

# Learning from testing

Tips for technical communicators from testers



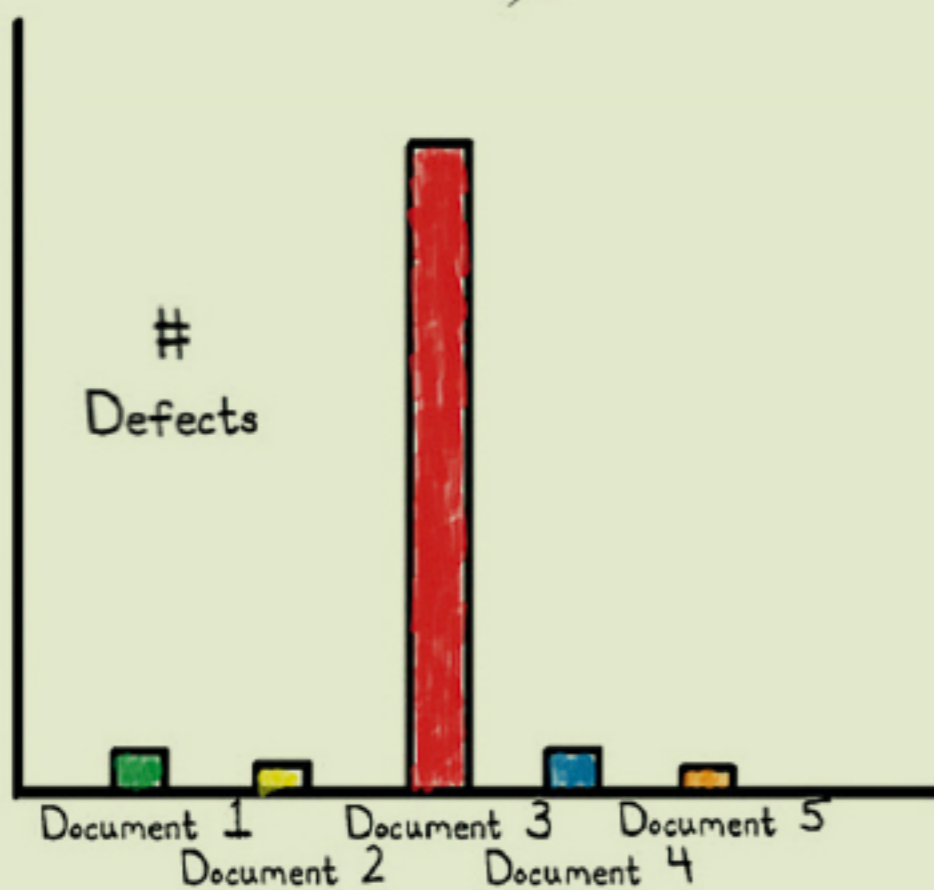
# Communicator

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# More dynamic more personalised

Manminder Singh shares tips and tricks on Adobe Technical Communication Suite 2015 release products. In this issue, using Dynamic Content Filters.

As authors, nowadays the focus is to ensure that the end users can find the content they're looking for without wasting time or worse still. Instead of authors taking decisions to build redundant batches of content for each audience, why not let the audience decide what they want to see?

"The task of art today is to bring chaos into order" said philosopher Theodor Adorno<sup>1</sup>. With the introduction of Dynamic Content Filters in the 2015 release of Adobe RoboHelp and Adobe FrameMaker, you can now add conditions to your content empowering users to make decisions by simply generating a single output for all types of audience. Existing conditional tags and expressions can still be leveraged to create filters, allowing end users to change the content on the fly. This means authors can create content once and users can then manipulate that content according to their needs. The resulting dynamic user-centric content, (DUCC), has then been created with every audience in mind.

In the past, outputs tailored for each audience would have to be individually created and hosted, which was difficult to maintain and keep up-to-date.

## How to use Dynamic Content Filters

In both Adobe RoboHelp and Adobe FrameMaker (2015 release):

1. Create conditional build tags, giving them names and assigning colours to them.
2. Select and apply the tags to the content (text, tables, images etc.). You can also apply multiple tags to the same content in any combination.
3. Define the filters by selecting the desired conditional tags or expressions with which the filters will be created.

