



## Future of our Documentation

# Online Help/Knowledge Base

## 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- › UI outdated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

THEOBALD  
SOFTWARE

- › 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

THEOBALD  
SOFTWARE

- › 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



## Costs

### Open Source (0\$/month):

- › MIT License
- › No limit of Sites
- › Many built-in functionalities / plugins
- › Most external plugins are compatible

### Insiders (125\$/month):

- › MIT License
- › Create up to 9 Sites (Help Centers)
- › Early access to new features
- › **Additional features**

The moment you [become a sponsor](#), you'll get **immediate access to 23 additional features** that you can **start using now**, and which are currently exclusively available to sponsors:

- |  |  |
|--|--|
| ✓ <b>Projects plugin</b> ⚙️            | ✓ Tags plugin: allow list + custom sorting |
| ✓ Instant prefetching ⚙️               | ✓ Blog plugin: custom index pages          |
| ✓ Social plugin: custom layouts ⚙️     | ✓ Blog plugin: related links               |
| ✓ Social plugin: background images ⚙️  | ✓ <b>Meta plugin</b>                       |
| ✓ Code range selection                 | ✓ Tags plugin: additional indexes          |
| ✓ Code annotations: custom selectors   | ✓ Document contributors                    |
| ✓ Privacy plugin: optimization support | ✓ Automatic light / dark mode              |
| ✓ <b>Optimize plugin</b>               | ✓ Content tabs: anchor links               |
| ✓ Navigation path (Breadcrumbs)        | ✓ Tooltips                                 |
| ✓ Typeset plugin                       | ✓ Card grids                               |
| ✓ Privacy plugin: external links       | ✓ Privacy plugin                           |
| ✓ Navigation subtitles                 |  |

## Interesting Insider Features

- › **Projects:** Multiple projects in single repository
- › Instant prefetching: 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)