Being SaaSy – On-Demand Help for On-Demand Software

PRESENTED BY

Heather Hadley

HOW TO KEEP UP WITH THE SAAS DEMANDS?

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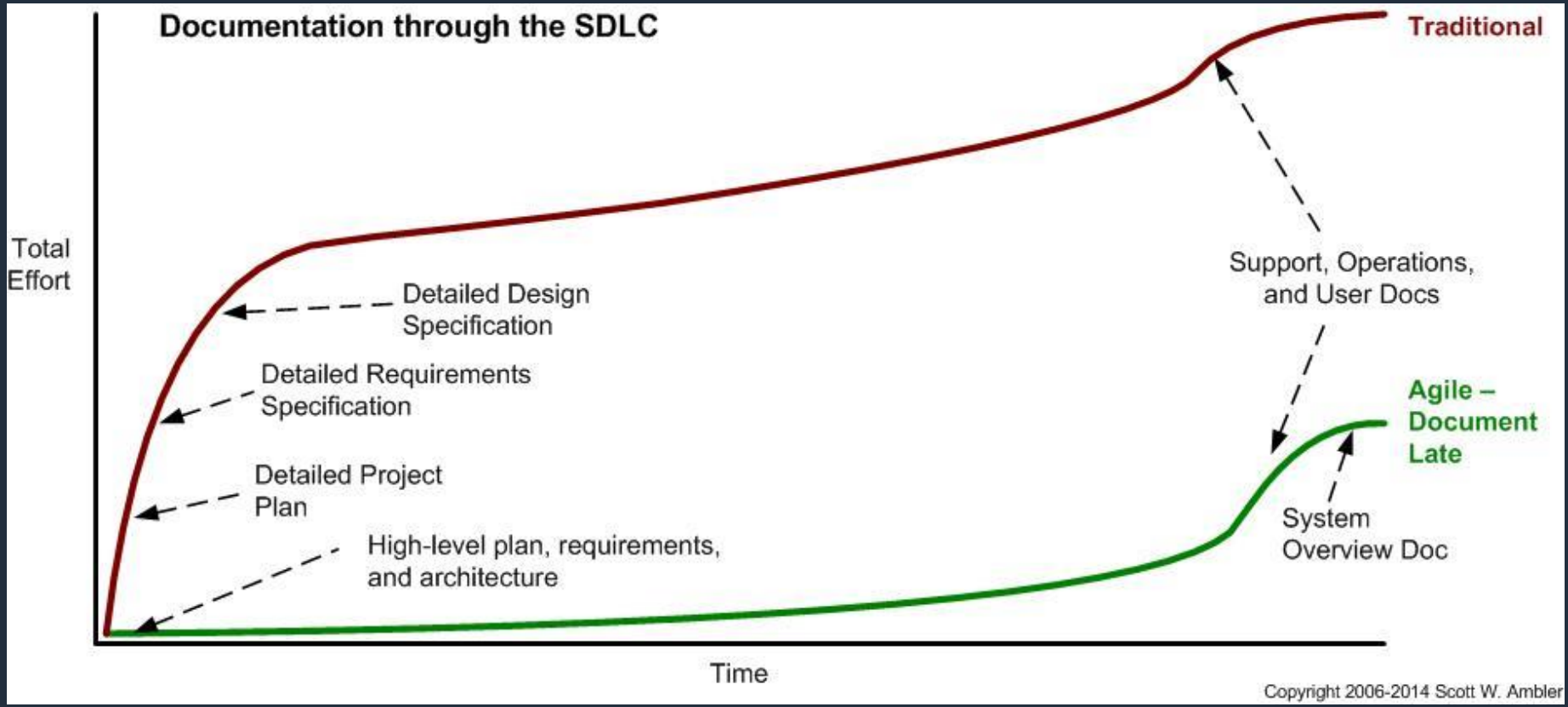
