





ENHANCING UX THROUGH CONTENT REFACTORIZING

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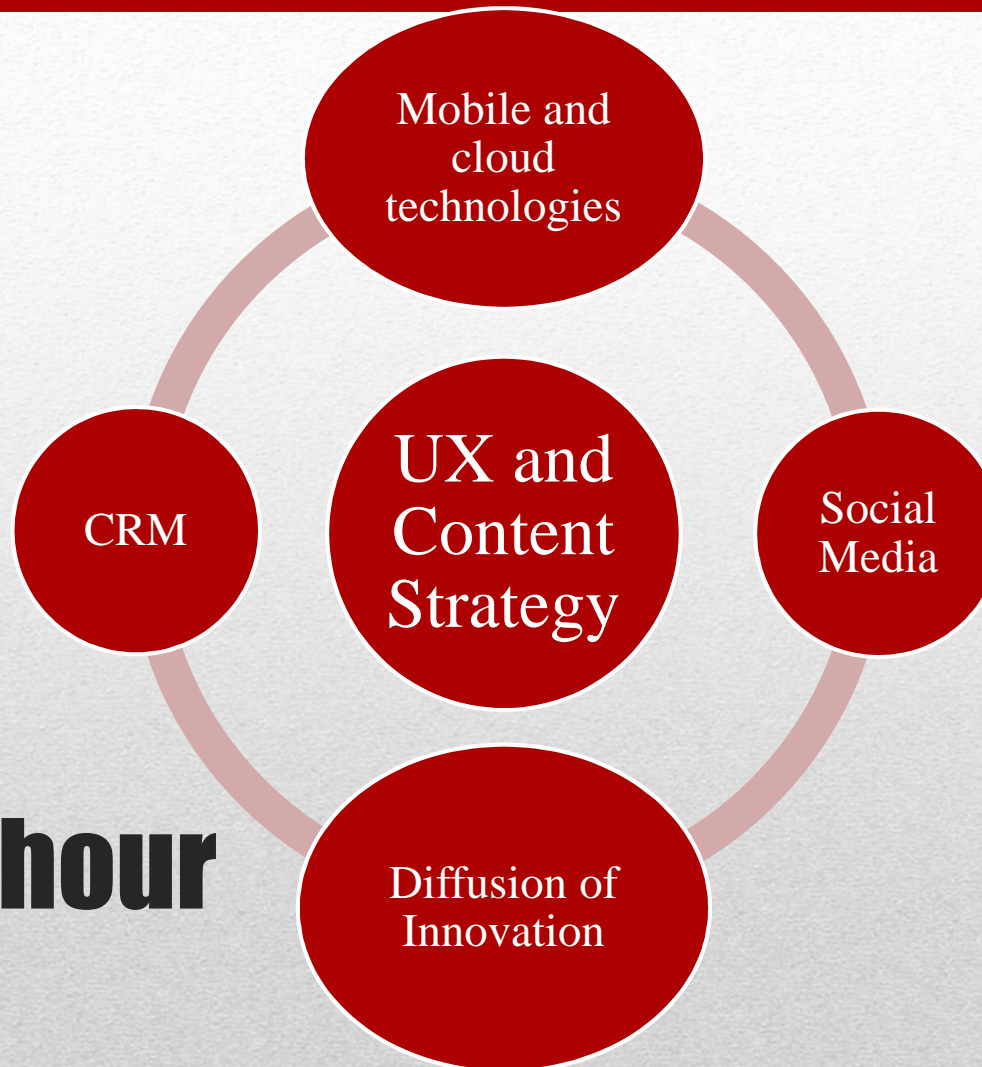
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|---|-------------------|
| 1 | Background |
| 2 | Need of the hour |
| 3 | Method |
| 4 | Solution |
| 5 | Take-Home message |

Roadmap of the talk

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- Pain points of stakeholders (internal and external customers)
 - Unable to find the required information (**Searchability issues**)
 - Obsolete and redundant content (**Usability issues**)
 - Difficulties in **collaboration** with multiple Subject Matter Experts
 - High turnaround time for doc updates (**Accessibility** and **Maintenance issues**)

Background




Need of the hour

User Experience (Analogy)

- Ease of driving in traffic
- No compromise on mileage
- Affordable
- Attractive design
- Differentiation and competitive advantage

