Streamlining Collaboration Scenarios Using Content Fusion

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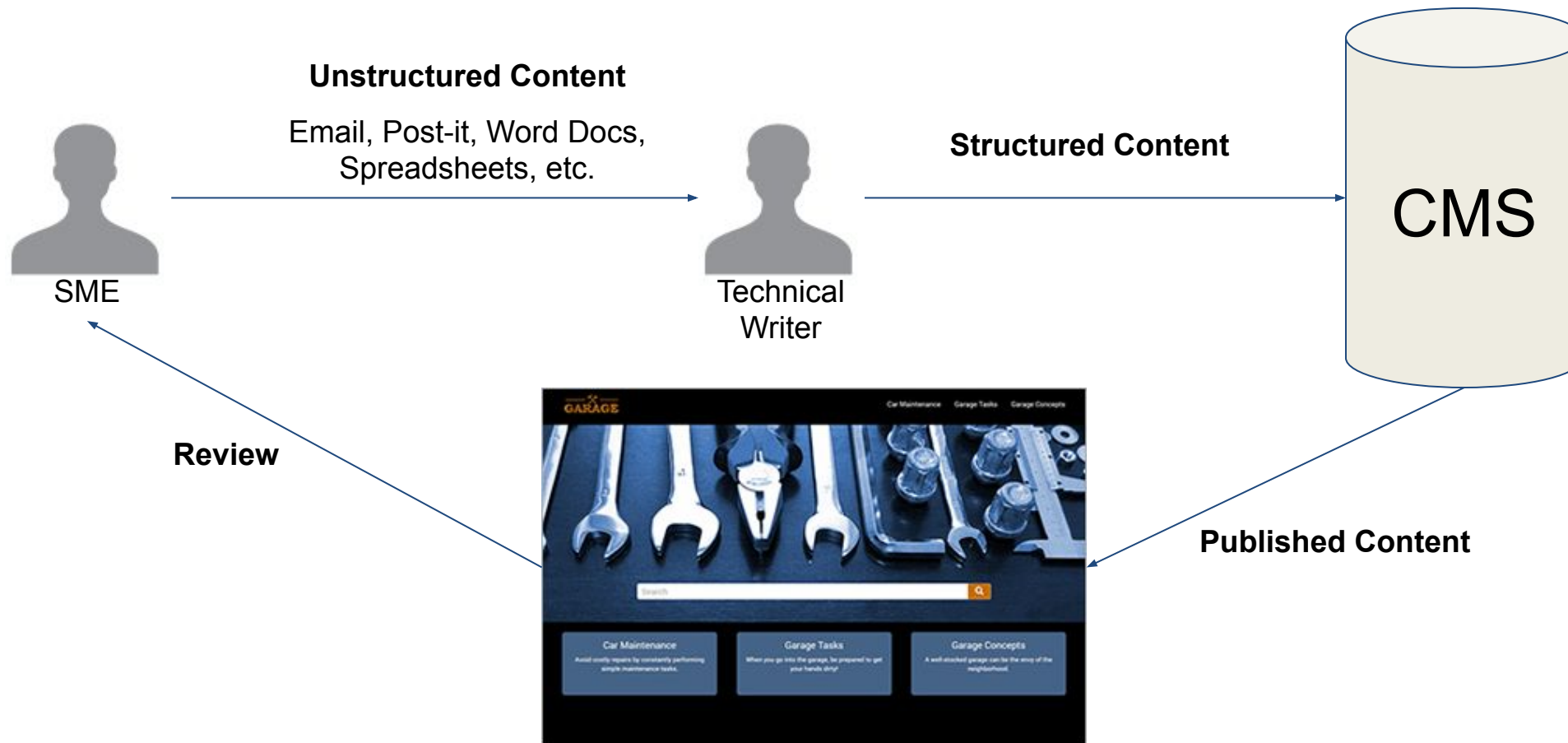
