

**MADCAP CENTRAL**

# Authoring Guide

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**THIS PDF WAS CREATED USING MADCAP FLARE.**

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## CHAPTER 1

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# Introduction

MadCap Central's cloud environment empowers you to author Madcap Flare project files directly without having to use Flare's desktop application. You can add new files, edit existing content, upload files, and even use integrated ChatGPT (see "AI Assist" on page 81). The Central interface includes an easy-to-use editor for content viewing and editing, and if permission is granted, you can also edit in a code editor.

- "Adding Project Files" on page 8
- "Uploading Project Files" on page 12
- "Editing Files" on page 14
- "AI Assist" on page 81

☆ **EXAMPLE** Your documentation team has created an online Help system using MadCap Flare. Your larger organization uses MadCap Central as its platform to manage the content. A director, who is not trained in using Flare, views some content from the project in Central and sees an ideal place to insert a relevant new topic. Without having to go through a review process or track down a writer to do the work, the director uses Central to quickly create and add a topic to the project. The change is committed to the project. Anyone who works in the project in Central will see the change, and Flare users will see updates once the remote and local repositories are synchronized.

# I Permission Required?

Authoring is available to users with the Author status. By default, users with Author status have the following permissions set:

- Create/Edit Files

If this is deselected, then viewing files in a read-only mode is allowed. On the left side of the page, the Files vertical three-dot menu is not available.

- Edit Code

If this is deselected, the XHTML in the Code view is read-only.

Editing code is regarded as a capability for an advanced user. If not done properly, the code can become malformed quickly. Administrators can prevent users from editing the code by deselected the Edit Code permission.


In addition, AI Assist involves the following permissions:

- Server Management


This is required to integrate a ChatGPT account with a Central license in the license settings.


- Edit Files With AI Assist

This is required to use AI Assist (and therefore ChatGPT) when modifying topics and snippets.

 **NOTE** Even if this permission is enabled, ChatGPT does not scan anything on your computer. The only information ChatGPT can acquire from you is what you enter manually into the prompt when using AI Assist. If your company has strict policies against AI or ChatGPT, simply do not use it.

For more information about permissions, see the Central online Help.

 **NOTE** For the authoring feature to work properly, your project must be single-bound to Central as the primary source control provider. The authoring feature does not support dual-bound projects.

 **NOTE** Since Central is a remote repository, those who use Flare after changes are made in Central, need to synchronize their remote and local repositories.

- **Central side** Content is authored and committed to the project in Central.
- **Flare side** To interact with updated content in the Flare application, use source control to pull changes from the remote repository and sync it to the local repository.

During the synchronization process, keep the following in mind.

- If two authors are editing the same file, at the same time, but one is working in Flare and the other is working in Central, then there may be conflicts when trying to synchronize the repositories. These conflicts can be resolved using the source control features in Flare.
- If two authors are both working in Central and are simultaneously editing the same file, then the first person to commit the file has precedence. When the second person commits their file, they will be alerted to the issue and prompted to refresh to get the latest files.

# Adding Project Files

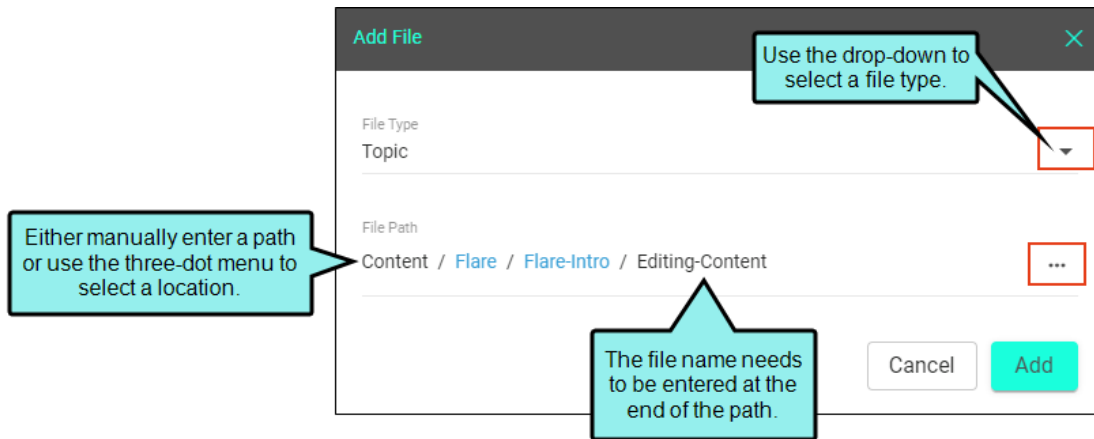
From the Files page, you can add a new file (topic, snippet, or text file) to a Flare project. The format of a new topic is based on a new topic template.


## I How to Add a New File

1. On the left side of the Central interface, click **Projects**.
2. Click **Files** at the top of the screen.
3. From the left side of the page, click the **Files** vertical three-dot menu, and select **New File**.
4. In the Add File dialog, from the **File Type** drop-down, select a required file type.
  - **Topic** Creates a topic with the file extension HTM, and it must be placed in a content folder.
  - **Snippet** Creates a snippet with the file extension FLSNP, and it must be placed in a content folder.
  - **Other** Creates a text-based file (e.g., TXT file). With this file an extension is not necessary, and it can be placed anywhere in the project.
5. In the **File Path** field, enter a path and a name for the new file.

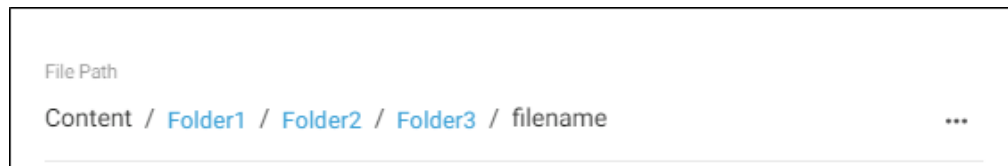
Alternatively, click the three-dot menu to select a location for the file in the project, and **Accept** the file path. Then in the **File Path** field, enter a name for the file.





 **NOTE** You might notice the File Path displays black or blue lettering. The blue items are folders, and you can click the item to jump to that folder.

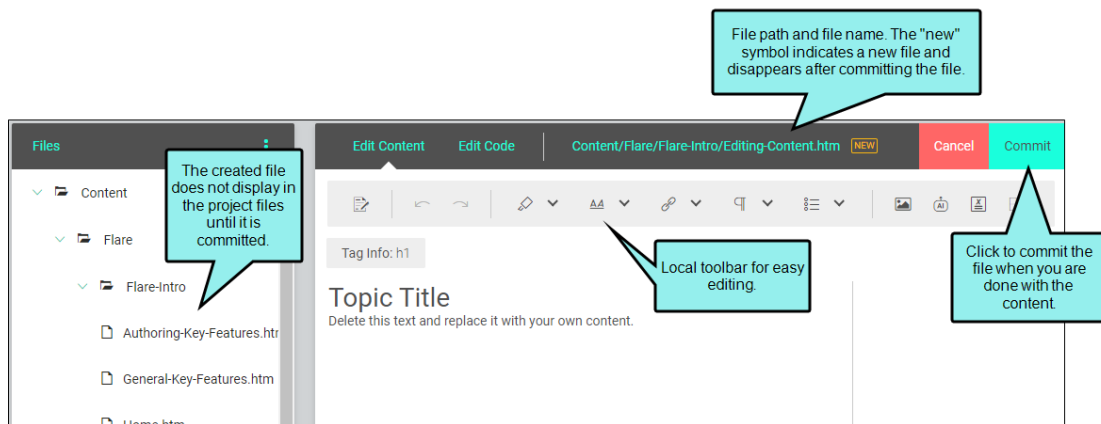
For example, in the Add File dialog, a file path contains several folders (indicated by blue lettering) before the filename.



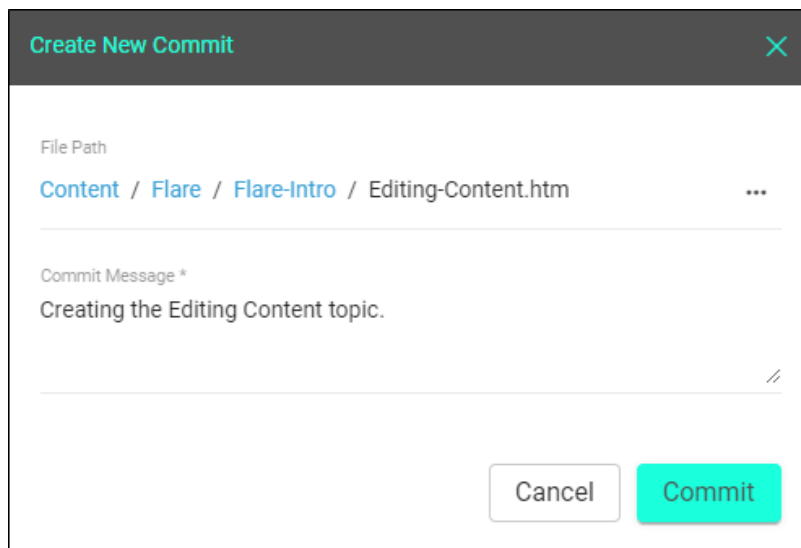
If the "Folder1" item is clicked, the folders after it are removed.



6. Click **Add**. The new file opens in the editor to the right of the project files. (It does not display in the list of files until you commit the file.)
7. Add content in the editor, and use the toolbar to manage the content.
8. In the upper-right corner of the editor, click **Commit**.



9. In the Create New Commit dialog:
  - a. Confirm the **File Path** (or enter a different path).
  - b. Type a **Commit Message**.
  - c. Select **Commit**. The new file displays in the project files.



✓ **TIP** What about creating a folder? Since Central is Git-based, you can only create a new folder by creating a file. Git does not allow empty folders. One way to get around this is to create a folder in the file path when adding a new file type.



**Add File** ✕

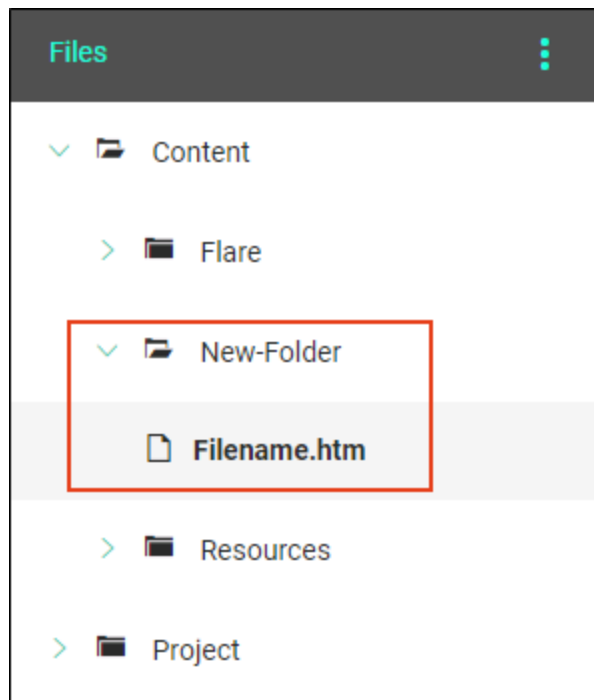
File Type  
Topic

File Path  
Content / **New-Folder** / Filename

Cancel Add

In this example, the "New-Folder" entry in the file path was manually entered, specifically to create a new folder in the project. This will be the location for the new file, "Filename."

Once the new folder and file are added and committed, they display in the project files.



# Uploading Project Files

Certain types of files (e.g., images) can be uploaded to the project's repository, placed in the file tree, and viewed in the editor—but they cannot be edited.

## I How to Upload a File

1. On the left side of the Central interface, click **Projects**.
2. Click **Files** at the top of the screen.
3. From the left side of the page, click the **Files** vertical three-dot menu, and select **Upload File (s)**. The Upload File dialog opens.
4. Do one of the following:
  - In the **Folder Path** field, type a path to upload files from.
  - From your local computer, drag and drop files to the Upload File dialog.
  - Click **Browse for files** and interact with the Open dialog to navigate to the files you want to upload.
5. In the **Commit Message** field, enter a (required) comment for committing the file(s).
6. Click **Commit**.



**NOTE** The following files are for upload only: BMP, GIF, JPEG, JPG, PNG, TIF, TIFF, PDF, SWF, WMF, DOCX, XLSX, TTF, ZIP, MP3, MPG, WEBM, HDP, EPS, WDP, EMF, XPS, CUR, DIB, EXPS, WMF, U3D, WEBP, FLV, MOV, MP4, AVI, WMA, QT, OGA, OGG, OGV, SPX, MPE, and JPE.

# Editing Files

Two different file editing modes (Content and Code) are offered in Central for topic and snippet files. By default, content files such as these open in an easy-to-use light-weight Content Editor. The Code Editor is for advanced users who prefer to edit in XHTML code directly. Both modes of the editor are equipped with basic editing tools. Non-content files (e.g., page layouts, stylesheets) can be opened in the Code Editor only.

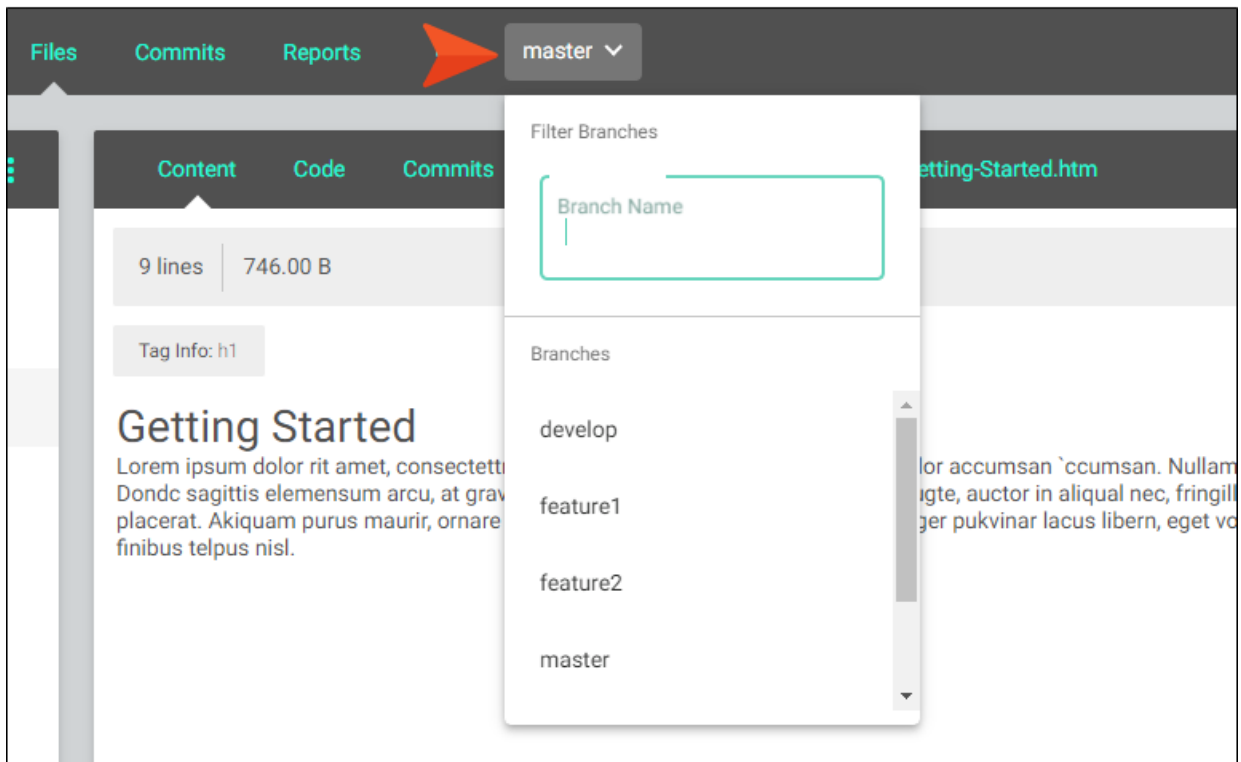
**This chapter discusses the following:**

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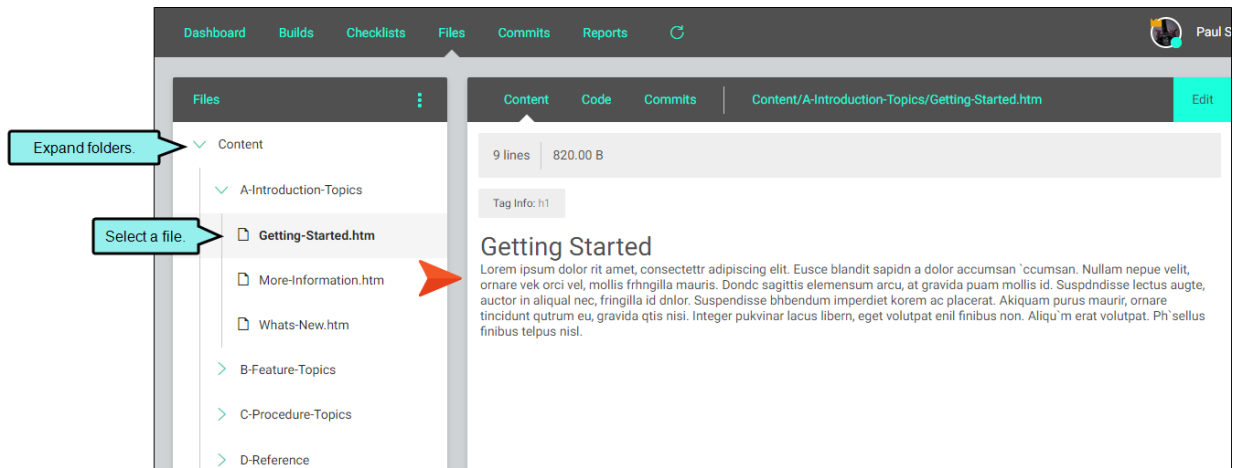
# I How to Edit an Existing File

1. On the left side of the Central interface, click **Projects**.
2. Select a project to open it.
3. Click the **Files** tab at the top of the screen.
4. (Optional) From the drop-down at the top of the interface, select a branch for the edits.

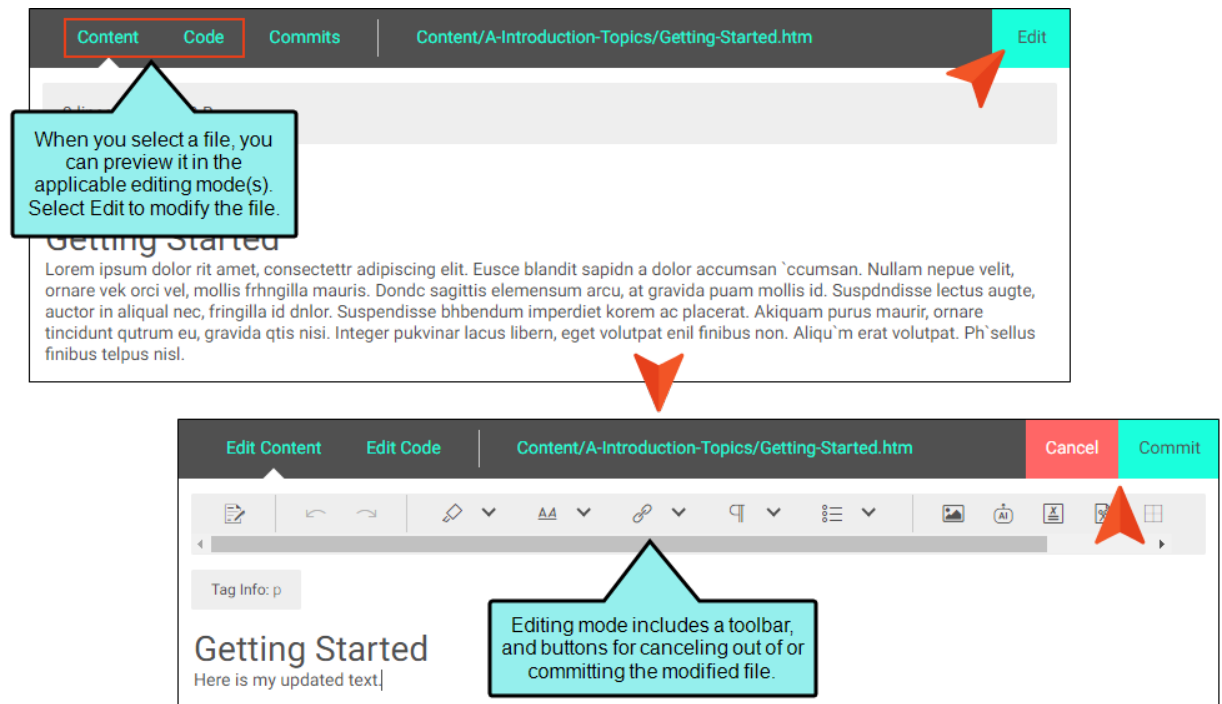



5. From the left side of the page, expand the existing folders to navigate to a file.
6. Select a file. It displays on the right side of the page.






- Click the **Edit** button. The preview area turns into an editor, and the options at the top of the editor change to Edit Content and Edit Code so that you can edit the content or markup. Use the toolbar to manage the content.



 **NOTE** Alternatively, you can right-click the file, and from the context menu, select **Edit**. This also puts the Files page in editing mode.

 **NOTE** You can toggle between the editing modes at any time. If you switch and then close or commit a file, then the next time you open the editor, it opens to the last mode you left off.

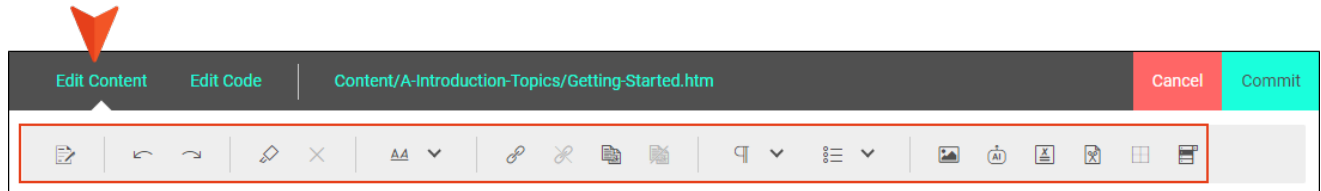
8. When done, select **Commit**. (Alternatively, you can select **Cancel** and close out of the page to back out of editing mode.)
9. In the Create New Commit dialog, verify the file's path, and in the **Commit Message** field enter a (required) comment for the commit.
10. Click **Commit**.

 **NOTE** Keep the following in mind when loading files:

- The file size limit is 500 KB. This limitation helps prevent issues.
- If changes approach the limit, a message warns you.
- If edits exceed the size limit (or if the file starts out already over the limit), an error displays. If you are on the Content tab, the error is triggered when you attempt to commit the changes or switch to the Code tab.
- If you are on the Content tab and see the error message, you can make edits to reduce the file size and then commit the changes.
- If you are on the Code tab and see the error message, you can still edit the file and commit the changes, but you cannot switch to the Content tab.

# Content Editor Toolbar

You can use the options in the toolbar at the top of the Content Editor to accomplish different tasks.



Tracks changes in the Content Editor. When toggled on, changes made to content are highlighted in a colored font, and a track changes rectangle is added to a sidebar to the right. For example the rectangle indicates if content is added or deleted.



Reverses the most recent action.



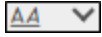
Repeats the most recent action that you reversed.



Adds an annotation rectangle, extended to a sidebar to the right, with a line pointing to the selected content. This rectangle will hold annotation text after you type it. Also, the selected content is shaded, indicating that the annotation refers to that text. However, the shading will not be displayed in the output; it is for internal use only.



Removes the selected annotation from the document.



Types for formatting included in the drop-down are Bold, Italic, and Underline:

- **Bold** Applies bold typeface to the content selected in the topic.
  - **Italic** Applies italic typeface to the content selected in the topic.
  - **Underline** Underlines the content selected in the topic.
- 



Lets you insert or edit a text hyperlink in a content file. See "Inserting and Editing Text Hyperlinks" on page 69.

---



Removes a hyperlink, leaving the text in place. See "Removing Text Hyperlinks" on page 72.

---



Lets you insert or edit a cross-reference in a content file (e.g., topic, snippet). See "Inserting and Editing Cross-References" on page 36.

---



Removes a cross-reference link, leaving the text in place. See "Removing Cross-References" on page 39.

---



Basic styles that you can apply to content:

- **Paragraph** Applies a paragraph tag to the content.
  - **Heading 1 - Heading 6** Applies a heading tag (H1 through H6) to the content.
-



List options:

- **Bullet List** Applies a bulleted list tag to the content.
- **Ordered List** Applies a numbered list tag to the content.
- **Definition List** Applies definition list tags to the content.
- **Decrease Indent** Outdents the list item(s). This option pertains only to lists, not other kinds of content.
- **Increase Indent** Indents the list item(s). This option pertains only to lists, not other kinds of content.



Opens the Insert Project Image dialog. Use to locate an image in the project and then insert it into the Content Editor.



Opens AI Assist, which lets you converse with ChatGPT. You can then insert or replace content with ChatGPT's response. This is available when authoring and editing files, not for topic reviews.



Opens a dialog that lets you select a variable set on the left and then choose a specific variable on the right to insert into the file. This is available when authoring and editing files, not for topic reviews.



Opens a dialog that lets you navigate to and select a snippet on the left. This is available when authoring and editing files, not for topic reviews.

There are two types of snippets: text and block. This is determined by the way you insert the snippet.



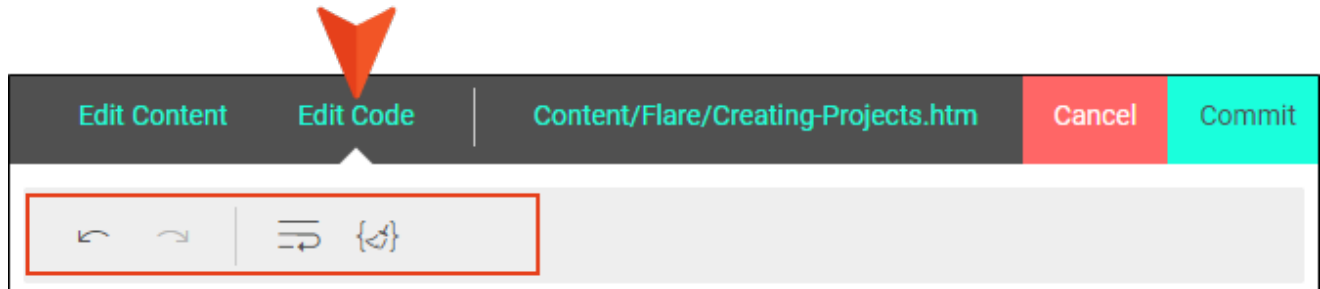
Opens a drop-down that lets you select the number of columns and rows that you want to add as you insert a new table.



