

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

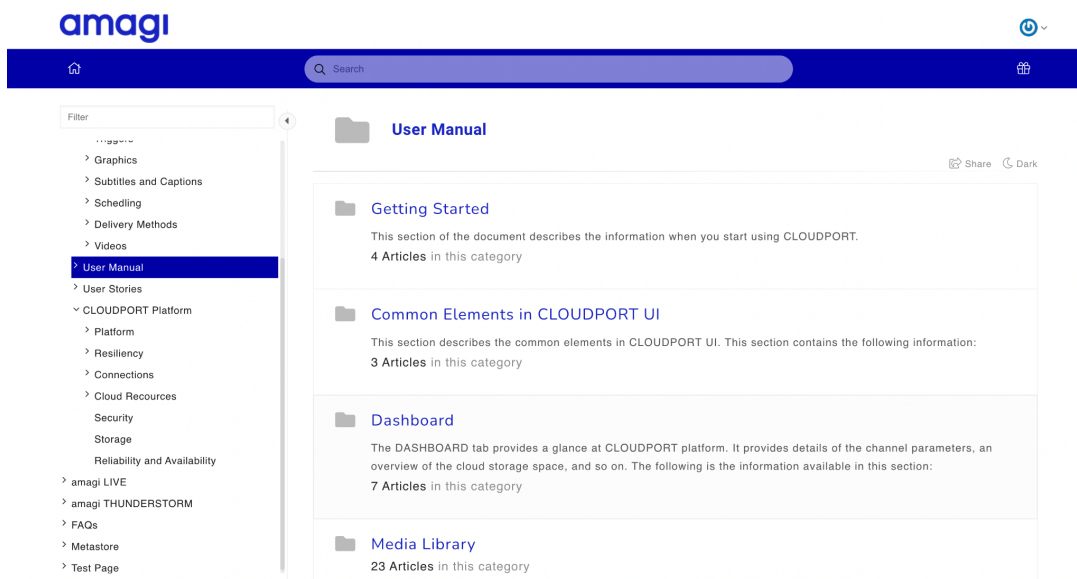
The product technical documents like **use cases, release notes, third party integration documents, API documentation** are crucial for any customer to understand to use the product correctly. At the same time, internal employee onboarding also becomes simpler and faster as employees know where to look for information.

## **User manuals**

If the customer doesn't know how to use the software or service, they often hesitate to ask and will eventually stop using the feature or service. It is therefore pertinent to write and provide user manuals to the customers. User manuals provide comprehensive information about the product so that customers are able to use the software and also understand all other features it provides.

At Amagi, we have created a user manual for their Cloudport product that allows the end user of the product to use the software and at the same time tell them about all the features of the software.

As you can see, right from getting started with the product, understanding the UI to the advanced features available in the product are documented in the user manual.



## Use cases

As you can see below, specific use cases help internal and external stakeholders understand the product feature and its impact better. This leads to faster employee onboarding and greater satisfaction amongst customers.

# 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.