

*Adobe Technical Communication Suite 5 is an integrated toolkit that streamlines your technical communication workflow. Author XML/DITA content intuitively with Adobe FrameMaker 12. Enrich it with demos, quizzes, and videos using Adobe Captivate 7 and Adobe Presenter 9. Collaborate seamlessly via multi-platform PDF-based reviews and integration with CMSs and cloud storage. Deliver virtually anywhere using the best-in-class mobile and desktop publishing capabilities of Adobe RoboHelp 11.*

## Acme Limited created crisp and clear technical documentation with Adobe tools

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's Technical Communication solution meets the challenges faced by technical communicators.

Jill Barbour, training and documentation officer at Acme Limited—a medium-sized organization that creates software applications to aid small and medium enterprises in their day-to-day transactions, is assigned the task of authoring a guide (for offline and online use) for one such application created by Acme. She chooses Adobe's technical documentation tools to help her efficiently author and publish the documentation.

### Tailoring

Jill had a choice of 3 tools for authoring the content:

1. Adobe FrameMaker XML Author
2. Adobe FrameMaker
3. Adobe RoboHelp

Keeping her needs in mind, Jill authored the content using Adobe FrameMaker.

### Adding frills

Acme Limited wanted to make the document extremely clear and helpful for users. So, Jill decided to embed videos in her guide. Adobe Captivate allowed her to create and embed simulations as videos in the target application (where she was creating the help content) that showed how to execute workflows in the accounting application. In Adobe Illustrator, she used several snapshot images of the target application to create print-quality images. Thereafter, she inserted audio and video files (many popular formats such as MP4, FLV, SWF) in the main help documentation. She was also able to customize video content by selecting posters and creating text links with the video to play, pause, or jump.

### Creating a trial

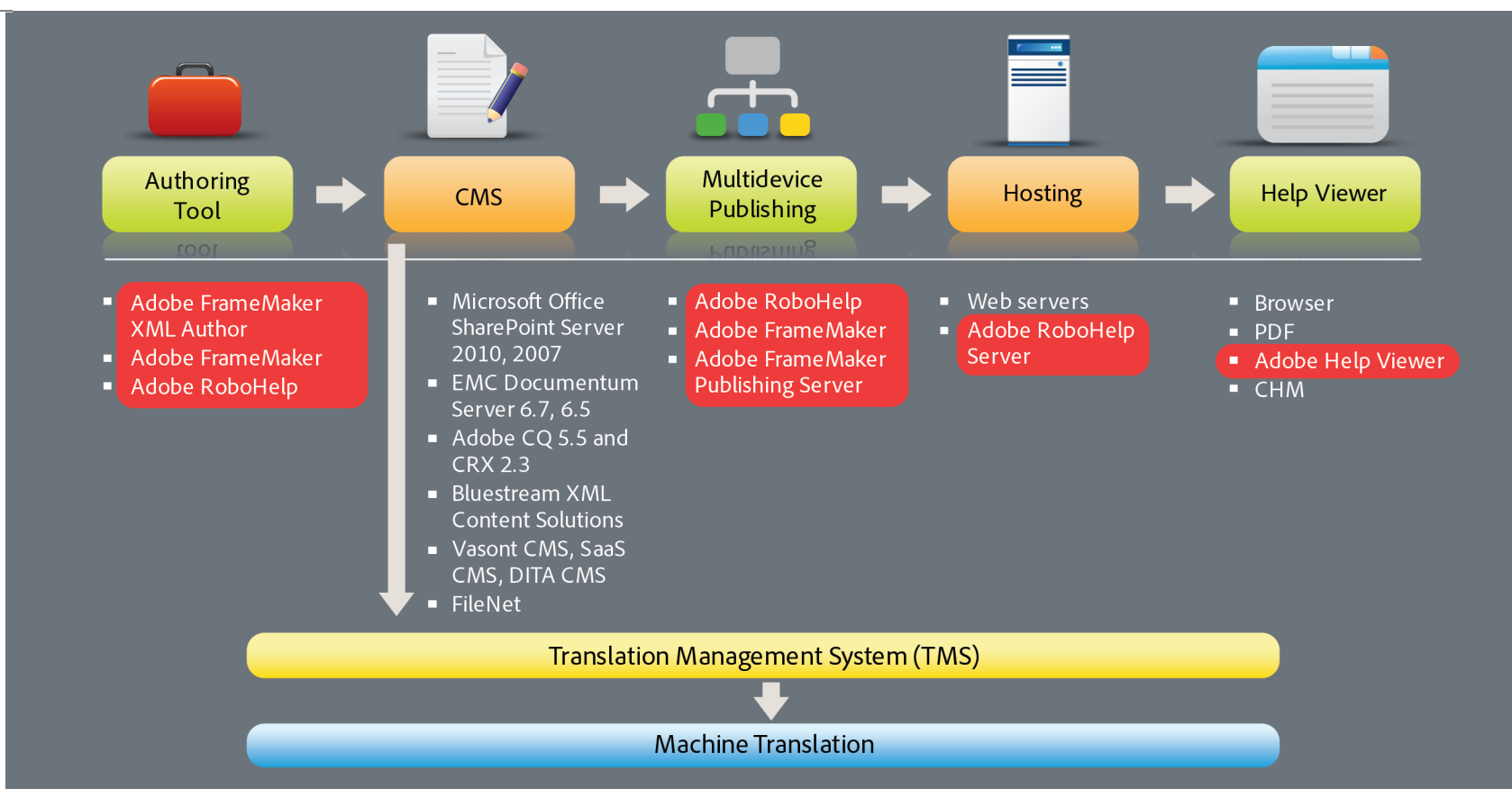
Jill then created a PDF file—one that could play the dynamic content. Using Adobe Acrobat, she enabled the PDF file so that any user with Adobe Reader software could add comments to it.

### Consulting the guru

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

### Ready to go on stage

Jill was now ready to publish the content in formats like EPUB 3, KF8 and MOBI. 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 products, Jill was able to accomplish her tasks smarter and faster, and also boost her productivity manifold.

**For more information**  
[www.adobe.com/go/technicalcommunicationsuite](http://www.adobe.com/go/technicalcommunicationsuite)



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