



WittyDITA, by Precision Content, publishes your reviewed, approved, and official technical documentation to WittyParrot, the cloud-based knowledge automation and collaboration platform. WittyDITA adds your DITA XML-based high value content to WittyParrot's search and reuse tools, making your content easily findable and quickly reuseable.

Custom technical support documentation

WittyDITA improves your technical support experience, allowing the help desk to create custom documentation on-the-fly to address specific customer inquiries.

The content for the custom documentation comes from your reviewed, approved, and released technical documentation, ensuring that the content provided to the customer is current and accurate.

Rather than simply direct a customer to a document or a help page with just a link, the help desk creates complete and custom documentation for the user in real time. Customers receive a complete and documented solution to their issue, using the released content targeting the customers' product, platform, and release.



WittyDITA publishes content from your DITA content management system to WittyParrot as a collection of wits. Metadata categorizes the wits in WittyParrot, helping to make the content searchable and findable. Publish the content on whatever schedule you desire, from periodic releases to frequent sprint-based schedules.

During a customer engagement, the help desk assembles custom documentation addressing the customer's questions by dragging and dropping wits into an email, a document, the chat window in an interactive support session, or other delivery mechanism. Your customer receives a personalized document covering their specific issue, increasing the value of the support experience.

Leverage current documentation in proposal and quotation responses

WittyDITA puts your latest technical documentation at your fingertips when responding to proposal and quotation requests.

Include the latest technical information from your product in responses to RFP's and RFQ's, including

- new product features
- technical specifications
- requirements
- capabilities, and
- procedures and processes.

Proposal authors can be confident that the high value content from your DITA XML-source is complete and accurate as well as reviewed and approved.



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Proposal authors can search WittyParrot for wits addressing specific proposal questions and requirements. Using WittyParrot's classifications, authors can locate wits by metadata, such as product, version, release, platform, and more. Authors can be confident that the information they add to their proposals is current and has been reviewed and approved through your technical publications process.

Leverage current documentation in marketing and training

WittyDITA makes your latest technical documentation available for marketing and training authors and developers.

Include the latest technical information from your product in presentations, slide decks, marketing materials, and learning and training development, including

- new product features
- technical specifications
- requirements
- capabilities, and
- procedures and processes.

Authors can be confident that the high value content from your DITA XML-source is complete and accurate as well as reviewed and approved.



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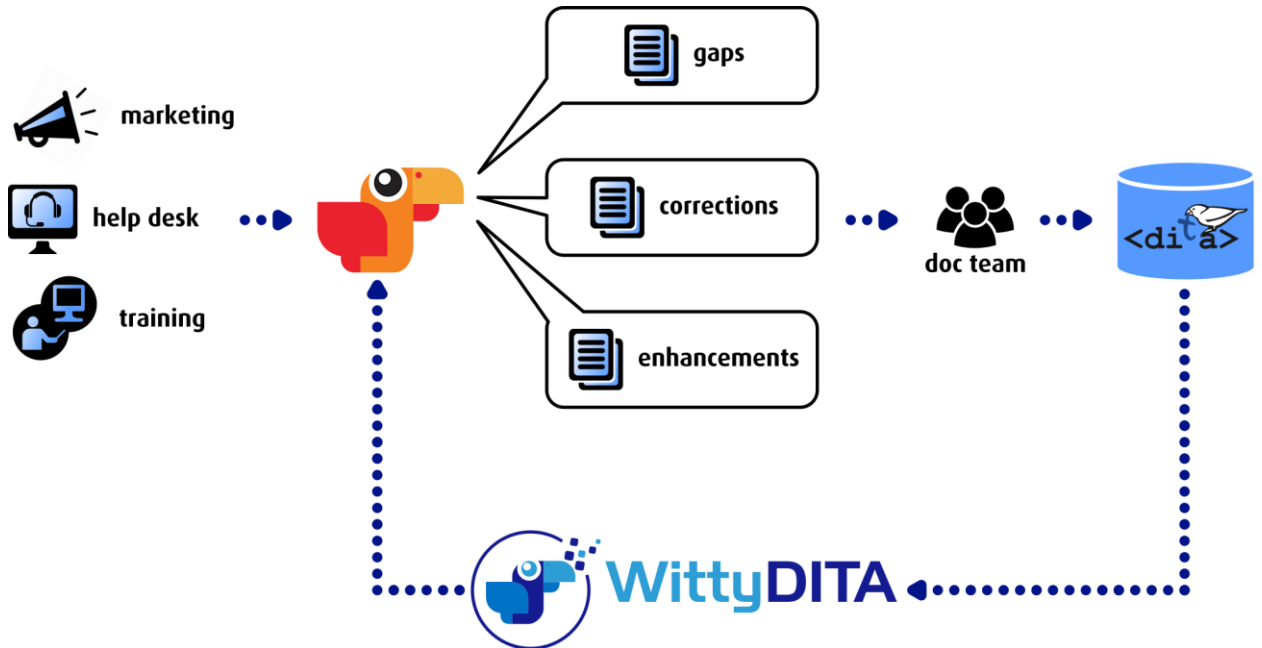
WittyDITA can publish DITA XML-based content directly to Microsoft PowerPoint slide decks and then upload the slides to WittyParrot as ready-to-use slide wits. Authors can then easily re-use entire slides in new decks and in new combinations for marketing, seminar, training, and other presentations.

Authors can search WittyParrot for wits addressing specific proposal questions and requirements. Using WittyParrot's classifications, authors can locate wits by metadata, such as product, version, release, platform, and more. Authors can be confident that the information they add to their proposals is current and has been reviewed and approved through your technical publications process.

Feedback to technical documentation group

WittyDITA makes WittyParrot a key part of your documentation content lifecycle, completing the loop from creation and publication to feedback and iterative improvement.

As they use the DITA XML-based content published to WittyParrot, authors create wits providing feedback to the documentation group. The documentation group monitors the wits and uses them to plan work on corrections, updates, and enhancements.



The updated content flows through the documentation team's work assignment and review and approval processes, applying the feedback-derived changes to the content. Approved material is then published back to WittyParrot following your release schedule, updating your high value content and making it available for use throughout the enterprise.

Contact us to schedule a demo

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