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product documentation how to create it the best software

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product documentation is a type of technical documentation that explains almost everything there is to know about a product or piece of software the goal of product documentation is to enable users to get maximum use and value out of the product in question

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writing effective product documentation begins with truly understanding your users and ends with empowering them to achieve their goals through your software the most useful docs drive self sufficiency and efficiency and maximize the value customers realize

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here are the seven types of product documentation that you can consider knowledge base a knowledge base is a central database where details about a product and its resources are kept it provides details on the attributes of the product as well as specific applications companies use internal knowledge bases for their own staff members

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user documentation describes any kind of helpful material intended for the user of a product there s an important distinction between documentation intended for your end users and the more technical docs leveraged by developers and software architects

structuring organizing product documentation for usability

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well designed documentation enhances learning increases user efficiency and reduces support cases we ll look at techniques for organizing documentation for various mediums including websites software uis printed manuals and video tutorials

the best kept saas secret product documentation tips and

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product documentation is a collection of informational resources about a product it transfers the knowledge about product specifications roadmaps use cases training manuals and more product related information types of saas product documentation

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