

# Meetup Reference

April 7th, 2018

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Welcome to Write the Docs SLC!

Today, Gwynne Monahan will talk about creating support content when you don't have much support.

## Setting the stage

**Project:** Recreate Frontier.com's customer care billing content.

**Goal:** Improve experience with the same content elements *and* improve page performance.

**Timeline:** 2 weeks?!

**Test account:** None.

**Site map:** None.

**FAQs:** None.

*"So we're kicking this project off today, the start of the second week of May, and this project has a hard launch date of June 1 because it must launch with the website redesign of which you are all familiar."*

## Getting to work

Don't panic. You don't have enough time to panic. Don't get angry. You don't have time to get angry. Instead, get focused.

### Think

- Methodically
- Practically

### Ask

- What do I want to know?
- What does a normal person want to know?
- What does it look like?
- How do we guide people?

## Measuring results

What do we end up with? A better site with targeted and useful content. How does that benefit the company? Lower support costs.

**54%**  
fewer support calls

=

**\$15,000**  
saved every month

# Announcements and Agenda

*April 7th, 2018*

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## Announcements

### May meetup

<Speaker> <topic>

Location: <location>

### <announcement 2>

<Announcement description>

## Agenda

7:05

### Welcome

- > Housekeeping
  - > Help yourself to snacks
  - > Please check in at <http://bit.ly/wtd-slc>
- > Mission of WTD
  - > Learn docs best practices
  - > Code of conduct

7:10

### Creating customer support content when you don't have support by Gwynne Monahan

- > <Speaker background info>

7:30

### Q&A

7:42

### <Secondary activity>

- > <Secondary activity description>

8:00

### Closing remarks