MIDDLESEX Community College

Tools and Technologies for Tech Writers 2022

Week 11

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Notices

This document was prepared as an assignment for the Middlesex Community College Tools and Technologies for Technical Writers class, Winter semester 2022.

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Contents

Template only

This is a sample concept topic. This is the short description.

A first paragraph in a concept.

- First item in an unordered list.
- Second item

  With a nested paragraph.
- A third line item.

Concepts are intended for descriptive content. You can put whatever you want inside of a `<conbody>`, but in general, you should stick to conceptual information. All the background about how a thing works.

If you want to describe how to do a thing, use a task topic. If you want to describe details about the values allowed in a dialog box, use a reference topic.

Capturing an image in SnagIt

The following teaches SnagIt newbies best practices for using the image capture software

Assuming you're familiar with the basics, skip to "Manipulating an Image" section

When SnagIt first launches, a command menu displays on your screen. From here, you can configure several pre-capture filters and other settings, or advance directly to the Editing module

1. To immediately enter screen capturing mode, click the Red 'Capture' button

   Figure 1: SnagIt Main Screen

2. To select the area you wish to include in the capture, hover until all content is located within the illuminated portion of the screen

A dotted crosshairs spans the screen

Manipulating an Image

SnagIt features various image formatting and annotation options. Below are selected examples to familiarize yourself with major features. For thorough descriptions of all features, reference TechSmith's available documentation and video tutorials

Effect name	What's it do?
Arrow	Points out a specific feature or area within the image
Callout	Emphasizes a certain element within the content
Text	Details the action to be taken, or in the case of a software bug, identifies what is supposed to occur

Effect name	What's it do?
Shape	Highlights an object referenced in the body of yoursupport ticket
Cut Out	Removes an irrelevant portion of the image, or joins together disconnected content
Eraser	Remove portions of the graphic entirely, or reverse an edit you already made

Optimizing SnagIt for the Support Associate role at XYZ Company

Although the development team writes the database scripts behind the scenes that keep our software running, they will not always be as expert as you from the UI perspective. So, while your ticket may seem obvious, do not look past some of the ways SnagIt can minimize misinterpretation and drive home a point. Let's explore specific features from the preceding list you will access often in your role, and describe the scenarios where they will be most useful

- **Cut Out** - Cut Out will prove especially helpful when Clients request an enhancement to the UI. With Cut Out, you can assist developers in visualizing how they should best approach the ticket and demonstrate how the end result should appear
- **Text** - Text is one of SnagIt's more versatile effects. If a Client reports a software bug, development will need to understand exactly which area is malfunctioning, and sometimes objects (such as an arrow) cannot fully depict the error. Text is also handy in telling a User's story. In other words, describing the sequence of events behind the User's ultimate goal
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What is an Agile (Scrum) environment?

Offers a quick tutorial on Agile/Scrum methodology

A type of software organization structured around continuous enhancement projects completed in pre-scheduled cycles, known as *sprints*.For more Agile resources, go here

Kanban	A popular framework used to show transparency of active projects within an Agile environment
Acceptance Criteria	Put simply, a complete list of scenarios that must appear in order for the (business) User to approve a dev. ticket

As you might have guessed, a Company's software is never a finished product. It is constantly undergoing fixes, enhancements, and testing. One purpose of Agile methodology is to seamlessly and efficiently inplement these improvements. Agile is appealing because it is consistent and process driven. It is a well-oiled machine.

Figure 2: A well-oiled machine

Scrum is a popular type of Agile methodology. See Scrum Master The typical Scrum process centers around the following four steps:

1. Sprint Planning

2. Daily Scrum
3. Sprint Review
4. Sprint retrospective