Future of our Documentation

Online Help/Knowledge Base

THEOBALD
SOFTWARE

Current State:
› Written in Markdown
› Build with Jekyll 3
› Hosted on GitHub Pages
› Search Engine Algolia
› GitHub Actions

Pain Points
› Jekyll takes long to build OH
› Breadcrumbs & Links are not reliable in the Preview
› UI outdated
› No analytics implemented
› Any changes involve an external developer
› Search Functionality is a black box and requires a product filter

Must-Have

› Search: suggestions, auto-complete, **each product has its own search functionality -> separate hosting?**

› Shared Content: content must be available in multiple products, conditional content (if product x, text x, else text y)

› Table of Content (optional: displays the active section of the current page)

› Highlights: Notes, Warning, Tips

› **Ability to make backend changes in-house**

Nice-to-Have

› Integration with Ticket System (Search OH, KB and Ticket KB not possible with Jitbit)

› Community Features (Comments, time to read)

› Tags: Tags to use words in the search function that are not included in the OH (when multiple words describe the same thing)

› OpenAPI Integration

› Localization: English & German

Alternatives

Ready-made solutions:
› limited customizing
› no combination of KB and OH,
› some have markdown support, but no support for markdown files
› example: HelpDocs, ProProfs, …

Editorial systems:
› overpowered, complex processes for teams with multiple contributors
› no integrated websites
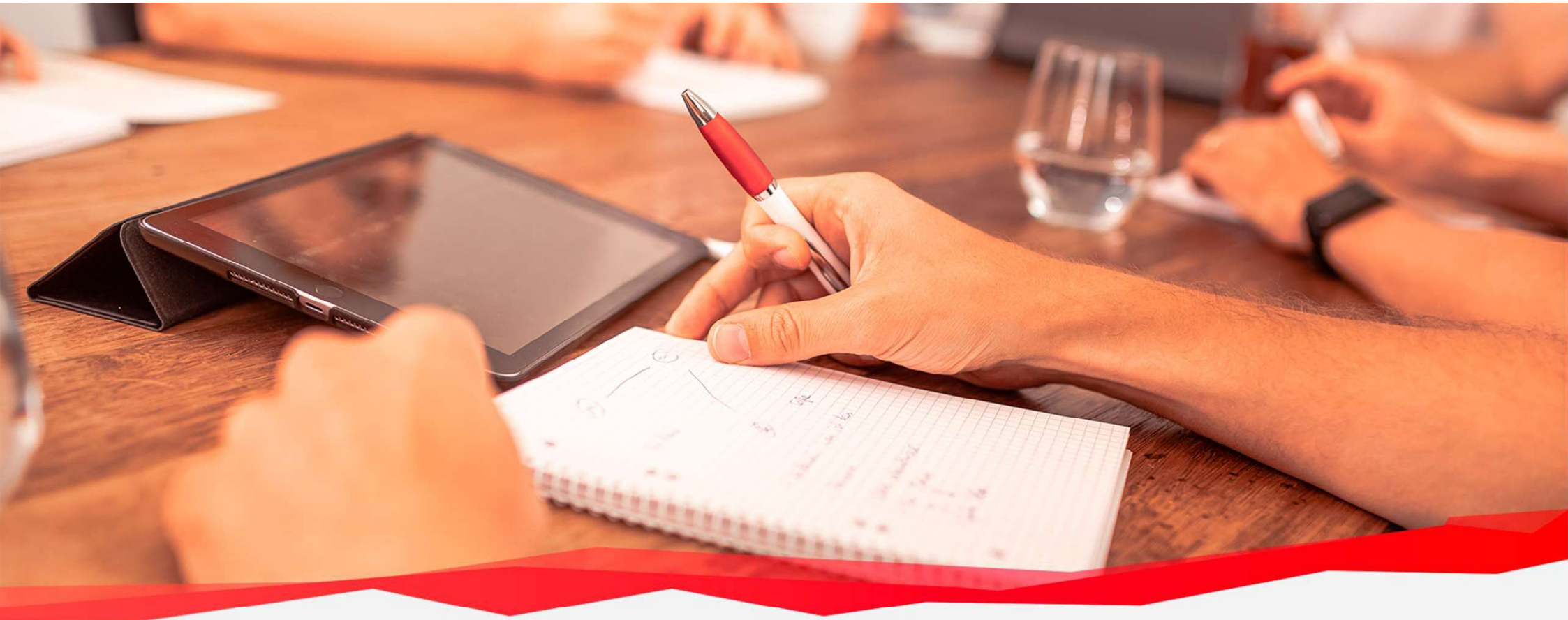› example: Paligo, ST4, …

Statics Website Generators

Jekyll:
› Focus on blocks

Hugo:
› Focus on blocks & homepages

MKDocs:
› Focus on documentation

Live Demo

Must-Have

› Search: suggestions, auto-complete, **each product has its own search functionality** -> separate projects

› Shared Content: content must be available in multiple products, conditional content (if product x, text x, else text y)

› Table of Content (optional: displays the active section of the current page)

› Highlights: Notes, Warning, Tips

› **Ability to make backend changes in-house** -> via plugins and easy expansion options

Nice-to-Have

› Integration with Ticket System (Search OH, KB and Ticket KB maybe possible using the Jitbit API?)

› Community Features („was this page helpful?", last updated)

› Tags: Tags to use words in the search function that are not included in the OH (when multiple words describe the same thing)

› OpenAPI Integration

› Localization: English & German

Interesting Insider Features

› Projects: Multiple projects in single repository
› Instant prefatching: Reduces loading time
› Social plugins: Designs a preview when sharing links
› Code selections: Optimizes line selections in code blocks
› Privacy Plugin: Can host assets like images outside of the git repository
› Optimize plugin: Compression and conversion to load sites faster
› Navigation Path: Breadcrumbs
› Typeset plugin: Renders code blocks, icons, emojis in headlines
› Navigation subtitle: Renders subtitles in navigation bar
› Tags plugin: Additional features for tags
› Blog plugins: Additional features for blog posts
› Meta plugin: Sets metadata (front matter) for all pages in a folder
› Docs contributors: Displays who wrote the page/article
› Light / dark mode: Adds a switch
› Content Tabs Anchors: Links changing tabs, e.g., for code samples in different coding languages
› Tooltips: Additional feature to create automatic tooltips.
› Card Grids: Adds grids (external plugin as alternative)