

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
- Ul outdated
- No analytics implemented
- Any changes involve an external developer
- Search Functionality is a black box and requires a product filter

Must-Have

Nice-to-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 inhouse

- 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:

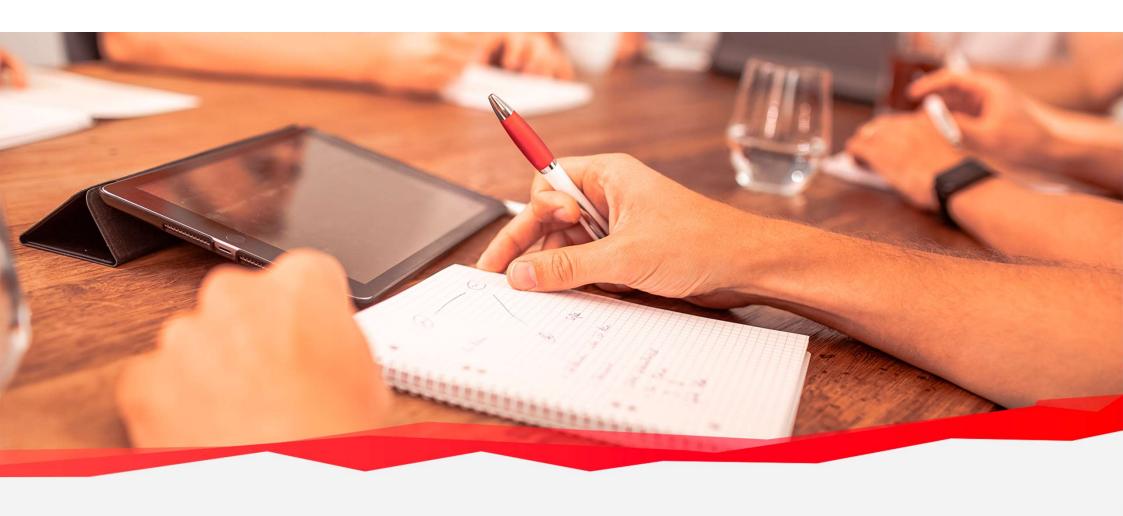
Focus on blocks

Hugo:

Focus on blocks & homepages

MKDocs:

Focus on documentation



Live Demo

Must-Have

Nice-to-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 inhouse -> via plugins and easy expansion options

- 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: Projects plugin 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 Meta plugin Tags plugin: additional indexes Code range selection Code annotations: custom selectors Document contributors Privacy plugin: optimization support Automatic light / dark mode Optimize plugin 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 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)