SaaS companies bring a unique value proposition to their customers. You provide products and services and manage them for your clients. However, undocumented features or even out of sync documents leads to the customer underutilizing the services offered.

Right product documentation that is in sync with the product releases and more importantly discoverable by the customers is crucial in creating success for the customers.

At mindfultalk.in, we work with product and SaaS companies to provide the right kind of documentation to its customers.
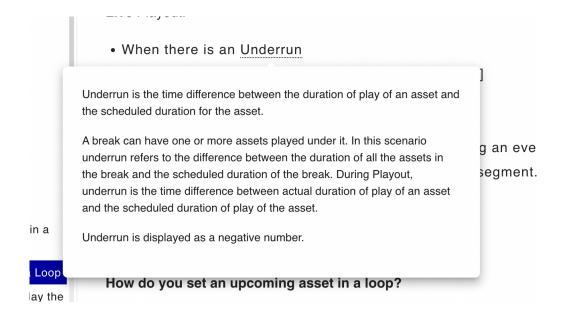
Customer facing:
- Explainer videos
- User manuals
- Product technical documentation
- Third party integration documentation
- API documentation
- FAQs
- Glossary of terms
- Customer onboarding documentation

Internal:
- User journey
- Product requirements specifications

FAQs, Troubleshooting Tips and Glossary

Apart from the primary documents supporting the product, additional documents like FAQs , Troubleshooting Tips and Glossary are crucial for the customer.
Here is an example of a Glossary term embedded in the document.

Good documentation - Right, Ready and Relevant

Good product documentation provides the right, ready and relevant information to the reader.

Context setting

Setting the context for the information piece so that the reader understands the why, what and who for any feature. This ensures that the customer uses the subsequent information that is relevant to them.

Easily discoverable

Any document is ready for use only when it is discoverable by the end user. Each of the articles are augmented with the right SEO keywords and meta descriptions that make the article easily discoverable.

Accuracy

Accuracy and up-to-date information, keeping in sync with the product releases makes the document and hence the product/feature usable.

Mindfultalk.in recommends essential product documentation that will increase customer satisfaction and enable the product to be used in the right way.