

Micro content

See also [MadCap Flare help on micro content](#).

Micro content is used to improve the search results in the online help.

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What is micro content?

Micro content is small chunks of information composed of a phrase (the keywords the customer type in the search box) and a response (the answer to the customer's search). Micro content can be linked to topics (the entire topic or a block of content) or snippets.

Sometimes some customers need quick answers or they do not know on which page they can find the answer to their questions and that can be very frustrating for them. So they will use the search box and type their questions (keywords or entire phrases). Micro content will always be the first result.

Micro content will be displayed in the online help as a featured snippet (micro content box).

The screenshot shows a search bar with the text "alternative routing" and a green arrow pointing to it labeled "Phrase". Below the search bar, it says "Your search for 'alternative routing' returned 3 result(s)." and a "Related topics" button. A green box highlights a featured snippet titled "Can I create an alternative or supersession routing?" with a question mark icon. The snippet text reads: "No. A single item can only have one routing defined to produce, or process the item. You can, however, [insert new operations](#) into an existing routing to change the sequence of production operations." A green arrow points to this snippet labeled "Response". Below the snippet, there is a section titled "Routing" with a brief description: "A routing is associated with a single item or bill of materials that you produce, or process. It defines the sequence of shop floor processes required to produce, or process the item..."

The testing branch is: **EMN-micro-content-test**.

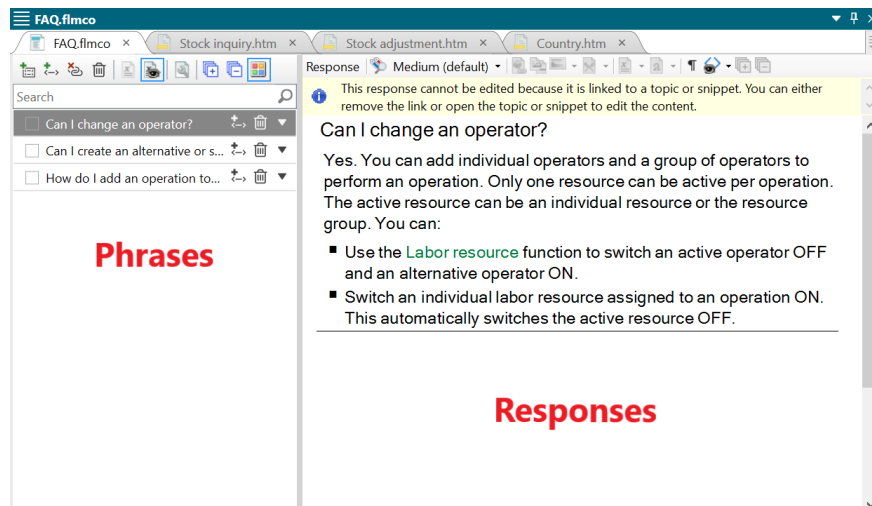
For the test, the questions and answers from the **Working with routings** section inside the **Routing** topic were used for micro content responses.

How to create, edit or delete micro content with MadCap?

To create micro content, you need to create a micro content file, then depending on whether the micro content is linked to content or not, you need to follow either procedure below.

To view micro content, you need to configurize the target and customize the micro content box.

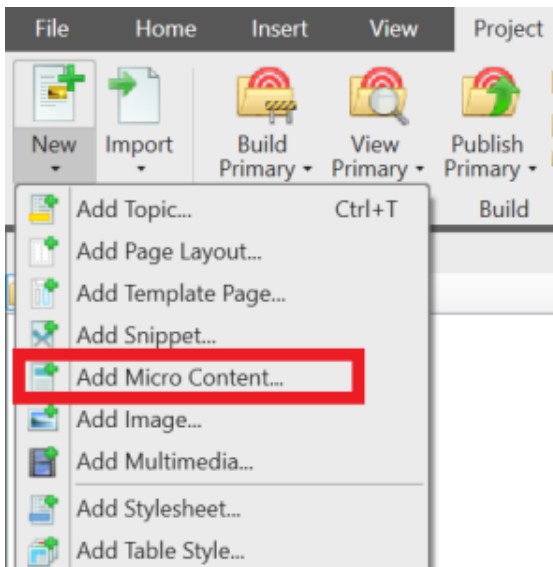
- [Create a micro content file](#)
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Micro content file in MadCap

