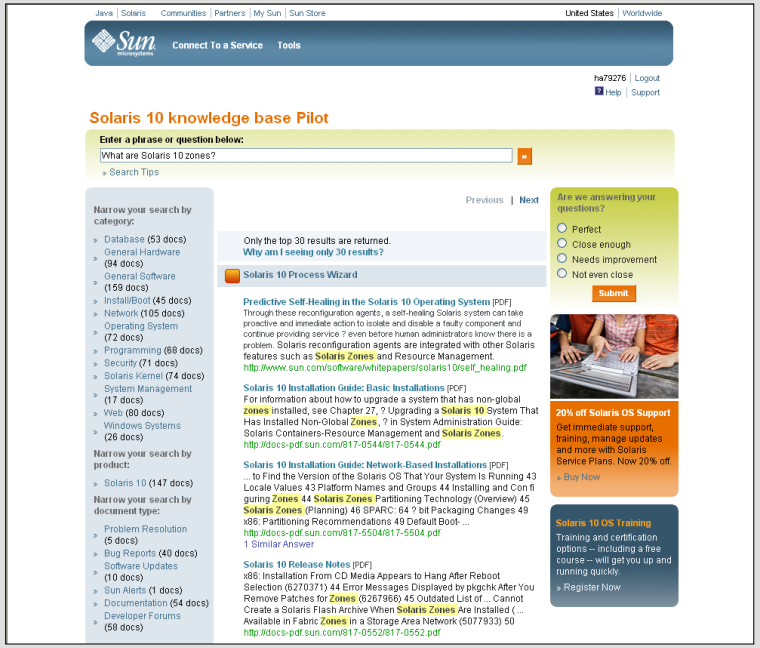
SUN KNOWLEDGE CONNECTION



SUN KNOWLEDGE CONNECTION

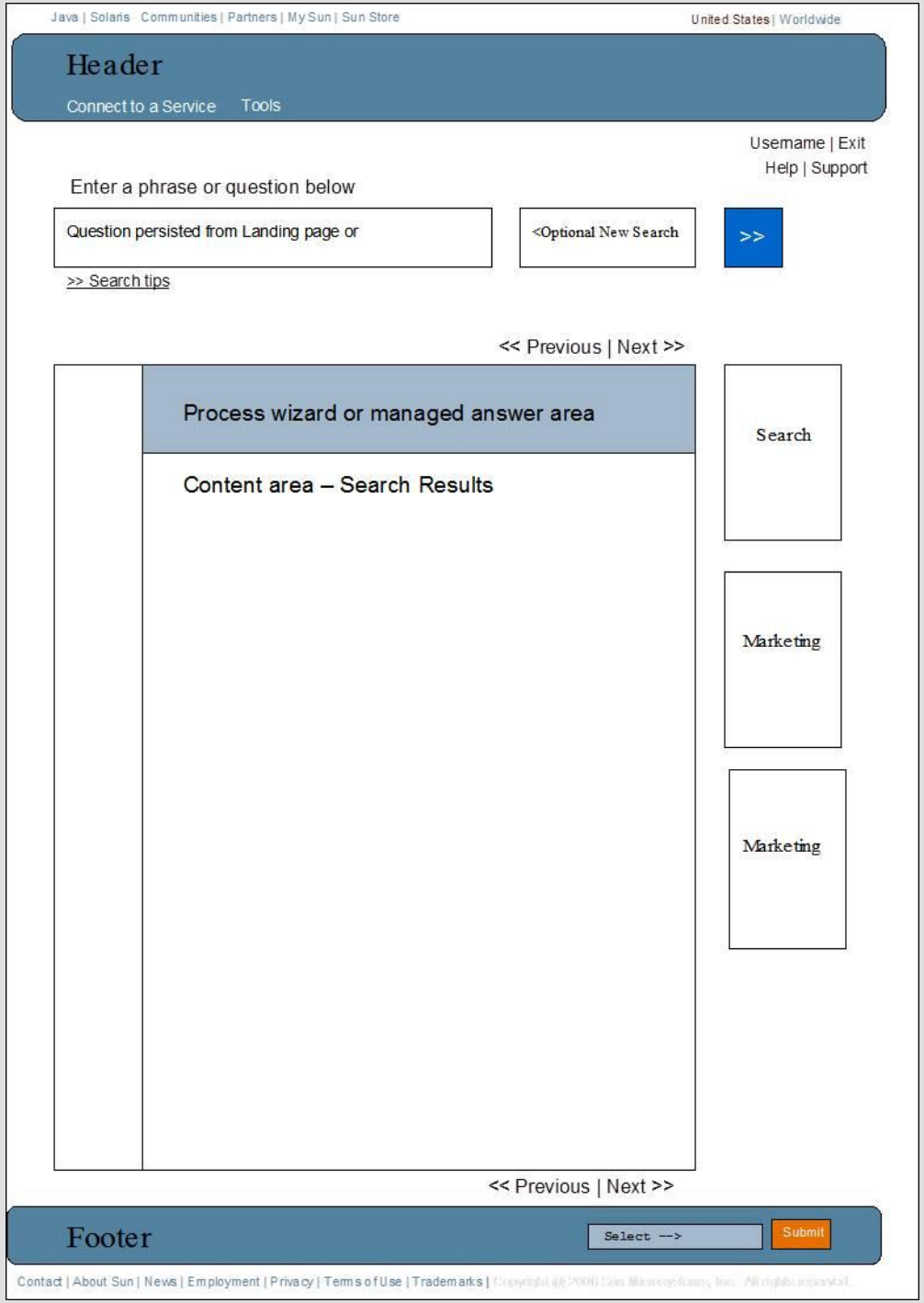
This is an example of a natural language search query tool I designed for Sun. It allowed Sun customers to search highly technical knowledge bases of white papers and technical articles using a question format, as opposed to just key word searches. Using facets, users could quickly narrow their searches, and the tool also allowed for guided searches.