Converts the selected content to a drop-down, with the first line serving as the hotspot and the content below as the body. In the output, users can click the hotspot to expand and collapse the body content. This is available when authoring and editing files, not for topic reviews.

# Code Toolbar

You can use the options in the toolbar at the top of the Code Editor to accomplish different tasks.



Reverses the most recent action.



Repeats the most recent action that you reversed.



Toggle to break a section of text so that it fits into the display area of the Code Editor. Toggle again for no wrap to display.

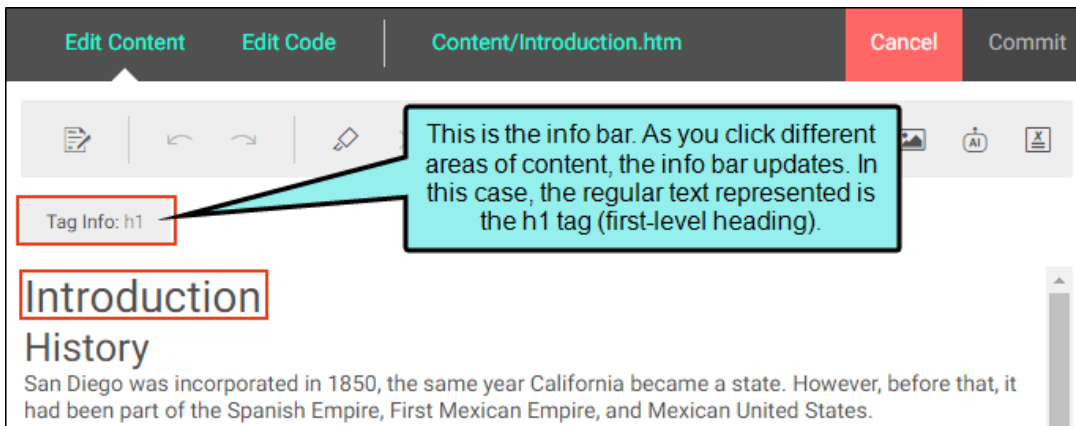


Formatting the code cleans up the white space in the code. This can be performed on HTML, CSS, and JS file types.

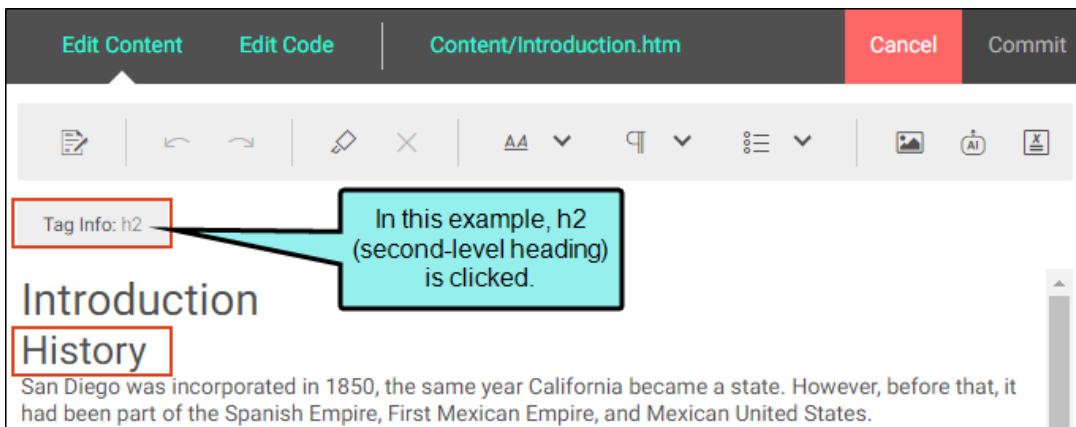
# I Info Bar

Many different kinds of elements (e.g., tags, annotations, markers) can display in the editor as it is being authored or edited. The Content Editor provides an info bar just under the toolbar. When you click in the editor, this info bar lets you know what that area contains. It also displays information such as the destination of a link, or annotation details.

☆ **EXAMPLE** If you open a topic for editing, notice the info bar near the top of the top of the Content Editor.



If you click on a different area, the info bar updates.

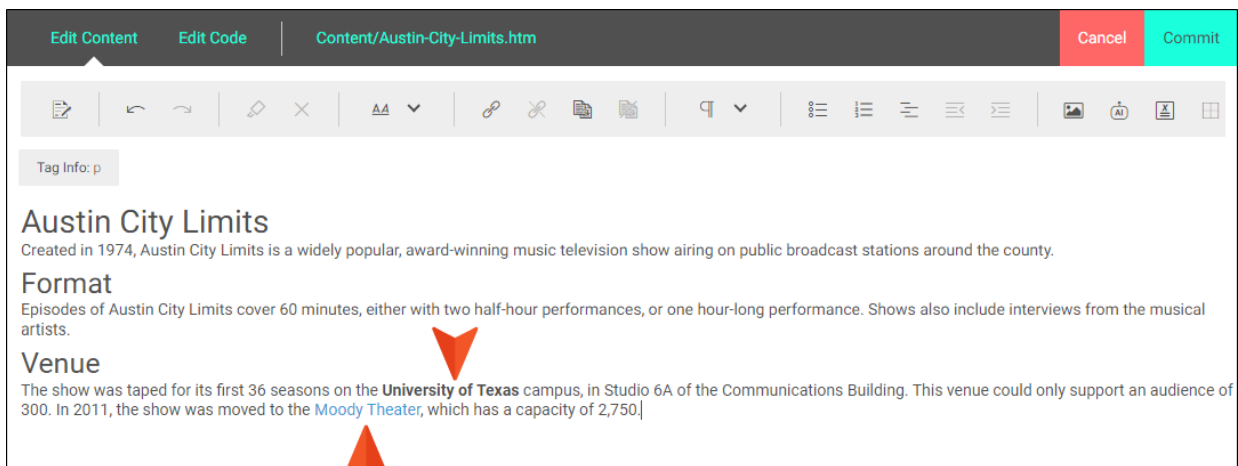
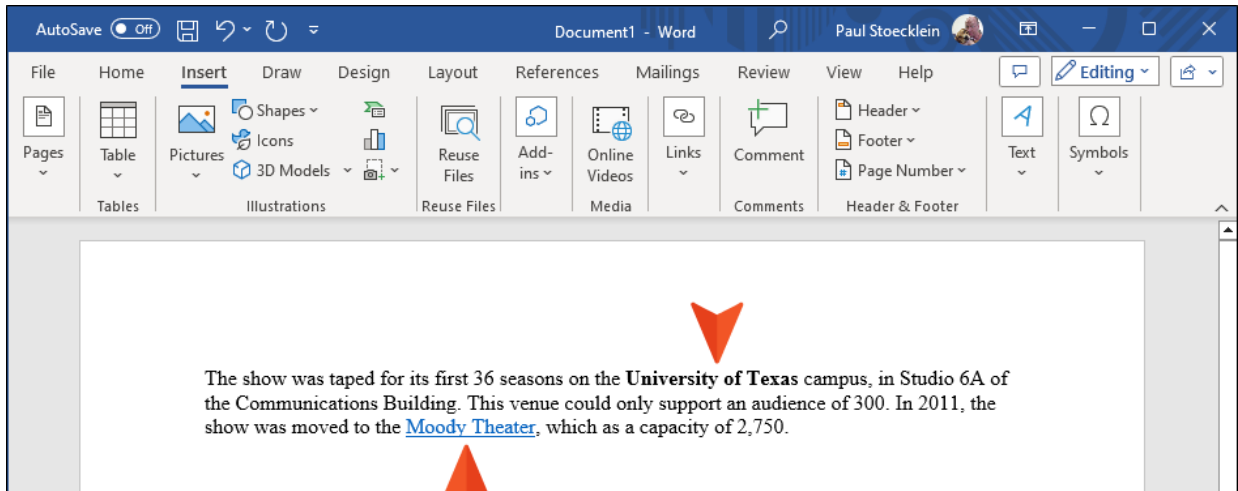




# Copying and Pasting Content

Keep the following in mind when copying and pasting content:

- **Text** When copying and pasting text, formatting is retained. This includes lists, hyperlinks, and other styles (e.g., bold, italics, underline), even when the text is copied from applications outside Central.

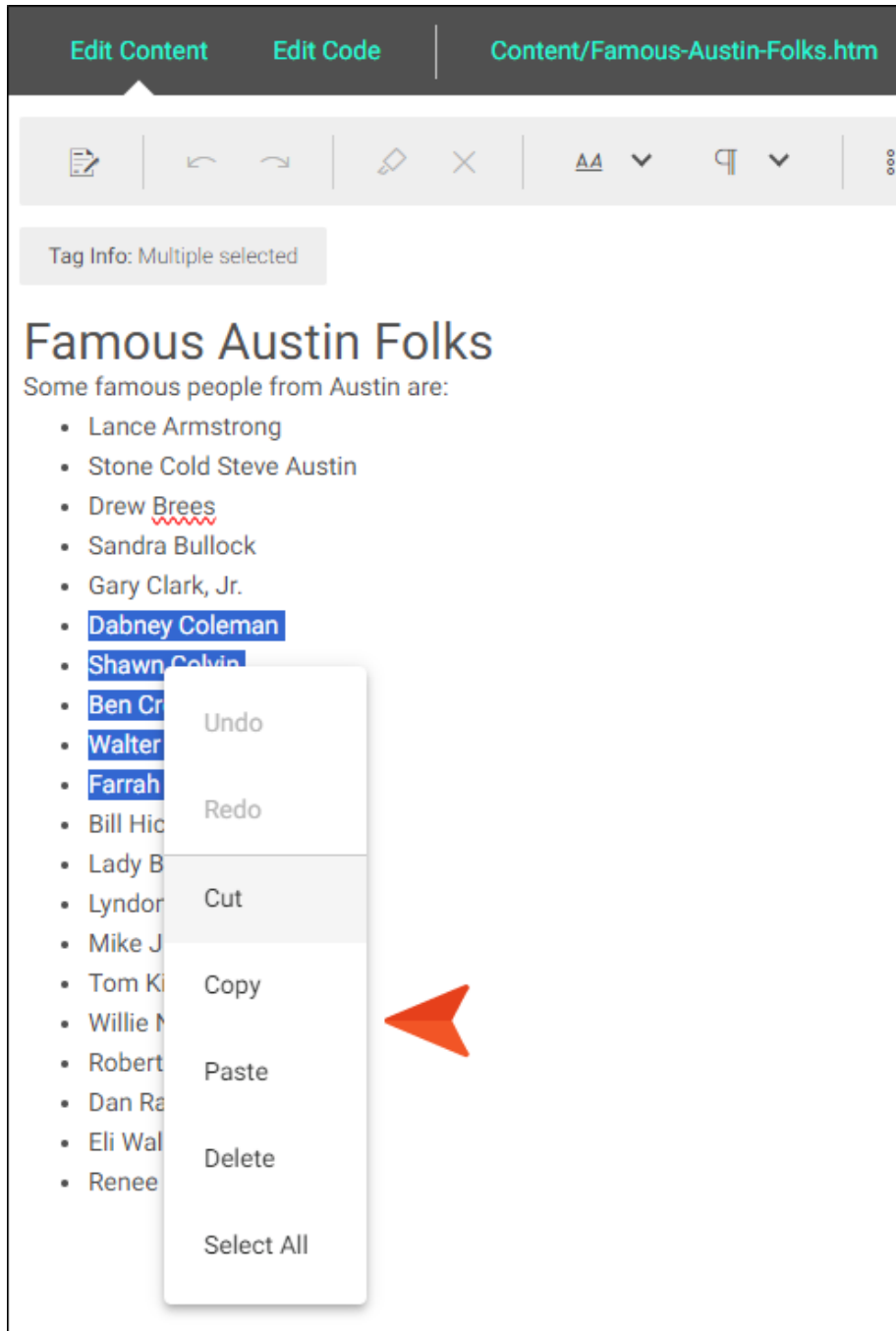


- **Tables** Formatting for tables is retained when copying and pasting within and between files in Central. Pasting tables from other software (e.g., Word, Outlook) will be inserted as simple tables.


- **Images** You can also copy and paste images, but only when you are doing so within the same topic or snippet. It does not work from outside sources.

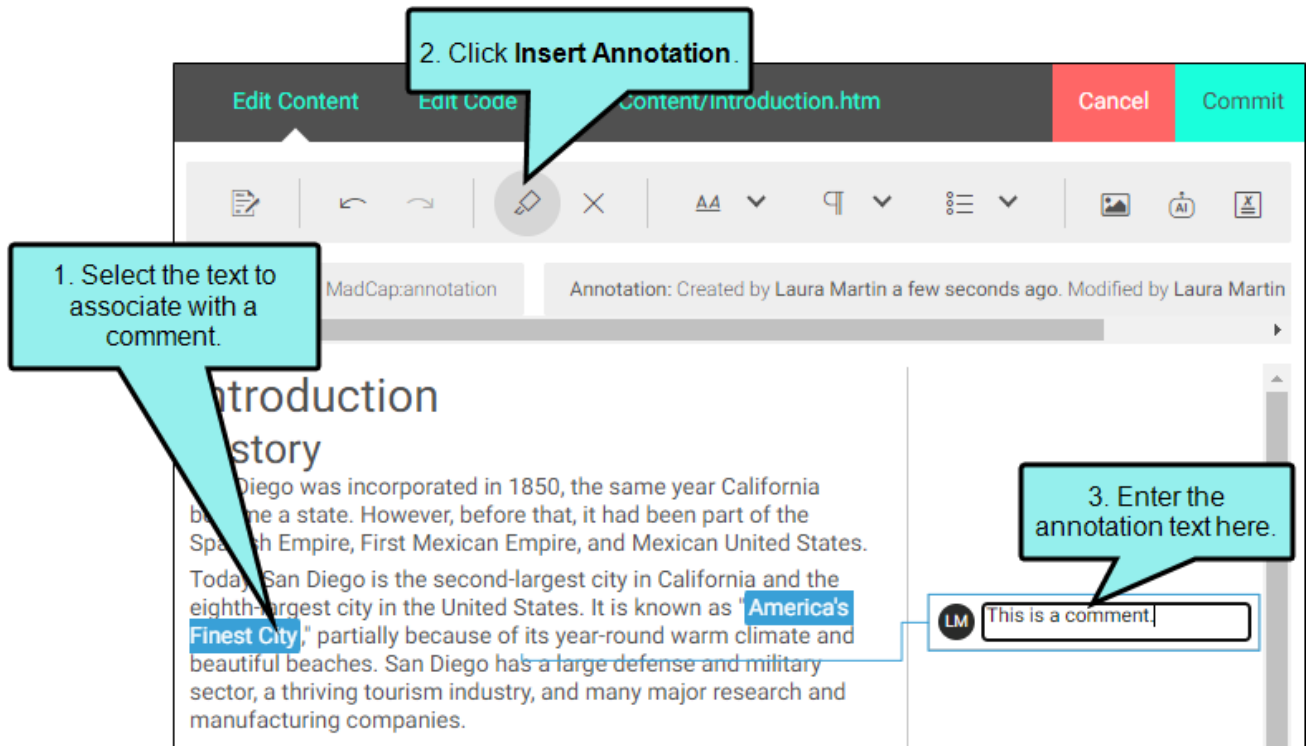
When copying and pasting (and performing other actions, such as cut, select all, and undo), you can use standard shortcuts (e.g., CTRL+C, CTRL+V) on your keyboard.

You can also right-click and select from a menu.



# I Annotations

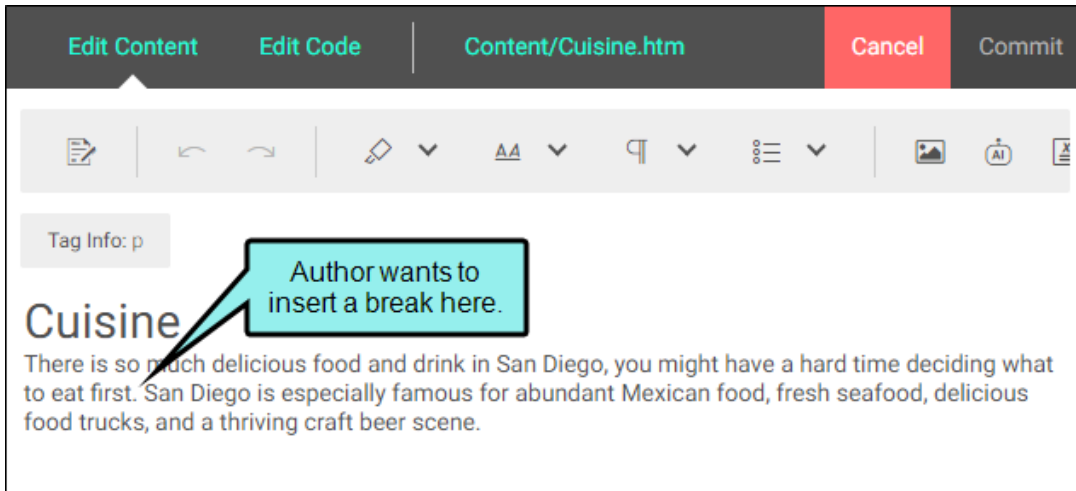
By selecting content in the editor and clicking  in the toolbar, you can insert annotations (i.e., comments) regarding that content. Annotation text is placed in a rectangle in the sidebar to the right. If you click the annotation rectangle, a line points to the content associated with the inserted comment.



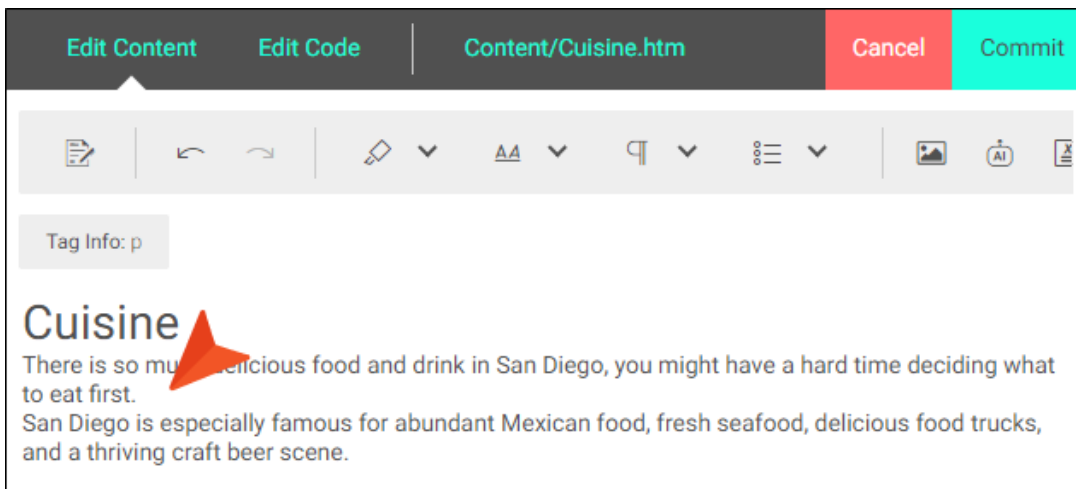
# I Breaks

You can insert break tags by pressing **SHIFT + ENTER** on your keyboard.

☆ **EXAMPLE** You have a topic open in Central's editor. The text looks like this, but the author wants to insert a break mid-paragraph.



After pressing **SHIFT + ENTER**, the Content Editor shows it as a break in the line of text.



You can use the Code Editor to view breaks. In the Code Editor it displays with the `<br />` tag.



```

Edit Content  Edit Code  Content/Cuisine.htm  Cancel  Commit

⏪  ⏩  ⏴  ⏵

1  <?xml version="1.0" encoding="utf-8"?>
2  <html xmlns:MadCap="http://www.madcapsoftware.com/Schemas/MadCap.xsd">
3
4  <head>
5  </head>
6
7  <body>
8    <h1>Cuisine</h1>
9    <p>There is so much delicious food and drink in San Diego, you might have a hard
time deciding what to eat first. <br />San Diego is especially famous for abundant
Mexican food, fresh seafood, delicious food trucks, and a thriving craft beer scene.
</p>
10 </body>
11
12 </html>

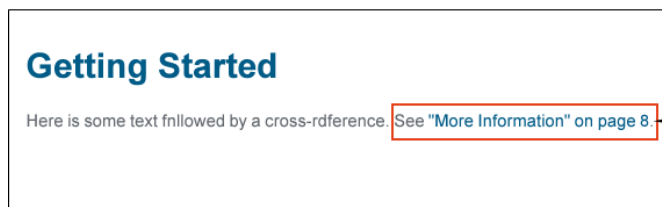
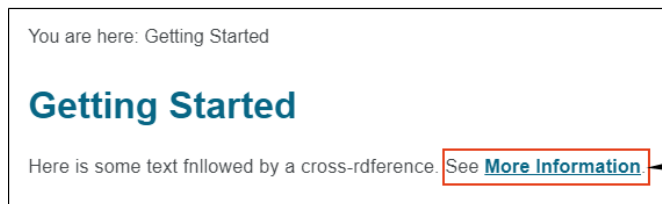
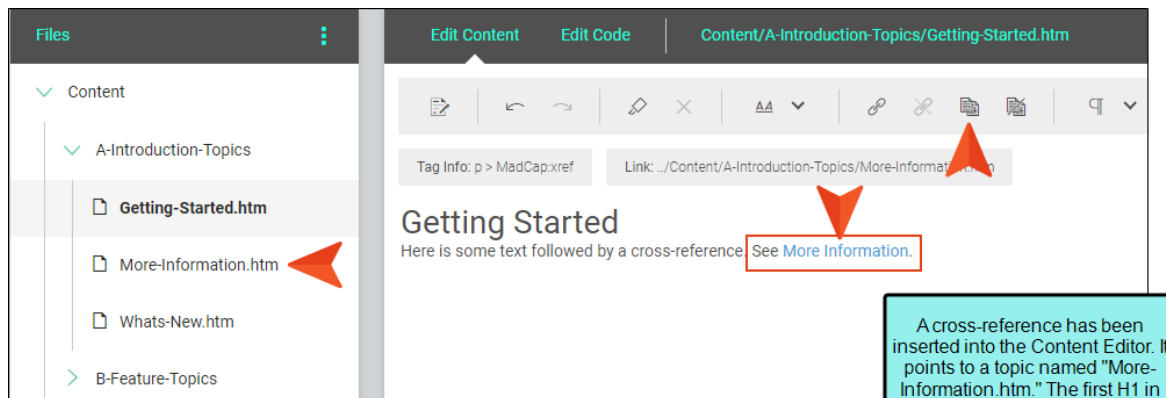
```

# Cross-References

Supported In:



A cross-reference is an automated link that is based on a format containing commands. This method of linking saves you time because you don't have to type the link text each time, or manage it over time if the destination content changes. Cross-references are highly recommended when you are linking from one place in your project to another (as opposed to linking to external files or websites).





**NOTE** Inserting cross-references is available only for authors, and only in the Content Editor accessed from the project's Files page. It is not available in the editor that is used for topic reviews.

# General Information for Cross-References

There are various pieces of general information you should know if you plan to use this feature.

- "Cross-References vs. Hyperlinks" below
- "Cross-Reference Formats and Commands" on the next page

## Cross-References vs. Hyperlinks

Use the following to help determine when to use a cross-reference and when to use a hyperlink.