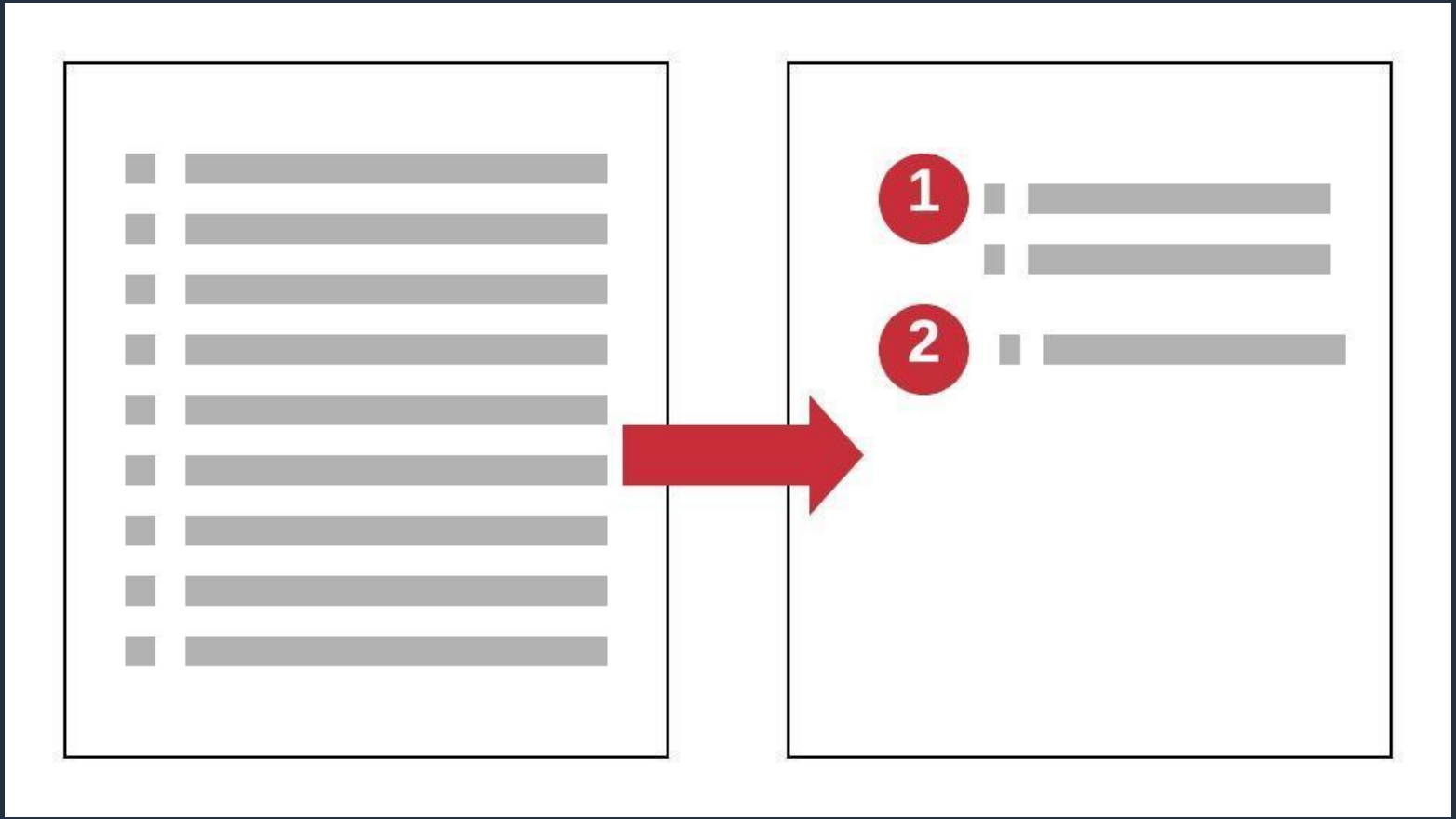
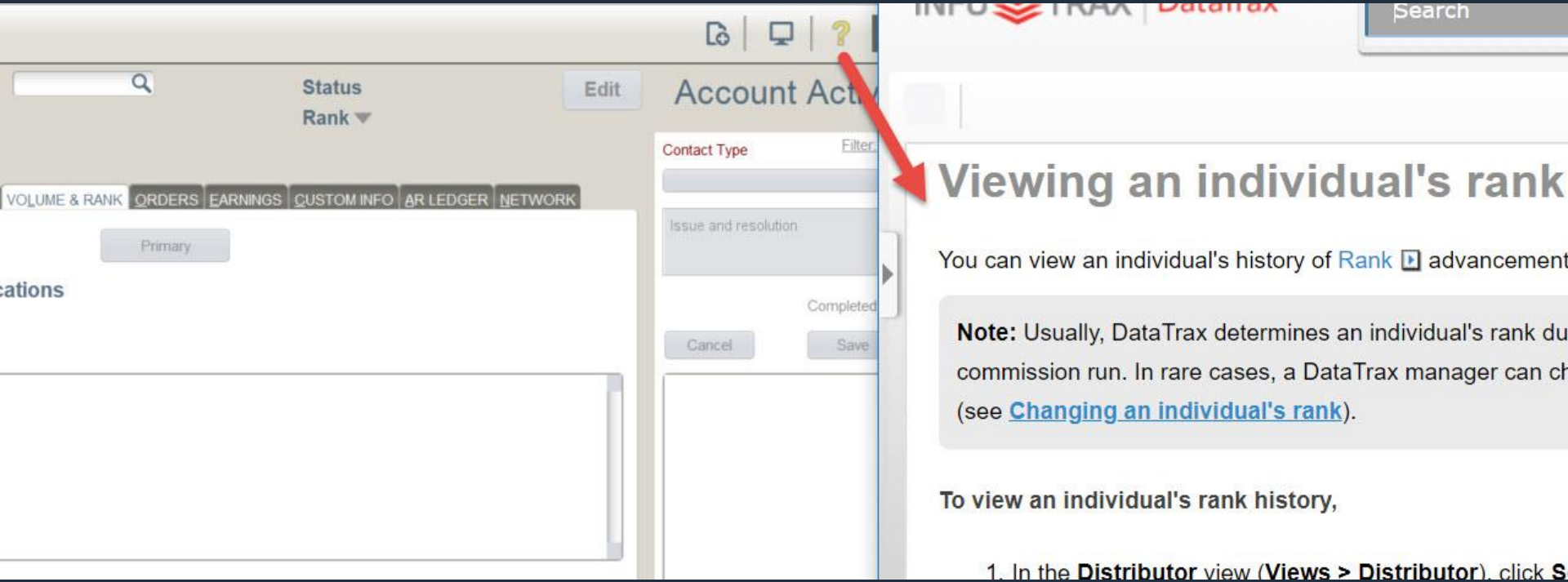
DOCUMENT LATE



