

Adobe® Technical Communication Suite 3 is a complete single-source authoring toolkit with multichannel, multidevice publishing capabilities. Develop standards-compliant content with Adobe FrameMaker® 10 software, publish in various formats with Adobe RoboHelp® 9 software and Adobe Captivate® 5 workflows, collaborate with reviewable PDF files, incorporate images using Adobe Photoshop® CSS, and add demos and simulations using Adobe Captivate 5.

Adobe® Technical Communication Suite

Mixing audio and video with text to make documentation more interesting and engaging

This use case scenario features a fictitious company, Acme Limited, to explore how Adobe Technical Communication Suite meets the challenges faced by technical communicators. Jill Barbour, training and documentation officer at Acme Limited—a medium-sized organization that makes applications to meet the special needs of SMEs—is assigned the task of authoring a guide (for offline and online use) for an application created by Acme. She selects Adobe® Technical Communication Suite to help her efficiently author and publish the documentation.

Tailoring

Jill authored the content using Adobe FrameMaker®.

Adding frills

Adobe Captivate® allowed her to create recordings in the target application (where she was creating the help content) and embed simulations as videos that showed how to execute workflows in the accounting application. In Adobe Photoshop®, she used several snapshot images of the target application to create print-quality images. Thereafter, she inserted audio and video files in the main help documentation.

Creating a trial

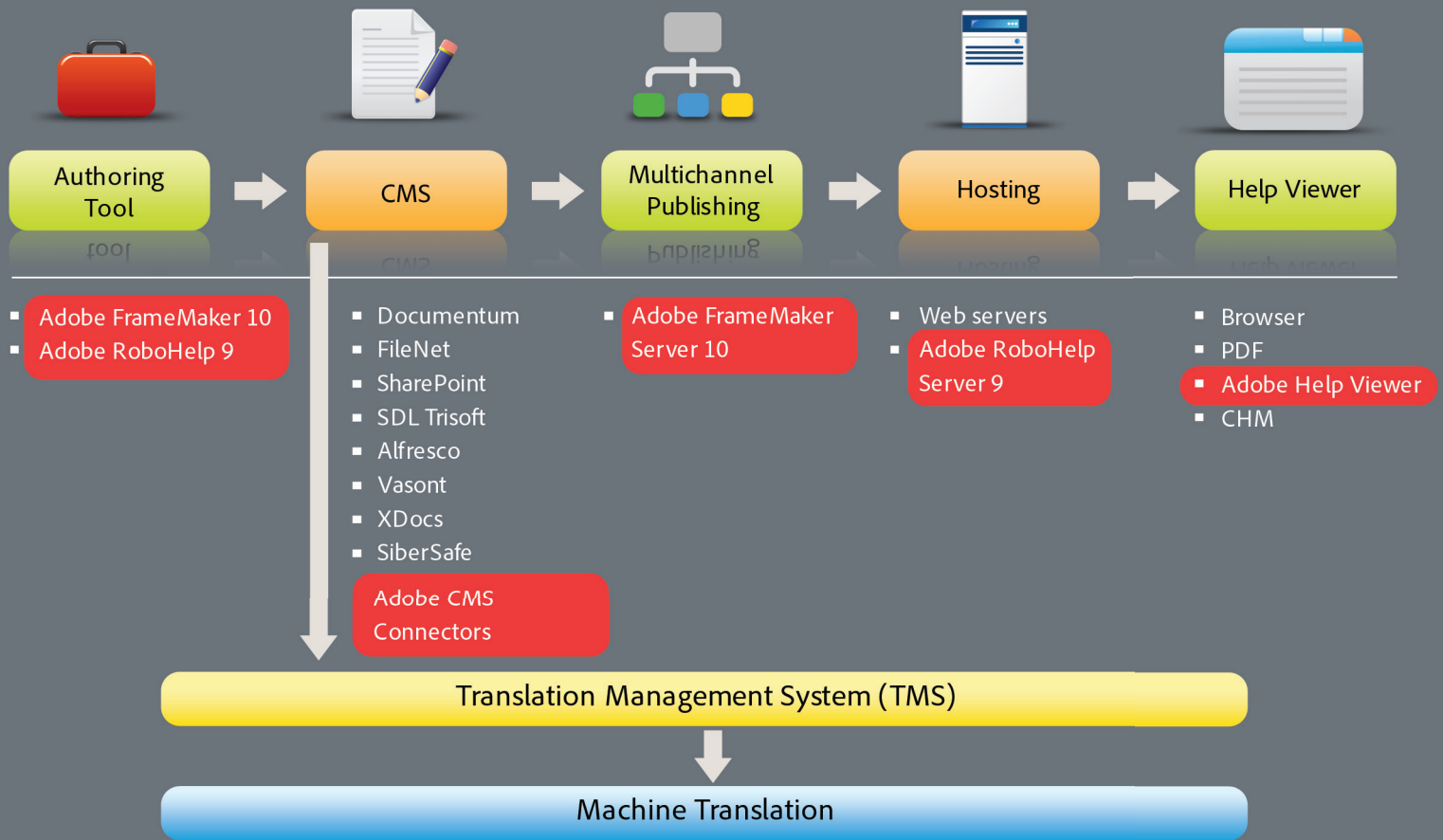
Jill then created a PDF file—one that could play the dynamic content. Using Adobe Acrobat®, she enabled the PDF file so that any user with Adobe Reader® software could add comments to it.

Consulting the guru

She then sent it to a subject-matter expert for review. Once she received comments, she incorporated them into the main FrameMaker document.

Ready to go on stage

Jill was now ready to publish the content. First, she generated a PDF file of the content directly from FrameMaker and sent it for print publishing. Next, with a few simple clicks, she linked the content to Adobe RoboHelp®. From there, she published the content in WebHelp format to Adobe RoboHelp Server and in EPUB format for access by mobile users.



Keeping up with trends

A year later, Acme released a new version of the application, as a result of which Jill needed to modify the help content to reflect the changes. Once again, using FrameMaker, she generated a PDF file for printing and proceeded to update the content in RoboHelp. Using the live linking feature—exclusive to Technical Communication Suite—she assimilated the changes in RoboHelp. Jill generated customized content in the WebHelp format for republishing it to the RoboHelp Server, whenever required. Using the RoboHelp Server for hosting the content also provided her with an opportunity to gain valuable insights from customizable feedback reports on usage patterns, topics, search terms, and OS analytics.

Thanks to the seamless integration amongst Adobe's market-leading technical communication solutions, Jill was able to accomplish her tasks smarter and faster, and also boost her productivity manifold.