You can create further groups, which can include filters, for example, a Departments group could include

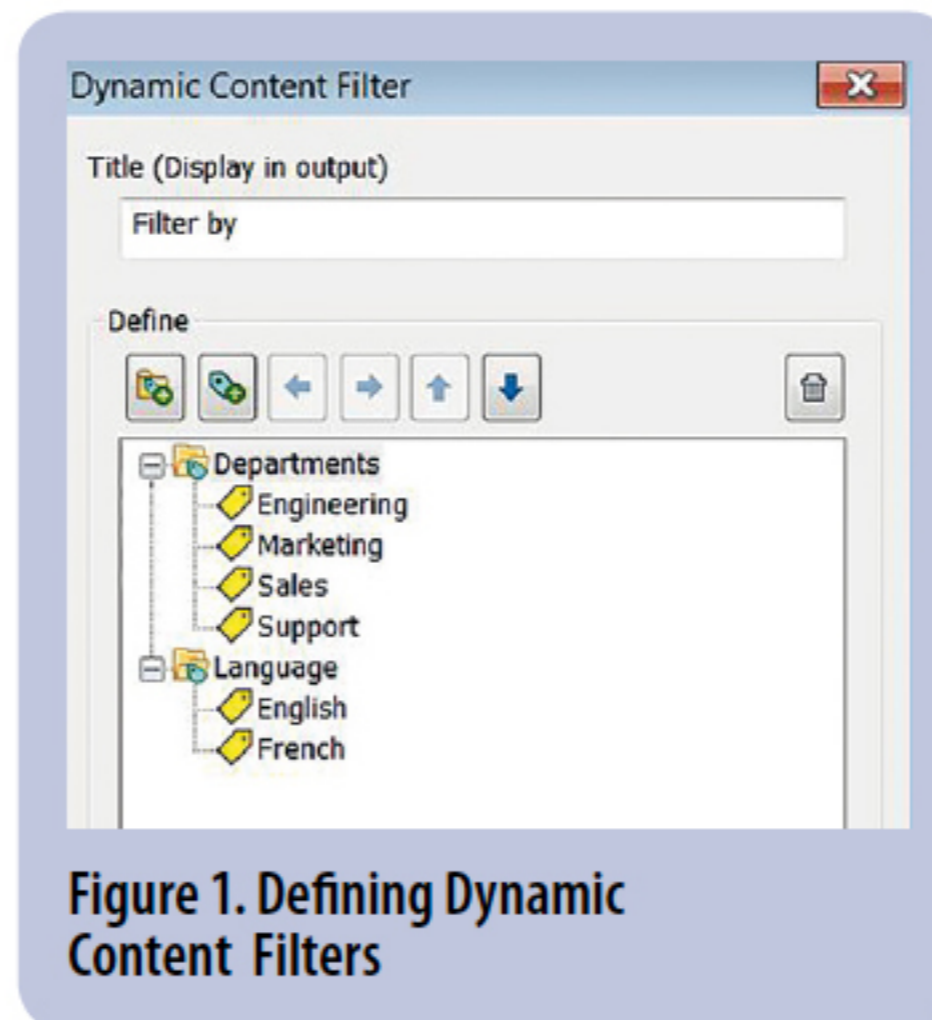


Figure 1. Defining Dynamic Content Filters

tags for Engineering, Marketing, Sales, and Support. A group cannot contain another group.

Dynamic Content Filters also support Context Sensitive Help (CSH) allowing application developers to call the precise topics once they have identified the filters for the CSH content.

You can define tags to be preselected in the output, see Figure 1.

## Viewing the filtered content

Once the Dynamic Content Filters are configured, a funnel icon appears in the sidebar of the final output.

Taking the department example, shown in Figure 2, if the user selects the Engineering department, they are presented with content relevant to software developers — content marked with the Engineering tag — and is not intended for other departments.