DELIVER NEEDS FIRST



PUT INFO IN THE MOST APPROPRIATE PLACE



DELIVER INCREMENTAL DRAFTS TO REVIEWERS

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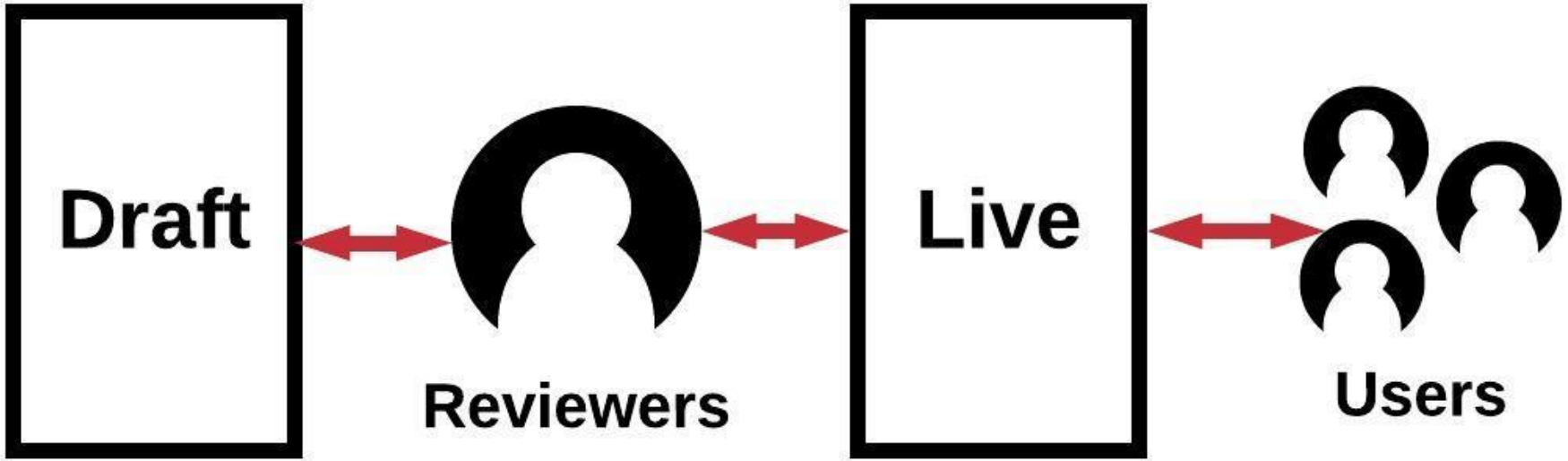
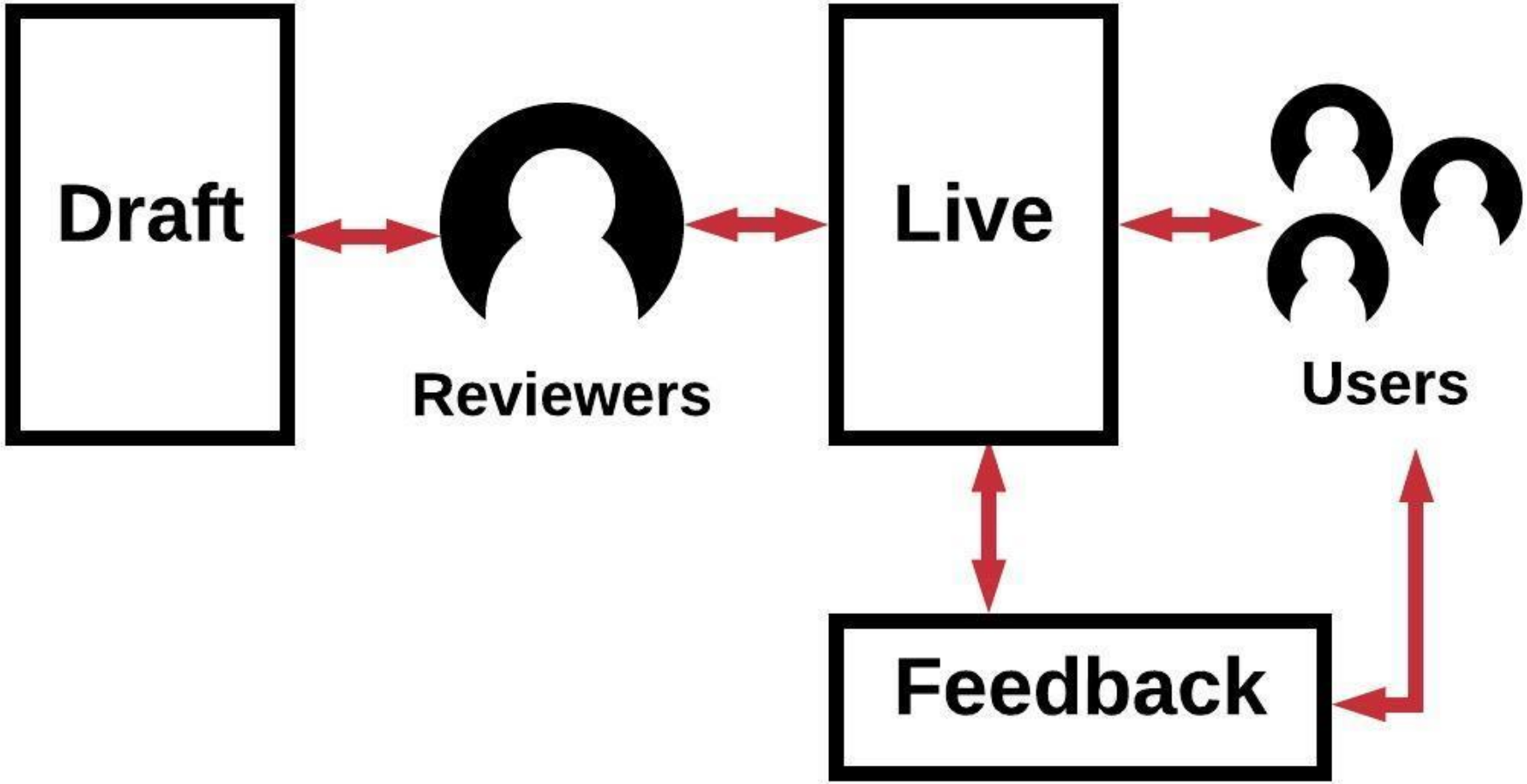