**Auto Gear Shift
technology
became hot favorite
of car buyers**

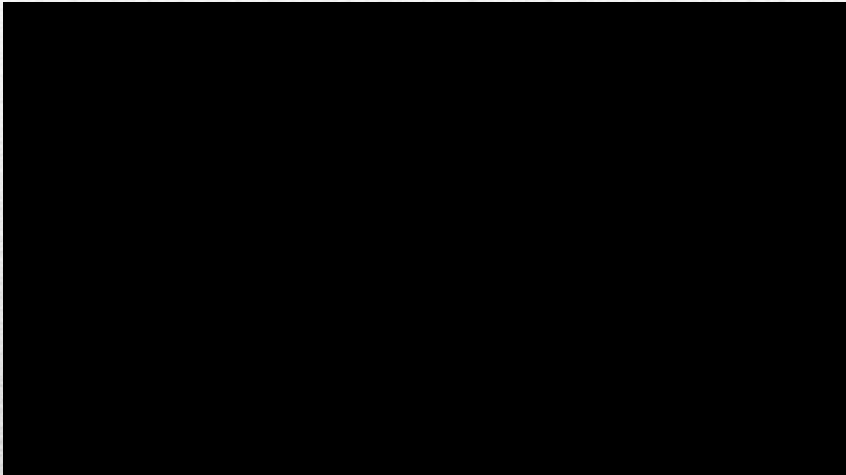


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- Restructuring existing documents (organize)
 - Enhancing existing content (simplify)
 - Removing obsolete and redundant content (edit)
 - Enabling content according to market requirements (curate)
 - Improving visibility of the content (open to public)
 - Innovating approaches (trends and technology)

Method



Watch video: <https://youtu.be/09CuRQoJzB8>
Reference: <https://www.atlassian.com/software/confluence>



Solution – Wiki docs







Confluence Documentation Home

Confluence is where you create, organize and discuss work with your team. Learn more or try it for free.

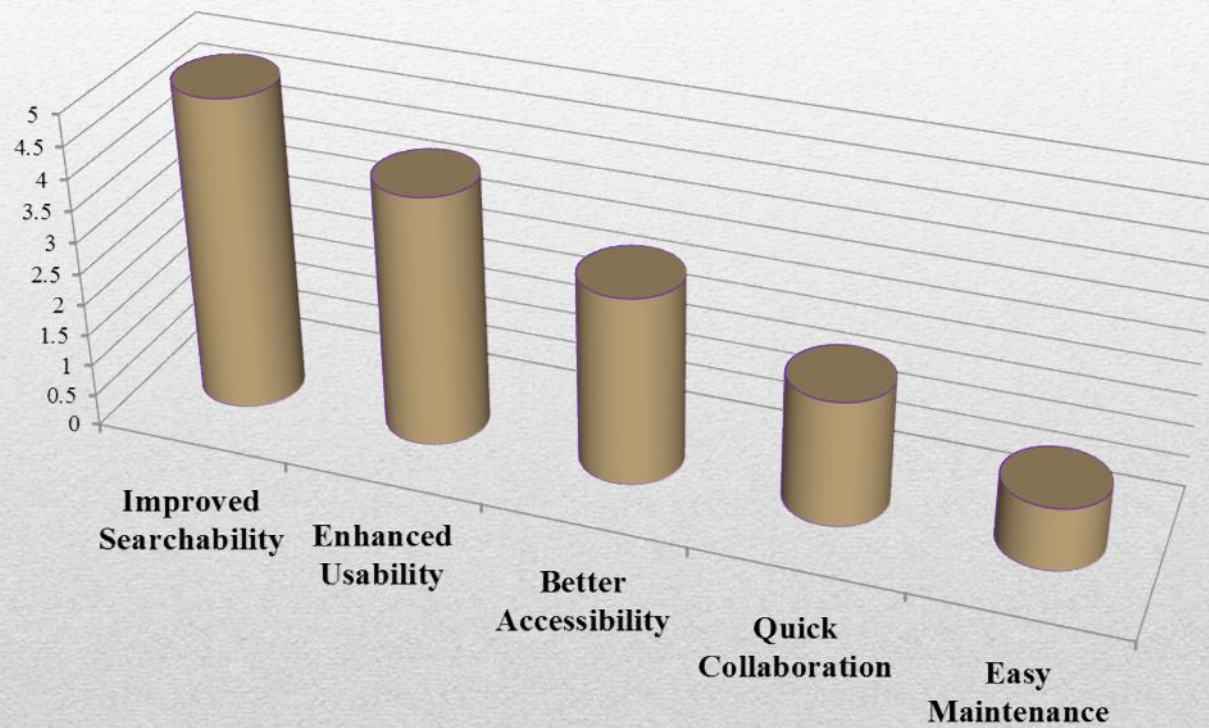
Capture the knowledge that's too often lost in email inboxes and shared network drives in Confluence instead. Where it's easy to find, use, and update. Give every team, project, or department its own space to create the things they need, whether it's meeting notes, product requirements, the list, or project plans, you can get it done in Confluence.

Confluence Server 5.9 (Latest)

🔍 Looking for something specific?

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Benefits of Confluence Wiki





Take-Home message

- **Adopt to agile environment for team collaboration**
- **Keep pace with latest technological trends**
- **Listen to customers and don't have a love-affair with your documentation set**

Outcome

THANK YOU 😊