

Before



After

**Beginning OSN 9800:  
From Novice  
to Professional**

**Feature Map**

**Bobby**

**Basics**  
Help you learn the complete basic principles about WDM.

**Advanced**  
Helps you fully understand the extraordinary features of OSN 9800.

**Application**  
Helps you master the configuration and maintenance skills.

**User-Role-Based Manuals**  
Help each role quickly understand the details about planning, deploying and maintaining OSN 9800.

**OSN 9800 Information Express**

**Interactive Documents**

**1. Basics**

**2. Advanced**

**3. Application**

**HedEx**  
You can click here to view standard HedEx documents.

**Change History**

All documents in this map are linked to the Support website. Log in with an Equipment User account to view them.



**From:** Hehui (Hebe, Transport info) [<mailto:hebe.hehui@huawei.com>]

**Sent:** Thursday, March 19, 2015 4:41 AM

**To:** Amr, Shihui, Yuhua, and Eryun

**Subject:** Would you please do me a favor? Thanks

Hello Amr,

How are you?

I appreciate you always give me helpful suggestions during I encounter problems. Sorry for writing to you and bother you again.

As you know we have a new doc "A Trip to 9800 with Bobby", it's a getting started manual.

To help readers learn new product and technology more easily and let them feel learning technology is also an interesting thing, we use cartoon element a panda named Bobby in this doc.

<http://support.huawei.com/carrier/docview?nid=SE0000743909&path=PBI1-7275726/PBI1-7275738/PBI1-7275807/PBI1-7905372>

After it released, we received a lot of positive feedback on our website. So we think it's a good innovation in technical documentation.

Now some of our oversea colleagues also give their worry about it. They have NEVER seen documents or videos like this. They suggest the text should not contain "cute" or other such references. It may be fine for a Chinese audience to accept the "cartoon" concept, our oversea audiences would most likely find it extremely distasteful.


I know no negative feedback on the website doesn't mean customers are satisfied with it. I'm afraid their worry is a reality for oversea audiences.

Would you please tell me your opinion about it? Thanks.

I'm looking forward to your feedback.

Best regards

Hebe

发件人:  王超 (Wang, Chao) [mailto:Wang.Chao@vodafone.com]

发送时间: 2015/3/19 (周四) 14:

收件人:  Hehui (Hebe, Transport info)

抄送:

主题: RE: Would you please do me a favor? Thanks

Hello hebe

First of all, I want to congratulate you for this brilliant idea, well done.


Second, regarding the panda, it depends on the culture, I know that panda is deeply connected to the Chinese culture, but in our culture, it is a childish character. This makes it suitable for beginners, because it will make them feel they were back to school...☺.

However, for experienced professionals, they are more concerned about the content and how fast they can reach what they want regardless of the look. Honestly, my first experience with similar videos was yesterday after "doc\_express" email where I watched this video, <http://support.huawei.com/carrier/docview?path=PBI1-7275726/PBI1-7275738/PBI1-7275807/PBI1-7905372&nid=DOC1000045807> and I didn't notice that there was a panda because I was focusing on content.

I suggest to put beside the map, a shortcut tree to direct the customer to what he needs directly without searching in the map.

In general, the concept of cartoon (or animation) is very helpful to clarify the dynamic of the concept which may take pages to clarify in text. For example, I am passing hard times with my Head of Department trying to explain to her the concept of synchronization in SDH and the impact of clock deviation on the traffic. If I have a video explaining that, it might not take more than 5 mins... (can you help me with a video for that? ☺)

Finally, well done !!!

发件人:  Vodafone [Redacted] <[Redacted]@vodafone.com>

发送时间: 2015/3/19 (周四) 14:

收件人:  Hehui (Hebe, Transport info)

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Finally, well done !!!

发件人:  [emmanuel@huawei.com](mailto:emmanuel@huawei.com)

发送时间: 2015/3/20 (周五) 15:39

收件人:  Kehui (Hebe, Transport info)

抄送:

主题: RE: Would you please do me a favor? Thanks

Hi Hebe

Well, it is an innovative approach to learn a new product, I like it!

Now, you will probably face some troubles with old guys that are not open minded, and that are not familiar to work like young people are doing on their tablets or smartphones today.

I suggest you to put a link on standard pdf documentations (e.g. click on the father of the panda ;-))

Best Regards

Emmanuel

