



## ENRICH YOUR JIVE® COMMUNITY WITH PRODUCT DOCUMENTATION

### ZOOMIN COMMUNITY FOR JIVE®

Your Jive® community creates connections with your customers and allows them to collaborate – now you can add product information to these community conversations. With Zoomin for Jive®, your documentation topics are easily searchable and can be referenced in any customer conversation. Reduce support cases and costs by providing customers with easy access to relevant product content. Make your community more effective for customers with support questions by providing quality content. Leverage your product documentation to increase brand loyalty while enhancing the customer experience.

## 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

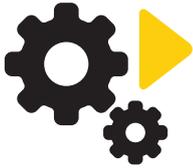
Support context-sensitive help

Update content while maintaining the original Jive® document URL and preserve 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Apply Jive® markings – final, official, outdated, reserved – at time of publication



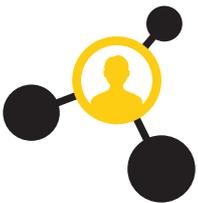
## Automate publishing at-scale

Zoomin for Jive® allows you to quickly publish large amounts of content from a variety of structured content formats, such as DITA or Madcap Flare®, directly from your content management system or authoring tool. Each publication is self-contained and maintains its hierarchical structure. Publishing can be fully automated, saving you time and money and enabling agile documentation practices. Content updates are seamless and maintain all previous social activity intact.



## Make product content easily searchable

Zoomin for Jive® increases the visibility of your documentation. Your published content is easily accessible through the internal community search as well as through a standard web search. Customers can search for content using full-text search, tags and keywords or drill down to the right topic by using graphically rich landing pages and a dynamically generated table of contents. Users always know where they are in the publication hierarchy thanks to dynamically generated navigational links and breadcrumbs.



## Share, collaborate and track

Share your documentation through your Jive® community. Community managers and support specialists can easily respond to customer queries with a link to the relevant topic within the Jive®-published product documentation. Employees and customers can provide feedback in the form of comments and ratings that can flow directly into your authoring workflow. Feedback can also be collected using Jive® analytics, providing a granular view of the content customers are looking for and the value of each topic.



## Enable collaborative content review

Enable agile and collaborative review of documentation before it is made available to the public. Documentation can be published to the community in draft mode for the review of trusted employees and subject matter experts, allowing for rapid and efficient review cycles. Once feedback is implemented, authors can re-publish the content and open it up to the wider community audience.



## Direct customers from within your application

Increase traffic to your Jive® community and enhance your applications' context-sensitive help. Zoomin for Jive® enables seamless context-sensitive help redirection to the appropriate topic in Jive® directly from your application.

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