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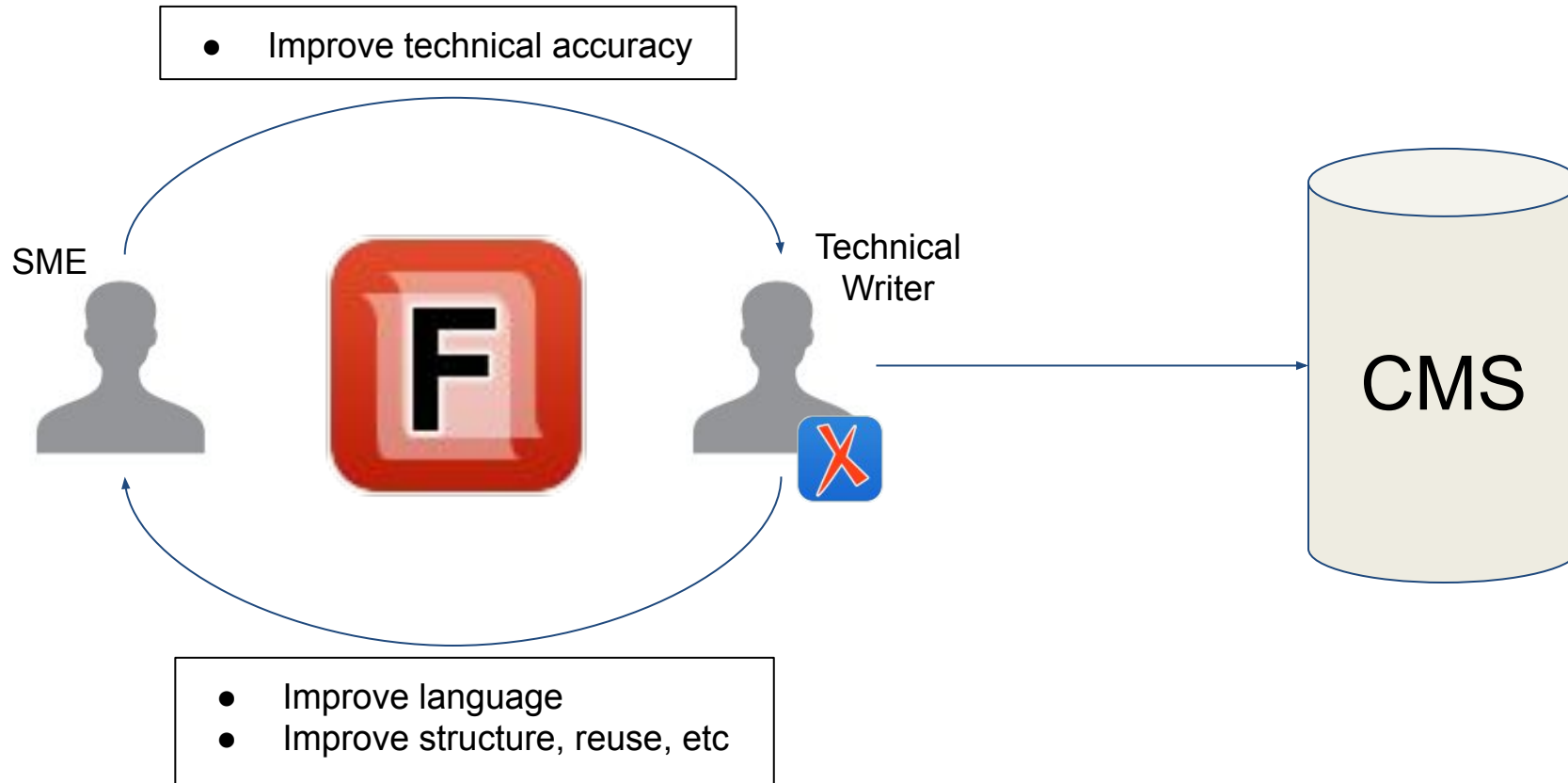
https://github.com/ctalau/