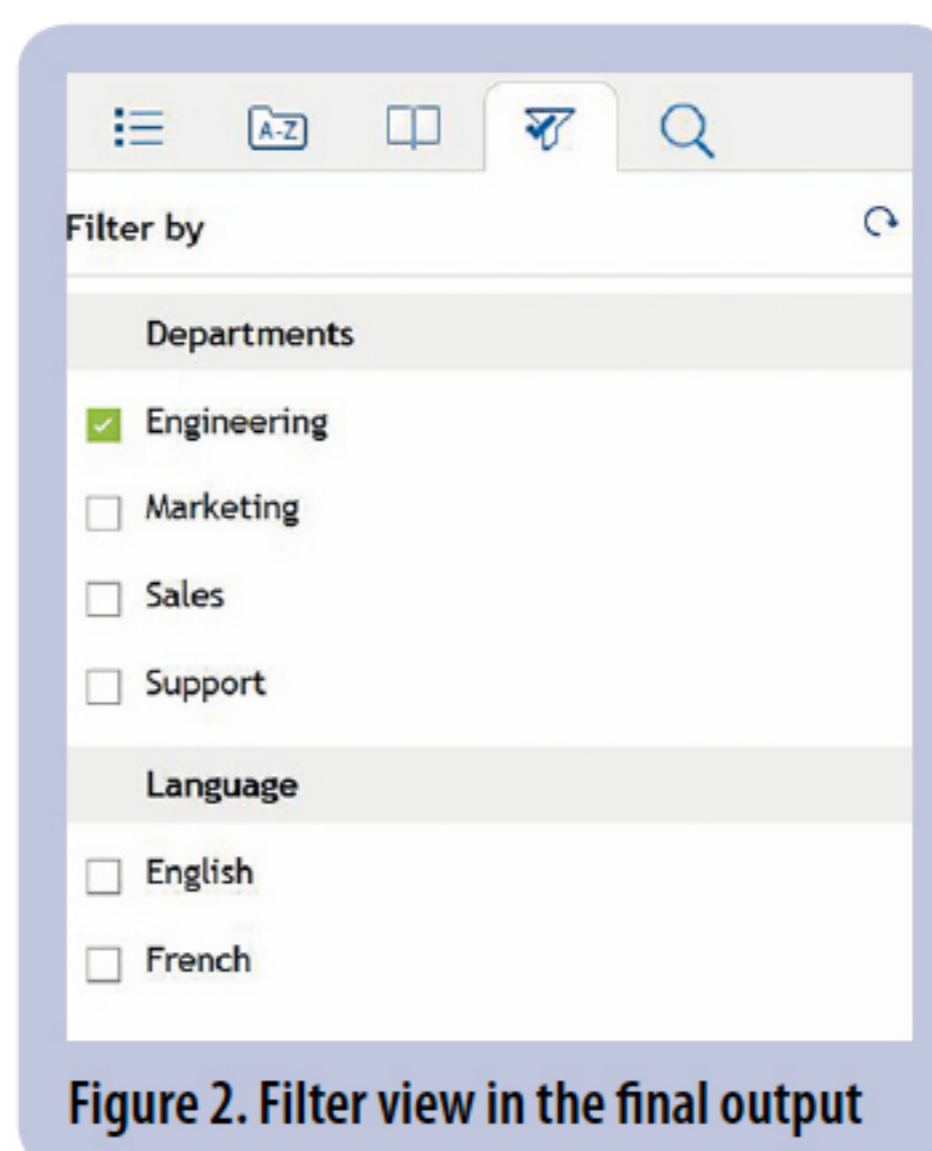



Figure 2. Filter view in the final output

Based on the filter selections, the table of contents (TOC), index and content within the topic all change at the same time. Not only is the content filtered based on those selections, but so are search results. This means that if the content is excluded by a filter, it will not appear in the search results. You can define tags to be preselected in the output. Right-click on the tag in the Dynamic Content Filter setup dialog and activate "Select by default". Then it will be automatically preselected in the output.

Untagged content is displayed to the user regardless of the filter.

## Advantages of Dynamic Content Filters

- Users can self-select the content they want to view.
  - CSH can be delivered using customised web addresses.
  - Maintain a single copy of the help which can be delivered to multiple audiences
  - TOC, index and content within the documents changes on the fly
- Switch to Responsive HTML5 and dynamic content filters bring a complete new experience of personalised content to your customer. This experience can be delivered to any device while at the same time being filtered based on user preference.

As writer Elbert Hubbard once said, "The preparation of good work tomorrow is to do good work today."<sup>2</sup> 



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<sup>1</sup> Quote from *Minima Moralia* by Theodor W. Adorno. First published in 1951.

<sup>2</sup> Quote by Elbert Hubbard from *The American Bible*, edited by Alice Hubbard. First published in 1918.