KEY ISSUES

- Goal: Allows users to conduct their own search of highly technical knowledge base articles using questions, and provide a guided search feature
- Natural language search tool vs. key words as input
- Helps users narrow their search results quickly via left-hand navigation (facets)

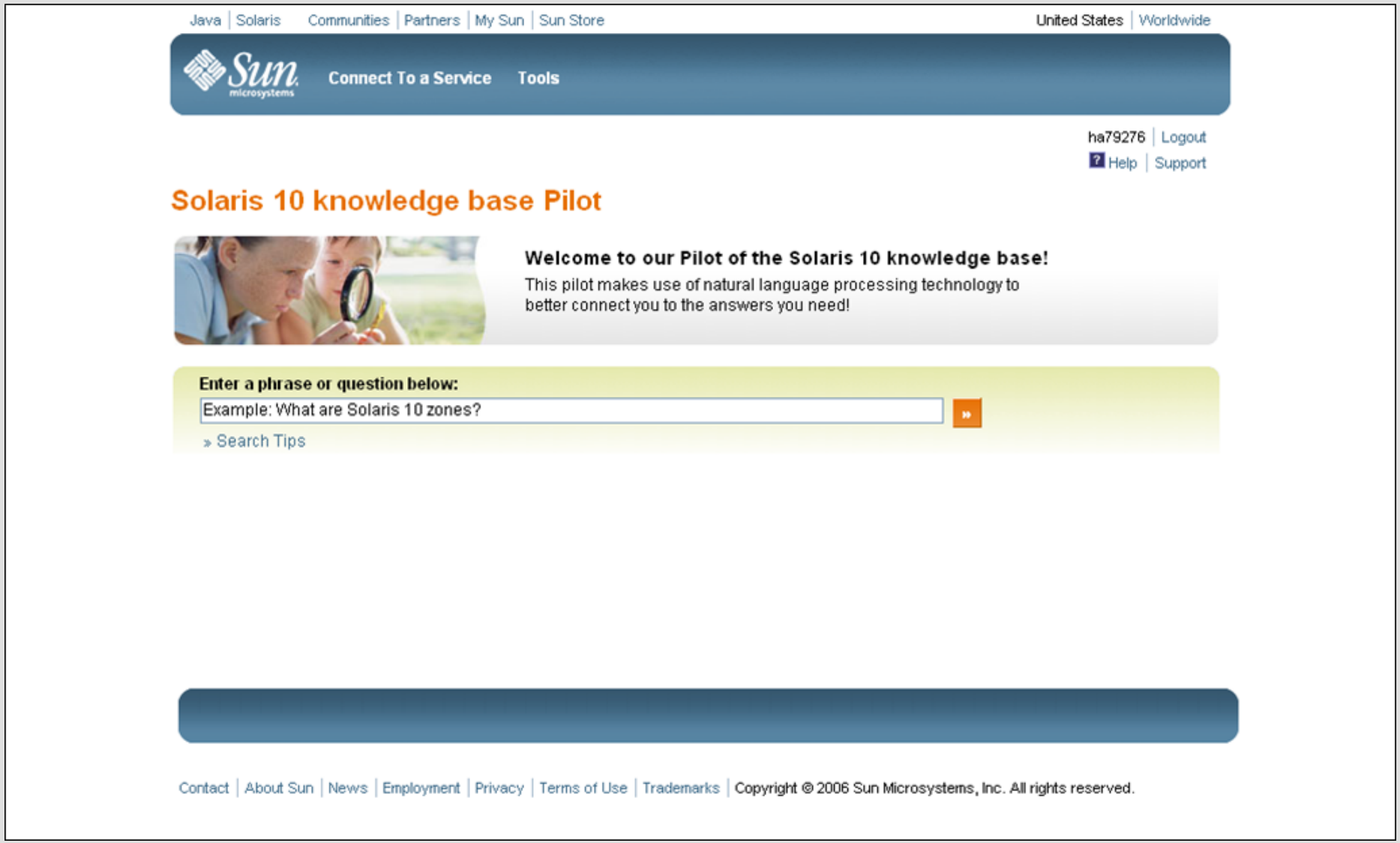
WIREFRAMING

Before any coding began, along with the requirements gathering, low fidelity wireframes were created to map out the location of the information to be part of the screens.



HOMEPAGE

This is an example of the home page for the new application. Users could simply enter their query in natural language format (question) in the search box and click the orange “go” button to begin their search.



SEARCH RESULTS PAGE

This is an example of a results page after a query has been input. Note the left-hand navigation (facets) to narrow search results, and the consistent format for each result with a brief abstract and direct link to the article.

Java | Solaris Communities | Partners | My Sun | Sun Store United States | Worldwide

Sun microsystems Connect To a Service Tools

ha79276 | Logout
Help | Support

Solaris 10 knowledge base Pilot

Enter a phrase or question below:

What are Solaris 10 zones?

» Search Tips

Narrow your search by category:

- Database (53 docs)
- General Hardware (94 docs)
- General Software (159 docs)
- Install/Boot (45 docs)
- Network (105 docs)
- Operating System (72 docs)
- Programming (68 docs)
- Security (71 docs)
- Solaris Kernel (74 docs)
- System Management (17 docs)
- Web (80 docs)
- Windows Systems (26 docs)

Narrow your search by product:

- Solaris 10 (147 docs)

Narrow your search by document type:

- Problem Resolution (5 docs)
- Bug Reports (40 docs)
- Software Updates (10 docs)
- Sun Alerts (1 docs)
- Documentation (54 docs)
- Developer Forums (58 docs)

Previous | Next

Only the top 30 results are returned.
Why am I seeing only 30 results?

Solaris 10 Process Wizard

Predictive Self-Healing in the Solaris 10 Operating System [PDF]