syncro soft

XML Editor

What is Content Fusion

Web Collaboration Solution for any XML Documentation Review Workflow

Life before Content Fusion

Content Fusion workflows

Collaboration scenarios

- Initiated by Content Authors
  - Send DITA files to be reviewed
  - Send arbitrary XML files to be reviewed
  - Send PDF file to be reviewed, collect feedback in Content Fusion.
- Initiated by SMEs
  - Create content drafts in a structured format
  - Use templates to provide technical data to Content Authors

DITA Incremental Review

- A new feature is added to the product => new & updated topics in the docs

DITA Incremental Review - v1

1. Create a PDF / WebHelp

- Challenges
  - How to generate a PDF?
  - Will it look like the "final" one?
  - Do I need to save to the CMS first?
  - We use only WebHelp, where should I put the HTML files?
  - What if the email is forwarded to someone which isn't supposed to read it?

DITA Incremental Review - v1

1. Create a PDF / WebHelp
2. Identify the touched pages (... among the 2000 of them)

DITA Incremental Review - v1

1. Create a PDF / WebHelp
2. Identify the touched pages
3. Discuss over email

Change suggestion - SME's view

WebHelp Content:

Oxygen XML Web Author includes a **Tags Display Mode** option that you can use to display the XML tags directly in the document. To access this option, select **Preferences** from the **More drop-down menu**. You can choose from the following tag modes: **Full Tags with Attributes**, **Full Tags**, **Block Tags**, **Inline Tags**, **Partial Tags**, or **No Tags**.

Update suggestion: We updated the product UI and this paragraph should be changed to

Oxygen XML Web Author makes it simple to create XML content without thinking about structure. However, sometimes, it is important to make sure the structure of the document reflects your intention. To see the structure of the document you can use the **Structure Display Mode** dropdown on the toolbar and choose one of the following modes: **Full Tags with Attributes**, **Full Tags**, **Block Tags**, **Inline Tags**, **Partial Tags**, or **No Tags**.

Change suggestion - writer's view

Paragraph > Phrase > 🖉 Oxygen XML Web Author < Phrase includes a User Interface Control > **Tags Display Mode** < User Interface Control option that you can use to display the XML tags directly in the document. To access this option, select User Interface Control > **Preferences** < User Interface Control from the User Interface Control > |**More drop-down menu** < User Interface Control . You can choose from the following tag modes: User Interface Control > **Full Tags with Attributes** < User Interface Control , User Interface Control > **Full Tags** < User Interface Control , User Interface Control > **Block Tags** < User Interface Control , User Interface Control > **Inline Tags** < User Interface Control , User Interface Control > **Partial Tags** < User Interface Control , or User Interface Control > **No Tags** < User Interface Control . < Paragraph < Section

