

DITA SAMPLE

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Introduction

Purpose

This document provides simple, step-by-step instructions for making a phone call, using DITA XML elements such as concepts, tasks, and references. The document aims to illustrate the practical application of DITA in crafting structured and reusable content.

- [Concept](#): Provides background information on making a call.
- [Task](#): Lists the step-by-step procedure to make a phone call.
- [References](#): Offers additional resources related to making calls.

Intended Audience

This guide is designed for beginners and any users interested in learning the creation of clear, concise, and structured content using DITA. It serves as an introduction to DITA's practical applications, enabling users to become familiar with its effective use in documentation.

Making a Phone Call

Concept: Understanding How to Make a Call

```
<concept id="understanding-how-to-make-a-call">
```

```
  <title>Understanding How to Make a Call</title>
```

```
  <shortdesc>This section provides a basic overview of the steps involved  
in making a phone call.</shortdesc>
```

```
  <conbody>
```

```
    <p>Making a phone call involves using a phone device to connect with  
another person's phone number. This can be done through various devices such  
as smartphones, landlines, or VoIP (Voice over Internet Protocol) systems.  
The process usually requires dialing the phone number and following prompts  
or procedures depending on the type of device you are using.</p>
```

```
  </conbody>
```

```
</concept>
```

Task: How to Make a Phone Call

```
<task id="make-a-call">

  <title>How to Make a Call</title>

  <shortdesc>Follow these steps to make a phone call using a standard phone
device.</shortdesc>

  <steps>

    <step>

      <cmd>Pick up the phone or unlock your smartphone.</cmd>

      <info>If you are using a landline, lift the receiver. If using a
smartphone, make sure it is unlocked and ready to use.</info>

    </step>

    <step>

      <cmd>Open the dialer app or locate the phone's keypad.</cmd>

      <info>On a smartphone, this is typically the phone icon on the
home screen. On a landline, the keypad is usually integrated into the phone
itself.</info>

    </step>

    <step>

      <cmd>Enter the phone number you wish to call.</cmd>

      <info>Type the number using the dialer or keypad. Include the
area code if necessary.</info>

    </step>

    <step>

      <cmd>Press the call button.</cmd>

      <info>On a smartphone, this is usually a green button with a
phone icon. On a landline, it may be the same button you use to hang up, or
it could be labeled differently depending on the model.</info>

    </step>

    <step>

      <cmd>Wait for the call to connect.</cmd>

      <info>You will hear a ringing sound or a dial tone until the
person on the other end answers the call.</info>

    </step>

  </steps>

</task>
```

```
<cmd>Speak into the phone when the call is answered.</cmd>

<info>Hold the phone to your ear or use a speakerphone if
preferred. Start your conversation once the call is connected.</info>

</step>

<step>

    <cmd>End the call when finished.</cmd>

    <info>Press the end call button on your smartphone or hang up the
receiver on a landline.</info>

</step>

</steps>

</task>
```

References

```
<reference id="make-a-call-references">
  <title>References for Making a Call</title>
  <refbody>
    <ul>
      <li><xref href="https://support.microsoft.com/en-us/phone"
scope="external">Microsoft Phone Support</xref></li>
      <li><xref href="https://support.microsoft.com/en-us/phone-basics"
scope="external">Phone Basics</xref></li>
      <li><xref href="https://www.microsoft.com/en-us/software-
download/voip" scope="external">VoIP Software Download</xref></li>
    </ul>
  </refbody>
</reference>
```