Through these reconfiguration agents, a self-healing Solaris system can take proactive and immediate action to isolate and disable a faulty component and continue providing service ? even before human administrators know there is a problem. Solaris reconfiguration agents are integrated with other Solaris features such as **Solaris Zones** and Resource Management.
http://www.sun.com/software/whitepapers/solaris10/self_healing.pdf

Solaris 10 Installation Guide: Basic Installations [PDF]
For information about how to upgrade a system that has non-global **zones** installed, see Chapter 27, ? Upgrading a **Solaris 10** System That Has Installed Non-Global **Zones**, ? in System Administration Guide: Solaris Containers-Resource Management and **Solaris Zones**.
http://docs-pdf.sun.com/817-0544/817-0544.pdf

Solaris 10 Installation Guide: Network-Based Installations [PDF]
... to Find the Version of the Solaris OS That Your System Is Running 43 Locale Values 43 Platform Names and Groups 44 Installing and Con fi guring **Zones** 44 **Solaris Zones** Partitioning Technology (Overview) 45 **Solaris Zones** (Planning) 46 SPARC: 64 ? bit Packaging Changes 49 x86: Partitioning Recommendations 49 Default Boot- ...
http://docs-pdf.sun.com/817-5504/817-5504.pdf
1 Similar Answer

Solaris 10 Release Notes [PDF]
x86: Installation From CD Media Appears to Hang After Reboot Selection (6270371) 44 Error Messages Displayed by pkgchk After You Remove Patches for **Zones** (6267966) 45 Outdated List of ... Cannot Create a Solaris Flash Archive When **Solaris Zones** Are Installed (... Available in Fabric **Zones** in a Storage Area Network (5077933) 50
http://docs-pdf.sun.com/817-0552/817-0552.pdf

Are we answering your questions?

- Perfect
- Close enough
- Needs improvement
- Not even close

Submit

20% off Solaris OS Support
Get immediate support, training, manage updates and more with Solaris Service Plans. Now 20% off.
» Buy Now

Solaris 10 OS Training
Training and certification options -- including a free course -- will get you up and running quickly.
» Register Now

NARROWED SEARCH RESULTS PAGE

This is an example of the same page, now filtered by the term “database” selected by the user.