Cross-References	Text Hyperlinks
<p>Use for linking to other topics within the project, because the link text will automatically update if changes are made to the destination topic heading, file name, etc.</p> <p>Not designed for linking to content outside of the same project</p>	<p>Use for linking to websites and external files.</p> <p>Use for linking to other topics within the project when you want specific link text that doesn't necessarily match the destination heading, file name, etc.</p>
<p>Uses MadCap-specific style (MadCap xref)</p>	<p>Uses standard CSS style (a), which is also used for image hyperlinks and popup links</p>
<p>Can be context-sensitive in print output (e.g., displays "next page," "below," or specific page number)</p>	<p>Not context-sensitive</p>



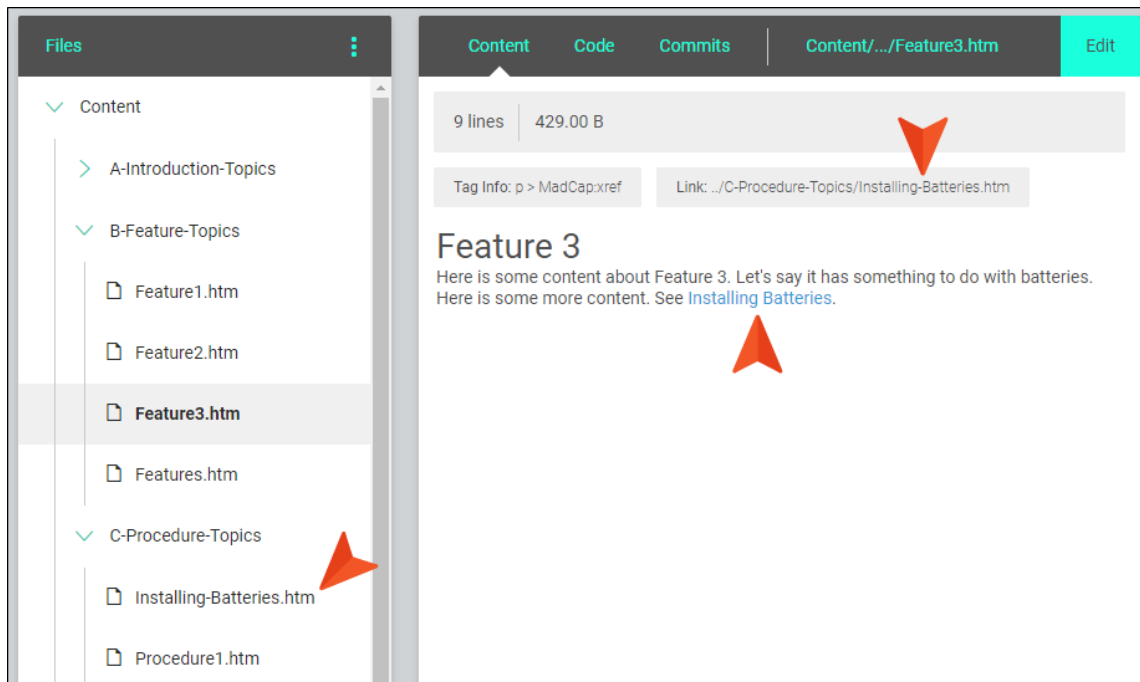
# Cross-Reference Formats and Commands

Cross-references are based on formats consisting of text and/or various commands. These are associated with the various cross-reference styles and classes in the cascading stylesheet (CSS) file in the Flare project. Also, you can have a different format associated with the cross-reference style in the print medium, so that Flare displays page numbers instead of just a simple link in the print-based output. **When you insert cross-references in Central, the factory default format associated with the main MadCap|xref style—{para}—is always going to be used to display it in the Content Editor (because your CSS styles are not yet rendered in the editor). However, whatever format you've associated with MadCap|xref in the stylesheet will actually be used in the output.**

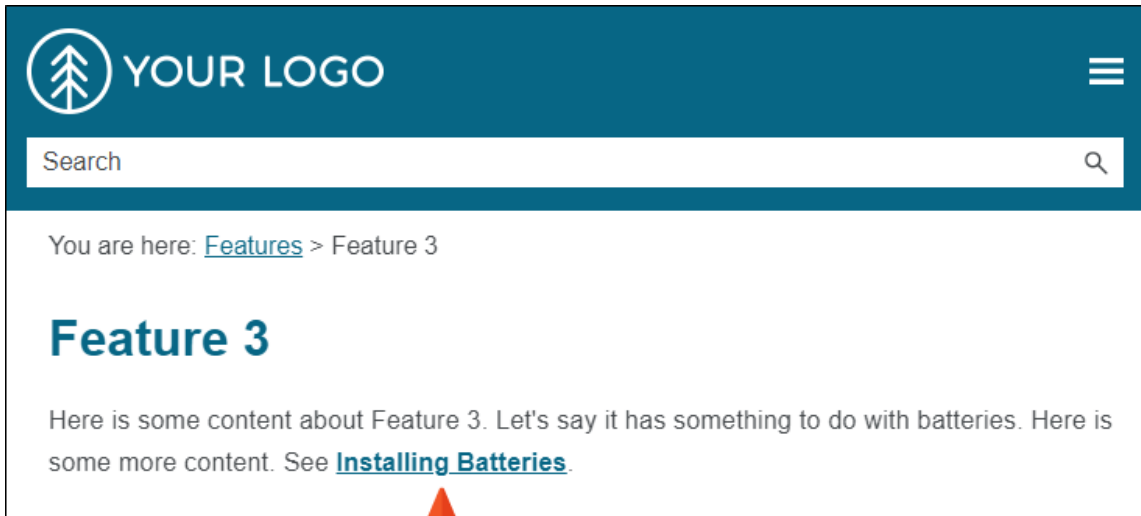
☆ **EXAMPLE** Here is the default format associated with the main MadCap|xref style (which you can change in the stylesheet, if you want):

```
{para}
```

The format consists of a single command, with no extra text. This particular command is designed to display the first paragraph that it comes across in the destination file, which is usually a heading. Cross-references will always display as plain blue text in the Content Editor, although the actual formatting in your stylesheet might be different and will be used in the final output.



- ☆ If the destination file starts with the heading Installing Batteries, the inserted cross-reference link will simply display Installing Batteries in online output.

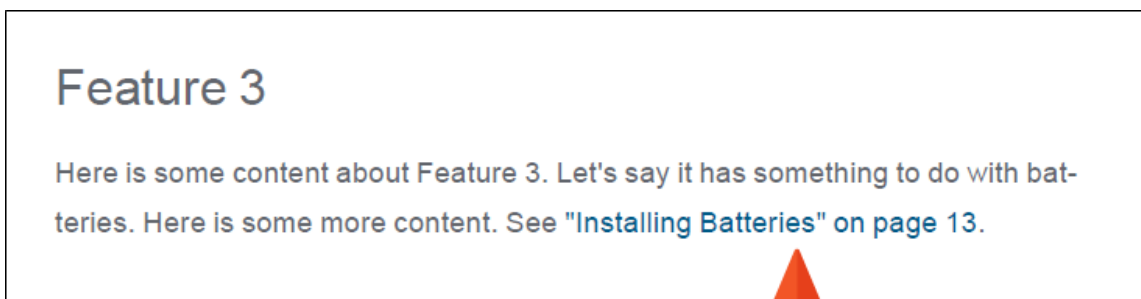


However, for print-based outputs, here is the default format associated with that same style (because it is using the print medium in the CSS file):

```
"{para}" {pageref}
```

This format uses two commands, with text (in this case, quotation marks) around one of the commands.

So in print-based outputs, the cross-reference link pointing to the Installing Batteries topic might display something like "Installing Batteries" on page 13.



☆ Later, if you decide to change the heading text of the destination topic from "Installing Batteries" to "Installing Large Batteries," the cross-references will be updated automatically when you generate the output. The new heading will automatically be reflected in all of the links using that cross-reference style (e.g., See Installing Large Batteries). If you had used text hyperlinks in a situation like this, you would need to find and replace the text in all of the pertinent links manually.

# Main Activities for Cross-References

Some activities are particularly common and important when it comes to this feature.

- "Inserting and Editing Cross-References" below
- "Removing Cross-References" on page 39

## Inserting and Editing Cross-References

### Permission Required?

Authoring is available to users with the Author status. By default, users with Author status have the following permissions set:

- **Create/Edit Files**

If this is deselected, then viewing files in a read-only mode is allowed. On the left side of the page, the Files vertical three-dot menu is not available.

- **Edit Code**


If this is deselected, the XHTML in the Code view is read-only.


Editing code is regarded as a capability for an advanced user. If not done properly, the code can become malformed quickly. Administrators can prevent users from editing the code by deselecting the Edit Code permission.

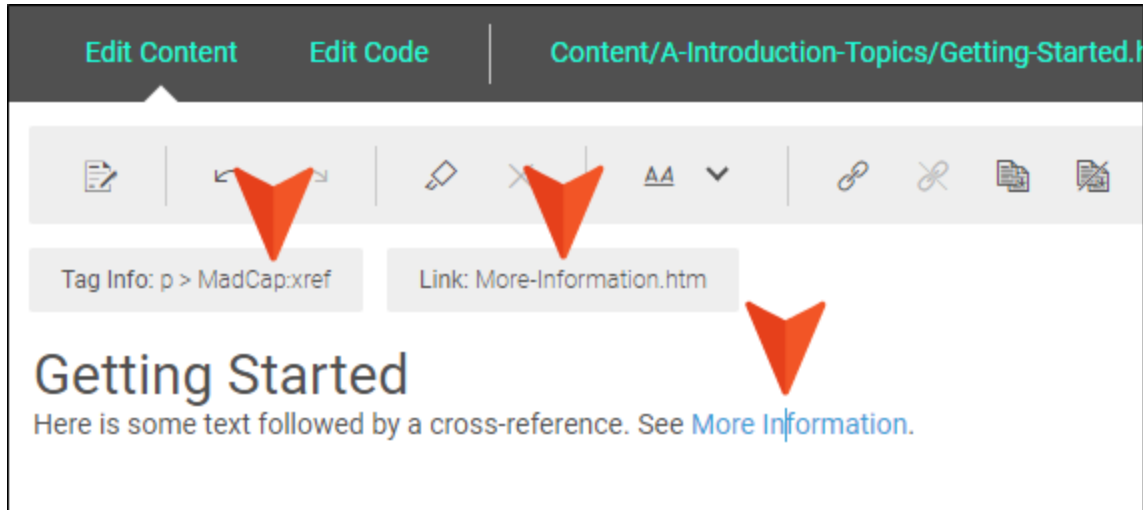
For more information about permissions, see the Central online Help.

The following steps show you how to insert or edit cross-references in content files.

## How to Insert a Cross-Reference


1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor place your cursor where you want to insert the cross-reference.
5. From the Content Editor's local toolbar, click .
6. From the **Link To** drop-down field, select **Topic in Project** or **Place In This Document**.
7. In the next field, select the link's destination—either another topic or a place (e.g., top, bookmark, heading, or paragraph) in the current topic or snippet.
8. (Optional) Expand **Link Properties** and complete any of the fields under it.
  - **Target Frame** Click the drop-down arrow to select the way the linked destination will open.
    - **Parent Frame** The destination file opens in the parent frame of the current topic while hiding that topic.
    - **New Window/Tab** The destination file opens in a new browser window or tab.
    - **Same Frame** The destination file opens in the same window frame as the current topic.
    - **Top Frame** The destination file opens in the same output window, removing all other framesets. You might use this option, for example, if the destination topic has its own frameset.
    - **Popup Window** The destination file opens in a popup box on top of the current topic.
  - **Alternate Text** Type a phrase that describes what the element is about. This option should be used to increase accessibility for users who are unable to view an element.
  - **Screen Tip** Type a phrase that will appear when the end user hovers over the cross-reference in the output.
9. Click **Insert**.

 **NOTE** Cross-references display in blue in the Content Editor, just as text hyperlinks do. You can tell them apart by clicking on the link and looking in the info bar. A <MadCap:xref> tag indicates the presence of a cross-reference. The info bar also shows the destination file for the link.



At this time, Central does not display content exactly as it is formatted according to your Flare stylesheet, but in the output it will look just as you have designed it. For example, you might have designed cross-references in your stylesheet to display in orange and underlined. In the Content Editor in Central, they will show as blue with no underline, but in the generated output they will be orange and underlined.


## How to Edit a Cross-Reference

1. In the upper-right of the Content Editor, click **Edit**.
2. In the Content Editor click on any of the text for the cross-reference that you want to edit (i.e., on the blue text).
3. From the Content Editor's local toolbar, click .
4. Change any of the fields in the previous steps for field descriptions.
5. Click **Save**.

# Removing Cross-References

You can quickly remove any cross-references that have been inserted in a topic or snippet. Doing this removes the link, but it leaves the text.

## How to Remove a Cross-Reference

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor click on any of the text for the cross-reference that you want to remove (i.e., on the blue text).
5. From the Content Editor's local toolbar, click .

# I Drop-Downs

Supported In:



A drop-down is a feature that lets you click a hotspot to expand and collapse specified content (paragraphs, lists, images, tables, videos, etc.) below it. .

 **NOTE** For more information about drop-downs, see the Flare online Help.



# Inserting and Editing Drop-Downs

Authors can insert drop-downs in Central's Content Editor.

## Permission Required?

Authoring is available to users with the Author status. By default, users with Author status have the following permissions set:

- Create/Edit Files

If this is deselected, then viewing files in a read-only mode is allowed. On the left side of the page, the Files vertical three-dot menu is not available.

- Edit Code

If this is deselected, the XHTML in the Code view is read-only.

Editing code is regarded as a capability for an advanced user. If not done properly, the code can become malformed quickly. Administrators can prevent users from editing the code by deselecting the Edit Code permission.

For more information about permissions, see the Central online Help.

## How to Insert a Drop-Down

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor type and format the content that will become the drop-down hotspot and the drop-down body.
5. Highlight all of the paragraphs that you want to be part of the drop-down effect, including the first paragraph, which will contain the hotspot.

## Drop-Down Example

Below is an example of a drop-down. The first line is a heading hotspot

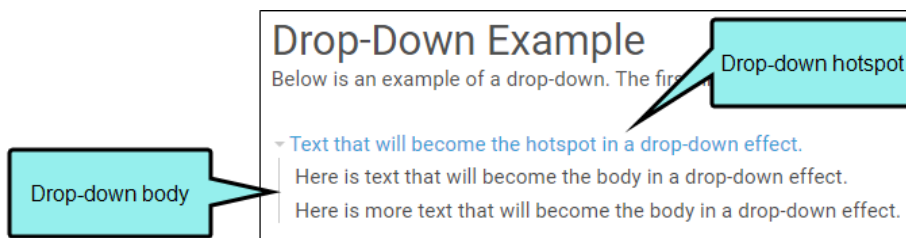
Text that will become the hotspot in a drop-down effect.

Here is text that will become the body in a drop-down effect.


Here is more text that will become the body in a drop-down effect.

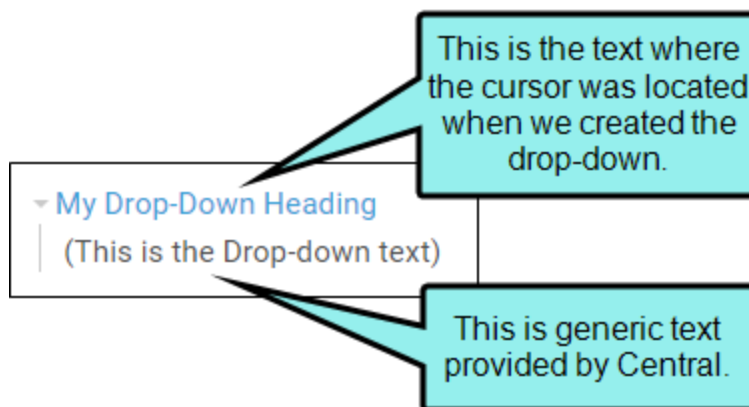
6. From the Content Editor's local toolbar, click .

The selected content is converted to a drop-down effect. By default, the hotspot displays in the editor with blue text and the body appears indented with a vertical bar to the left of it.



However, in the output the drop-down hotspot and body will display according to the design from your stylesheet.

-  **NOTE** If you only selected one paragraph when creating a drop-down, Central adds some generic text after the heading for you to replace.



## How to Edit a Drop-Down

You can edit the content in a drop-down that you have inserted into a file. Simply click in the hotspot or in the body area (next to the vertical line to the left), and add your content.


## How to Exit From a Drop-Down

If you have been adding content within a drop-down body tag and want to exit that container to add content outside of it, press the down arrow on your keyboard. The cursor moves below the drop-down, where you can continue to type or insert other content.

# I Images

When you open a topic or snippet, you can insert an image into it.

## How to Insert Project Images

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. From the Content Editor's local toolbar, click .
5. In the Insert Project Image dialog, expand the file tree folders to navigate to the image file.
6. Click **Insert**. Image files display within the `<img>` tag in the code.

## File Types Supported

- PNG
- GIF
- JPG
- BMP
- SVG
- TIFF

## File Size Limit


15 MB

# Dragging and Dropping Images

You can drag and drop images inside a topic or snippet in Central. When you click on an image and begin dragging, you'll notice a somewhat transparent version of the image following your mouse.

**Attractions**

There are many places to visit in Austin. Three of these are the State Capitol, Zilker Park, and Lady Bird Lake.




**State Capitol**

Austin is the capitol of Texas. The Texas State Capitol building were finished in 1888. It boasts 22 acres with numerous monument History Memorial, the Vietnam Way monument and miniature Statue of Liberty.

**Zilker Park**

Covering 351 acres, Zilker Park is a popular recreational area offering many activities. Some of these are hiking, picnics, volleyball, children. The area is also home to Zilker Botanical Garden and the Austin Nature and Science Center.



After releasing the mouse button, the image is settled into its new location.

## Attractions

There are many places to visit in Austin. Three of these are the State Capitol, Zilker Park, and Lady Bird Lake.

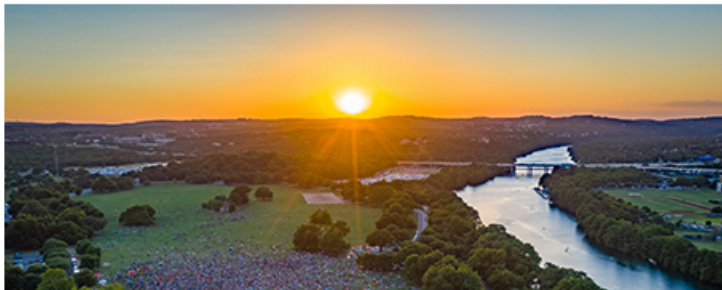
### State Capitol

Austin is the capitol of Texas. The Texas State Capitol building were finished in 1888. It boasts 22 acres with numerous monument History Memorial, the Vietnam Way monument and miniature Statue of Liberty.



### Zilker Park

Covering 351 acres, Zilker Park is a popular recreational area offering many activities. Some of these are hiking, picnics, volleyball, children. The area is also home to Zilker Botanical Garden and the Austin Nature and Science Center.



## Copying and Pasting Images

You can copy and paste images, but only when you are doing so within the same topic or snippet. It does not work from outside sources.



# I Lists



Central's Content Editor supports bulleted, numbered, and definition lists.

## Bulleted and Numbered Lists

In addition to editing bulleted and numbered lists that are part of a topic or snippet being reviewed, you can create new lists.

### How to Add a Bulleted or Numbered List

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the local toolbar of the Review Content Editor, click  (for a bulleted list) or  (for a numbered list).
5. Type text and press **ENTER**.
6. Type text and press **ENTER** to create a new bullet or number and repeat.

If you want to create another level in the list, click  in the toolbar. If you are on an indented list and want to go back to the outer level, click  in the toolbar.

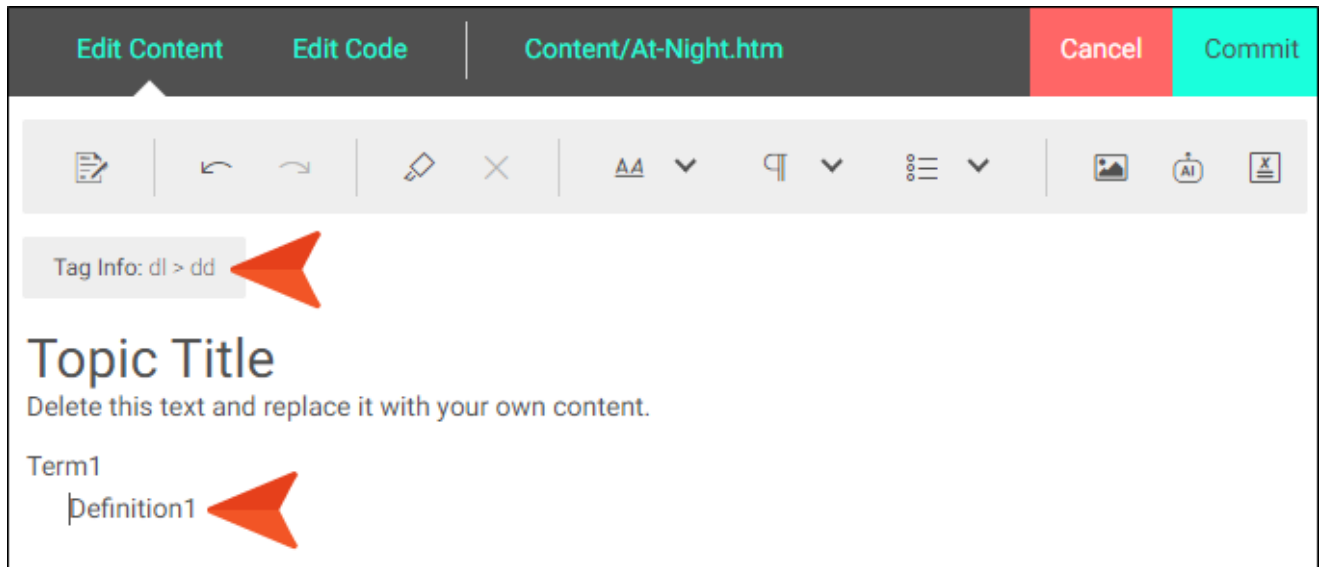
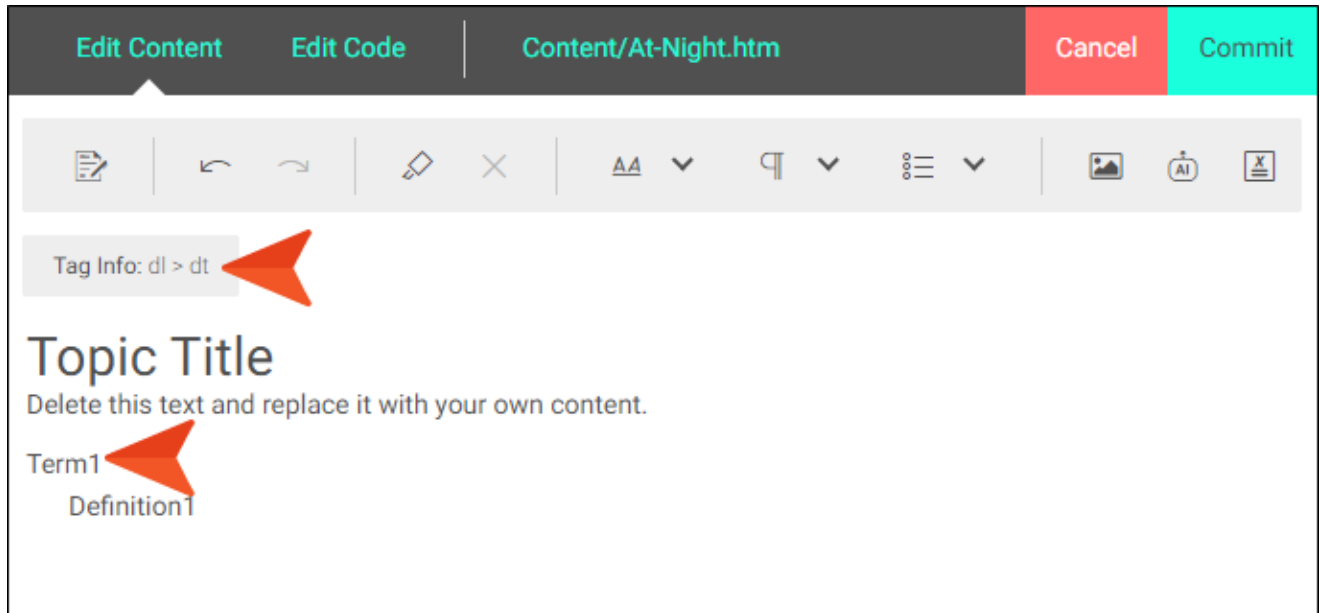
7. If you want to end the list, press **ENTER** at the end of the final list item one more time to go back to a `<p>` (paragraph) tag.

## Definition Lists for Authoring

Definition lists contain three basic tags:


- `<dl>` The outermost tag that serves as the container for the entire list.
- `<dt>` The first interior tag that represents a term.
- `<dd>` The second interior tag that represents a definition.

When you click any of the content in a definition list shown in the Content Editor, the info bar at the top indicates whether the cursor is placed on a term or a definition.





## How to Add a New Definition List

1. In the local toolbar of the Content Editor, click . The info bar changes to show that you have created a `<dl>` (definition list) tag with a `<dt>` (definition term) tag within it.
2. Type the term text and press **ENTER**. The next line is now a `<dd>` (definition) tag within the `<dl>` tag.
3. Type the definition text and press **ENTER**.

The new line is initially a `<dd>` tag as well, which allows you to enter additional text for a definition.

If you don't want an additional line for more definition text, press **ENTER** again. This creates a new line, which allows you to enter a new term and repeat the process.

If you want to end the definition list, press **ENTER** one more time to go back to a `<p>` (paragraph) tag.

## How to Edit an Existing Definition List

1. In the Content Editor, at the end of a term, press **ENTER** to create a new line, which will be a definition.
2. After entering a definition, press **ENTER**.

This creates a new line, which allows you to enter additional text for a definition.




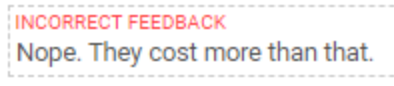
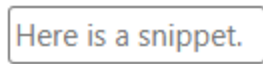
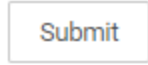

If you don't want an additional line for more definition text, press **ENTER** again. This creates a new line, which allows you to enter a new term and repeat the process.


If you want to end the definition list, press **ENTER** one more time to go back to a `<p>` (paragraph) tag.


# I Markers

The tags and markup that are necessary for Flare topics and snippets are represented by various markers in the editor. These provide a visual cue that more than simple text is present. In many cases, the author probably won't need to—or even be allowed to—make changes to the element. But it is important to know that one of these elements is present so that it does not get deleted accidentally.

Marker	Elements
<b>Blue Text</b> <code>some text</code>	Cross-References Text Hyperlinks Topic Popups
<b>Blue Hotspot, Arrow, Vertical Bar</b> <code>▼ Hotspot</code> <code>  Body</code>	Drop-Downs
<b>Green Brackets</b> <code>[]</code> (Used for editable content)	Code Snippets Responsive Content Divs Spans Glossary Term Links Subscript Inline Conditions Superscript Micro Content Text Popups Redacted Text Togglers

Marker	Elements	
<p>Blue Brackets</p> <p></p> <p>(Used for read-only content)</p>	<p>Footnotes</p> <p>Variables</p>	
<p>Dashed Border</p> <p></p> <p></p> <p></p>	<p>Conditions</p> <p>eLearning Feedback</p>	
<p>Solid Border</p> <p></p> <p></p>	<p>Snippets</p> <p>eLearning Submit Button</p>	
<p>Star</p> <p></p>	<p>Bookmarks</p>	<p>Index Keywords</p>
	<p>Concepts</p>	<p>Scripts</p>

Marker	Elements	
Gray Box 	3D Models	Page Breaks (light gray)
	Concept Links	Page Footers
	Equations	Page Headers
	Forms/Fields	Proxies
	Keyword Links	Related Topic Links
	Multimedia	Shortcuts
	QR Codes	Slideshows

-  **NOTE** Some elements such as conditions, snippets, or eLearning items, cannot be created using the Content Editor or Code Editor. However, they may be viewed, and in some cases supported, for editing within the elements established by Flare.
- **Conditions** Inline and block conditions are supported for editing.
  - **eLearning** You can edit question answers by pressing ENTER after existing ones to add an item.
  - **Snippets** Inline and block snippets are read-only.

# Snippets

Supported In:



A snippet is a chunk of formatted content that is heavily used in single-sourcing. Snippets can include text, tables, images, and whatever else can be included in a normal topic. You can insert snippets into one or more topics throughout your project, thus allowing you to reuse content that is maintained in one place. You can even insert them into other snippets, creating nested snippets. Snippets are not usually intended for single words or very short phrases that change frequently. In those cases, you probably want to use variables instead.

 **NOTE** For more information about snippets, see the Flare online Help.

# General Information for Snippets

There are various pieces of general information you should know if you plan to use this feature.

- "Benefits of Snippets" below
- "Snippet Files" below
- "Text and Block Snippets" on the next page
- "Appearance of Snippets" on page 56

## Benefits of Snippets

The major benefit of using snippets is that you only have to create your content once, rather than having to type the same information in each topic (or in another snippet) where you want to use it. If you need to modify the content of a snippet, you only need to change it in one place and the change is made automatically in every file where the snippet has been inserted.