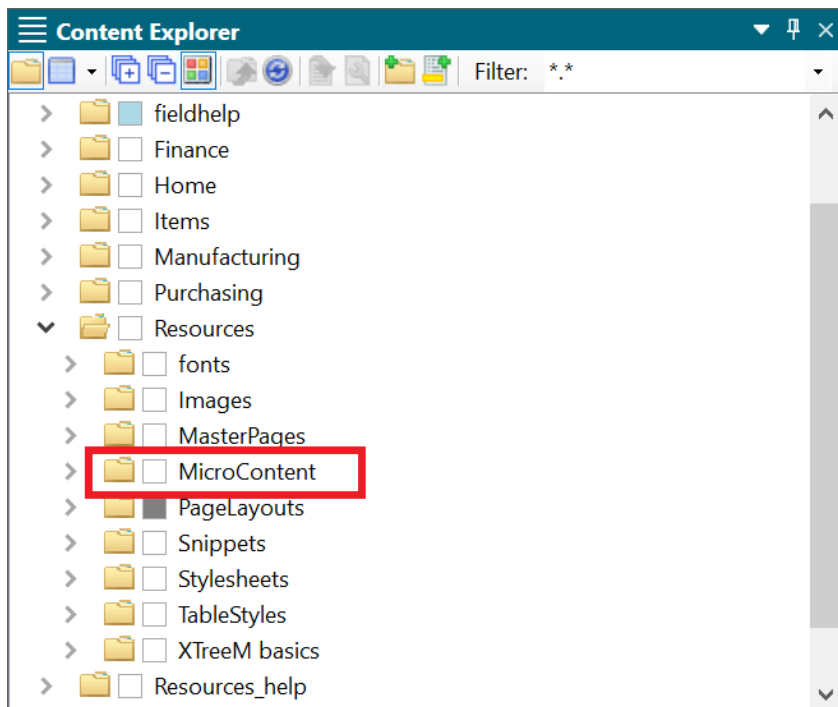
Create a micro content file

1. Go to the **Project** ribbon.
2. Select **New**, then **Add Micro Content**.
3. Enter the new file name, then click **Add**.



To find the new micro content file:

1. Open the **Content Explorer** window
2. Go to the **Resources** folder, then to the **Micro content** subfolder.



When the micro content is not linked to content

- [Create a new main phrase](#)
- [Create a new alternative phrase](#)
- [Create a response](#)
- [Edit or delete a phrase and response](#)


Create a new main phrase

1. Open the micro content file.

2. Select the **Add a phrase** icon .

3. Type your phrase.

Create a new alternative phrase

1. To the right of the main phrase, select the **Add an alternative phrase** icon .
2. Type your alternative phrase.

Create a response

1. Select a phrase.
2. In the area to the right, enter your response.



You can enter text, snippets, images, and other features, just as you would edit a topic or snippet.

Edit or delete a phrase and response

You can directly edit a phrase or response in the micro content file, then save.

To delete a phrase and response, select **Delete** to the right of the main or alternative phrase.


When the micro content is linked to content


You can either link micro content to an entire topic or snippet from the micro content file, or to specific content from the topic file.

- [Link micro content to a topic or snippet](#)

- [Link micro content to specific content](#)

Link micro content to a topic or snippet

1. Open the micro content file.
2. Select the phrase, the **Add a link** icon .
3. Choose the topic or snippet you want to link to the micro content.

 You can only edit or delete the response in the linked topic or snippet.

Link micro content to specific content

1. Open the topic.
2. Right-click selected content, or the structure bar to the left of the content, that you want to use as a response for a micro content phrase.
3. From the context menu, select **Create Micro Content**.
4. Enter the phrase in the windows that opens.
5. If you have more than one micro content file in your project, select one.


When the phrase is linked to specific content, micro content tags appear in the topic.

```

113      <MadCap: microContent id="microcontent1">
114          <MadCap: dropDown>
115              <MadCap: dropDownHead>
116                  <MadCap: dropDownHotspot>Can I create an alternative or supersession routing?</
MadCap: dropDownHotspot>
117              </MadCap: dropDownHead>
118              <MadCap: dropDownBody>
119                  <p>No. A single item can only have one routing defined to produce, or process the
120 item.</p>
121                  <p>You can, however, <a href="#Insert" target="_self">insert new operations</a>
122 into an existing routing to change the sequence of production operations.</p>
123              </MadCap: dropDownBody>
          </MadCap: dropDown>
      </MadCap: microContent>

```


Html editor

 Can I create an alternative or supersession routing?