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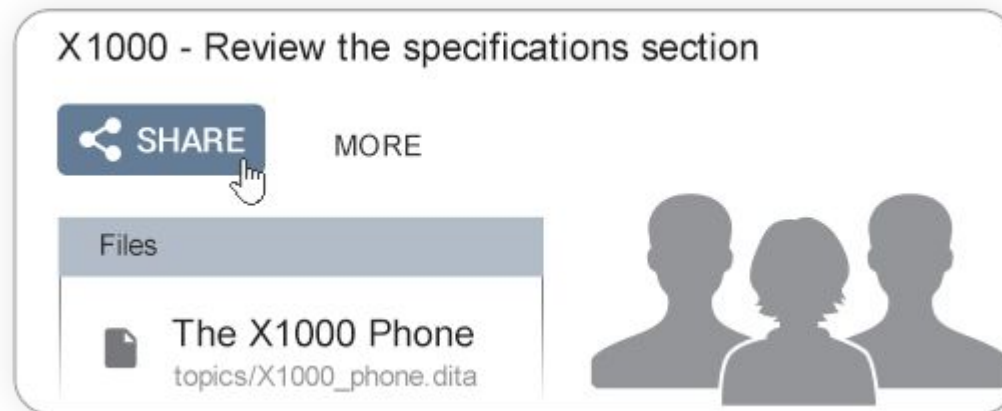
DITA Incremental Review - v2
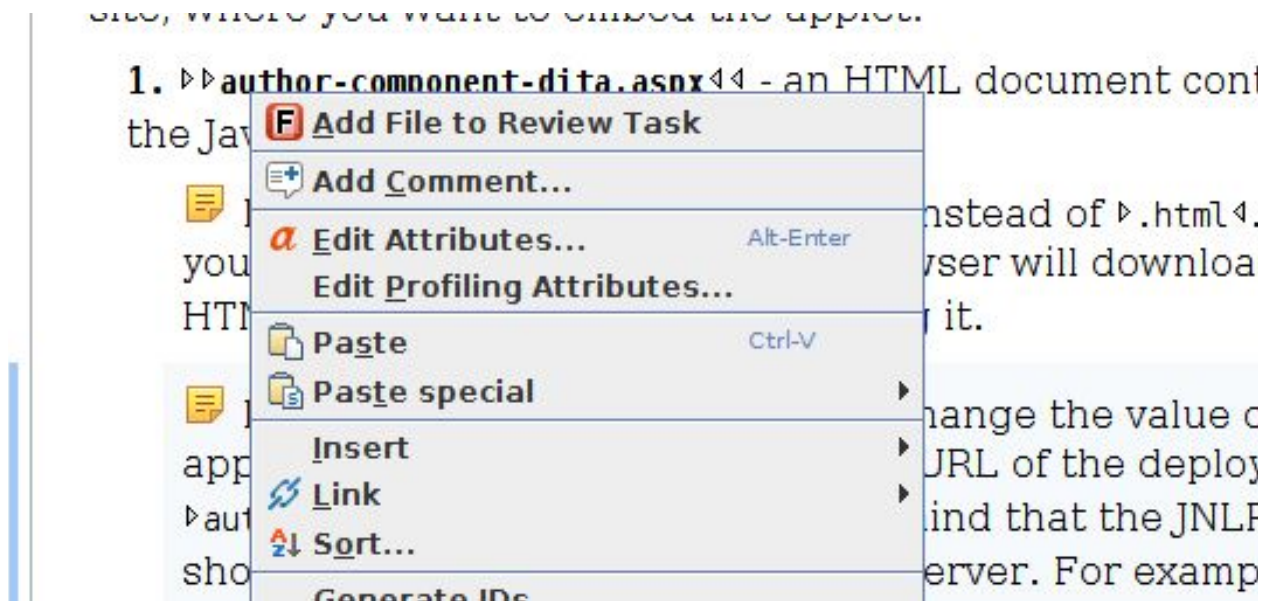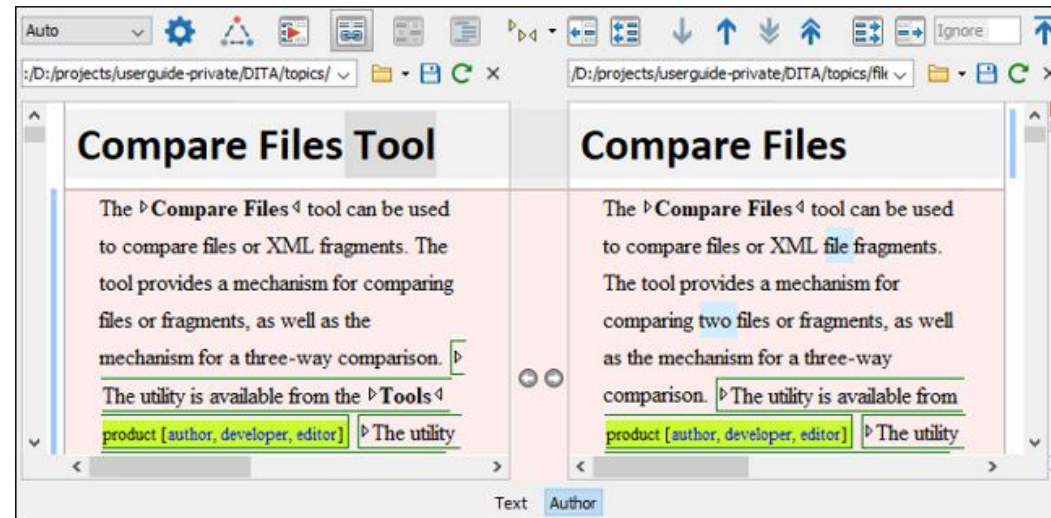
1. Create a review task with the touched topics