## Snippet Files

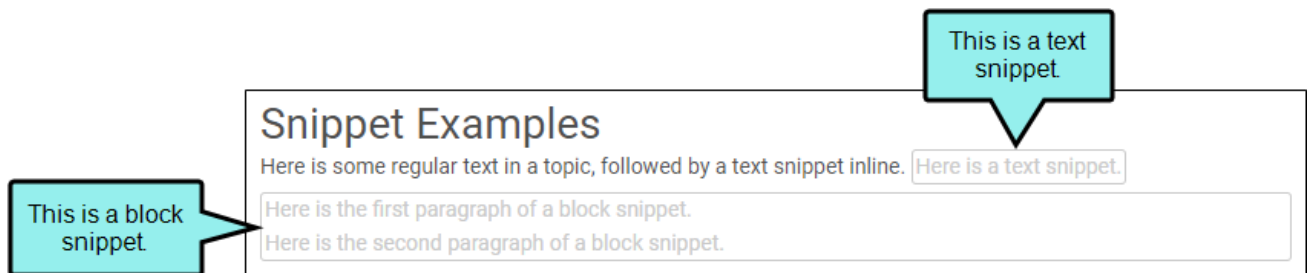
Snippets are contained in their own files (using an .flsnp file extension). The recommended location to store a snippet in a Flare project is Contents > Resources > Snippets folder. However, in the Flare project, you can store it anywhere in the Content Explorer that you like.

# Text and Block Snippets

There are two types of snippets: text and block. This is determined by the way you insert the snippet.

- **Text Snippet** If you insert a snippet on a line where other content exists (i.e., inline), it is inserted as a text snippet. Therefore, if you want to insert a snippet on a blank line and also type other text before or after it, you need to type the text first and then insert the snippet afterward.
- **Block Snippet** If you insert a snippet on a blank line in a topic, it is inserted as a block snippet and takes up all of the room so that no other content can be added in front of it or behind it. (The exception to this is if you have created a snippet containing only a `<body>` tag and no block tags, such as `<p>`; in that case, the snippet inserted on an empty line becomes a text snippet.)

When a snippet has multiple "blocks" of content (e.g., paragraphs, lists, images), it is best to insert it as a block snippet on an empty line, because it doesn't work well when inserted as a text snippet (i.e., inline with other content). Conversely, a snippet containing a single line of content (e.g., one sentence, one paragraph) can be inserted as a block snippet on an empty line, or as a text snippet inline with other content.



# Appearance of Snippets

Snippets (both text and block) are represented in the Central editors by a border (in most browsers), which does not display in the output. In the output, snippets are rendered appropriately according to the formatting from your stylesheet.

## HOW SNIPPETS MIGHT LOOK IN THE SOURCE FILE

### Snippet Examples

Here is some regular text in a topic, followed by a text snippet inline. Here is a text snippet.

Here is the first paragraph of a block snippet.

Here is the second paragraph of a block snippet.

## HOW SNIPPETS MIGHT LOOK IN THE OUTPUT

### Snippet Examples

Here is some regular text in a topic, followed by a text snippet inline. Here is a text snippet.

Here is the first paragraph of a block snippet.

Here is the second paragraph of a block snippet.



# Main Activities for Snippets

Some activities are particularly common and important when it comes to this feature.

- "Editing Snippets in a Popup" below
- "Inserting Snippets" on page 60
- "Changing Snippets" on page 62
- "Removing Snippets" on page 63

## Editing Snippets in a Popup

You can open snippets from their point of insertion in a file and make edits in a popup window. This means you do not need to interrupt the flow of editing the topic (or another snippet) in order to edit a snippet within it.

## Permission Required?

Authoring is available to users with the Author status. By default, users with Author status have the following permissions set:

- Create/Edit Files

If this is deselected, then viewing files in a read-only mode is allowed. On the left side of the page, the Files vertical three-dot menu is not available.


- Edit Code

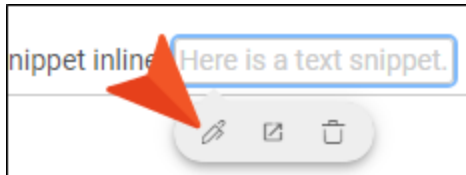
If this is deselected, the XHTML in the Code view is read-only.


Editing code is regarded as a capability for an advanced user. If not done properly, the code can become malformed quickly. Administrators can prevent users from editing the code by deselecting the Edit Code permission.

For more information about permissions, see the Central online Help.


## How to Edit a Snippet in a Popup


1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor click the inserted snippet.
5. In the toolbar popup under the snippet, click .

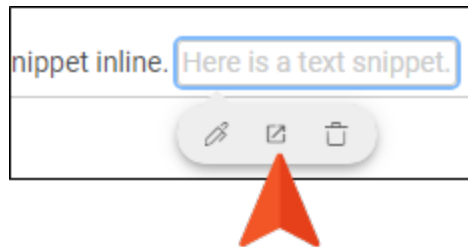


 **NOTE** You can also right-click the snippet and select **Edit Snippet**.

6. In the popup editor, make changes to the snippet.
7. Click **Commit**.
8. In the Create New Commit dialog, enter a message and click **Commit**.

 **NOTE** You can also open a snippet file in the full editor.


1. In the editor click the inserted snippet.
2. In the toolbar popup under the snippet, click . (You can also right-click the snippet and select **Open Snippet File.**)



If the current file has uncommitted changes, you will see a message reminding you of this. You can either keep the file open and commit the edits first, or you can discard the changes.

# Inserting Snippets

Authors can insert snippets in Central's Content Editor.

 **NOTE** Inserting snippets is available only for authors, and only in the Content Editor accessed from the project's Files page. It is not available in the editor that is used for topic reviews.

## Permission Required?

Authoring is available to users with the Author status. By default, users with Author status have the following permissions set:

- **Create/Edit Files**

If this is deselected, then viewing files in a read-only mode is allowed. On the left side of the page, the Files vertical three-dot menu is not available.


- **Edit Code**

If this is deselected, the XHTML in the Code view is read-only.

Editing code is regarded as a capability for an advanced user. If not done properly, the code can become malformed quickly. Administrators can prevent users from editing the code by deselecting the Edit Code permission.

For more information about permissions, see the Central online Help.


## How to Insert a Snippet

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor place your cursor where you want to insert the snippet.
5. From the Content Editor's local toolbar, click .
6. In the Insert Snippet dialog, navigate to the snippet you want to insert (usually it is under Resources > Snippets).
7. Select the snippet and click **Insert**.

# Changing Snippets

If a snippet has already been inserted into a topic or another snippet, you can change it to a different snippet.


## How to Change a Snippet

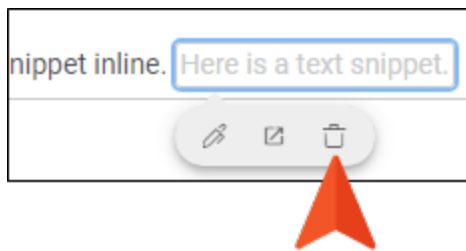
1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor click the snippet.
5. From the Content Editor's local toolbar, click .
6. In the Insert Snippet dialog, navigate to a different snippet.
7. Select the snippet and click **Insert**.

# Removing Snippets

You can quickly remove any snippets that have been inserted in a topic or another snippet. This does not remove the snippet from the project.

## How to Remove a Snippet

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor click the snippet.
5. Do one of the following:
  - On your keyboard, press **DELETE**.
  - In the toolbar popup, click .




# I Tables

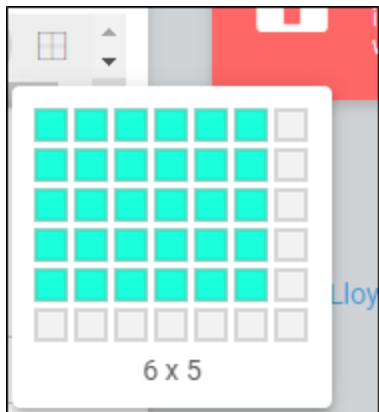
Central's Content Editor supports tables. This means that authors can insert new tables, as well as make edits to existing tables.

## Inserting New Tables

After opening a file, you can insert new tables in it.

### How to Insert a Table

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the local toolbar of the Review Content Editor, click .
5. In the drop-down, hover over the squares representing the number of rows and columns that you want, and click.



6. Click in any of the table cells and add content.



# Editing Tables

If a table already exists, not only can you edit the content in it, but you can add or delete rows and columns. You can also delete an entire table.

## How to Add Rows and Columns

1. Right-click in a row or column near where you want to add a new one.
2. In the context menu, select one of the options:
  - Insert Row Above
  - Insert Row Below
  - Insert Column to the Left
  - Insert Column to the Right

## How to Delete a Row or Column

1. Right-click in a row or column that you want to remove. If you want to delete multiple rows or columns, you can click and drag to select them first, before right-clicking.
2. In the context menu, select **Delete Row** or **Delete Column**.

## How to Delete a Table

1. Right-click anywhere in the table that you want to remove.
2. In the context menu, select **Delete Table**.

## Copying and Pasting Tables

Formatting for tables is retained when copying and pasting within and between files in Central. Pasting tables from other software (e.g., Word, Outlook) will be inserted as simple tables.

# What's Noteworthy?



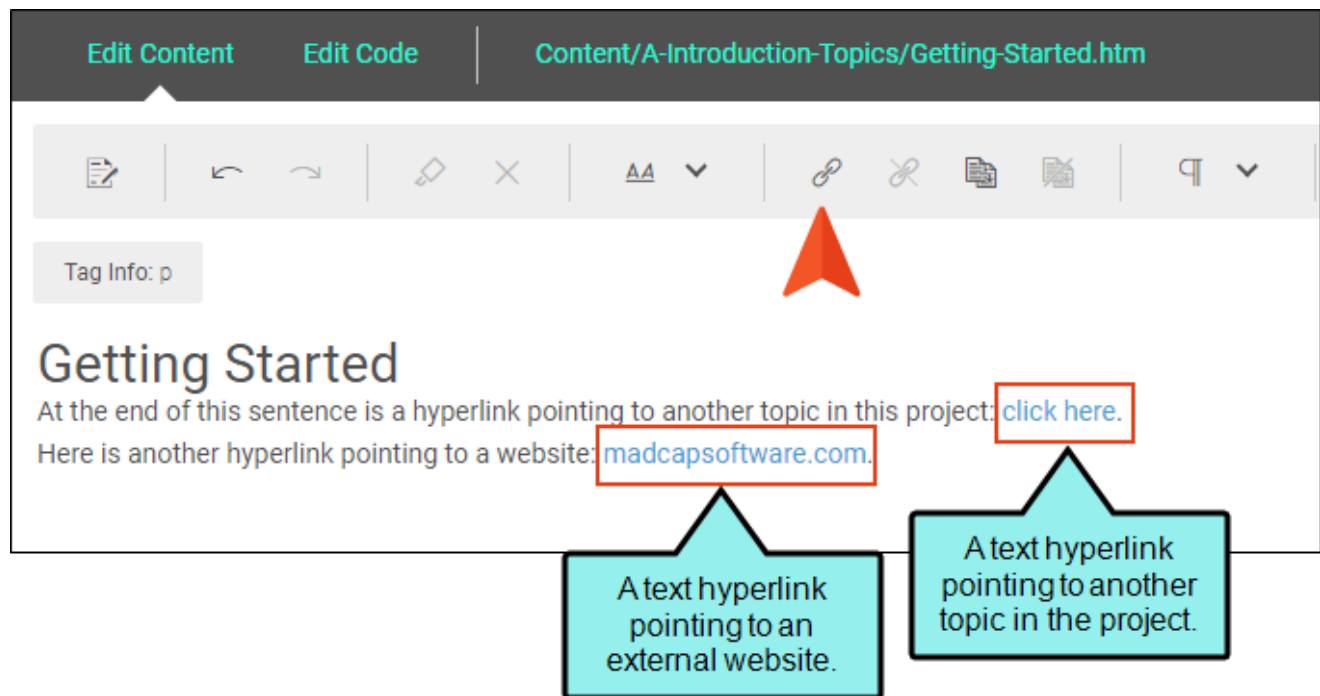
**NOTE** At this time you can add only regular rows and columns. You cannot add header or footer rows.


# Text Hyperlinks


Supported In:



A text hyperlink is one of the most basic forms of a navigation link. It is simply a hyperlink applied to text. When an end user clicks the hyperlink in the output, the location specified in the hyperlink opens. The location can be another topic in the project, a place in the current file (such as a heading or bookmark), or a file outside of the project (such as a website or PDF on the internet). In general, text hyperlinks are recommended for links that point to locations outside of your project (e.g., to a website) or to a location in the project when you want particular text for the link (e.g., "click here"). On the other hand, cross-references are recommended for links that point to locations within the project (e.g., from one topic to another, or a place within the same topic) when you want the link text to be automatically applied.



 **NOTE** For more information about text hyperlinks, see "Cross-References vs. Hyperlinks" on page 32. Also, see the Flare online Help.

 **NOTE** Inserting text hyperlinks is available only for authors, and only in the Content Editor accessed from the project's Files page. It is not available in the editor that is used for topic reviews.

# Inserting and Editing Text Hyperlinks

The following steps show you how to insert text hyperlinks into content files, and how to edit existing text hyperlinks.

## Permission Required?

Authoring is available to users with the Author status. By default, users with Author status have the following permissions set:

- Create/Edit Files

If this is deselected, then viewing files in a read-only mode is allowed. On the left side of the page, the Files vertical three-dot menu is not available.


- Edit Code

If this is deselected, the XHTML in the Code view is read-only.

Editing code is regarded as a capability for an advanced user. If not done properly, the code can become malformed quickly. Administrators can prevent users from editing the code by deselecting the Edit Code permission.

For more information about permissions, see the Central online Help.

## How to Insert a Text Hyperlink

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor highlight the text that you want to turn into a hyperlink.
5. From the Content Editor's local toolbar, click .
6. From the **Link To** drop-down field, select **Topic in Project** (for a link to another topic), **Place In This Document** (for a link to a bookmark, heading, etc. in the same file), or **External Link** (for a link to a website or external file).
7. In the next field, select or type the link's destination.

8. (Optional) In the **Text** field, you can change or enter the text that is used for the link.




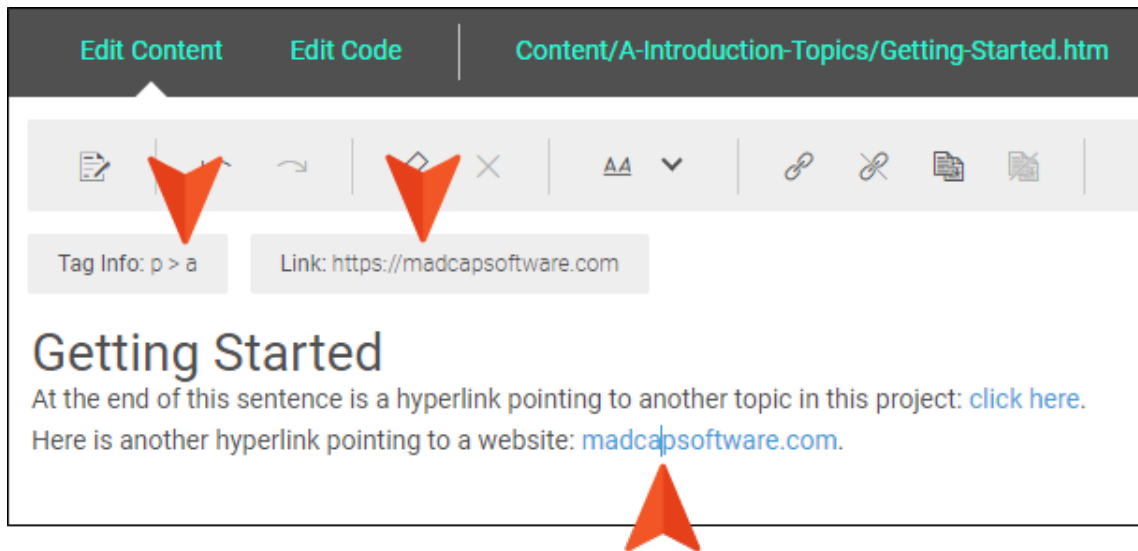
**NOTE** This field is disabled if you have selected content that contains XML tags. You should only select plain text.

9. (Optional) Expand **Link Properties** and complete any of the fields under it.

- **Style Class** Enter a defined hyperlink style from your stylesheet. The formatting for that style will be applied to the link. (If you do not specify a style class, Central uses the parent "a" style.) For more about style classes, see the Flare online Help.
- **Style ID** Enter a defined style ID from your stylesheet. It will be applied to the link. For more about style IDs, see the Flare online Help.
- **Target** Click the drop-down arrow to select the way the linked destination will open.
  - **Parent Frame** The destination file opens in the parent frame of the current topic while hiding that topic.
  - **New Window/Tab** The destination file opens in a new browser window or tab.
  - **Same Frame** The destination file opens in the same window frame as the current topic.
  - **Top Frame** The destination file opens in the same output window, removing all other framesets. You might use this option, for example, if the destination topic has its own frameset.
  - **Popup Window** The destination file opens in a popup box on top of the current topic.
- **Tab Index** Enter a value to specify the order in which users can tab through hyperlinks in a topic. So when a user presses the TAB key the first time in a topic, the hyperlink with an index value of 1 will be selected first, the hyperlink with a value of 2 will be selected next, and so on. If you want to skip a hyperlink, enter -1 in that field.
- **Alternate Text** Type a phrase that describes what the element is about. This option should be used to increase accessibility for users who are unable to view an element.
- **Screen Tip** Type a phrase that will appear when the end user hovers over the text hyperlink in the output.


10. Click **Insert**.

 **NOTE** Text hyperlinks display in blue in the Content Editor, just as cross-references do. You can tell them apart by clicking on the link and looking in the info bar. An <a> tag indicates the presence of a text hyperlink. The info bar also shows the destination for the link.



At this time, Central does not display content exactly as it is formatted according to your Flare stylesheet, but in the output it will look just as you have designed it. For example, you might have designed text hyperlinks in your stylesheet to display in orange and underlined. In the Content Editor in Central, they will show as blue with no underline, but in the generated output they will be orange and underlined.


## How to Edit a Text Hyperlink

1. In the upper-right of the Content Editor, click **Edit**.
2. In the Content Editor click on any of the text for the hyperlink that you want to edit (i.e., on the blue text).
3. From the Content Editor's local toolbar, click .
4. Change any of the fields in the previous steps for field descriptions.
5. Click **Save**.

# Removing Text Hyperlinks

You can quickly remove any text hyperlinks that have been inserted in a topic or snippet. Doing this removes the link, but it leaves the text.

## How to Remove a Text Hyperlink

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor click on any of the text for the hyperlink that you want to remove (i.e., on the blue text).
5. From the Content Editor's local toolbar, click .





# I Variables

Supported In:



A variable is a small piece of plain text or auto-generated content that can be edited in one place but used in many places throughout your project. Variables are especially useful for text that might change frequently, such as version numbers and dates.

 **NOTE** Inserting variables is available only for authors, and only in the Content Editor accessed from the project's Files page. It is not available in the editor that is used for topic reviews.

 **NOTE** The actual creation (and editing) of variables is still done in Flare, not Central. In addition, there are many more uses for variables in a project besides just inserting them into topics and snippets. For more information, see the Flare online Help.

# General Information for Variables

There are various pieces of general information you should know if you plan to use this feature.

- "Types of Variables" below
- "Appearance of Variables" on page 76
- "Variable Sets, Names, and Destinations" on page 77

## Types of Variables

In Flare you can use multiple types of variables in a project:

- Custom (text and date/time)
- System
- Heading
- Running Head.

 **NOTE** For more details about each of these types of variables, see the Flare online Help.

When you insert a variable in Central, you can access any of these types of variables, although the custom and Running Head variables must first be added manually in the synchronized Flare project. The system and Heading variables show up automatically.

**Variables** ✕

Variable Sets

- General
- Heading
- Running-Head
- System

Variables

Names ↑	Definitions	Comment
<input type="radio"/> CityStateZip	La Jolla, CA 92037	
<input type="radio"/> CompanyName	My Company Name, LLC	
<input type="radio"/> Email	info@yourcompany.com	
<input type="radio"/> PhoneNumber	858 123 4567	
<input type="radio"/> StreetAddress	1234 Lorem Ipsum Ave.	
<input type="radio"/> UserGuideTitle	Product User Guide	
<input type="radio"/> VersionNumber	1.0	

In this example, there is one custom variable set (General), along with Heading, Running Head, and system variable sets. When you select a variable set on the left, the associated variables display on the right.

Cancel Insert

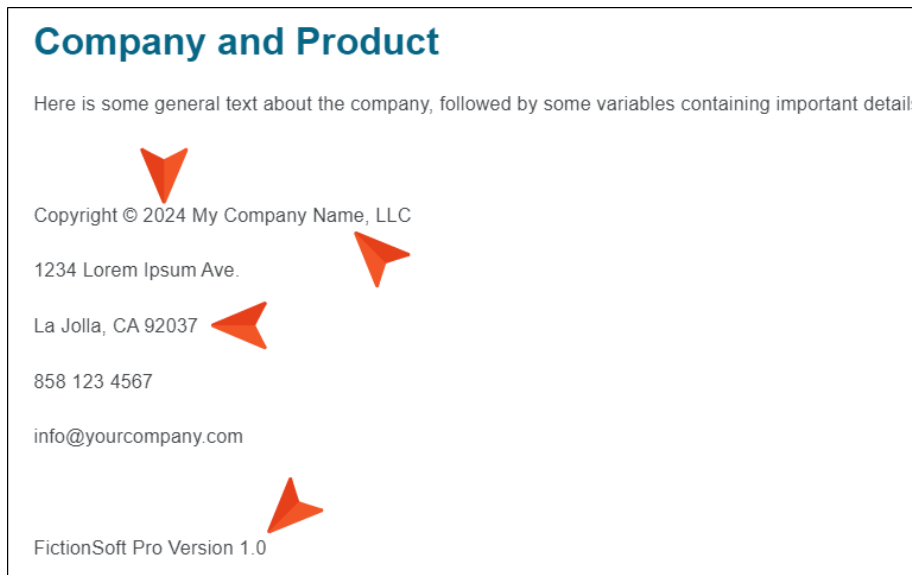
# Appearance of Variables

In the editors in Central, variables are surrounded by blue brackets. Sometimes variables have formats that produce auto-generated content (e.g., yyyy, which automatically displays the current year) instead of plain text. In the output, variables are rendered appropriately according to the formatting from your stylesheet.

## HOW VARIABLES MIGHT LOOK IN THE SOURCE FILE



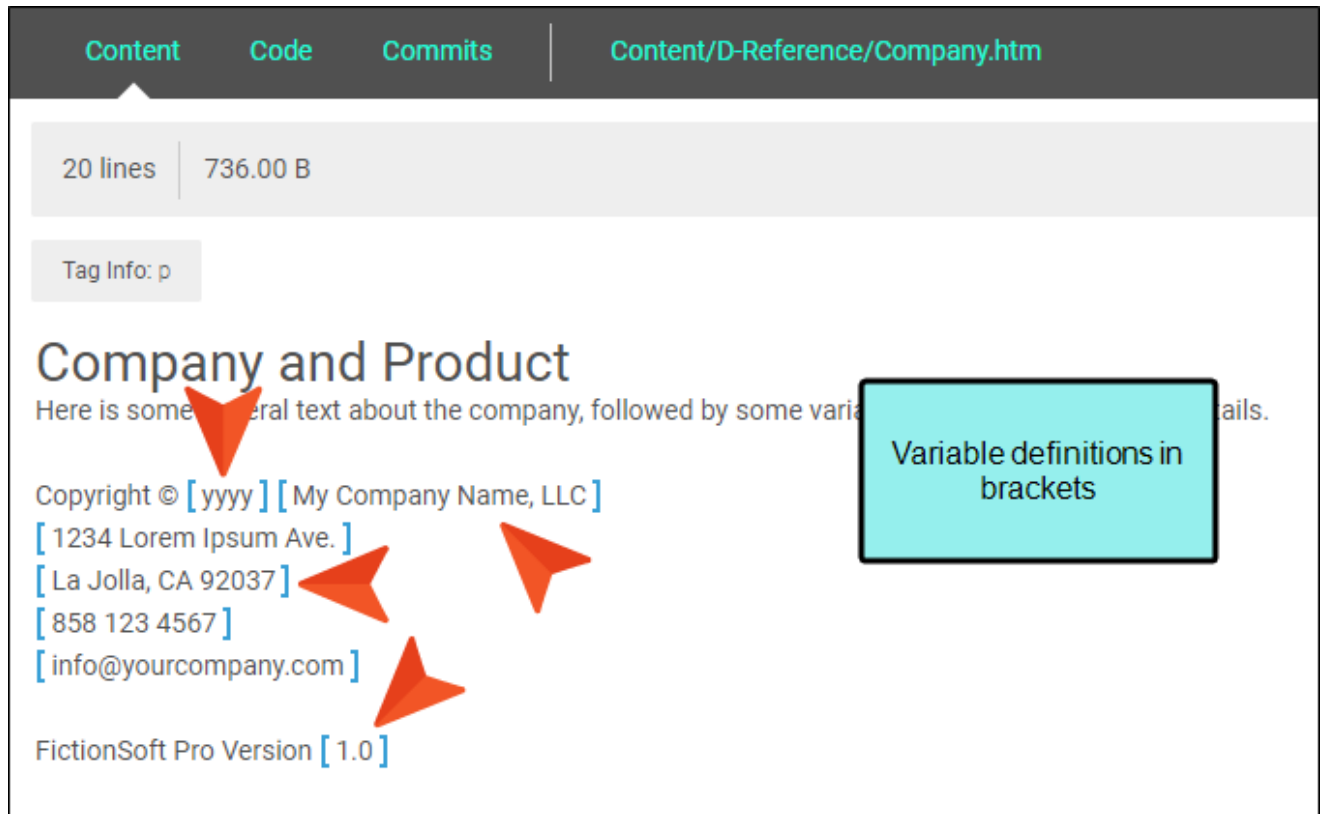
## HOW VARIABLES MIGHT LOOK IN THE OUTPUT



# Variable Sets, Names, and Destinations

In Flare, you can view variables in different ways in the XML Editor by adjusting marker settings. You can also hover over tags to see information. This lets you see the set, name, and definition for a particular variable.