No. A single item can only have one routing defined to produce, or process the item.

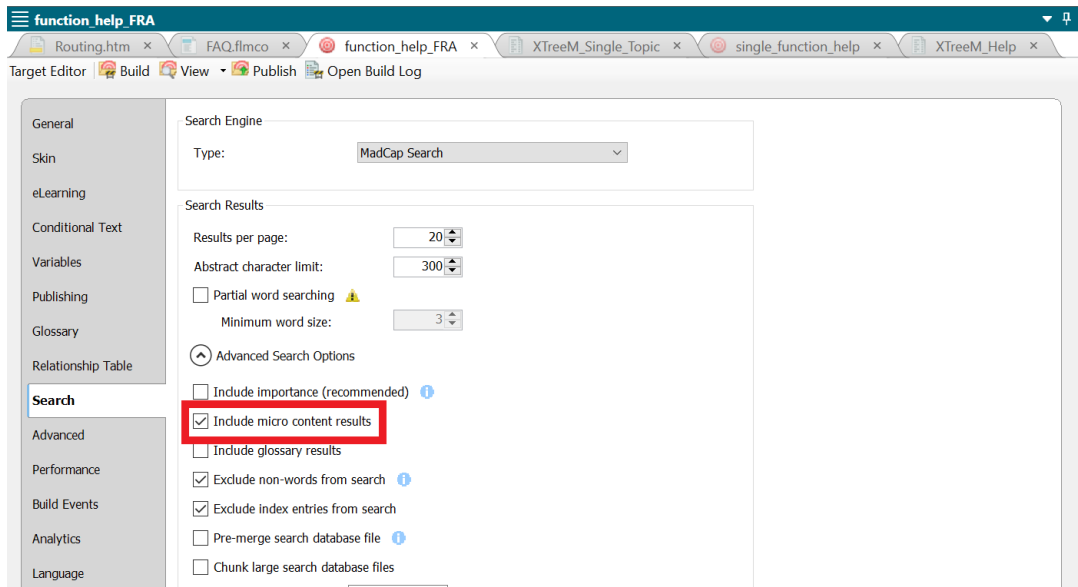
You can, however, [insert new operations](#) into an existing routing to change the sequence of production operations.

Text editor

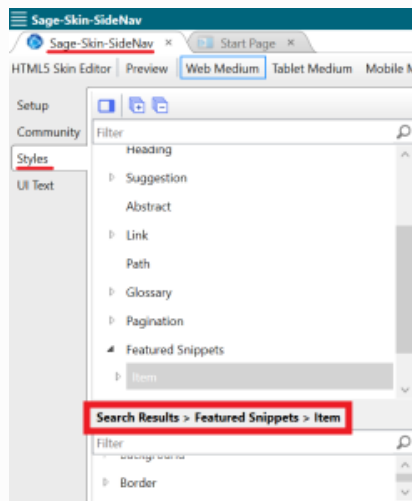
 You can only edit or delete the response in the topic.

View micro content

1. Go to the target file, then to the **Search**
2. Select **MadCap Search** as the search engine type.
3. Select the **Include micro content results**



i Customize the micro content box in **Sage-Skin-SideNav**. In the **Styles** tab, follow this path: **Search Results > Featured snippets > Item**.



How to translate micro content?

The writers need to provide the translators two files:

- The micro content file for the phrases
- The topic or snippet linked to the micro content

Phrases	Responses
Micro content file	Topic or snippet linked to the micro content

In the testing branch, follow these paths:

- Path to the linked topic or snippet: **C:\github\xtrem-doc\ENG\Content\Items\Routing.html**)
- Path to the micro content file: **C:\github\xtrem-doc\ENG\Content\Resources\MicroContent\FAQ.flmco**)



Make sure the micro content tags have not disappeared after translation!

There are specific parameters to implement in TRADOS. See the [Sharepoint](#).