

## 4 HELP FUNCTIONS

### Problem description

A number of help screens are to be implemented in an application to be developed.

General information about the application can be obtained by clicking the menu-item *Application* of the ?-icon in the menu bar, e.g., information about which modules exist and about the relationship between them. Specific information about a particular transaction can be retrieved by clicking the menu-item *This screen* of the ?-icon, e.g., information about which fields must be filled in and the value range of the different fields.

The user cannot maintain these help texts.

How is this help facility counted?

### Discussion

According to the guidelines, help screens are valued as external inquiries. The number of types of help information determines the number of functions. In this situation, there are two kinds of help information because the menu-item *This screen* provides help information at screen level and the menu-item *Application* provides help information about the application.

The complexity of such external inquiries is valued as *low* in a detailed function point analysis and as *average* in a high level function point analysis.

### Solution

Count this help facility as two external inquiries.

### Reference to the standard

4.13