In Central, it's a bit different. Initially in the editors, you only see the variable definition in brackets.



However, if you click an inserted variable, you can see the relevant variable set and name in the info bar.

The screenshot shows a web application interface with a dark header bar containing tabs for 'Content', 'Code', and 'Commits', and a breadcrumb path 'Content/D-Reference/Company.htm'. Below the header, there is a status bar showing '20 lines' and '736.00'. A 'Tag Info' section displays 'p > MadCap:variable [General/VersionNumber]', with 'General' highlighted in a red box and 'VersionNumber' in a purple box. A callout box labeled 'Variable set' points to the red box. Below this is a main content area with the heading 'Company and Product' and a paragraph of text. A callout box labeled 'Variable name' points to the 'VersionNumber' part of the tag info. The text includes several variables in brackets: '[yyyy]', '[ My Company Name, LLC ]', '[ 1234 Lorem Ipsum Ave. ]', '[ La Jolla, CA 92037 ]', '[ 858 123 4567 ]', '[ info@yourcompany.com ]', and 'FictionSoft Pro Version [1.0]'. A red arrow points to the '1.0' variable.

# Main Activities for Variables


Some activities are particularly common and important when it comes to this feature.

- "Inserting Variables" below
- "Changing Variables" on the next page
- "Removing Variables" on the next page

## Inserting Variables

The following steps show you how to insert variables in content files.


### How to Insert a Variable

1. In Central open a project, and select the **Files** tab at the top.
2. On the left, navigate to a topic or snippet file. The file contents display on the right.
3. In the upper-right of the Content Editor, click **Edit**.
4. In the Content Editor place your cursor where you want to insert the variable.
5. From the Content Editor's local toolbar, click .
6. On the left, select the appropriate variable set.
7. On the right, select the variable you want to insert.
8. Click **Insert**.

# Changing Variables

If a variable has already been inserted into a topic or snippet, you can change it to a different variable.

## How to Change a Variable

1. In the upper-right of the Content Editor, click **Edit**.
2. In the Content Editor click the variable. A blue rectangle displays around the brackets and variable.
3. From the Content Editor's local toolbar, click .
4. On the left, select the appropriate variable set.
5. On the right, select the variable you want to insert.
6. Click **Insert**.

# Removing Variables

You can quickly remove any variables that have been inserted in a topic or snippet.

## How to Remove a Variable

1. In the upper-right of the Content Editor, click **Edit**.
2. In the Content Editor click the variable. A blue rectangle displays around the brackets and variable.
3. On your keyboard, press **DELETE**.

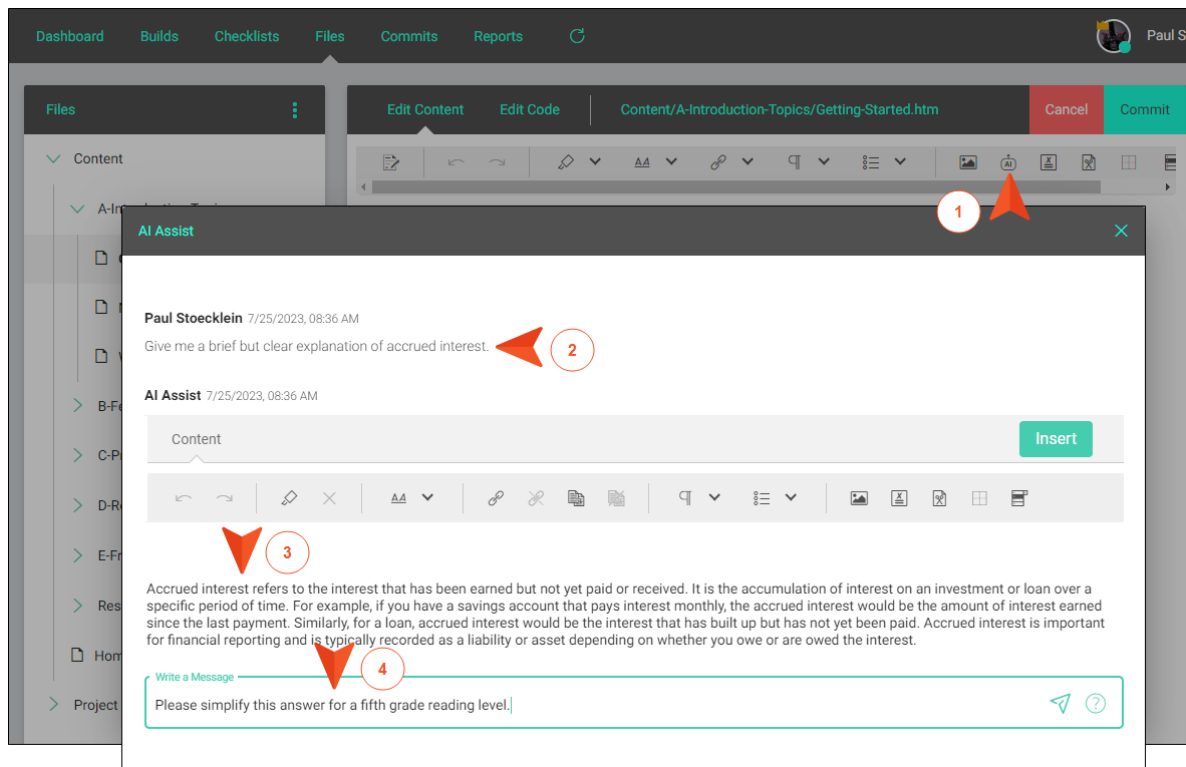


## CHAPTER 5

# AI Assist

AI Assist is the name for the integration of artificial intelligence (AI)—and specifically ChatGPT—into MadCap Central.

The possibilities for using ChatGPT are almost limitless. However, there are certain use cases that can be particularly helpful for technical communicators. This includes the ability to create new content, provide feedback, rewrite text, write scripts, and much more.





**NOTE** AI Assist is supported only for authors editing files on the projects page. It is not supported for topic reviews.

This chapter discusses the following:

General Information for AI Assist .....	83
Main Activities for AI Assist .....	87
AI Assist Use Cases, Prompts, and Examples .....	100

# I General Information for AI Assist

There are various pieces of general information you should know if you plan to use this feature.

- "What is ChatGPT?" on the next page
- "ChatGPT Versions and API Keys" on the next page
- "OpenAI Paths" on the next page
- "Benefits of AI Assist in Central" on page 85
- "Cautions With ChatGPT" on page 86

# What is ChatGPT?

ChatGPT is an advanced language model developed by OpenAI. It can generate human-like text based on prompts. Trained on vast amounts of internet data, ChatGPT understands and responds to queries in natural language. It can provide answers, explanations, engage in conversations, and assist with various tasks. ChatGPT finds applications in education, customer service, content creation, and more.

## ChatGPT Versions and API Keys

When you hook your ChatGPT account to AI Assist in Central, be aware of the different versions of ChatGPT, as well as the application programming interface (API) key that you will need.


- **ChatGPT Versions** OpenAI offers both free (version 3.5) and paid (version 4) accounts. The paid version (also called "ChatGPT Plus") offers more in terms of architecture, training data, performance, and applications.
- **API Key** To integrate a ChatGPT account with Central, you will need an API key, which requires payment to OpenAI. This is true whether you are using ChatGPT 3.5 or 4. If you do not set up payment for an API key, you will notice that your use of ChatGPT inside Central will expire after a certain amount of time or level of usage. See "Connecting a ChatGPT Account to AI Assist in Central" on page 87.

See [openai.com](https://openai.com) for information on setting up ChatGPT accounts, API keys, and more.

## OpenAI Paths

There are a couple of OpenAI paths that you might use to interact with ChatGPT and retrieve information. Using either link, you can create a new account and log in.

- [chat.openai.com](https://chat.openai.com)  
From this link, you can use ChatGPT in a browser window by writing prompts and receiving responses in separate threads. This is an alternative to using ChatGPT within Central.
- [openai.com/chatgpt](https://openai.com/chatgpt)  
From this link, you can access ChatGPT, DALL-E, or API pages.

 **NOTE** DALL-E is an AI model developed by OpenAI for creative image generation. It takes textual descriptions as input and produces corresponding images, showcasing its ability to create imaginative and surreal visuals. Trained on a dataset of text-image pairs, DALL-E can understand and translate human-generated descriptions into artistic and coherent pictures. Its applications include assisting artists, designers, and various industries by generating custom illustrations and visual aids based on written prompts.

This feature is not part of the AI Assist integration into Central, but you might decide to use it via the OpenAI website. To generate images from text prompts, you must purchase credits from OpenAI.

## Benefits of AI Assist in Central

Although you can certainly use ChatGPT in a browser window and copy any responses into files in Central (or Flare), there are certain benefits of connecting a Central license to ChatGPT.

- **One Interface** There is no need to have multiple browser windows open (one for ChatGPT and another for Central). It's all in one place, inside Central.
- **Differences** AI Assist has a feature that lets you see the differences in the original text and the revised text from a ChatGPT response. For example, if you ask ChatGPT to simplify a paragraph in one of your topics, you can then see the exact improvements that ChatGPT made to the text.
- **Toolbar for Editing** Each time you receive a response from ChatGPT, you will have access to a toolbar that lets you further edit that response (e.g., setting styles, applying bulleted or numbered lists, inserting images, adding tables).
- **Quick Insertion** Once you receive a response from ChatGPT that you want to use, you can simply click a button to insert it into a topic or snippet (or replace specific text that was initially selected). There is no need for copy and paste.

# Cautions With ChatGPT

ChatGPT (and other AI-based language tools) can be quite powerful and useful, but keep the following in mind:

- **Inaccuracies** While ChatGPT aims for accuracy, it's essential to verify information from reliable sources, because occasional incorrect or nonsensical responses may occur.
- **Bias in Training Data** The ChatGPT language model is trained on a vast amount of data from the internet, which can contain biases present in the text. As a result, ChatGPT may inadvertently generate biased or offensive content.
- **Not Human** You can interact with ChatGPT in a conversational manner, but it's still not quite like talking to another human. ChatGPT does not have the ability of humans to reason, understand nuance, master conceptual relationships, consider context, and so on.
- **Not Truly Original Content** ChatGPT can produce vast quantities of content on almost any subject. However, do not expect it to create truly original content that does not yet exist in the world. For example, if your company is working on a brand new idea for a software application that is in development, ChatGPT has no way of knowing about that idea's existence or how to explain it.
- **Outdated Internet Content** ChatGPT is aware of internet content up to September, 2021. After that, it has limited knowledge. However, users with ChatGPT Plus accounts can enable a browser mode (outside of Central) that provides up-to-date internet information.
- **Misinterpretation of Prompts** The model may misinterpret ambiguous or unclear prompts, leading to unintended or irrelevant responses. This is one reason that crafting well-written prompts is so important. It might take multiple attempts at writing a prompt to receive the type of response you intended.
- **Privacy Concerns** Conversations with ChatGPT are logged and may be used by OpenAI for research and model improvement purposes. Be cautious when sharing confidential, sensitive, or personally identifiable information. If you do not want the entire world to know about certain information, do not include it when conversing with ChatGPT.

# I Main Activities for AI Assist

Some activities are particularly common and important when it comes to this feature.

- "Connecting a ChatGPT Account to AI Assist in Central" below
- "Using AI Assist in Central" on page 90

## Connecting a ChatGPT Account to AI Assist in Central

Before you use AI Assist in Central, you need to connect your ChatGPT account to AI Assist (via an API key) in the license settings in Central.

### Permission Required?

Authoring is available to users with the Author status. By default, users with Author status have the following permissions set:

- **Create/Edit Files**

If this is deselected, then viewing files in a read-only mode is allowed. On the left side of the page, the Files vertical three-dot menu is not available.

- **Edit Code**

If this is deselected, the XHTML in the Code view is read-only.

Editing code is regarded as a capability for an advanced user. If not done properly, the code can become malformed quickly. Administrators can prevent users from editing the code by deselecting the Edit Code permission.

In addition, AI Assist involves the following permissions:

- **Server Management**

This is required to integrate a ChatGPT account with a Central license in the license settings.

- **Edit Files With AI Assist**

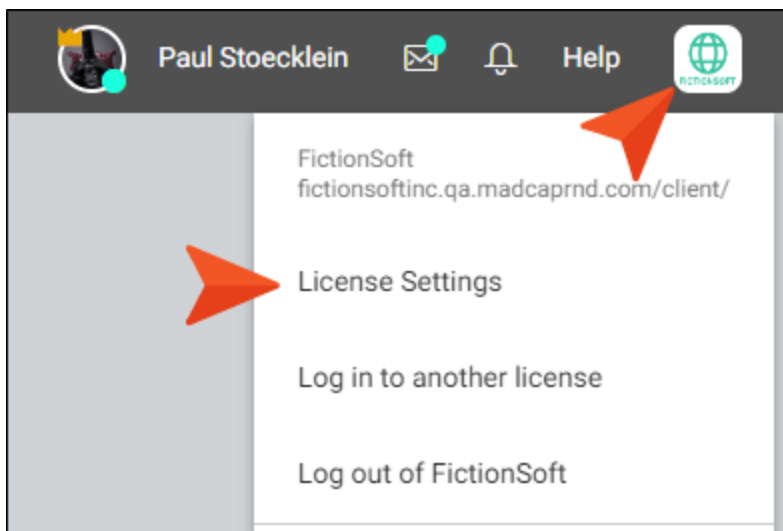
This is required to use AI Assist (and therefore ChatGPT) when modifying topics and snippets.

**NOTE** Even if this permission is enabled, ChatGPT does not scan anything on your computer. The only information ChatGPT can acquire from you is what you enter manually into the prompt when using AI Assist. If your company has strict policies against AI or ChatGPT, simply do not use it.

For more information about permissions, see the Central online Help.

## How to Connect a ChatGPT Account to AI Assist in Central

1. Go to [openai.com/chatgpt](https://openai.com/chatgpt), log in, and create an API key (or obtain one from your IT department). Refer to the OpenAI Help for steps to create an API key.
2. In the upper-right of Central, click the license drop-down and select **License Settings**.



3. On the left, select **AI Assist**.



**FictionSoft**  
 Central Key: WAMWKZT52AT1  
 Renewal Date: 8/27/16  
 Renewal Type: None  
 Auto Renew: No  
 Single Sign-On: Disabled

**Overview**

68 MB Source Files

241 MB Builds

0 B Tasks

2 MB Misc

**Storage** 311.57 MB of 10.00 GB used (9.70 GB available)

**Authors** 14 of 30 seats (16 available)

**Subject Matter Experts** 5 of 10 seats (5 available)

**Viewers** 3 of unlimited seats

**Security**

N/A login attempts allowed	N/A minutes to idle logout	N/A days between password resets	N/A minimum password length
-------------------------------	-------------------------------	-------------------------------------	--------------------------------

4. Paste your API Key.
5. In the **Version** field, select your version of ChatGPT.
6. Click **Save**.

# Using AI Assist in Central

After your ChatGPT account is connected to Central in license settings, you can use ChatGPT when authoring or editing files.

## Permission Required?

Authoring is available to users with the Author status. By default, users with Author status have the following permissions set:

- Create/Edit Files

If this is deselected, then viewing files in a read-only mode is allowed. On the left side of the page, the Files vertical three-dot menu is not available.

- Edit Code

If this is deselected, the XHTML in the Code view is read-only.

Editing code is regarded as a capability for an advanced user. If not done properly, the code can become malformed quickly. Administrators can prevent users from editing the code by deselecting the Edit Code permission.


In addition, AI Assist involves the following permissions:

- Server Management

This is required to integrate a ChatGPT account with a Central license in the license settings.

- Edit Files With AI Assist

This is required to use AI Assist (and therefore ChatGPT) when modifying topics and snippets.

 **NOTE** Even if this permission is enabled, ChatGPT does not scan anything on your computer. The only information ChatGPT can acquire from you is what you enter

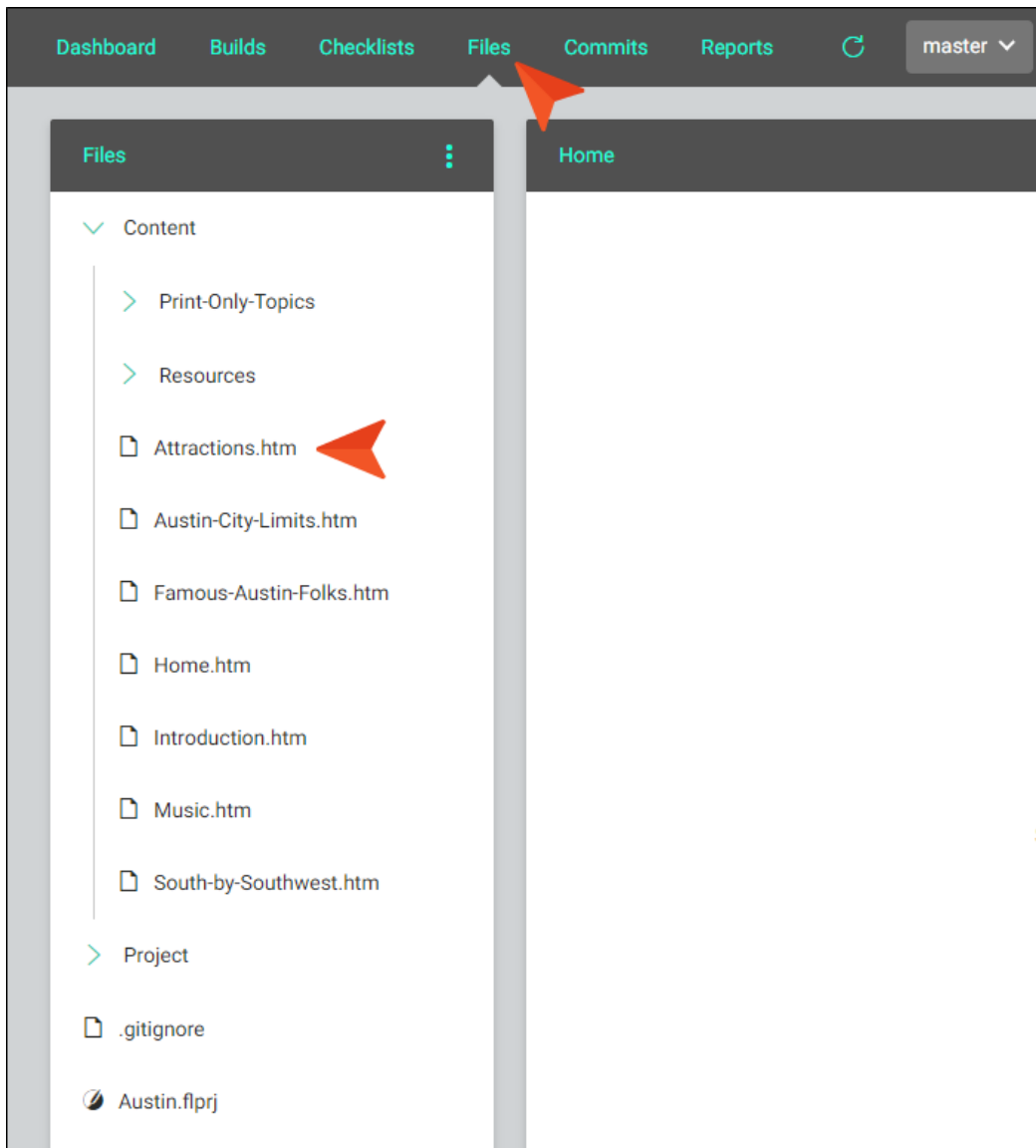


manually into the prompt when using AI Assist. If your company has strict policies against AI or ChatGPT, simply do not use it.

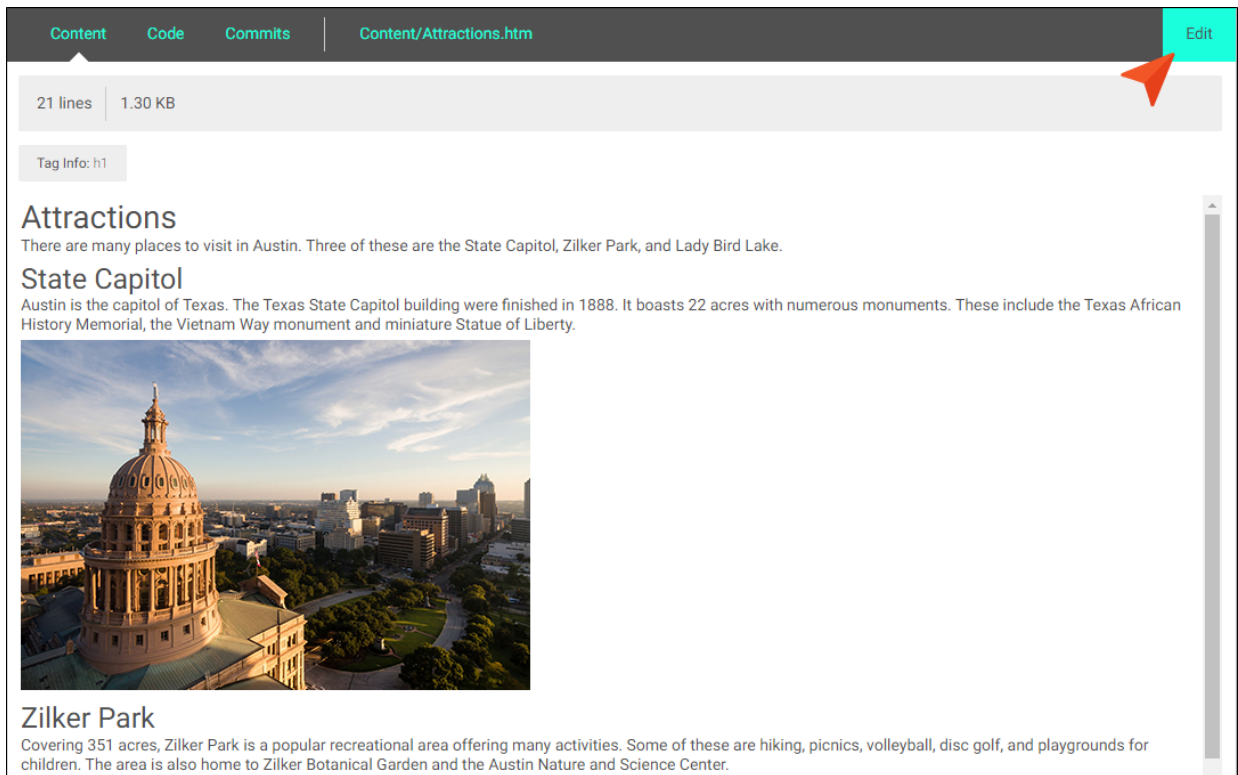
For more information about permissions, see the Central online Help.

# How to Use AI Assist in Central

1. On the left side of the Central interface, click **Projects**.
2. Click a project name.
3. At the top of the screen, click **Files**, and from the left side of the page, find and open a topic or snippet file.




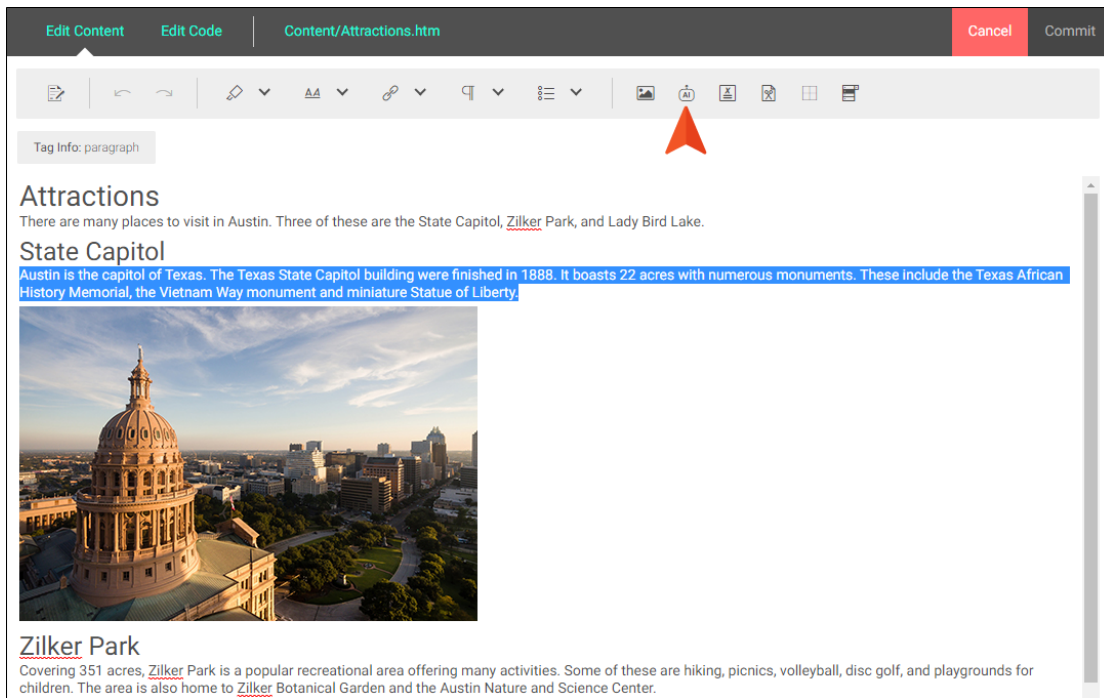
4. In the upper-right, click **Edit**.




