

Document type

Getting started guide and information overview

Document series

Documenting documentation

Document purpose

This document serves as an internal getting started point for anyone needing to find, use, or manage documentation. It also provides links to additional resources to learn more about various documentation-related topics and expectations.

How I helped

There were no official or sustainable documentation practices, processes, or resources available when I started. I developed the processes and resources, trained the organization to follow and use them, and supported them as the sole writer and content strategist. These processes and resources resulted in a 30% internal efficiency gain and a 60% customer satisfaction increase.

Audience

SMEs new to documentation efforts.

Notes

- Links to inaccessible proprietary resources (such as other help documents) are represented as link.

Getting started with documentation

Summary

Documentation is a critical component of customer support, ensuring customer success and satisfaction. Creating good documentation is a team effort that starts from the moment development begins, and involves developers, SMEs, and the Knowledge Management team.

Good to know

Content Strategy and the Knowledge Management team are here to assist you with whatever you need related to user documentation, training, and communication. Submit our [Knowledge Share Request](#) to let us know what you need.

What is documentation?

Documentation includes different types of user help, such as:

- Articles in a knowledge base
- Articles in-app
- Microcopy - UI text content such as buttons, links, tooltips, instructions, messages, etc.
- Release notes - new or improved features and bug fixes that our clients want to know about
- Internal documentation for internal teams

Learn more about [what should be documented](#).

Documentation process

Documentation at [company] follows two different processes depending on whether the content is intended for internal or external audiences.

For both processes, the SME (you) identifies the knowledge need and starts the process.

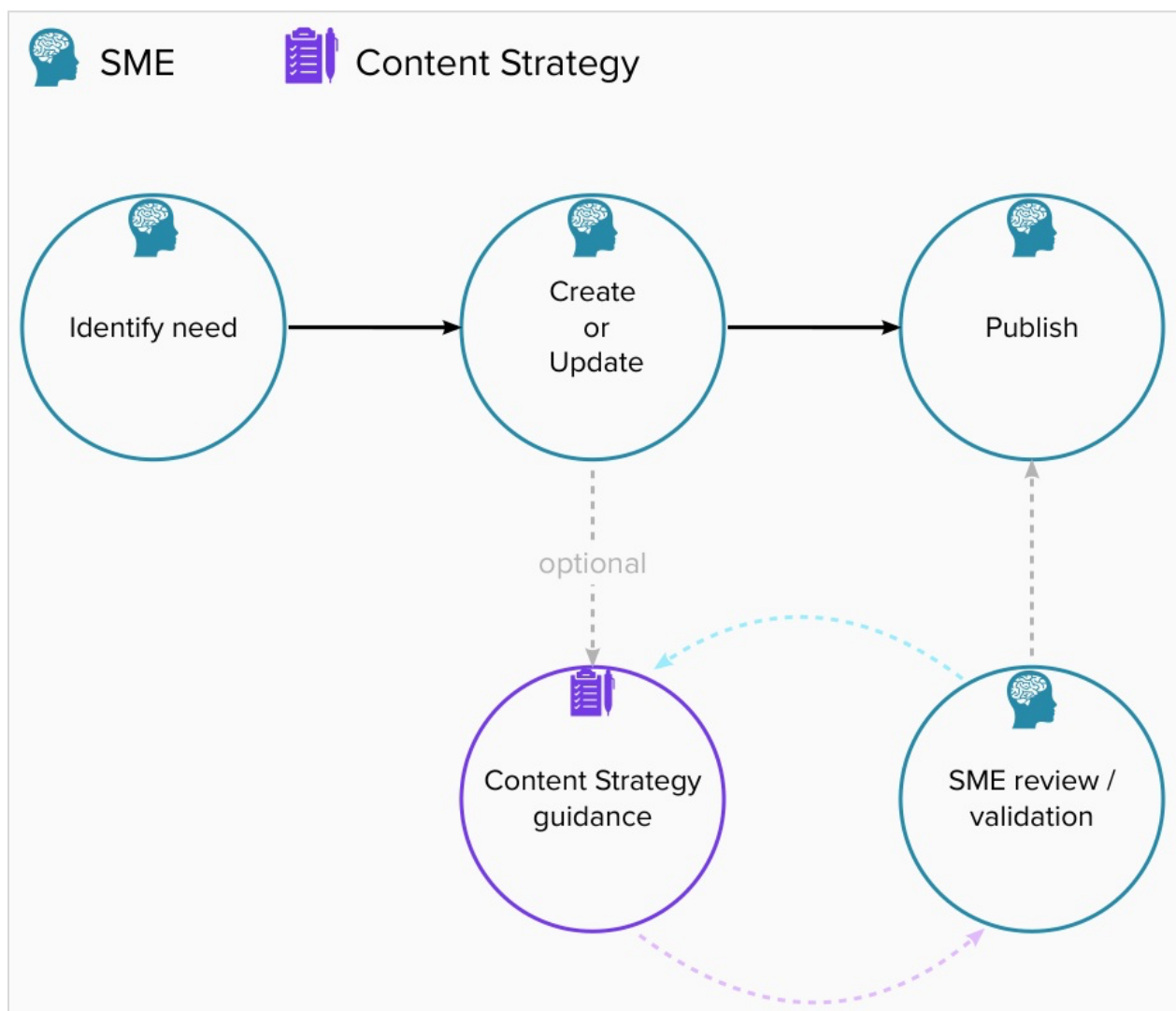
- Follow the [style guide](#) when creating your content

- Make sure screenshots and images follow the proper naming conventions.
- Take advantage of reusable content to save yourself and others time in the future.
- Learn how to use Document360 to save you time and effort.

Internal

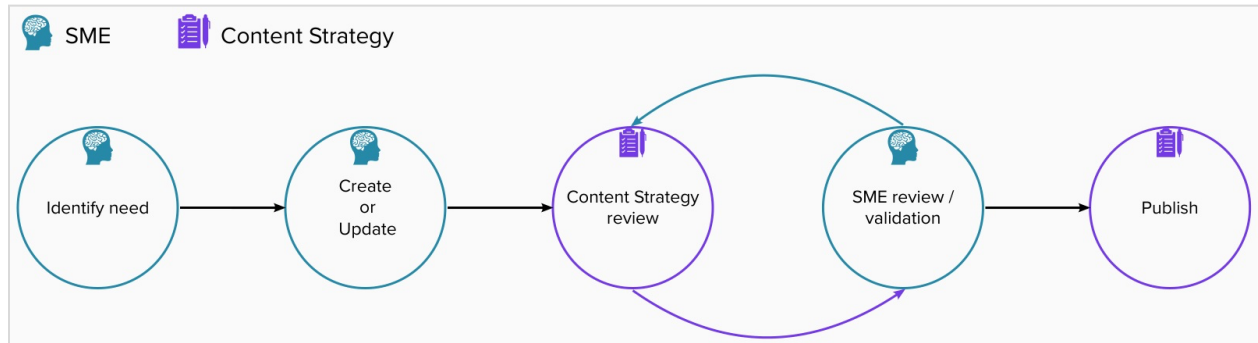
You'll create and publish internal content yourself in Document360, but you can optionally ask Content Strategy for guidance as you need it.

Each team will designate a documentation lead who is responsible for documenting and updating processes that your team uses and that you provide to other teams.



External

You'll still create and update external content, but Content Strategy will review it before publishing to ensure consistency across help content for our clients.



Additional information

Submit the [Knowledge Share Request](#) to let the Knowledge Management team know what you need and when you need it.