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PRD - Link to paragraph of other articles

Description

The current capability in linking is that, the customers can link any existing articles within the same workspace. The customers can link the heading of a section inside the same article. Now the customers want the below two requests,

1. The customers want to link the articles from a different workspace.
2. The customers want to link the headings of different articles other than the current article.

Acceptance criteria

1. The portal users should be able to search for any articles in the project that they have access to irrespective of which workspace or language that they have selected when they are in the Documentation page. When the user wants to insert a link in the editor, they should get an option to,
 - a. Link the heading of the current article that they are editing.
 - b. Link any existing article from all the workspaces, languages, and categories that they have access to.
 - c. Link to the heading of any existing article from all the workspaces, languages, and categories that they have access to.
 - d. any external URL.
2. All the headings - H2, H3, and H4 should be considered for linking.
3. The H2, H3, and H4 headings should be indented in the drop down.
4. The user should be able to optionally add link text to the links.
5. Default state of the link pop-up
 - a. Article radio button will be selected by default with the external link radio button unselected.
 - b. The current workspace and language will be chosen by default.
 - c. The current article will be selected by default.
 - d. Link text will be empty.
 - e. Link to a heading will be empty and mandatory.
6. The user should be able to choose the workspace and language in the link pop-up.

7. The user should be able to search for the article using the search bar in the Article selection inside the pop up.
8. If the user changes to a different workspace or/and language, the article selection will become empty and the link to a heading option will become optional.
9. The portal users should only be able to use the link capability to link any existing article that they have access to inside the project.
10. The users should get the same pop-up when they try to edit the link.
11. The portal users should also be allowed to copy/paste any link with or without link text. When you edit the link, the users should be taken to the relevant section in the link pop up. If it is an external link, they should be taken to the external link radio button.
12. This feature should support all the portal languages.
13. This feature should work for all the supported workspace languages.
14. The current capability of open in new tab in the link pop up should not be disturbed.
- 15.
16. This change should be done for the advanced WYSIWYG editor.
17. In article analytics, the links to any existing articles (and their headings) should be considered as internal links.
18. The links should redirect to the relevant links in the preview mode.
- 19.
20. Link analytics, link analytics report - There should be no impact here.
21. Mix panel events - "Insert menu - link" click event, Ctrl + K, and "Slash menu - link" click event needs to be tracked.
22. The behavior should be the same there for insert menu and slash menu.
23. There will be no change in the search(portal or site) or AI assistive search features wrt to this feature.
24. KB site - If the customer chooses the option to link the specific heading of an article other than the current article, they should be navigated to the relevant heading of that specific article which is linked when they click on it.
25. API docs - The same changes will appear here.
26. The links should not be translated in machine translation.

Canny Link

<https://feedback.document360.com/feature-request/p/link-to-paragraph-of-other-article>

Wireframe

<https://www.figma.com/design/Gtr6fboGNNZhngUFpoz0IX/Editor?node-id=14249-7735&t=vUJgPqrlbqJrSXb-4>

Clarifications

- For getting the heading of other articles we need to perform an API call to get and process the content, hence there will be a lag would we need a loader in displaying the headers for this case. Loader would be required for the drop downs - Design required
- Markdown and other editors were part of the initial scope - It is removed based on the effort estimation.
- Point number 18, is moved out of the scope of this feature.
- Custom pages and guides are removed from the scope and the design is updated.
- There should be no relation between the TOC and the heading drop down - **This is a must have for this feature.**
- The Snippets and FAQ title (Question & answer part not included) are added in the scope, it should be shown in the article heading dropdown. The user should be able to navigate to the indented heading.
- Currently, the Link Popup component is opened inside the editor and is also used in the Guide, which causes an impact there. Therefore, the Guide's Link Popup has been included in the scope. The same Link Popup should be displayed in the Guide as well like in the documentation, with the following requirements:
 - No default workspace or language should be selected.
 - The heading dropdown should be shown when an article is selected in the article search. Currently, the heading dropdown is not displayed in Guides.
- Since we couldn't determine which version of the article the heading exists in during editing, going forward we will only check if the heading is available in the latest draft version of the article. If the heading is available, it will be highlighted in the input box. If not, the input will not be highlighted in the heading dropdown, and only the latest draft headings will be listed. This applies to both adding and editing links.
 - Only the latest draft version is listed in the heading dropdown for both add and edit link flows

- When a user accesses an article link in edit mode without having the necessary permissions, an empty popup should be displayed, allowing the user to select only the workspace, language, and article they have access to.
- The 'Reset to Current' button in the design has been renamed to 'Reset to Current Article' for better clarity. Upon clicking 'Reset to Current Article,' it should prepopulate the article from which the link was opened. This behavior applies to both the add and edit flows.