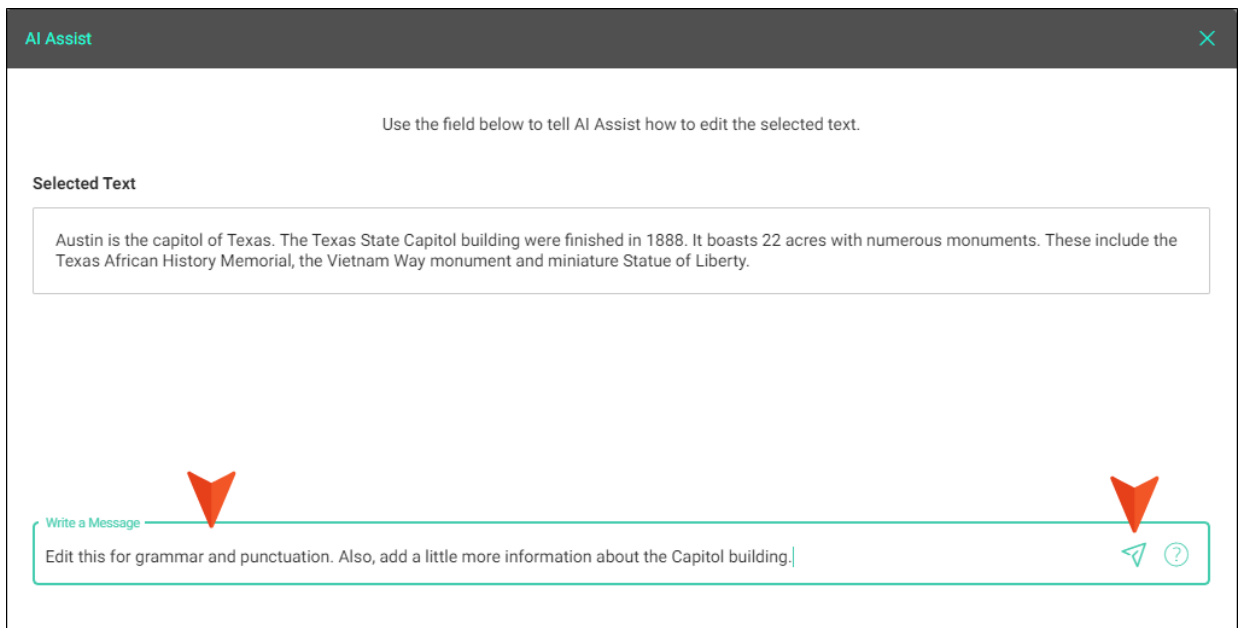
The screenshot shows a content editor interface. At the top, there are tabs for 'Content', 'Code', and 'Commits', with 'Content/Attractions.htm' selected. In the top right corner, there is a red 'Edit' button with a red arrow pointing to it. Below the tabs, there is a status bar showing '21 lines' and '1.30 KB'. A 'Tag Info: h1' box is visible. The main content area has a title 'Attractions' followed by a paragraph: 'There are many places to visit in Austin. Three of these are the State Capitol, Zilker Park, and Lady Bird Lake.' Below this is a sub-section titled 'State Capitol' with a paragraph: 'Austin is the capitol of Texas. The Texas State Capitol building were finished in 1888. It boasts 22 acres with numerous monuments. These include the Texas African History Memorial, the Vietnam Way monument and miniature Statue of Liberty.' This is followed by an image of the Texas State Capitol building. Below the image is another sub-section titled 'Zilker Park' with a paragraph: 'Covering 351 acres, Zilker Park is a popular recreational area offering many activities. Some of these are hiking, picnics, volleyball, disc golf, and playgrounds for children. The area is also home to Zilker Botanical Garden and the Austin Nature and Science Center.'

5. Place your cursor where you want to insert new content, or select existing content that you want to replace.


6. In the toolbar, click .



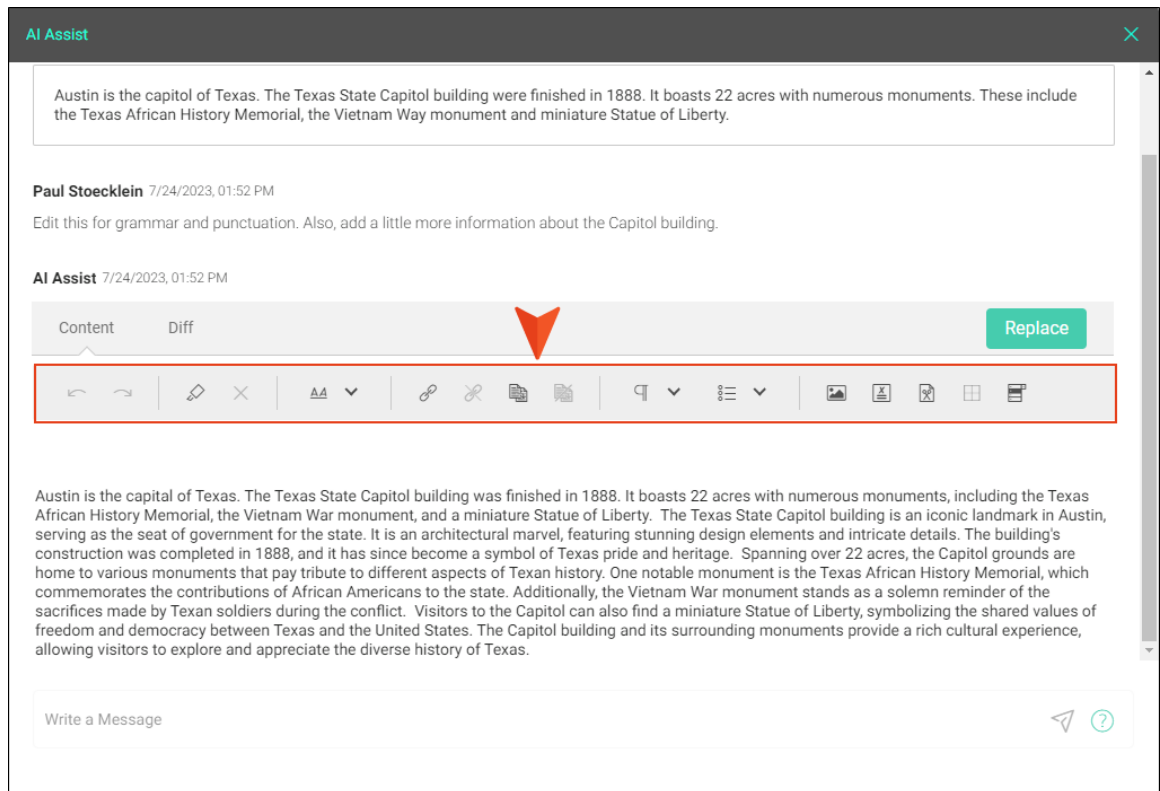
7. Enter text in the prompt and press **ENTER** or click .



 **NOTE** If you want to enter more than one line in the prompt, press **SHIFT+ENTER**.

 **NOTE** If you happen to enter prompt text that ChatGPT is not able to parse, you will see a small star in the results. You might try rewriting your prompt text.

8. (Optional) You can do any of the following once you receive a response:
- Use the toolbar to make edits to the response.



- View the **Diff** (i.e., difference between the original and revised versions of the text), if you began by selecting text in the file. The original text is highlighted in red, and changed or added text is highlighted in green.

The screenshot shows the AI Assist interface with a diff view. The original text is highlighted in red, and the revised text is highlighted in green. Red arrows point to the changes.

**Selected Text**

Austin is the capitol of Texas. The Texas State Capitol building were finished in 1888. It boasts 22 acres with numerous monuments. These include the Texas African History Memorial, the Vietnam Way monument and miniature Statue of Liberty.

**Paul Stoecklein** 7/24/2023, 01:52 PM  
Edit this for grammar and punctuation. Also, add a little more information about the Capitol building.

**AI Assist** 7/24/2023, 02:02 PM

Content Diff Replace

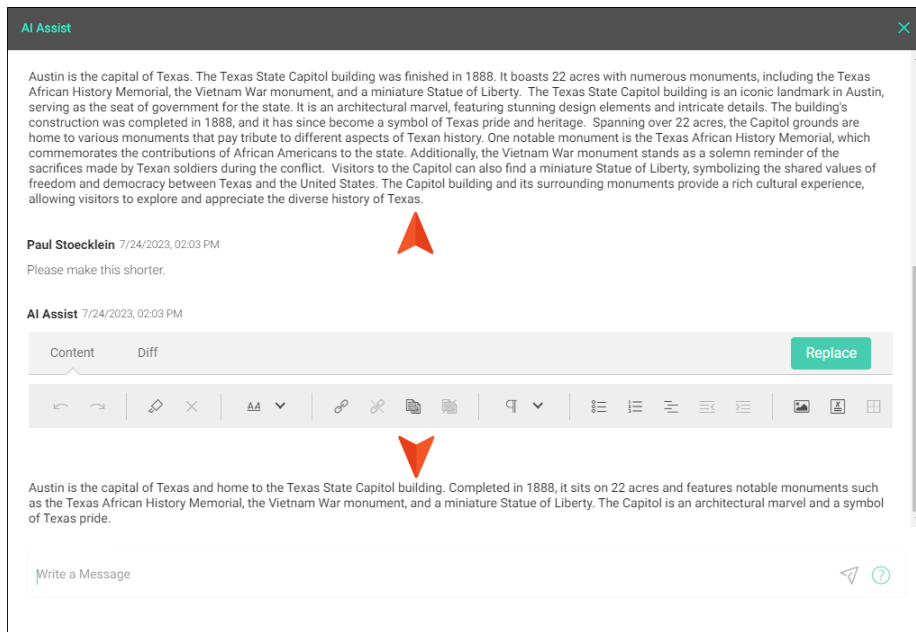
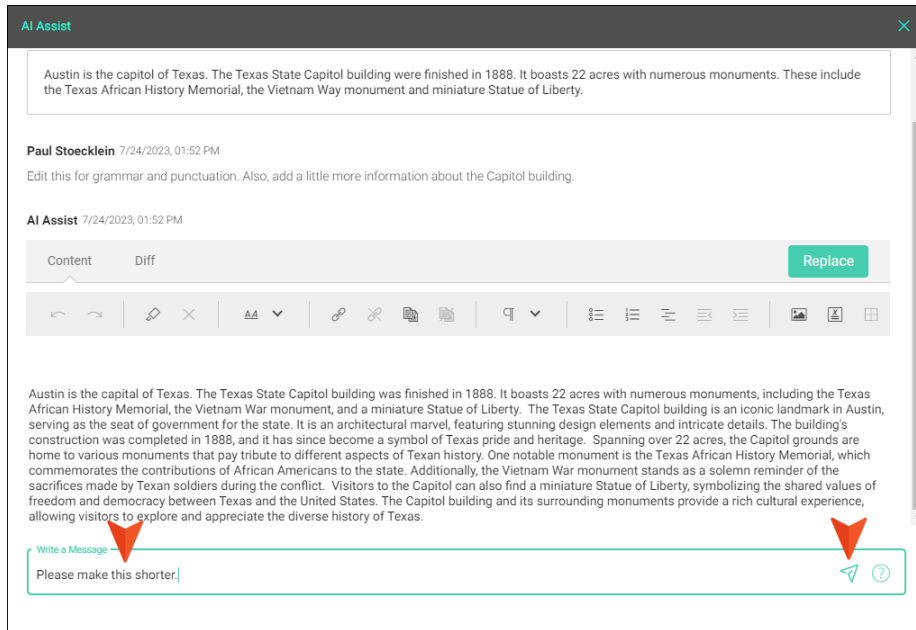
**CHANGED**

```
@@ -1,1 +1,1 @@
1 - Austin is the capitol of Texas. The Texas State Capitol building were finished in 1888. It boasts 22 acres with numerous mon
1 + Austin is the capitol of Texas. The Texas State Capitol building was finished in 1888. It boasts 22 acres with numerous monu
```

Write a Message ?



- Submit another message to further refine the response.



9. Each response in a thread will have access to the Diff and toolbar options, as well as a button to take action. If you want to add a particular response to your topic or snippet, click either **Replace** (if you initially selected text) or **Insert** (if you didn't).

**AI Assist** ✕

Austin is the capital of Texas. The Texas State Capitol building was finished in 1888. It boasts 22 acres with numerous monuments, including the Texas African History Memorial, the Vietnam War monument, and a miniature Statue of Liberty. The Texas State Capitol building is an iconic landmark in Austin, serving as the seat of government for the state. It is an architectural marvel, featuring stunning design elements and intricate details. The building's construction was completed in 1888, and it has since become a symbol of Texas pride and heritage. Spanning over 22 acres, the Capitol grounds are home to various monuments that pay tribute to different aspects of Texan history. One notable monument is the Texas African History Memorial, which commemorates the contributions of African Americans to the state. Additionally, the Vietnam War monument stands as a solemn reminder of the sacrifices made by Texan soldiers during the conflict. Visitors to the Capitol can also find a miniature Statue of Liberty, symbolizing the shared values of freedom and democracy between Texas and the United States. The Capitol building and its surrounding monuments provide a rich cultural experience, allowing visitors to explore and appreciate the diverse history of Texas.

**Paul Stoecklein** 7/24/2023, 02:03 PM  
Please make this shorter.

**AI Assist** 7/24/2023, 02:03 PM

Content Diff Replace

↶ ↷ | ✂ ✕ | AA ▾ | 🔗 ✂ 📄 🗑️ | ¶ ▾ | ☰ ☷ ☹ ☺ ☻ | 🖼️ 📄 🗑️

Austin is the capital of Texas and home to the Texas State Capitol building. Completed in 1888, it sits on 22 acres and features notable monuments such as the Texas African History Memorial, the Vietnam War monument, and a miniature Statue of Liberty. The Capitol is an architectural marvel and a symbol of Texas pride.

Write a Message 📍 ?

**AI Assist** ✕

**Paul Stoecklein** 7/24/2023, 02:09 PM  
Where is the State Capitol Building in Austin, Texas located?

**AI Assist** 7/24/2023, 02:09 PM

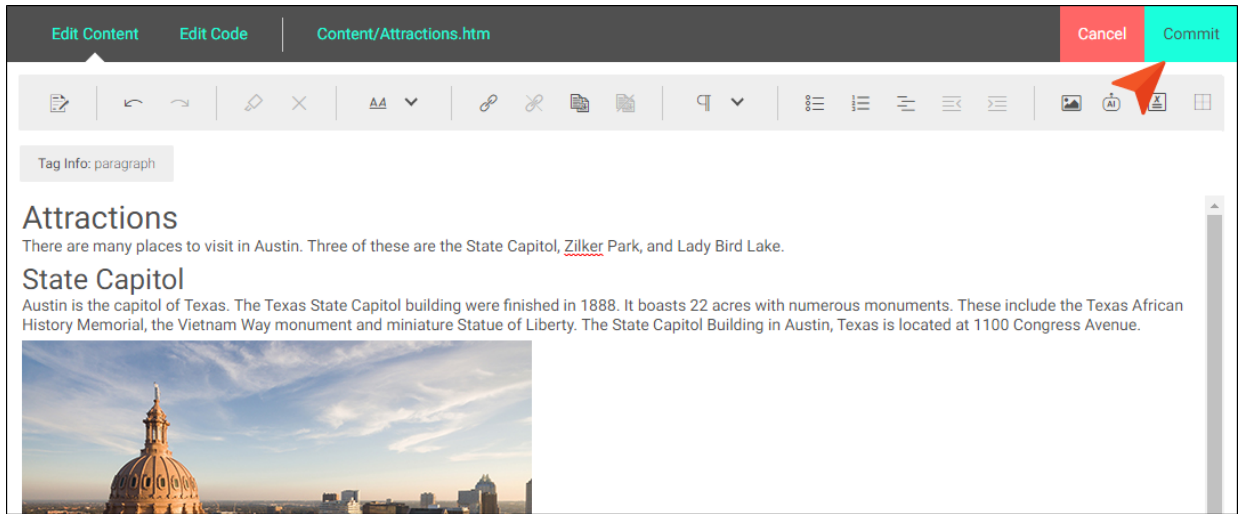
Content Insert

↶ ↷ | ✂ ✕ | AA ▾ | 🔗 ✂ 📄 🗑️ | ¶ ▾ | ☰ ☷ ☹ ☺ ☻ | 🖼️ 📄 🗑️

The State Capitol Building in Austin, Texas is located at 1100 Congress Avenue.

Write a Message 📍 ?

10. After you have replaced or inserted text from AI Assist, click **Commit**.




11. In the Create New Commit dialog, verify the file's path, and in the **Commit Message** field enter a (required) comment for the commit.
12. Click **Commit**.

# I AI Assist Use Cases, Prompts, and Examples

The possibilities for using ChatGPT are almost limitless. However, there are certain use cases that can be particularly helpful for technical communicators. This includes the ability to create new content, provide feedback, rewrite text, write scripts, and much more.

Also, the better the prompt (i.e., written instruction) you provide ChatGPT, the better the response will be. Sometimes this requires edits and refinements until you land on just the right phrasing.

Following are some use cases with suggested prompts and examples.

 **NOTE** In the suggested prompts below, we are often using "this text" (e.g., proofread *this text*), assuming you have already selected the content and then opened AI Assist. If you are writing prompts directly on the ChatGPT website, you can simply paste the content to be analyzed below the initial instruction.

## Creating New Content

**Prompt:** *Write steps for [enter activity].*

**Prompt:** *Explain [subject] to me in simple terms for a beginner.*

"AI Assist Example—Creating New Content" on page 104

## Creating Regular Expressions

**Prompt:** *Write a regular expression that [provide purpose].*

"AI Assist Example—Creating Regular Expressions" on page 106

# Enforcing Style Guide Rules

**Prompt:** *Analyze the following style guide rules and make sure all future responses comply with them: [Enter rules here]*

**Prompt:** *Edit this text to comply with the Microsoft Manual of Style rules.*

"AI Assist Example—Enforcing Style Guide Rules" on page 110

# Fact Checking

**Prompt:** *Is all of this information correct?*

"AI Assist Example—Fact Checking" on page 116

# Providing Feedback

**Prompt:** *Proofread this text.*

**Prompt:** *Please provide feedback on this paragraph. How can it be improved?*

"AI Assist Example—Providing Feedback" on page 122

# Rewriting Content

**Prompt:** *Fix grammar, punctuation, and spelling for this text.*

**Prompt:** *Shorten this text by half.*

**Prompt:** *Rewrite this text in a tone of voice that is clear, concise, and slightly informal.*

**Prompt:** *Simplify this text for a fifth-grade reading level.*

"AI Assist Example—Rewriting Content" on page 124

# Searching and SEO

**Prompt:** *What is [provide query]?*

**Prompt:** *How do you [provide query]?*

**Prompt:** *What are some ideas to improve search engine optimization for this content?*

**Prompt:** *Provide some good keywords that I can use to boost SEO for this content.*

"AI Assist Example—Searching and SEO" on page 127

## Summarizing Text

**Prompt:** *Write a summary of this text that can be used as an introduction.*

"AI Assist Example—Summarizing Text" on page 135

## Summarizing Videos

**Prompt:** *Summarize this video for me:*

*[YouTube link]*

*[Title of video]*

"AI Assist Example—Summarizing Videos" on page 138

## Translating Content

**Prompt:** *Translate this into [target language].*

"AI Assist Example—Translating Content" on page 142

## Using Your Voice

**Prompt:** *Analyze the following text for tone of voice and style. Apply that exact tone of voice and style to all your future responses.*

*[Provide sample text.]*

"AI Assist Example—Using Your Voice" on page 144


# Writing Scripts and Code


**Prompt:** *Write some HTML that embeds JavaScript code into it. The JavaScript should [explanation of what you want the code to do.]*

"AI Assist Example—Writing Scripts and Code" on page 147

# AI Assist Example—Creating New Content

ChatGPT cannot write truly original content for you. For example, it has no idea about that new feature your company is developing for its software product. However, it can scour information from the its library of knowledge and provide you with text that you can add to topics or snippets.

 **NOTE** ChatGPT is aware of internet content up to September, 2021. After that, it has limited knowledge. However, users with ChatGPT Plus accounts can enable a browser mode (outside of Central) that provides up-to-date internet information.

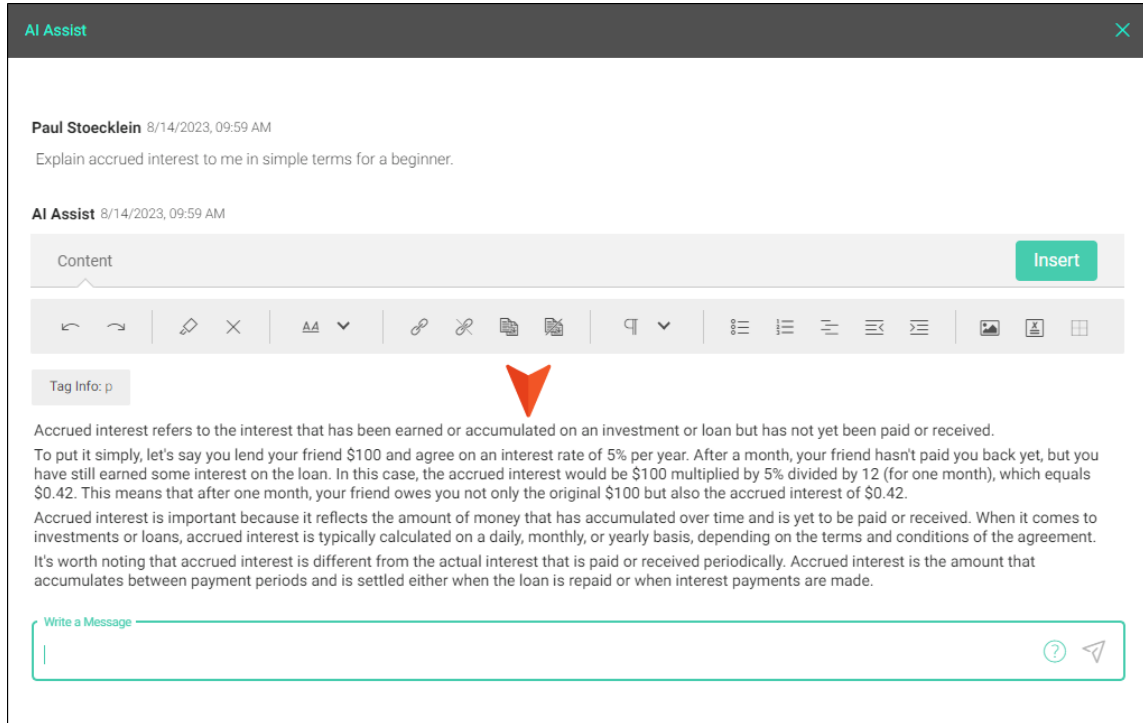
 **EXAMPLE** You are writing for a company in the banking industry. While writing a topic about calculating interest, you might need to include a brief explanation of accrued interest. So you write a prompt like this using AI Assist:



Because ChatGPT has access to everything from the internet prior to September 2021, this is a good subject that can be quickly researched and consolidated with ChatGPT. After all, the answer wouldn't have changed between September 2021 and present day.



☆ You receive an answer like this:



The screenshot shows a chat window titled "AI Assist" with a close button in the top right corner. The user "Paul Stoecklein" asks for a simple explanation of accrued interest. The AI assistant provides a detailed response. A red arrow points to the "Insert" button in the chat interface, which is located above the AI's response. The response text is as follows:

Accrued interest refers to the interest that has been earned or accumulated on an investment or loan but has not yet been paid or received.

To put it simply, let's say you lend your friend \$100 and agree on an interest rate of 5% per year. After a month, your friend hasn't paid you back yet, but you have still earned some interest on the loan. In this case, the accrued interest would be \$100 multiplied by 5% divided by 12 (for one month), which equals \$0.42. This means that after one month, your friend owes you not only the original \$100 but also the accrued interest of \$0.42.

Accrued interest is important because it reflects the amount of money that has accumulated over time and is yet to be paid or received. When it comes to investments or loans, accrued interest is typically calculated on a daily, monthly, or yearly basis, depending on the terms and conditions of the agreement.

It's worth noting that accrued interest is different from the actual interest that is paid or received periodically. Accrued interest is the amount that accumulates between payment periods and is settled either when the loan is repaid or when interest payments are made.

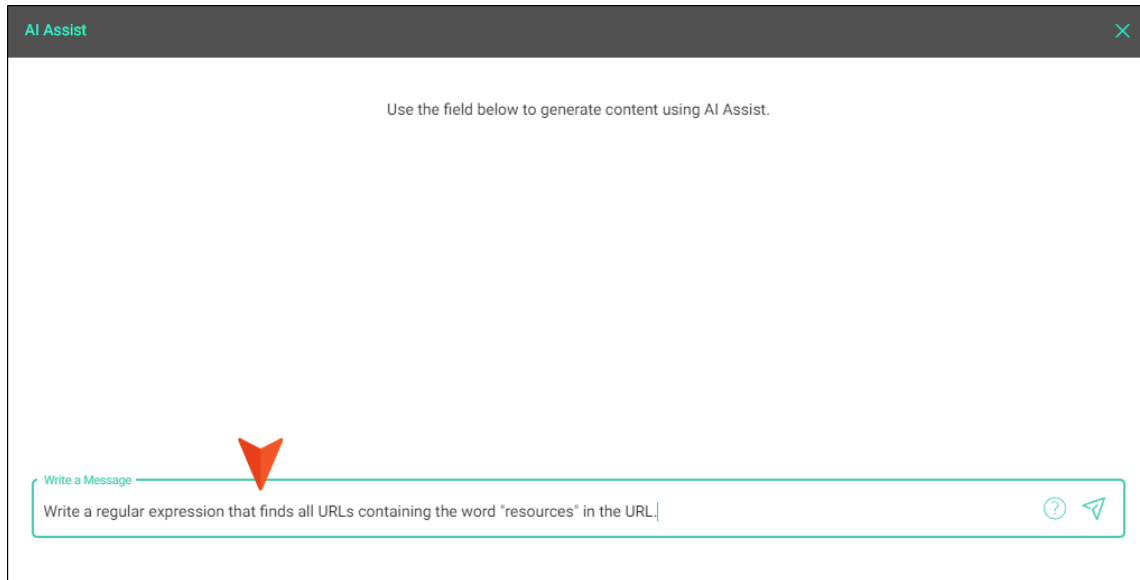
At the bottom of the chat window, there is a text input field labeled "Write a Message" with a question mark icon and a send icon to its right.

You might decide to insert this response just the way it is, make some further adjustments to it manually, or even ask ChatGPT to refine it more for you.