Draft
Reviewers
Live
Users


Draft
Reviewers
Live
Users
Feedback

ASSEMBLE REVIEW TEAM

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IMPLEMENT INFORMAL TICKETING SYSTEM

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DEAL WITH CUSTOMIZATIONS

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LEAN ON YOUR ACCOUNT MANAGERS

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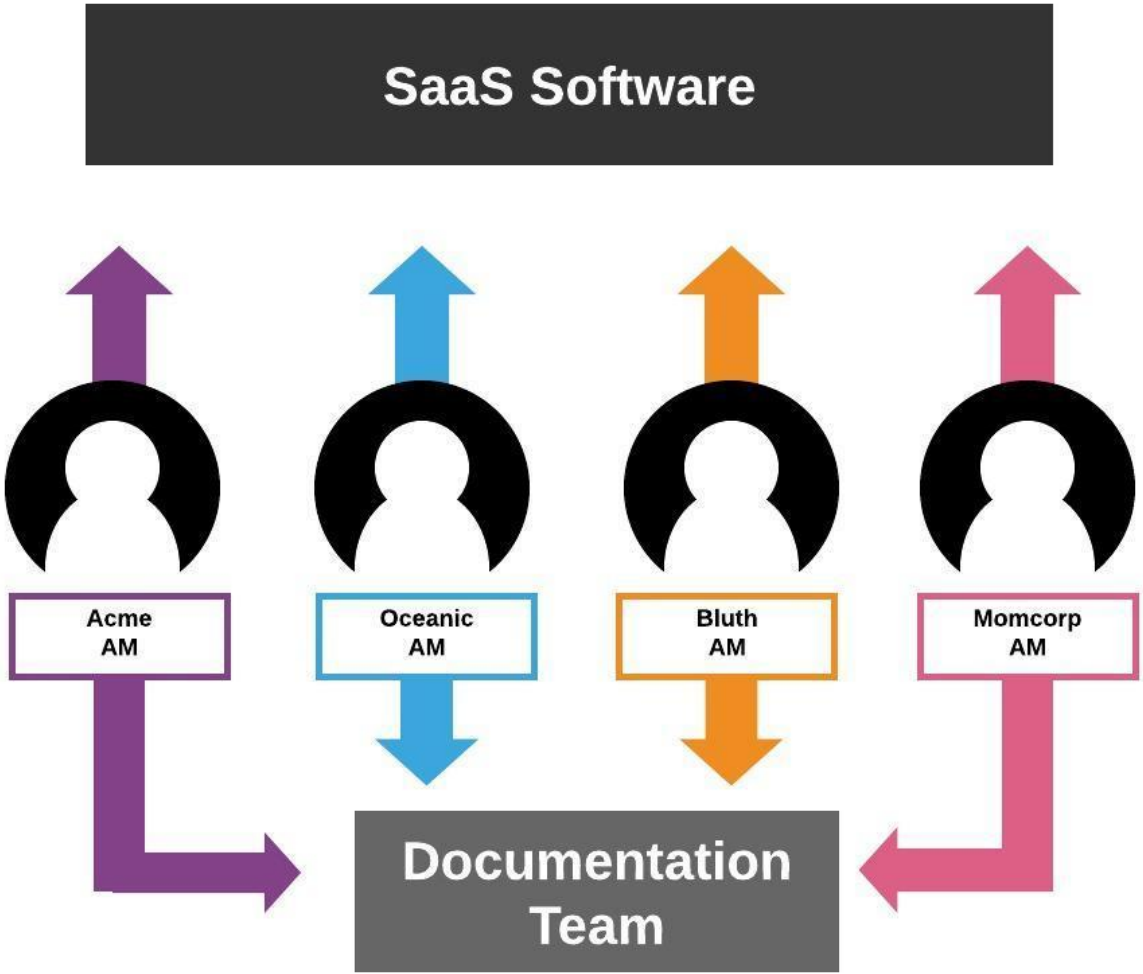
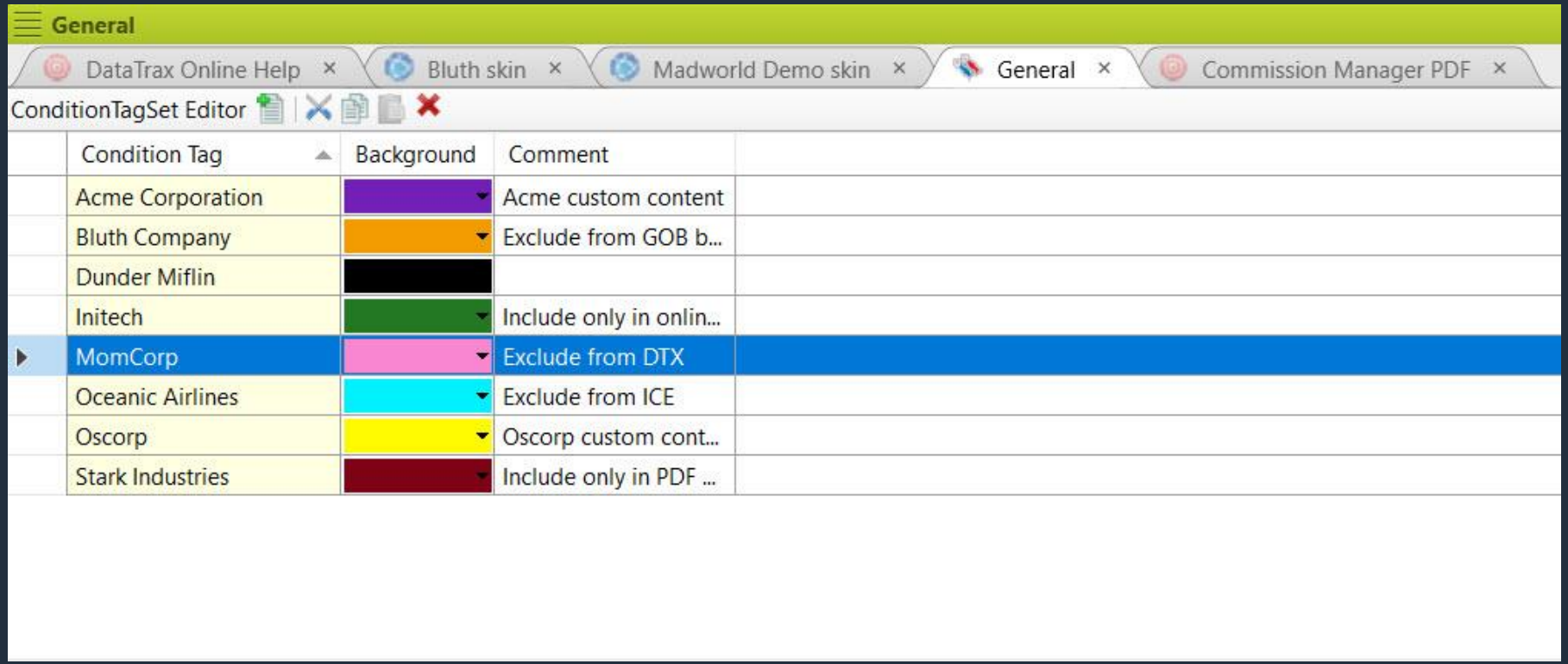

