The Journey to Modern Responsive Online Help with MadCap Flare: A Case Study with cleverbridge

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BEFORE WE GET STARTED...

The webinar will be recorded and emailed to all registrants

Use the Question Panel in GoToWebinar to ask questions throughout the webinar
About Us

Juliane Knobloch (Technical Writer)

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Andrew Smith (Technical Writer)
About cleverbridge

cleverbridge provides all-in-one ecommerce and subscription management solutions for monetizing digital goods, online services and SaaS.
Our Clients
Documentation Before Flare

Web CMS

Welcome to Sitefinity 5.0

Getting started...
1. How to create a simple page?
2. How to create a simple blog?
3. How to set navigation?

Login protected web site with PDF’s

Getting Started
These documents, checklists, and forms offer a starting point to introduce you to our platform, and provide best practices and instructions for setting up your ecommerce implementation.

Additional Resources
- SSL Certificate Details Form
  Published 2015-04-13
- Training Code Request Form
  Published 2014-10-09
- Client Policy Checklist
  Published 2015-04-11
- Supported Currencies
  This document gives an overview of all currently supported currencies.
- Price List - All Services
  Published 2016-03-27

Documents
- Commerce Assistant Quick Start Guide: How to Get Started with Commerce Assistant
  Published 2015-01-15
- Commerce Assistant Quick Start Guide: Basic Steps for Using the Commerce Assistant
  Published 2014-04-01
- System Requirements for Commerce Assistant and Business Intelligence
  Published 2014-04-07

License this site from Sitefinity 3.1 SP4, upgrade to the current version.
Our Current Documentation Solution

Getting Started

In this section of this website, you can find information about getting started with cleverbridge, including how to set up your account, the information needed to start your on-boarding process, and the basic steps for using the Commerce Assistant, our all-in-one ecommerce tool.

Tip
Log in with your Commerce Assistant credentials and gain access to client-only content marked with an asterisk. This includes the latest version of the Commerce Assistant (CA) and Business Intelligence (BI), forms and lists, as well as the clearing & payouts guide.
Changelog

All notable changes to the Client Support Center are documented on this page.

v1.0.12 - 2018-03-19

Added
- Added topic about Single Sign-On (SSO).
- Added links to the new Cart API Reference.
- Added banner advertising new API Reference.

Changed
- Changed 'APIs and Integration' navigation feature to Integrating Your System.
- Reorganized drop-down topics formerly on 'APIs & Integration'. There are now two new topics: Getting Started with Integration & Overview of APIs.

Removed
- Removed links to rest.cleverbridge.com/cart.
- Removed Cart API content duplicated on developer.cleverbridge.com.
- Removed information about the limitations of Product & Pricing API.

Fixed
- Updated the path of the Roboto font.
- Fixed problem when printing "Standalone" topics.
- Repaired link to Configure a License Key Generator in the Commerce Assistant.

v1.0.11 - 2018-03-06

v1.0.10 - 2018-02-20

v1.0.9 - 2018-02-07

v1.0.8 - 2018-01-23
Best Practices:
Information Architecture with Mind Mapping Tool
Best Practices: Audience-Specific Outputs

cleverbridge.com

Public CSC

Link

All Users
Business Users
Developers

Restricted CSC

Login

Link

All Users
Business Users
Developers

Commerce Assistant
Best Practices: Navigation between Audience-Specific Outputs

Diagram showing navigation between audience-specific outputs with links to Public CSC, Restricted CSC, and Commerce Assistant.

Client Support Center

Show resources for:
- All Users
- Business Users
- Developers

Login option available.
Best Practices: Four Navigation Levels and Many DropDowns

Creating the Best URL for Your Business

Using the cleverbridge platform, it is possible to create the following URL types:

- **Destination URL (URL)**

**Facts**

In the cleverbridge platform, destination URLs are checkout page links in which all parameters are visible and unprotected. Destination URLs are generic and, therefore, can be used by any user.

**Example**

https://www.cleverbridge.com/864/?scope=checkout&cart=97771&coupon=x21zy8&languages=fr

**Advantages**

- Can be easily built and deconstructed in the Commerce Assistant.
- Can be manually built.

**Disadvantages**

- Are not protected, and all parameters can be seen and altered by the customer.
Best Practices: Make Design Mockups
Best Practices: Customization with JavaScript

Client Support Center
Your source for documentation, user guides, FAQs and more

What can we help you find?

Getting Started
Using the Platform
Integrating Your Systems
Additional Resources
Best Practices: Preview CSS Changes in Browser
Best Practices: User Testing
Best Practices: Search Tips

Search Tips

- Use a different search method
  The Client Support Center supports the following search methods:
  - Full Text Search
    You can search for a complete word or number string.
  - Phrase Search
  - Boolean Operators
  - Filter your search results
  - Make sure all words are spelled correctly

Note
The full text search is not case-sensitive. For example, a search for the word “run” will find matches for “Run” and “run.” The full text search also matches with variant endings. For example, a search for the word “run” will also find matches for words such as, “runner,” “running,” and “runs.”

Your search for “api” returned 125 result(s).

Overview of APIs
Here you can find information about the authentication, header values, and status codes used for our APIs. Testing information and reference materials are also provided. Important API requests must be made over HTTPS. Calls made over plain HTTP will fail. Authentication You authenticate to the...

Integrate with the Product & Pricing API
Important To integrate the Product & Pricing API into your front-end, you need the cleverAPI Script and the Sample CSS. 1. Load the cleverAPI Script and Sample CSS To load the script and CSS, enter the following into the HEAD of the HTML page: "<link rel="stylesheet" ..."
Best Practices: Source Control with Git
Other MadCap Products

Capture

Analyzer
Continual Improvements
Next Steps: Replace Help Viewer in Windows Application
Next Steps: Replace Dynamic Help in Windows Application
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MadCap Flare CSS Training
May 15-16, 2018 (web-based)

MadCap Flare Single Sourcing Training
May 17-18, 2018 (web-based)

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