Java | Solaris Communities | Partners | My Sun | Sun Store United States | Worldwide

Sun microsystems Connect To a Service Tools

ha79276 | Logout
Help | Support

Solaris 10 knowledge base Pilot

Enter a phrase or question below:

What are Solaris 10 zones? Search Within Category

» Search Tips

Narrow your search by category:

Database (53 docs)
- » Accessing (32 docs)
- » Import/Export (2 docs)
- » Indexing (4 docs)
- » JDBC (Java Database Connectivity) (2 docs)

Narrow your search by product:

- » Solaris 10 (52 docs)

Narrow your search by document type:

- » Bug Reports (4 docs)
- » Documentation (43 docs)
- » Developer Forums (6 docs)

Previous | Next

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Why am I seeing only 30 results?

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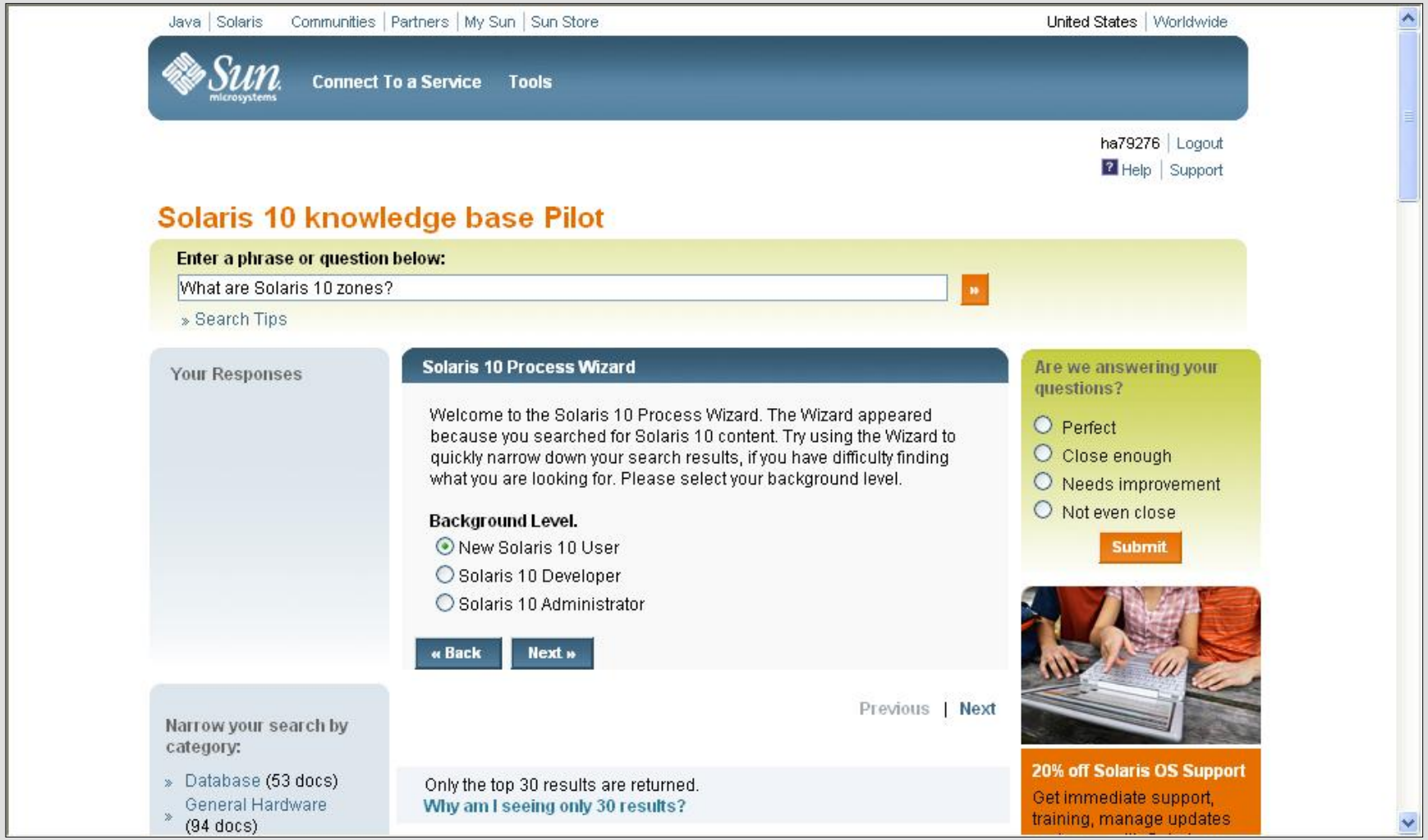
» Register Now

GUIDED SEARCH

Another option for this new tool was the ability to do guided searches. This would lead users in a wizard format through a series of steps to focus their search. Users could easily go back to prior steps via either the Back button, or by clicking on the links that collected on the left hand side as they moved along the “Your Responses” area, which also clearly outlined what choice they had made.