DITA Incremental Review - v2

1. Create a review task with the touched topics
   a. They are already opened in Oxygen XML Editor
2. Share the link with SMEs

DITA Incremental Review - v2

1. Create a review task with the touched topics
   a. They are already opened in Oxygen XML Editor
2. Share the link with SME
3. Integrate the feedback

DITA Approval Review with CF

- Workflow steps
  - Add all the files in the map to a review task
  - Configure the DITA context: map and filter
  - Iterate on content until everyone approves
  - Save the content in the CMS

Approval Review on PDF

1. Approver reads the content
2. (optional) Approver expresses concerns
3. (optional) Author makes corrections

- Use a PDF for Step 1.
- Step 2.
  - Sometimes there is only Step 1.
  - To express concerns, Approver opens Content Fusion with one click to add comments and make suggestions.
- Step 3.
  - Author sees comments and suggestions right in the content.

Other XML vocabularies

- Content Fusion supports also DocBook, TEI, XHTML out-of-the-box
  - … and any other vocabulary with a suitable framework
- What's new
  - XML files are hard to share because they are inter-linked
  - Content Fusion automatically detects refs and adds them to the task

SME's initiated workflows

DRAFT CONTENT

- XML format
- Semantic markup
- Technically accurate

REVIEWED CONTENT

+ Reuse
+ Profiling
+ Tone of voice

CMS

SME

Technical
Writer

Issue Lifecycle

Open

Verified

Dev

Docs
team

QA

Resolved
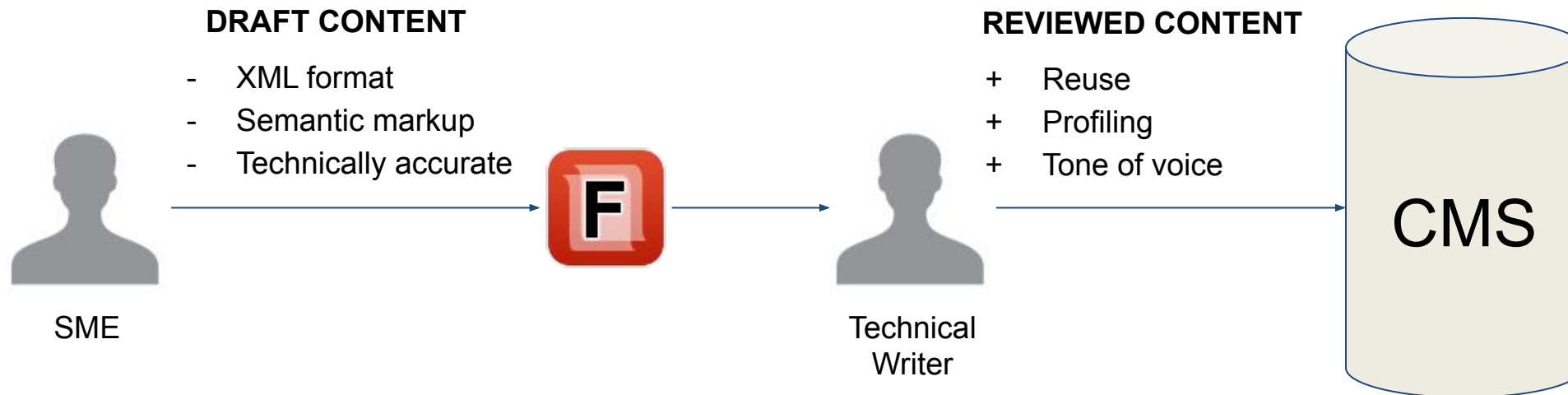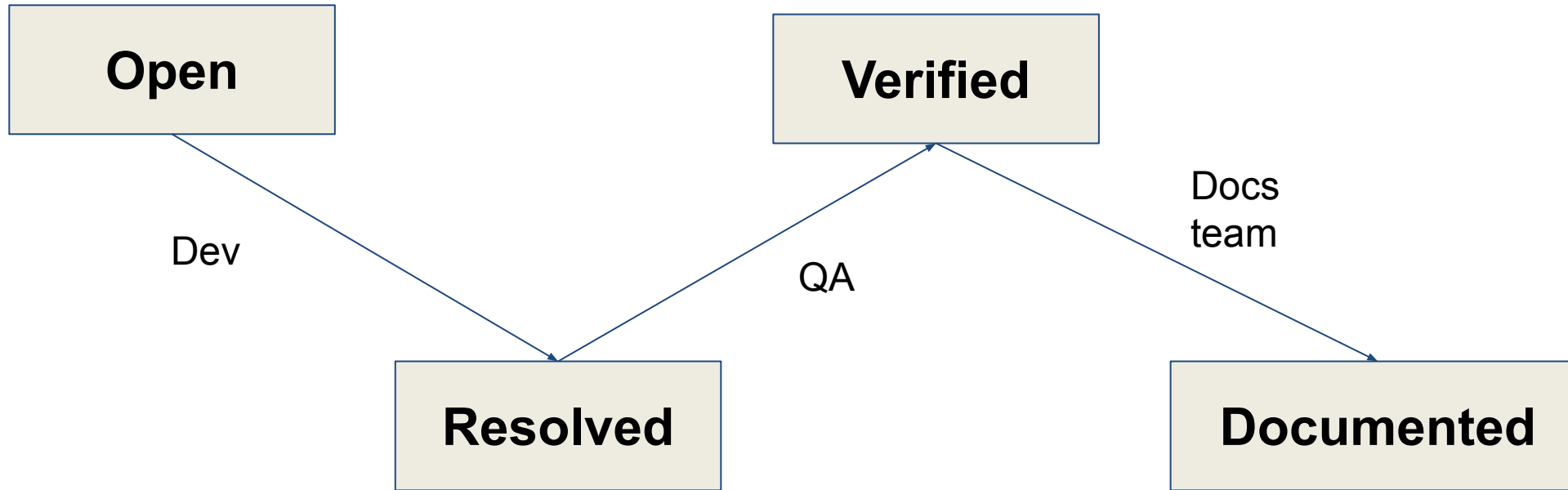
Documented

- Implemented
- Explained for QA and Docs

Issue documentation

- Is **required** also for a proper QA
- Contains **rich content** - code, tables, icons, notes etc
- Can be lengthy - need for a comfortable editor
- Is **written by a developer** - not a polished piece of documentation

Use Content Fusion to create this draft!

