

Style & Authoring Guide for Backstage

This document is intended to be utilized as a guide to assist with the creation and modifications of solutions within the authoring tool, Backstage. This guide lists all of the fields available in a solution with recommendations to ensure good and meaningful solutions are created.

STATUS

Select the state of the solution.

- Published:
 - Solutions that have completed a business review and visible outside Backstage
- Draft:
 - All new solutions being authored, modified or being prepared for publishing will be in the Draft status.
 - All Rework solutions selected for modification are reassigned to the draft status.
 - Archived solutions targeted for publishing will be moved into Draft status prior to revisions
- Pending Online Resources:
 - Solutions requiring web searches for graphic attachments
- Business Review:
 - All solutions targeted for publishing
- Rework:
 - If a published solution needs revision it will be moved into the Rework status for changes
 - When a Rework solution is selected to be modified it is reassigned to the Draft status
- Archive:
 - All non-published ATG solutions

TITLE

The title should be stated such that it accurately describes the solution.

RESOLUTION

Follow the template structure below for solution topics depending on the type.

1. Problem / Diagnostics

<Make sure to add a blank line prior to Issue or formatting will be off> See example solution 54453

Issue: State the problem/symptom in the customer's words. This can be in the form of a statement or question. Don't create compound statements and keep Facts out of the statement where possible. Make the statements clear, concise, and complete. If your solution has multiple statements, order them in the article with the less detailed first (generic) and then more detailed (specific).

Facts: Name the product(s) affected and any environmental conditions. The information should be formal and detailed, including as much information as necessary to identify the product as well as anything that uniquely describes the situation. Do not put multiple Facts in a single statement. Add unique statements to differentiate this solution from others with similar symptoms but a different resolution.

Cause: *Optional.* What caused the Problem in the first place? There should be only one cause per solution. If a solution has more than one cause, it is likely that it should be multiple solutions.

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Resolution: This statement clearly lists what steps to take to resolve the issue and should be kept within one “statement.” If several steps must be performed in order, number the steps. Write everything as a present tense list of commands, as if you were reading them step by step to the customer. Do not include “if-then” statements as this is an indication that you need two separate solutions differentiated by the fact statements. The solution may contain more than one statement, but all statements must be applicable. Use links when helpful to point to existing documents or more details. You should not include active hypertext links to uncontrolled Web sites.

*Attach Videos, Images, or Documents as needed to compliment the solution.

2. How To?

<Make sure to add a blank line prior to Issue or formatting will be off> See example solution 56724

How To: More detailed description

Facts: *Optional.* The information should be formal and detailed, including as much information as necessary to identify the product as well as anything that uniquely describes the situation. Do not put multiple Facts in a single statement. Add unique statements to differentiate this solution from others with similar symptoms but a different resolution.

Resolution: The resolution should answer the question. Provide procedural information on how to complete the action.

*Attach Videos, Images, or Documents as needed to compliment the solution.

3. Informational

Provide general information about a product or process. See example solution 89150

*Attach Videos, Images, or Documents as needed to compliment the solution.

ALTERNATIVE TITLES

Unlike ATG (Old Knowledge Center) alternative titles are not required but can be used as needed to direct customers to the solution. Note: An alternative title will display in the self-service web site search results if it is a better match than the title.

NOTES

Provide additional information that doesn’t fit in the Resolution field.

SECURED STATEMENTS

This is migrated data from the old system and only visible to backstage Authors and the Customer Care team. All new secured statement will be managed through Inbenta’s Security Setting tool shown below.

PRODUCTS

Select the products related to the solution.

DATES

Not used at this time

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RELATED CONTENT

If relevant, select related solutions.

POPULAR CONTENT

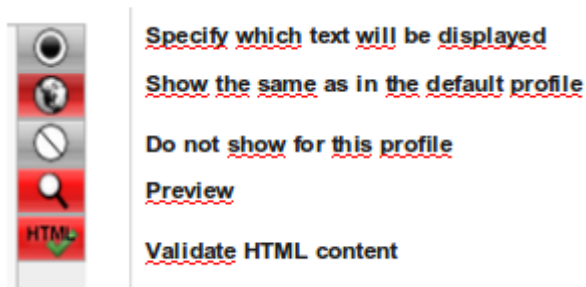
Select this box if the content should show on the top 10 list on the self-service sites.

SECURITY SETTINGS

There are four profile settings used to control the visibility of data; Customer Support, Internal Users, Distributor Partners, and Public as shown below.



If the profile's name is clicked (Customer Support, Internal Users, Distributor Partners, Public), a box with the contents of the solution will appear. The next steps will identify how you maintain security on the content of the solution.



If you click on:

- The black button, you'll be able to specify which text will be displayed for that particular profile.
- The "earth" button, the default text will stay visible.
- The white button, if you don't want to show that particular content on the profile.

SOLUTION ELEMENTS

- Text
 - Default is Lucida Sans Unicode
 - Font size 9
- Hyperlinks
 - Hyperlinks will be based on one key concept
 - The hyperlink will be presented in a sentence
 - DO NOT link to internal servers such as Sharepoint or a shared drive

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- **Example:**
 - Additional installation sheets available [here](#).
- Videos
 - Videos shall be based on one the title concept.
 - DO NOT link to internal servers such as Sharepoint or a shared drive
 - Video link should be displayed as “Video:”Title that is relevant”
 - **Example:**
 - Video: [AD - series How to Use the Construction Mode](#)
- Attachments
 - Attachments shall be based on one key concept
 - Attachments should be embedded within a sentence
 - **Example:**
 - See [power supply cross reference](#) for all listings.
- Images
 - Images shall be based on one key concept
 - Images shall be sized appropriately to fit within the screen
 - Images shall have a professional look and feel
 - A caption should be displayed below the image if multiple images used for reference
- Tables
 - Tables shall be based on one key concept
 - Tables shall be appropriately sized
 - No extra rows or columns
 - A caption displayed below the table if multiple tables used
 - Table headings shall be in **bold**