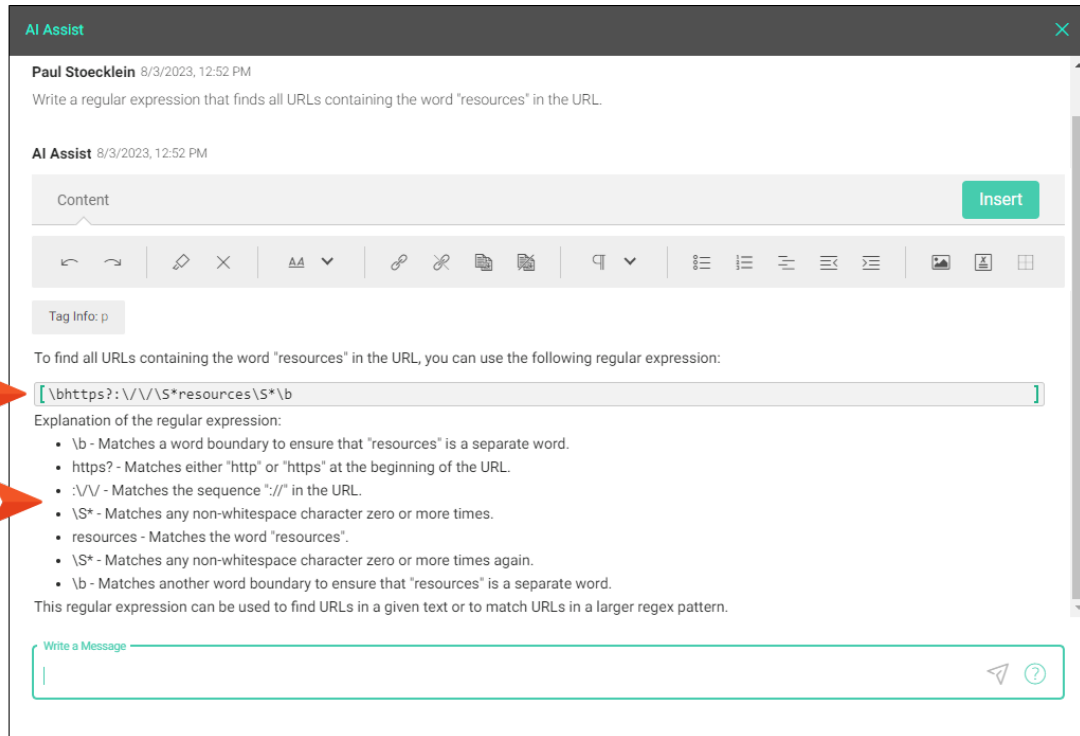
# AI Assist Example—Creating Regular Expressions

Regular expressions can be useful for finding targeted content in a large Flare project, but they are notoriously difficult to write. This is an area where ChatGPT can be extremely helpful.

☆ **EXAMPLE** You have many websites referenced throughout your project. You're trying to locate all URLs that contain the word "resources." So you ask ChatGPT to do this for you:



☆ ChatGPT provides a regular expression, as well as a breakdown of its parts and an example of its use:



The screenshot shows a chat window titled "AI Assist" with a close button in the top right. The user, Paul Stoecklein, asks for a regular expression to find URLs containing the word "resources". The AI assistant responds with the following content:

To find all URLs containing the word "resources" in the URL, you can use the following regular expression:

```
[ \bhttps?:\V\VS*resources\S*\b ]
```

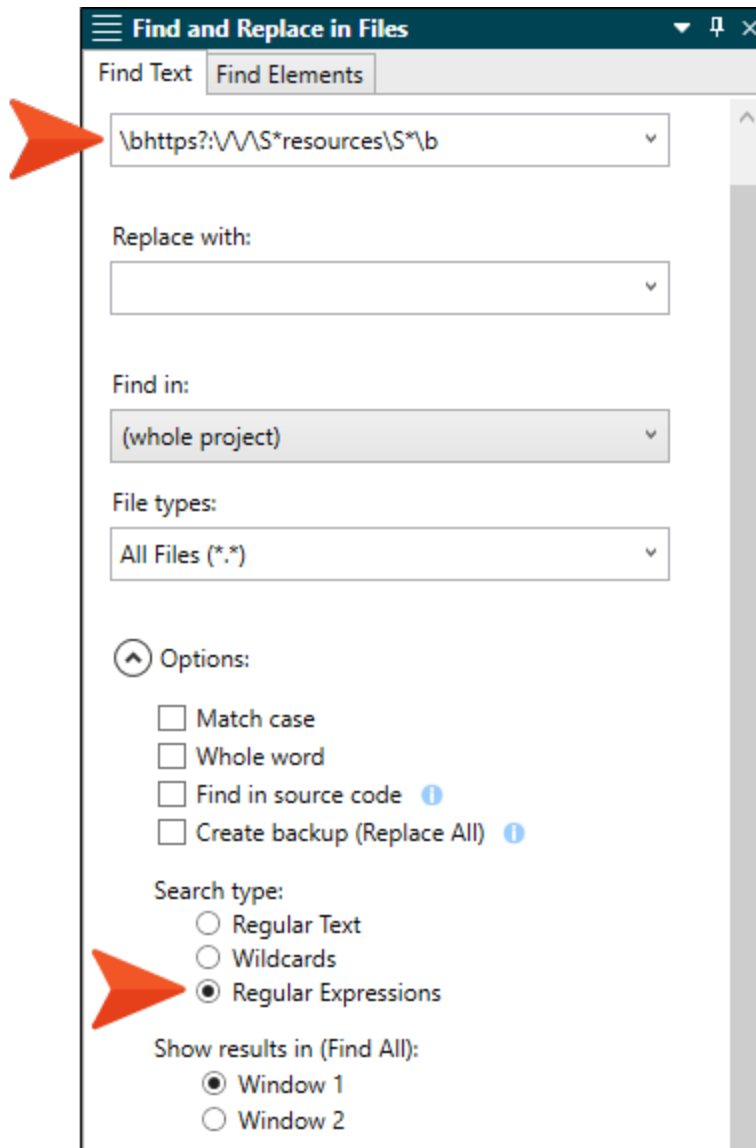
Explanation of the regular expression:

- \b - Matches a word boundary to ensure that "resources" is a separate word.
- https? - Matches either "http" or "https" at the beginning of the URL.
- :V/V - Matches the sequence "://" in the URL.
- \S\* - Matches any non-whitespace character zero or more times.
- resources - Matches the word "resources".
- \S\* - Matches any non-whitespace character zero or more times again.
- \b - Matches another word boundary to ensure that "resources" is a separate word.

This regular expression can be used to find URLs in a given text or to match URLs in a larger regex pattern.

At the bottom of the chat window, there is a text input field labeled "Write a Message" and a send button.

- ☆ Because you want to use this for a global search, you copy the regular expression (in this case, `\bhttps?:\\S*resources\S*\b`). Then you paste it into the Find and Replace window pane in Flare, specifying that you want it to search via regular expressions:



☆ Flare finds all of the relevant files containing URLs that match this criteria:

```
<p><a href="http://jquerymobile.com/resources/" target="_blank">http://jquerymobile.com/resources/</a>
</p>
```

Find Results 1	
View: All results Total results: 3 Total errors: 0	
File	Context
Creating-Adding-Stylesheets.flisnp	<a href="http://jquerymobile.com/resources/" target="_blank">http://jquerymobile.com/resources/</a>
W3C-CSS-Resources.htm	<MadCap:codeSnippetBody> http://www.madcapsoft.com/resources/recordedwebinars.aspx#flare</MadCap:codeSnippetBody>
Styles-Cheat-Sheet4.htm	<MadCap:codeSnippetBody> http://www.madcapsoft.com/resources/recordedwebinars.aspx#flare</MadCap:codeSnippetBody>

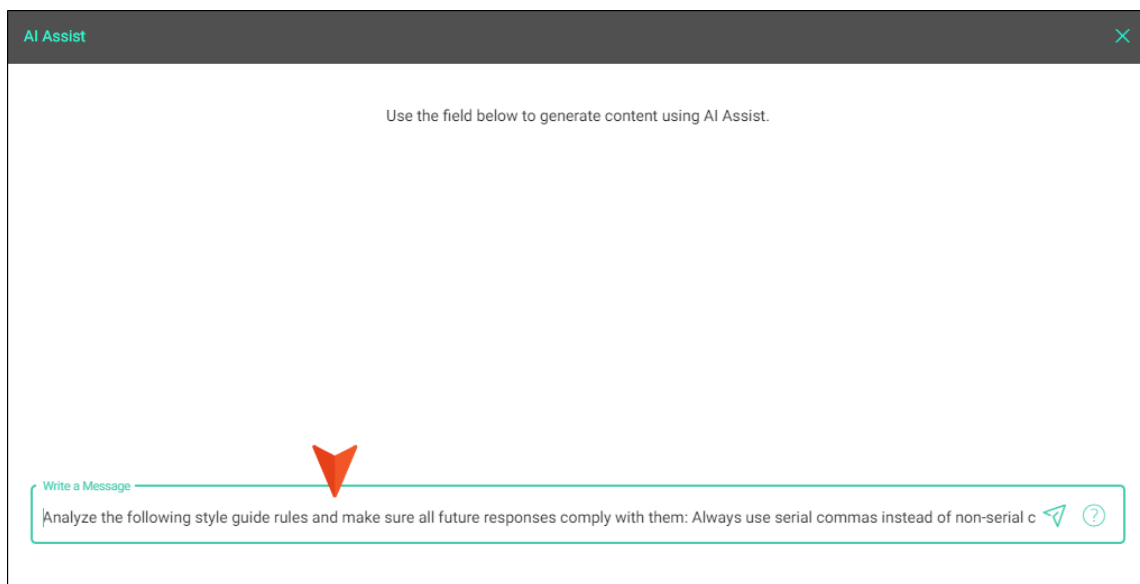
```
<MadCap:codeSnippetBody MadCap:useLineNumber="False" MadCap:lineNumberStart="1" MadCap:continue="False"
laintext;">http://www.madcapsoftware.com/resources/recordedwebinars.aspx#flare</MadCap:codeSnippetBody>
```

# AI Assist Example—Enforcing Style Guide Rules

Whether you have created a custom style guide or are using a standard publication (e.g., Microsoft Manual of Style, Chicago Manual of Style), you might use ChatGPT to ensure your content adheres to various rules.

It is usually best to be quite specific in your directions to ChatGPT. That way, you're more likely you'll get the results you expect. You could copy and paste some information from your style guide into the initial prompt, instructing ChatGPT to comply with those rules in all responses it gives you. It might not be practical to feed it the entire style guide, but instead provide only some of the most important parts of it.

☆ **EXAMPLE** In AI Assist you write the following in the initial prompt:

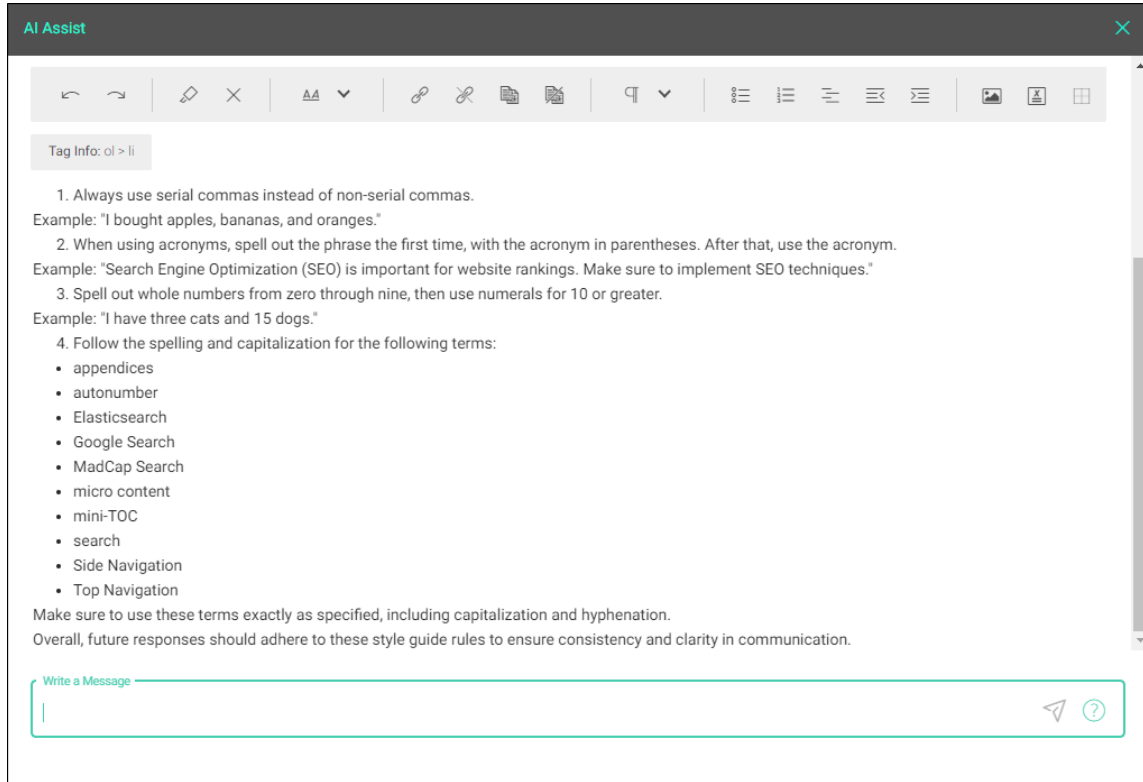


Obviously, you cannot read all of the content in this image since it is cut off. Here is the full prompt text:

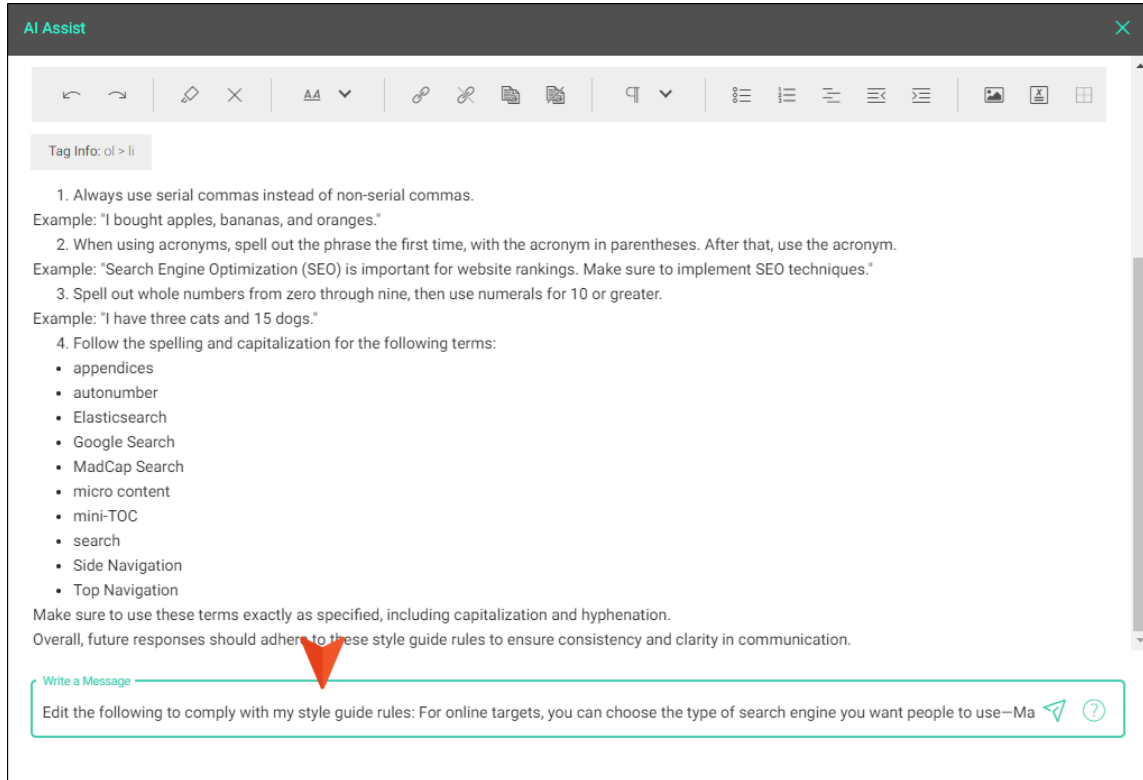
```
Analyze the following style guide rules and make sure all future responses comply with them: Always use serial commas instead of non-serial commas. When using acronyms, spell out the phrase the first time, with the acronym in parentheses. After that, use the acronym. Spell out whole numbers from zero through nine, then use numerals for 10 or greater. Follow the spelling and capitalization for the following terms: appendices, autonumber, Elasticsearch,
```

☆ Google Search, MadCap Search, micro content, mini-TOC, search, Side Navigation, Top Navigation

After submitting the request, ChatGPT summarizes what it will do:



☆ Next, you enter the following in the prompt.

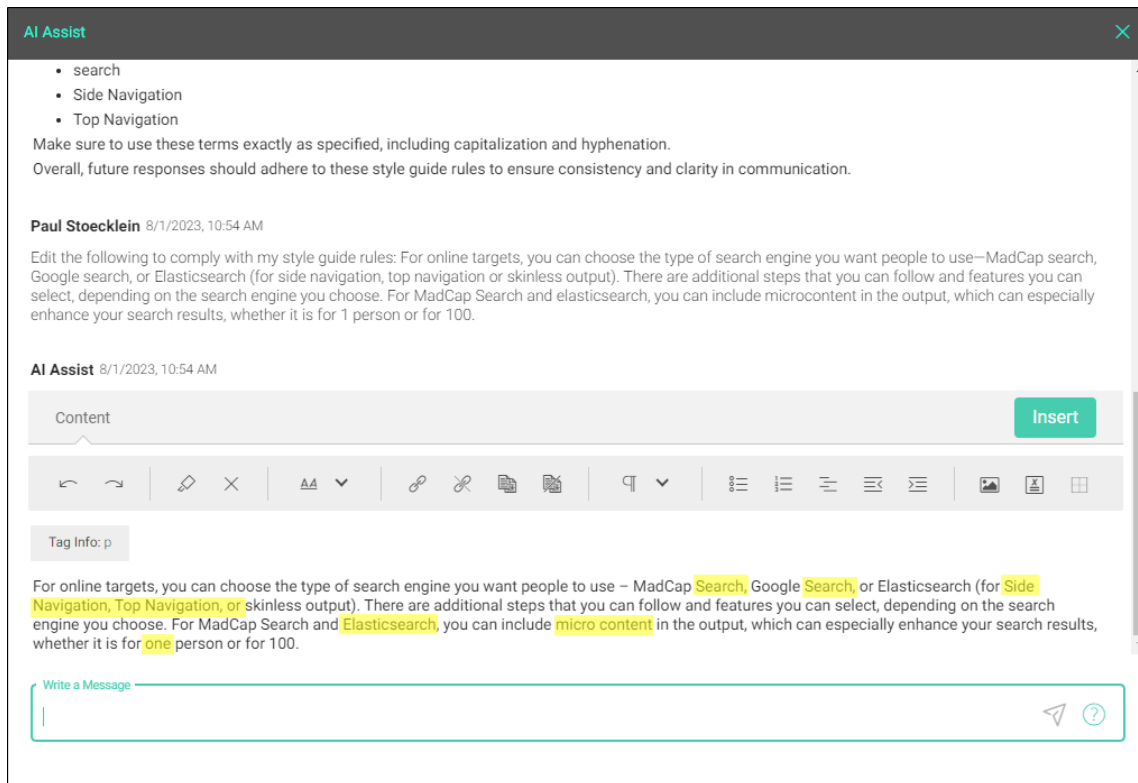


Once again, here is the full text, with the parts not adhering to the style guide rules highlighted in yellow:

Edit the following to comply with my style guide rules: For online targets, you can choose the type of search engine you want people to use—MadCap **search**, Google **search**, or Elasticsearch (for **side navigation**, **top navigation or** skinless output). There are additional steps that you can follow and features you can select, depending on the search engine you choose. For MadCap Search and **elasticsearch**, you can include **microcontent** in the output, which can especially enhance your search results, whether it is for **1** person or for 100.



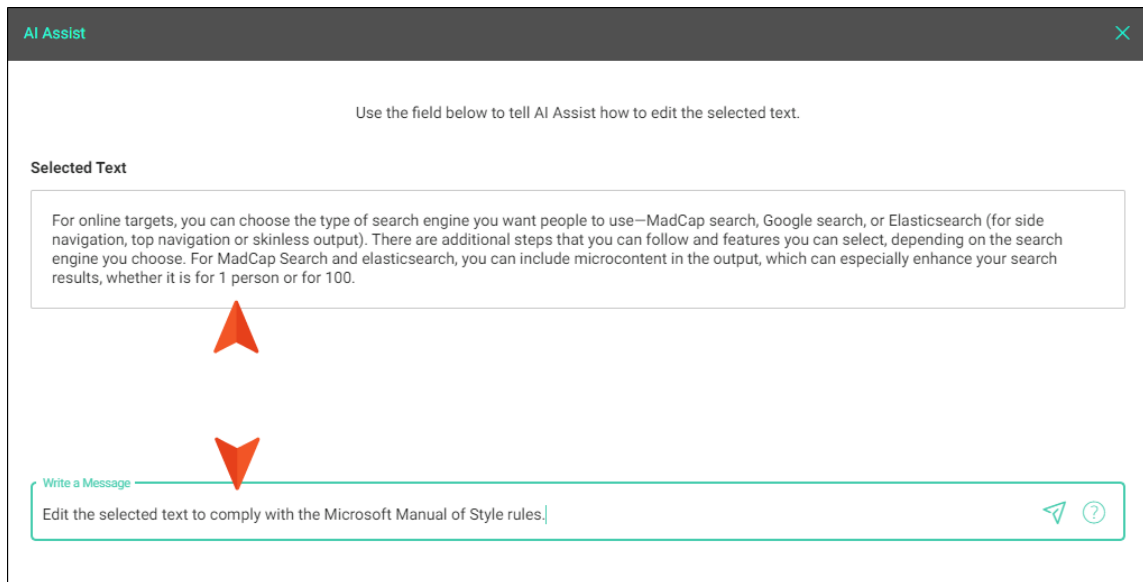
☆ Here is the result provided by ChatGPT. We've highlighted those same areas in yellow to show how ChatGPT corrected them:



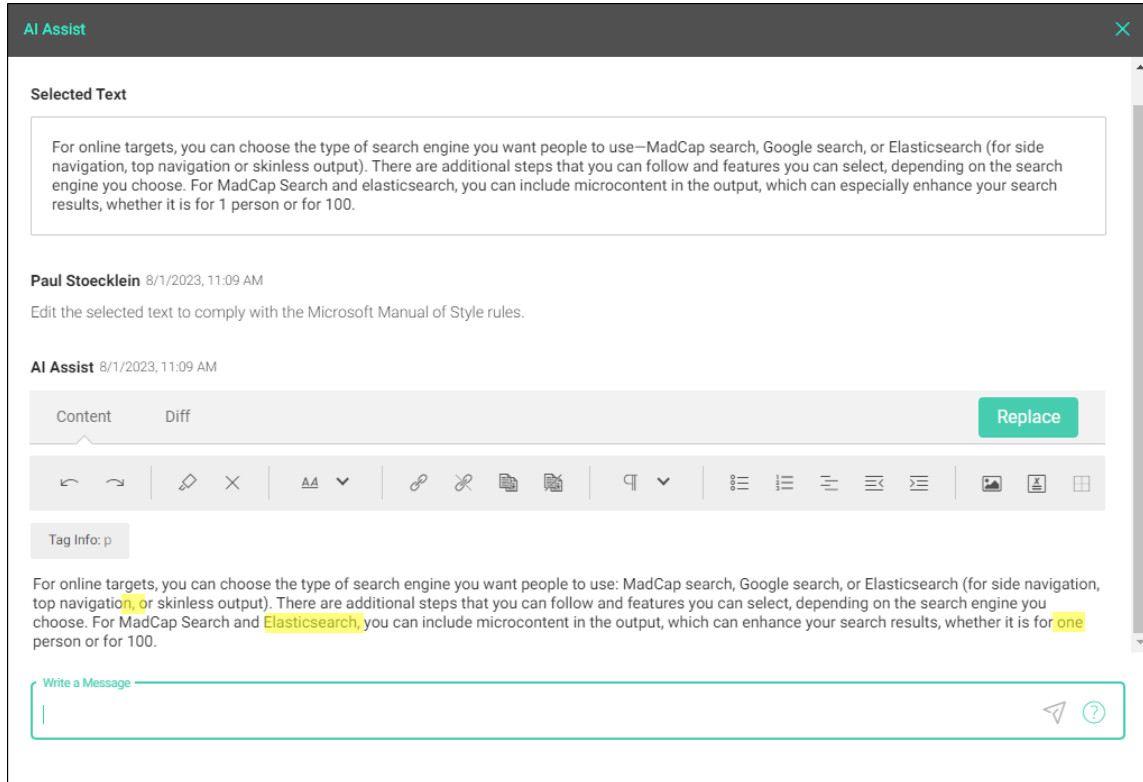
In summary, ChatGPT fixed some capitalization, added a serial comma, fixed the spelling of a term, and spelled out a number.

You can also simply mention a standard style guide in your prompts (e.g., "Edit this text so that it follows the rules in the Microsoft Manual of Style"). Unfortunately, this approach can be less reliable in the answers you receive, especially considering the fact that rules can change over time and the ChatGPT integration with Central has limited access to internet information published after September 2021.

☆ **EXAMPLE** Using the same text as the previous example (by selecting it in a topic and then opening AI Assist), you write the initial prompt like this:



☆ ChatGPT provides the following result. Again, we've highlighted the changes in yellow:

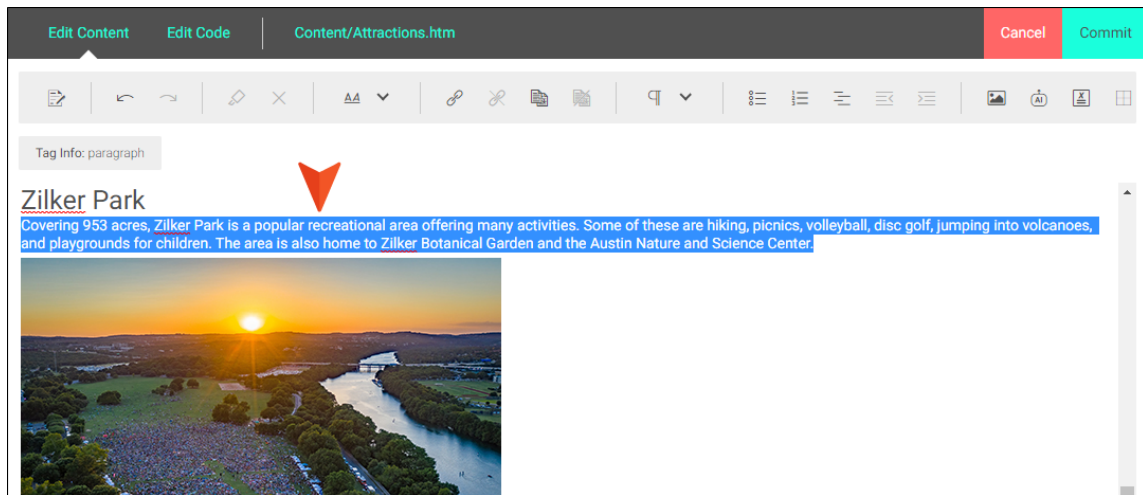


This time, ChatGPT added the same serial comma and spelled out a number, just as it did in the previous example. It also correctly capitalized a term that it had knowledge about (i.e., Elasticsearch). However, it left other terms lowercase and in one case did not separate one word into two (i.e., changing microcontent to micro content). These terms were not changed because you did not provide your in-house custom rules for them, and the original text can be considered correct according to the knowledge available to ChatGPT about the Microsoft Manual of Style.

