Context Sensitive Help
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We added a context sensitive help Wiki to our backend for our administrators. It combines the flexibility of a wiki with the convenience of a page specific help button.
This was something we needed to do long ago - all good systems should have help files that are comprehensive and dynamic.

However, we noticed that most web apps have very little context sensitive help - sure, they might have pages of documentation, but if you're deep in the bowels of a complex application you don't have the time or the inclination to try to go through a 50 page manual - you want the help just FOR THAT PAGE.

So, we hacked on up a help Wiki using a neat little tool called TiddlyWiki - and then made it our help file. At the bottom of each page, theres a link to help for that page. Nice - and simple.

"Cool" said Bruce Jeffreys, co-owner of GoGet. "If I'm at a page that hasn't been documented properly, I know I can add notes to show others how to use it. And to remind myself how to use it!"