SaaS Software
Acme AM
Oceanic AM
Bluth AM
Momcorp AM
Documentation Team

USE FLARE FEATURES FOR CUSTOMIZATION



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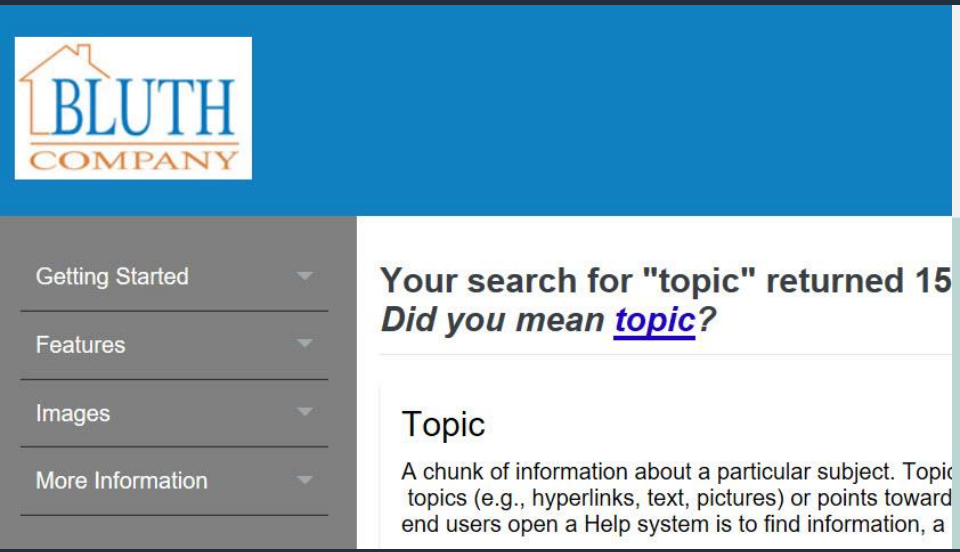
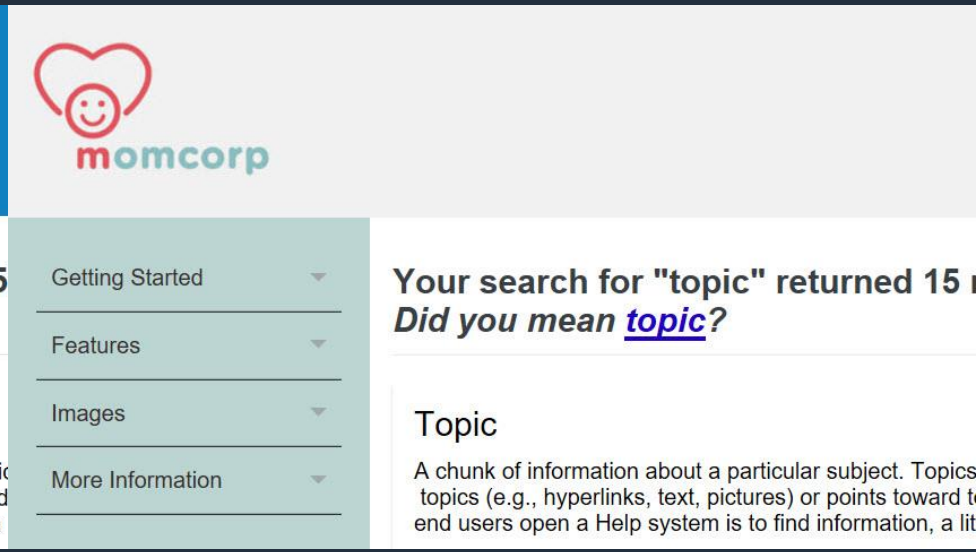
Acme Corporation		Acme custom content
Bluth Company		Exclude from GOB b...
Dunder Miflin		
Initech		Include only in onlin...
MomCorp		Exclude from DTX
Oceanic Airlines		Exclude from ICE
Oscorp		Oscorp custom cont...
Stark Industries		Include only in PDF ...


