Does my article go in the Documentation, or the Knowledgebase?

Technical Product Documentation

Our product documentation lives separately for a number of reasons.

- Product documentation is built around product functionality (i.e., it's proactive).
- The structure represents how a developer or user would actually need to learn about Mautic and think about it in relation to their own project. You could (if you wish) read it end-to-end.
- It strives to cover all product functionality, but no more.
- Every feature should be documented, even if it's rarely used.
- Doesn't discuss external plugins or integrations unless they are an official part of the product (i.e., no "unofficial workarounds" or third party plugins).

What does or doesn't belong in there is usually a decision made by the Education team who work in close collaboration with the Product Team.

In general, workarounds, specific instructions on using Mautic with non-Mautic tools or libraries, and short answers to specific questions all do not belong in product documentation.

Support-Led Knowledgebase

The knowledgebase (KB) is maintained by the Education team, who are also responsible for managing the forums, documentation and translations.

- The KB is built around questions we see being asked across multiple channels such as the forums, search queries on-site/in the forums/in search engines, StackOverflow (i.e., it's reactive).
- Its focus is troubleshooting.
- KB article topics come from common questions whose answers don't belong in the product documentation (see above).
- Every article is structured around a problem and a solution.

Every knowledgebase article should aim to help a Mautic user with a specific problem get an answer as quickly as possible.

This is all of course still evolving, but we're happy with the division we've arrived at. Product documentation aims to be comprehensive, structured, and accurate. Everything that you would

want from the canonical source of information for Mautic. The knowledgebase doesn't aim to be comprehensive, it contains little to no structure in and of itself, and the articles can be short and to the point.

The next goal is ensuring that Mautic users are able to find the information in both sources as quickly and intuitively as possible. The knowledge management challenges never end!