

CASE STUDY:

Knowledgebase Website Development

Client Industry: Recycling

Role: Lead Technical Writer



OBJECTIVE

Create a Knowledgebase website for the client's customers to search, read, and download instructional documents to assist them in using the Recycling Software.

APPROACH

1. Requirement Gathering

- **Meetings with Development Group:** Conducted several meetings to gather and assess documentation and Knowledgebase requirements. These discussions were crucial to understanding the development team's specific needs and expectations.

2. Planning & Development

- **Structured Plan Development:** Created a phased plan to systematically approach the development of the Knowledgebase website, ensuring all requested features were incorporated. This structured approach allowed for clear milestones and efficient project management.
- **Website Construction:** Built the Knowledgebase website using a predefined style template. Implemented necessary style changes using HTML and CSS to ensure a professional and user-friendly interface.

3. Implementation & Review

- **Follow-up Meetings:** Conducted follow-up meetings with the client to review the website, gather feedback, and make necessary adjustments. This iterative process ensured the final product met the client's expectations.
- **Sample Documentation Import:** Imported sample documentation to test the system's functionality. This step was crucial to identify and rectify any issues before the final launch.
- **Final Adjustments and Documentation:** Reviewed final adjustments with the client and documented the development process for future reference and maintenance.

AT A GLANCE CHALLENGE

- Implementing a documentation management system capable of importing and converting documents into HTML and PDF formats.

OUTCOMES

- Functional Document Management System
- Improved Searchability
- Increased Usage



CONCLUSION

The Knowledgebase Website Development project for the software client in the recycling industry was a success. By implementing a robust document management system and enhancing the usability of the self-help documentation, I was able to meet the client's objectives and significantly improve the user experience for their customers.