SME's initiated workflows

- New feature/product documentation can be drafted by SMEs
- Support specialists can create topics to address user questions
- Anyone can create a knowledge base article

Content templates

- Touristic guide
- Dictionary entries
- Datasheets

Content Fusion & Web Author

- With Content Fusion, the technical author is a gatekeeper in Web Author SMEs can save content directly in the CMS
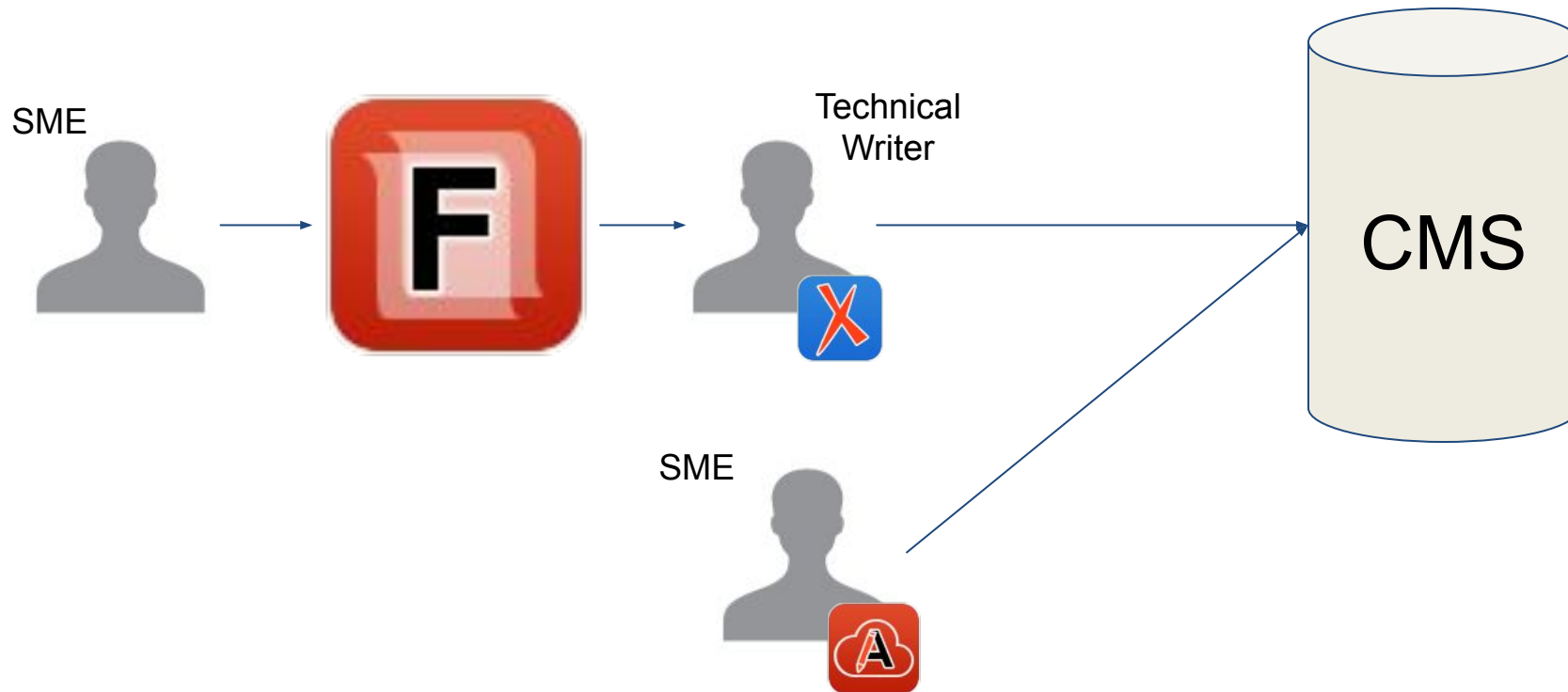
Content Fusion & Web Author

- With Web Author, more collaboration scenarios are enabled, e.g.
  - Propose a correction to a published document
  - Review only the updated parts of a topic

Content Fusion Future plans

- Ability to share a task with a specific reviewers
- Due Date setting for each task
- Task-level version history
- Comment-only mode
- SMEs ability to propose changes on content
- Send only the updated parts of a topic for review

THANK YOU!

Any questions?

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https://github.com/ctalau