# Suite Solutions
## INTELLIGENT CONTENT DELIVERY

# Jive™ Publisher for Content Authors
## BRING YOUR PRODUCT DOCUMENTATION INTO THE SOCIAL CONVERSATION

Make sure that your product documentation, the "official" voice of the company, is part of the social conversation with your partners and customers.

The Jive™ Publisher for Content Authors allows you to benefit from two worlds: structured content and community collaboration. Your documentation will increase the value of your Jive™ social platform while keeping customers and employees informed of important product content.

## FEATURE HIGHLIGHTS

- Publish from a variety of structured formats, such as DITA and Madcap Flare™

- Maintain documentation's hierarchical structure in Jive™:
  - ✓ Hierarchy (Parent/Child) links
  - ✓ Cross-references
  - ✓ Relationship links
  - ✓ Breadcrumbs for ease of navigation

- Apply Jive™ tags and Jive™ categories using metadata.

- Fully support Jive™ spaces and groups.

- Automatically generate a separate Jive™ document containing a table of contents, with a link to each Jive™ document.

- Support context-sensitive help.

- Update content while maintaining the original Jive™ document URL and preserving all Jive™ social feedback.

- Track and view document versioning through Jive™ revision management.

- Upload documents as drafts or lock documents for editing.

- Apply Jive™ markings — final, official, outdated, reserved — at time of publication.

## Directly Publish Your Structured Content

Jive™ Publisher has connectors that allow you to publish content from a variety of formats (such as DITA or Madcap Flare™) to a particular Jive™ "place," directly from your CMS or XML editor. Each publication is self-contained and maintainable, and each topic is published as a discrete Jive™ document while still maintaining its hierarchical structure.

## Easily Searchable

The Jive™ Publisher makes each content topic easy to find on the Jive™ platform. Customers and employees can search by keyword using Jive™ search or they can browse through the automatically generated table of contents of the product and version they are interested in. Topics can also include links to related topics and display breadcrumbs to show customers where they are in the document hierarchy. Community managers can easily respond to customer queries in Jive™ by commenting with a link to the relevant topic in the Jive™ published product documentation, found quickly from within the Jive™ commenting interface.

## Context-Sensitive Help

Strengthen your Jive™ community and enhance your applications' context-sensitive help. The Jive™ Publisher enables seamless context-sensitive help redirection to the appropriate topic in Jive™ directly from your customer's application.

## Automated Community Content Workflow

The Jive™ Publisher for Content Authors enables agile, automated publishing of your document topics, making them an integrated part of Jive's regular workflow. Content publishing can be fully automated using standard scripting, allowing you to update documentation in Jive™ in a granular and agile manner. These updates are integrated with Jive™ version control and are automatically propagated and reflected in Jive™ while preserving all previous social activity.

## Share and Collaborate

Bring the power of Jive™ collaboration capabilities to your documentation. The Jive™ Publisher provides a basis for employee collaboration on your documentation topics, enabling comments and other feedback to flow directly into your authoring workflow. You can then use Jive™ metrics for a granular view of your documentations topics' views and customer ranking.