

That was superb!

Now I want you to build on that answer.

For each of those questions, I want you to go into detail what you would do depending on the answer your team gives you. (For now, let's just go with common, statistically probable answers they could give).

[The main point of this is to see the variations we can get for each answer]



Building on the previous answer, here's a detailed exploration of how you could handle various **common, statistically probable answers** your team might give for each question. This approach aims to anticipate variations and help you adapt effectively.

## 1. Planning

### Audience & Goals

- **Answer:** *The document is for developers integrating our API.*
  - **What to Do:** Focus on technical accuracy and assume a baseline understanding of coding practices. Include code snippets, sample API calls, and error-handling examples. Highlight key functionalities to make integration easier.
- **Answer:** *It's for non-technical end-users of our software.*
  - **What to Do:** Use simple language, step-by-step instructions, and visuals like screenshots or diagrams. Include a troubleshooting FAQ to address common errors.

### Scope & Type

- **Answer:** *We need a user guide that explains all features in detail.*
  - **What to Do:** Break the content into manageable sections (e.g., installation, basic usage, advanced features). Plan for a comprehensive table of contents and index.
- **Answer:** *We only need a quick start guide for onboarding new users.*
  - **What to Do:** Focus on concise instructions to get users up and running. Include only essential steps, links to deeper resources, and a single-page layout if possible.

### Logistics

- **Answer:** *The deadline is in two weeks.*
  - **What to Do:** Create a priority-based plan, identifying the most critical sections to complete first. Leave optional details and enhancements for later iterations.
- **Answer:** *We can dedicate two SMEs and a designer to help you.*
  - **What to Do:** Schedule regular check-ins with SMEs. Work closely with the designer to ensure visuals align with the content. Share drafts early to streamline feedback.

## 2. Research and Information Gathering

### SME Interviews

- **Answer:** *Users often get confused about setup and initial configurations.*
  - **What to Do:** Focus your notes on creating a detailed setup section. Include visuals or videos that simplify complex steps. Test the process yourself to ensure clarity.
- **Answer:** *The workflow changes based on user permissions.*
  - **What to Do:** Include role-based instructions and highlight where workflows diverge. Add clear permissions charts or tables.

### Existing Resources

- **Answer:** *Some old documentation is available, but it's incomplete.*
  - **What to Do:** Review the existing materials to salvage useful parts. Use them as a base while interviewing SMEs to fill gaps and update outdated sections.
- **Answer:** *There's no existing documentation for this product.*
  - **What to Do:** Start from scratch. Prioritize interviews with SMEs and hands-on testing. Outline sections early to guide research and avoid scope creep.

### Hands-On Testing

- **Answer:** *You'll have limited access to the product/system.*
  - **What to Do:** Focus on observing SMEs or developers using the system. Ask for detailed demonstrations and access to logs or screenshots.
- **Answer:** *Full access to a test environment is available.*

- **What to Do:** Conduct end-to-end testing. Identify edge cases and error-prone steps. Document your findings with screenshots and annotations.

### 3. Drafting

#### Structure & Style

- **Answer:** *The content should be instructional but not overly formal.*
  - **What to Do:** Use second-person ("you") language and an approachable tone. Opt for action verbs and concise steps.
- **Answer:** *We prefer a formal, professional tone.*
  - **What to Do:** Use third-person or passive voice where necessary. Ensure the language aligns with industry standards and avoids colloquialisms.

#### Content Creation

- **Answer:** *Our style guide mandates short paragraphs and bullet points.*
  - **What to Do:** Use headings liberally to break up text. Convert dense information into lists or tables wherever possible.
- **Answer:** *No style guide exists for this project.*
  - **What to Do:** Establish a consistent structure yourself. Reference industry standards like the Microsoft Writing Style Guide or Google Developer Documentation Style Guide.

### 4. Review and Editing

#### Feedback & Accuracy

- **Answer:** *The SMEs flagged inaccuracies in specific sections.*
  - **What to Do:** Schedule a follow-up review session with the SMEs. Cross-check flagged details with additional sources or testing. Update the draft accordingly.
- **Answer:** *The technical team approved the content but requested additional examples.*
  - **What to Do:** Add relevant examples. These could include use cases, scenarios, or error resolutions to enrich the content.

**Consistency & Quality**

- **Answer:** *The team wants consistent formatting across all documents.*
  - **What to Do:** Apply uniform styles to headings, lists, and captions. Use tools like Grammarly or PerfectIt to check for adherence to style rules.
- **Answer:** *Minor grammatical issues were found.*
  - **What to Do:** Perform a detailed grammar check using automated tools and manual review. Confirm clarity and readability by testing with someone unfamiliar with the topic.

**5. Approval****Stakeholder Feedback**

- **Answer:** *Stakeholders requested more emphasis on troubleshooting.*
  - **What to Do:** Expand the troubleshooting section. Include real-world examples and solutions to common problems.
- **Answer:** *Stakeholders are happy but asked for more visuals.*
  - **What to Do:** Collaborate with designers or create simple visuals using tools like Canva or Snagit. Ensure visuals enhance the content's clarity.

**6. Publishing****Formatting & Platforms**

- **Answer:** *The document will be published as a PDF.*
  - **What to Do:** Optimize the layout for printing. Ensure fonts, spacing, and images are print-friendly and maintain readability on various devices.
- **Answer:** *The document will be hosted online.*
  - **What to Do:** Add interactive elements like hyperlinks, clickable tables of contents, or collapsible sections for easier navigation.

**Distribution**

- **Answer:** *Users will find the document on our support website.*

- **What to Do:** Optimize the file size and ensure it's compatible with the website's CMS. Test the download process for ease of access.
- **Answer:** *It will be shared via email with key clients.*
- **What to Do:** Write a concise, engaging email to introduce the document. Highlight the value it provides and include direct download links.

## 7. Maintenance

### Feedback Loop

- **Answer:** *Users often complain about unclear sections in the FAQs.*
- **What to Do:** Revise the FAQs to make them more detailed and user-friendly. Include examples and visuals where applicable.
- **Answer:** *Minimal feedback has been received so far.*
- **What to Do:** Proactively reach out to users with surveys or feedback forms. Use analytics tools to track usage patterns and identify problematic sections.

### Change Tracking

- **Answer:** *The product received minor updates.*
- **What to Do:** Identify and update only the affected sections. Add change logs to highlight revisions.
- **Answer:** *The product underwent major updates.*
- **What to Do:** Perform a complete review of the document. Revise outdated content, create new sections as needed, and mark the document with a new version number.

This approach ensures that every potential answer is met with actionable strategies, helping you refine the document while addressing varying scenarios effectively.