

Welcome to Single Sourcing: Where Do I Start?

Presented by: Paul Pehrson



MADWORLD

Documentation Saves \$\$

2012 North America Average Cost Per Ticket
(Service Desk):

- A. \$10
- B. \$25
- C. \$60
- D. \$100

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General Electric Study

5-month study; Documentation created by a professional writer vs. documentation created by a non-professional

Number of incidents created for product when docs written by a professional writer: **59**

Number of incidents reported for product when docs written by a non-professional writer: **641**

Do the Math

59 tickets x \$60/ticket = \$3,540

641 tickets x \$60/ticket = \$38,460

Good documentation reduced support costs by
90%

Overview

Single Sourcing Tools in Flare

- Variables
- Snippets
- Conditions
- Snippet Conditions
- Nested TOCs
- Project Linking
- External Resources



This presentation

Other single sourcing topics *not* covered in this presentation

Variables

Variable key concepts

- Strings of unformatted text
- Can change on a target-by-target basis

Good examples

- Company name
- Phone number
- Product Name
- Version number
- Book/Guide name

Variables

Two types of variables:

- Single Definition
- Multiple Definition (new in Flare 10)

Overriding definition for a target:

- For single definition variables
- For multiple definition variables

Snippets

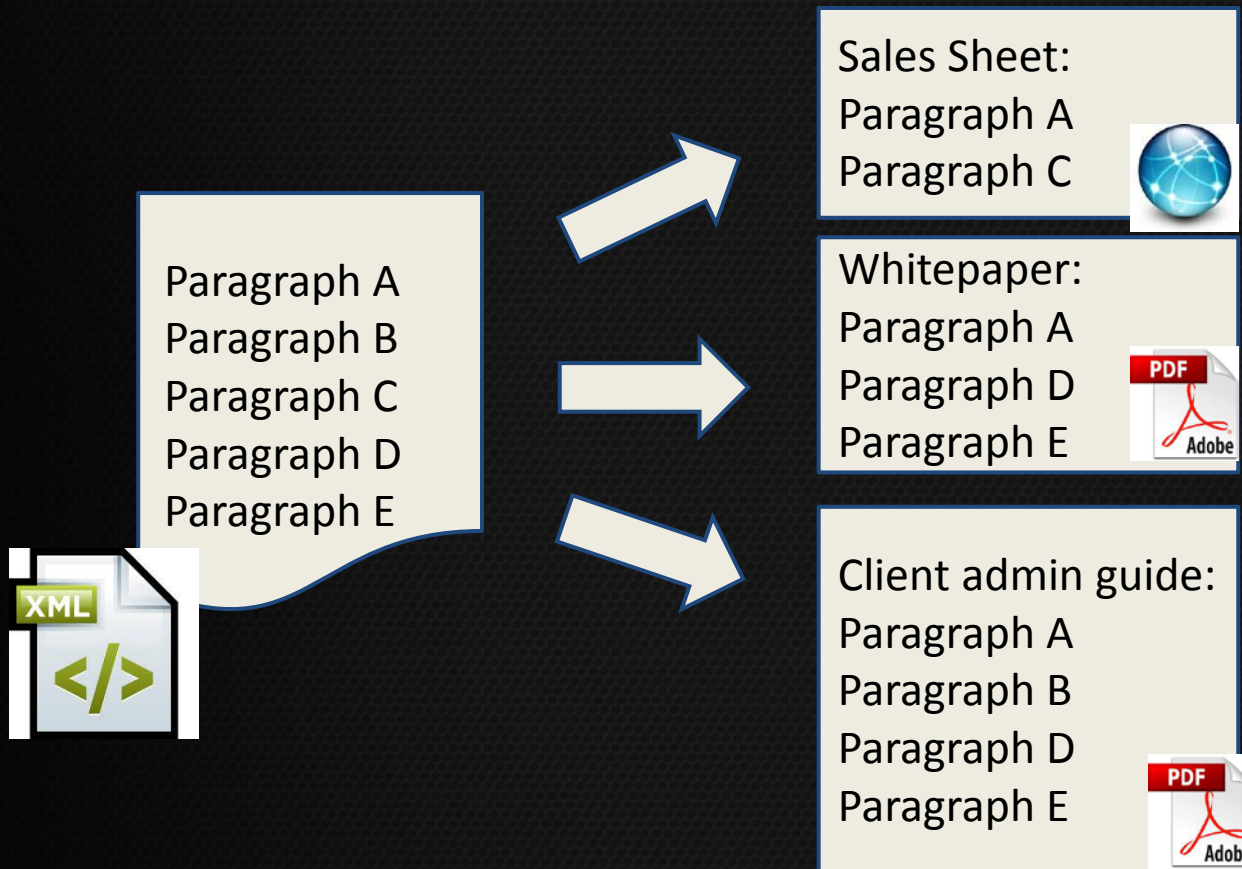
Snippet key concepts

- Formatted chunks including any valid Flare XML
- Used in more than one place in the project
- Any length
- Can be “boilerplate” and converted to text

Good examples

- Reused warnings, notes
- Boilerplate content for images with captions
- Reused procedures (or parts of procedures)

Snippets



Conditions

Conditional text key concepts

- Applied at character/word/sentence/paragraph/topic level
- Used to filter out content not applicable to all audiences
- Can be used in Project Organizer, Content Explorer, TOC editor, etc.
- Indicated by color

Good examples

- Advanced vs. General user guide
- Role-based information (external KB vs internal Help desk resource)
- Multiple client support

Demo

Lets see how these are used in Flare v10

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Paul Pehrson

www.paulpehrson.com | [@docguy](https://twitter.com/docguy) | 801.938.8391

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