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

Product Requirements Specifications

Apart from the above, at mindfultalk.in, we create specific internal project documents like
- Product Requirements Specifications
- Standard operating procedures
- Project roadmap.

For a customer Doos, we wrote the product requirements specification that was complete with the user journey so that the project team understood the requirement and how it would be used by the end user. The document also contained the information architecture and the acceptance criteria for each requirement.

Product requirement documents, acceptance criteria, information architecture - all of these provide the customer great satisfaction that their requirement has been understood. These also provide the project team a better understanding of the product requirements with all the relevant information necessary for further work.

Please find some snapshots of the requirements documents.

Rita is the admin at XYZ Apparels. She configures the VPS plugin using the credentials provided by VPS. She also uses the same credentials to track orders shipped through VPS and check the CoD remittance from VPS.

Rita should also be able to create a manual AWB using the VPS plugin (If needed).

Harry is the admin at VPS. He wants to view and track all shipments from XYZ apparels through its Airway Bills (AWBs). He uses the dashboard on the Doos platform to view and track all AWBs. Either he or Bob, the carrier finance will validate the CoD collections from the customers and transfer the amount to XYZ apparels.

1.2 User Journey
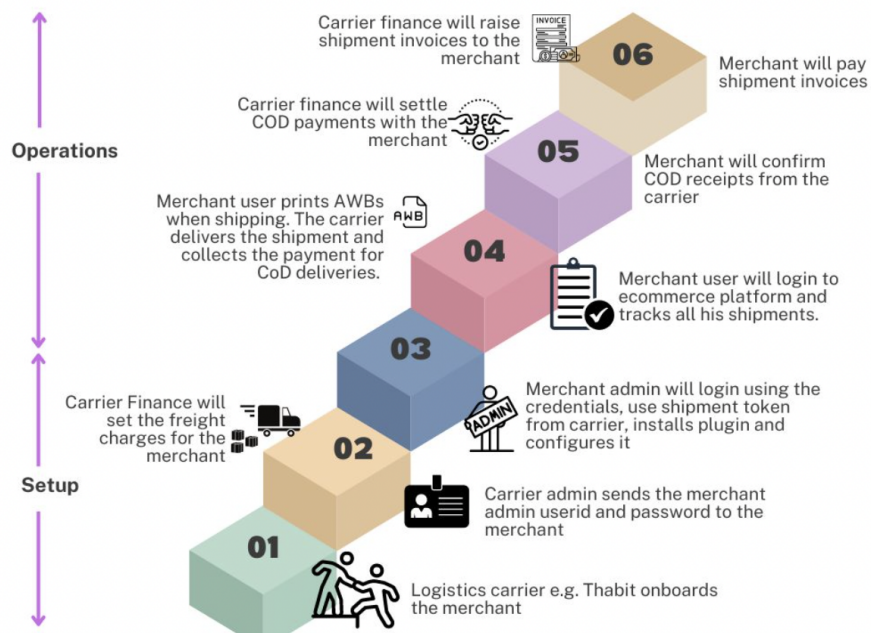
2.15 Requirement 15 : Confirm remittances

Approval for multiple remittances at the same time should be possible.

The carrier admin logins to the Doos platform, confirms the remittance to the merchant. He has to reconfirm this. A pop-up message "You are confirming the settlement of the invoice. This step can't be reverted" will be displayed.
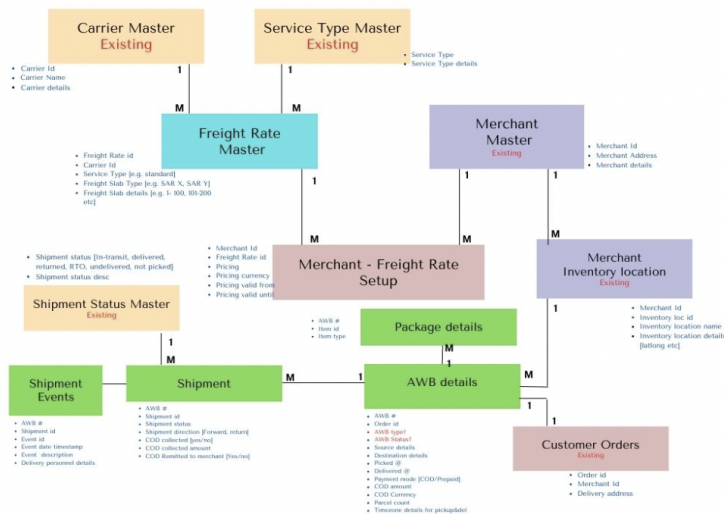
The status of the invoice would be updated to 'paid'.

Acceptance criteria
The carrier admin should be able to approve multiple remittances to the merchant.

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.