BLUTH
COMPANY
Getting Started
Features
Images
More Information
Your search for "topic" returned 15
Did you mean topic?
Topic
A chunk of information about a particular subject. Topic
topics (e.g., hyperlinks, text, pictures) or points toward
end users open a Help system is to find information, a


momcorp
Getting Started
Features
Images
More Information
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Did you mean topic?
Topic
A chunk of information about a particular subject. Topics
topics (e.g., hyperlinks, text, pictures) or points toward
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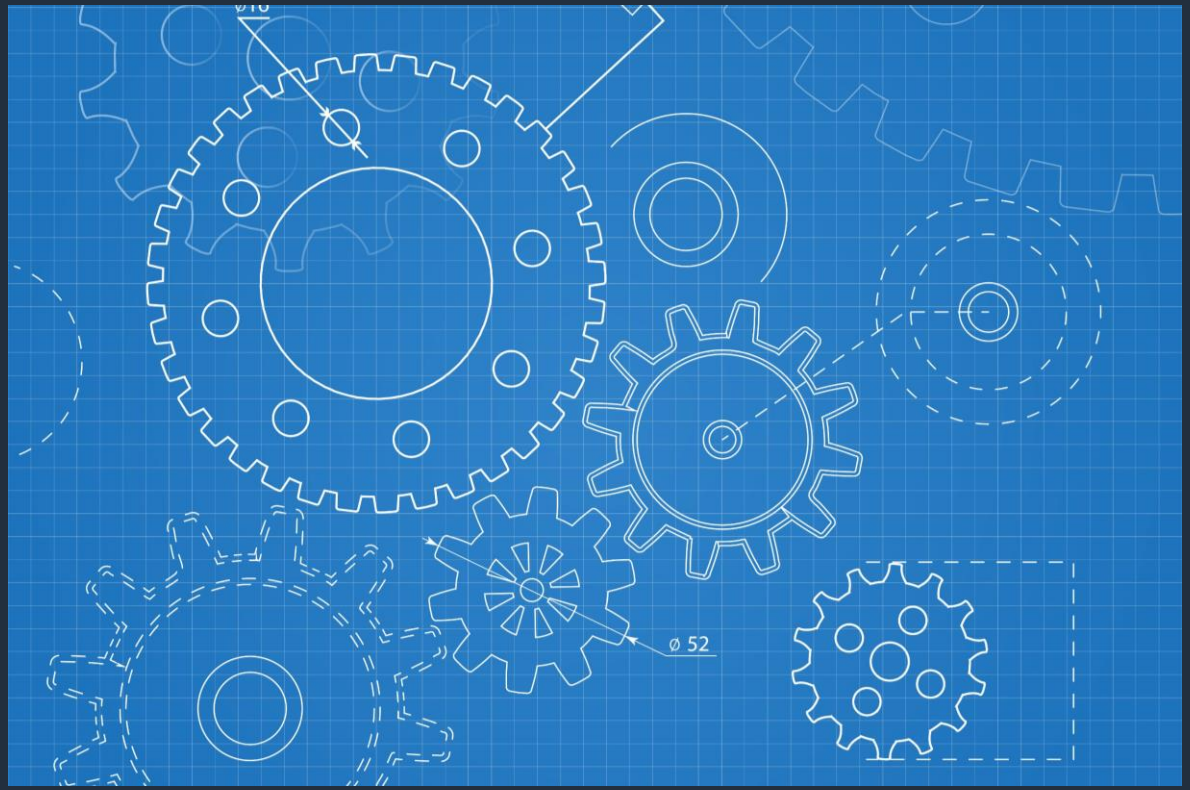
TREAT CUSTOM FEATURES AS BETA



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ACCEPT GOOD ENOUGH

People photo created by pressfoto - www.freepik.com

Thank You!

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