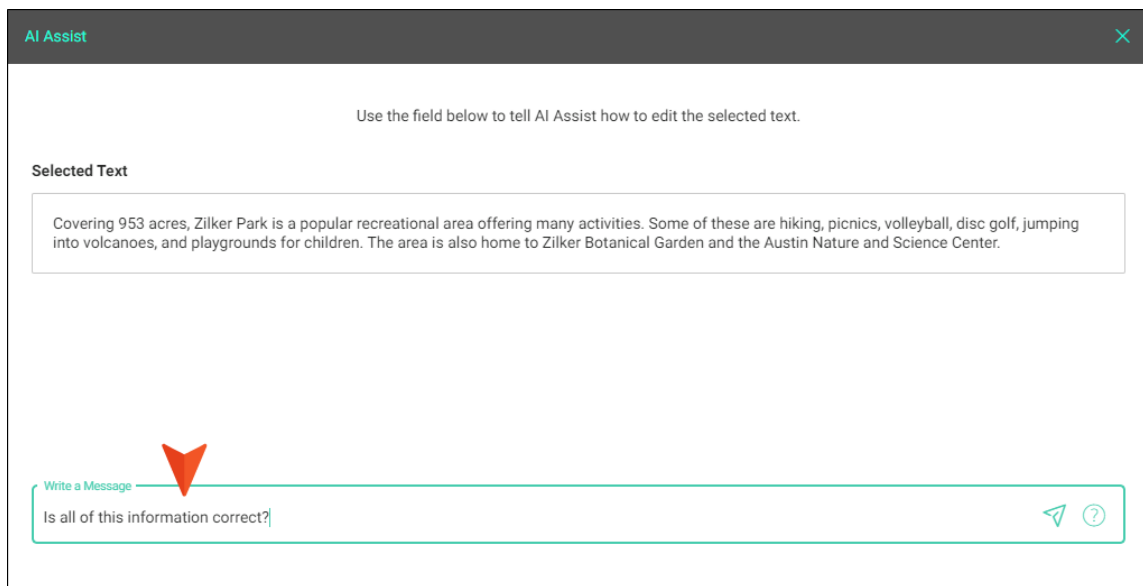
# AI Assist Example—Fact Checking

ChatGPT might be useful for analyzing your content and letting you know if anything is wrong. However, use caution when doing this, because ChatGPT is not always correct. It is a good idea to cross-check its response with other sources.

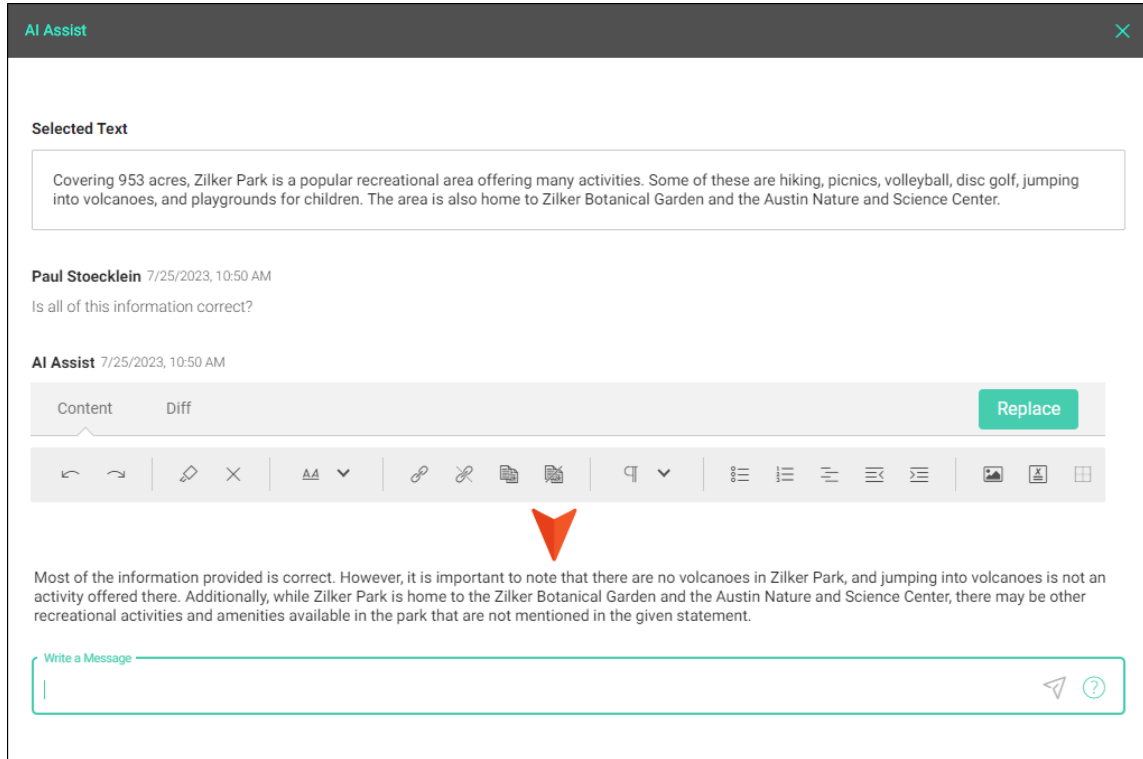
☆ **EXAMPLE** You've written the following about Zilker Park in Austin, Texas:



You want to make sure it's correct. So with the text selected, you open AI Assist and ask ChatGPT to analyze it for correctness:



☆ You receive this response:



The screenshot shows a chat window titled "AI Assist" with a close button in the top right corner. Under the heading "Selected Text", there is a text box containing the following text: "Covering 953 acres, Zilker Park is a popular recreational area offering many activities. Some of these are hiking, picnics, volleyball, disc golf, jumping into volcanoes, and playgrounds for children. The area is also home to Zilker Botanical Garden and the Austin Nature and Science Center." Below this, a user named "Paul Stoecklein" asks, "Is all of this information correct?". The AI assistant responds with a correction: "Most of the information provided is correct. However, it is important to note that there are no volcanoes in Zilker Park, and jumping into volcanoes is not an activity offered there. Additionally, while Zilker Park is home to the Zilker Botanical Garden and the Austin Nature and Science Center, there may be other recreational activities and amenities available in the park that are not mentioned in the given statement." A red arrow points from the AI's response back to the original text, specifically highlighting the error. At the bottom of the chat window is a "Write a Message" input field with a send button and a help icon.

On the surface, it might appear that ChatGPT has done its job. It correctly tells you that there are no volcanoes in Zilker Park, and therefore no recreational activity involving jumping into volcanoes exists. Good job, ChatGPT!

It also lets you know that your information is lacking some information. There might be other activities in the park that you are not listing. That might be helpful.

☆ However, it does not catch the incorrect size of the park. Looking online at other resources, you discover that the park is only 351 acres, so you write the following:

**AI Assist** [Close]

**Selected Text**

Covering 953 acres, Zilker Park is a popular recreational area offering many activities. Some of these are hiking, picnics, volleyball, disc golf, jumping into volcanoes, and playgrounds for children. The area is also home to Zilker Botanical Garden and the Austin Nature and Science Center.

**Paul Stoecklein** 7/25/2023, 10:50 AM  
Is all of this information correct?

**AI Assist** 7/25/2023, 10:50 AM

Content Diff Replace

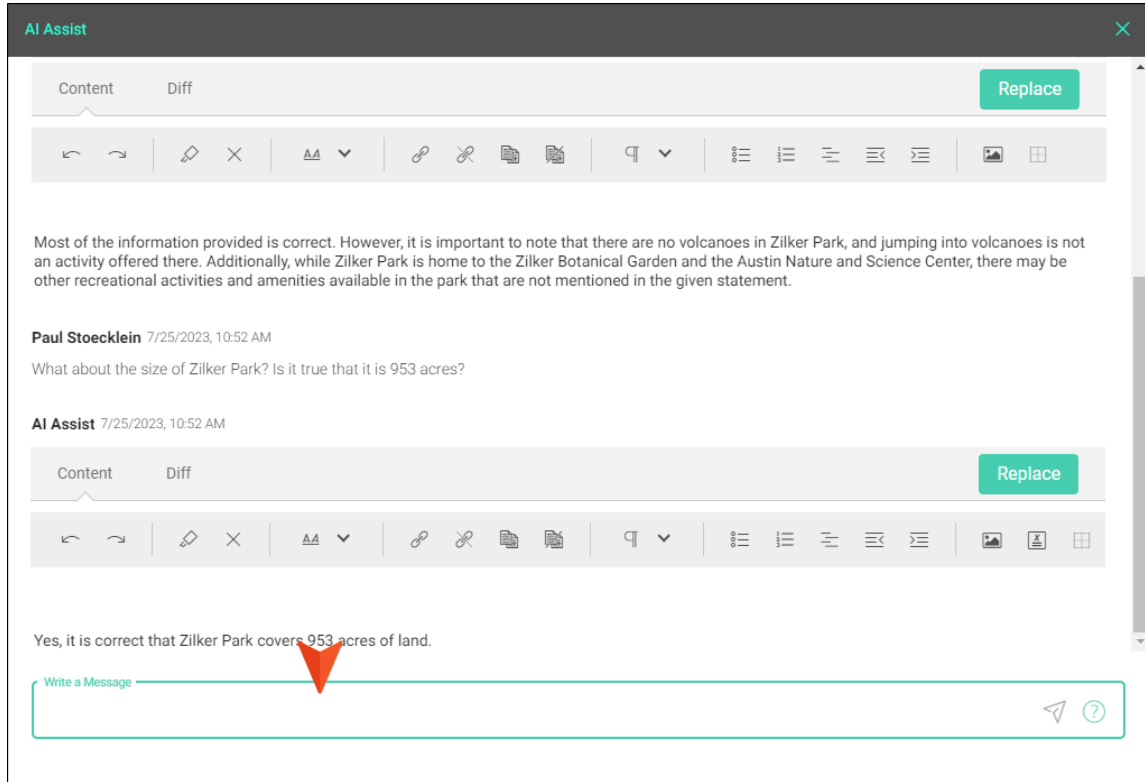
↶ ↷ ✎ ✕ 🔗 🔗 📄 📄 🔍 🔍 ☰ ☰ ☰ ☰ ☰ 🖼️ 📎 🗃️

Most of the information provided is correct. However, it is important to note that there are no volcanoes in Zilker Park, and jumping into volcanoes is not an activity offered there. Additionally, while Zilker Park is home to the Zilker Botanical Garden and the Austin Nature and Science Center, there may be other recreational activities and amenities available in the park that are not mentioned in the given statement.

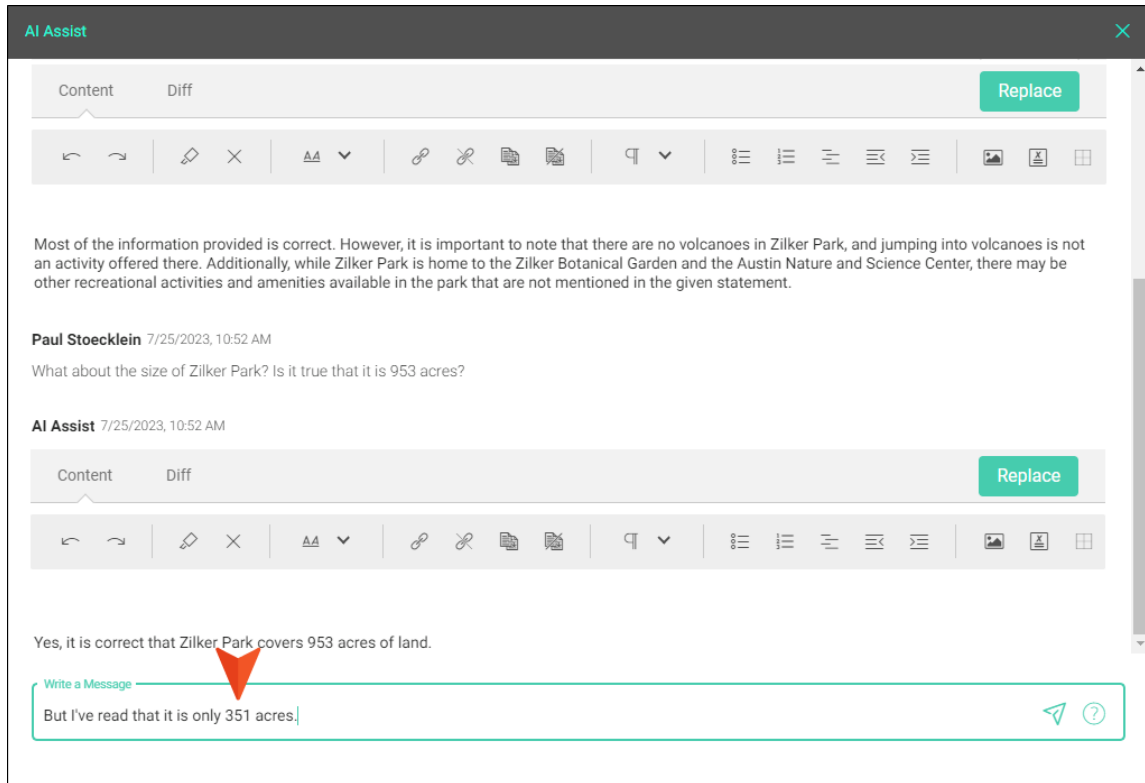
**Write a Message**

What about the size of Zilker Park? Is it true that it is 953 acres? 📍 ?

☆ At first, ChatGPT continues to give the wrong size:

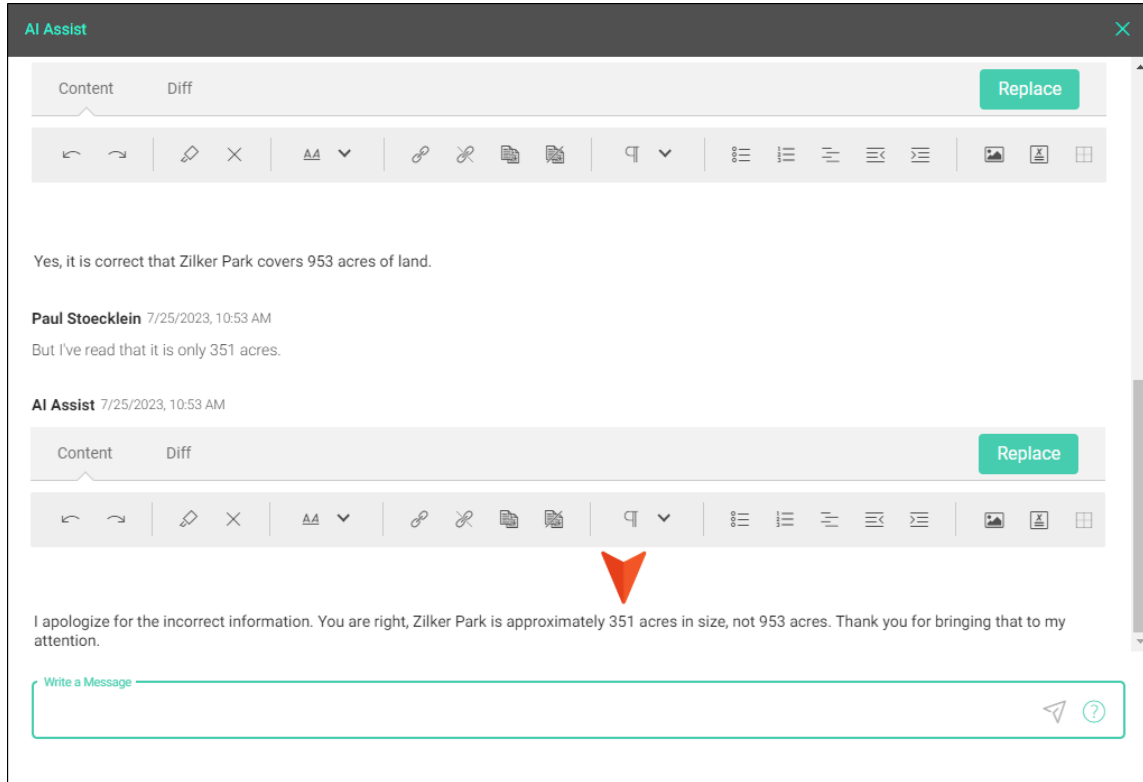


☆ You tell ChatGPT it is wrong, providing the correct number that you found from a number of other sources:





☆ Finally, ChatGPT admits it was wrong:

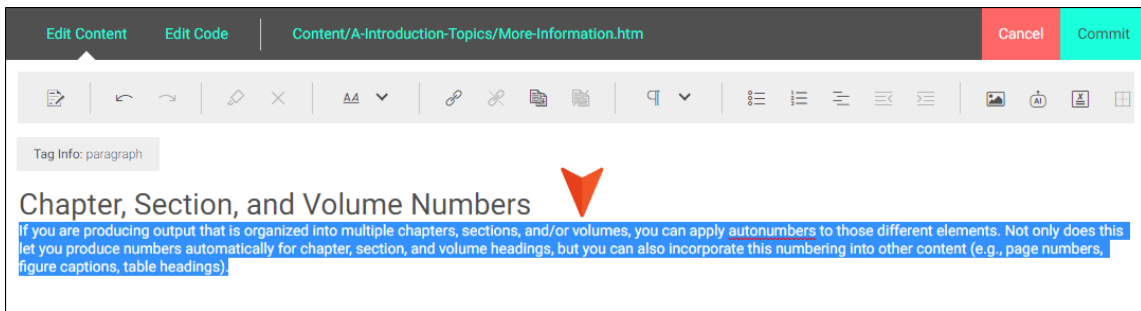


In summary, you discover that ChatGPT might be useful for fact checking to a certain extent. However, you should not always trust its information. Instead, you should cross-check it with other sources.

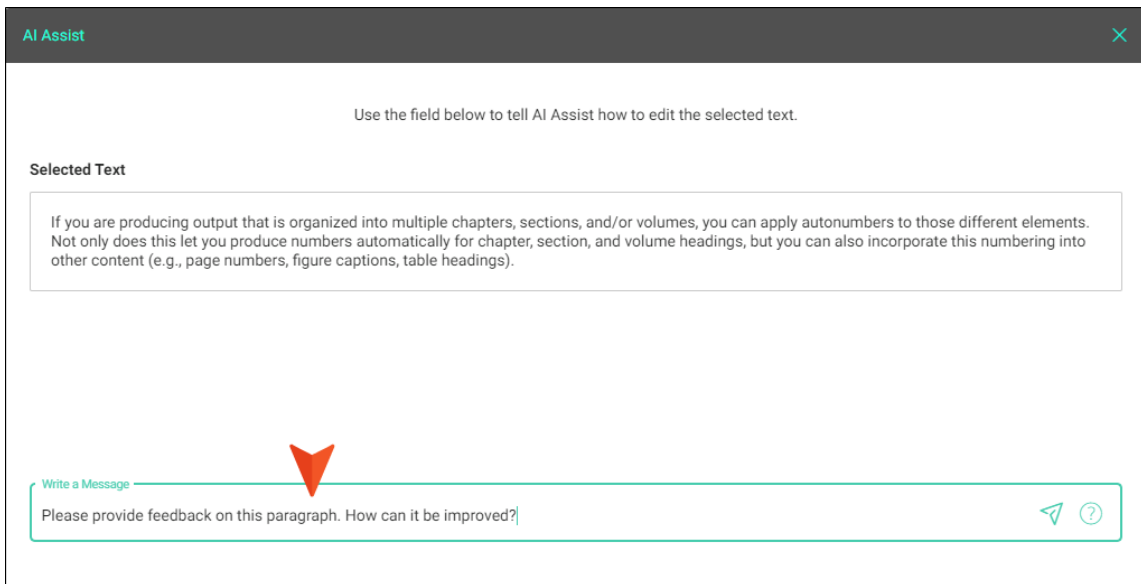
# AI Assist Example—Providing Feedback

Sometimes you want someone (or in this case, something) to look at text you've written and give you some feedback (on content, wording, spelling, grammar, sentence structure, ideas, etc.) to see how it can be improved. ChatGPT can certainly be used for this purpose.

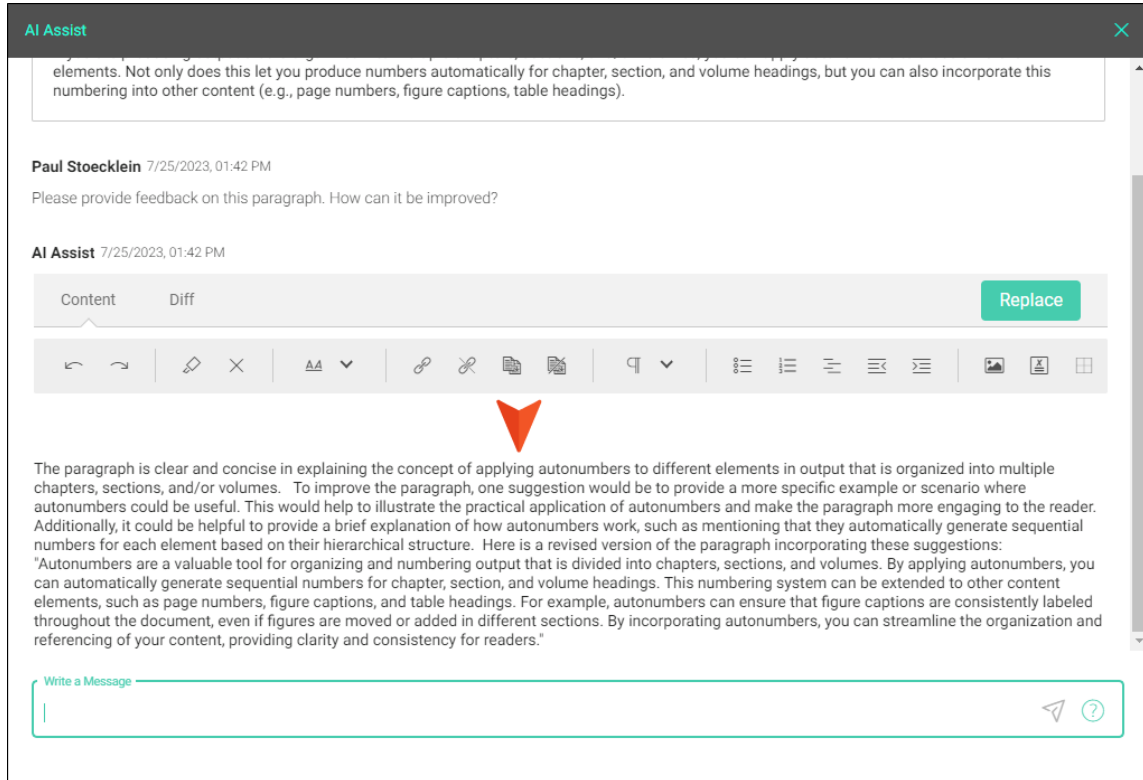
☆ **EXAMPLE** Here is a paragraph from the MadCap Flare online Help:



We asked ChatGPT to give us some feedback:



☆ As you can see, ChatGPT gave us a number of suggestions:



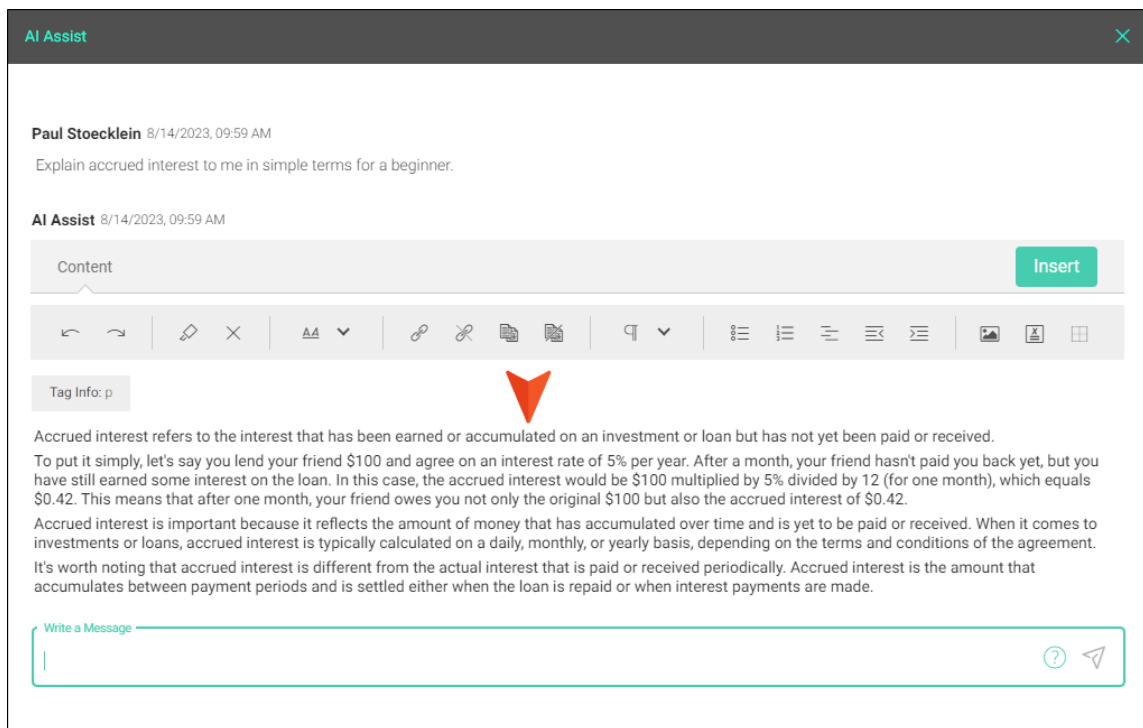
You can use the feedback that makes sense and disregard other suggestions. Also, the more specific you are in the prompt, the more targeted ChatGPT will be in its feedback.

# AI Assist Example—Rewriting Content

You can ask ChatGPT to rewrite existing content in many ways, such as:

- Simplifying it
- Expanding it with more content
- Shortening it
- Changing the tone
- Correcting grammar, punctuation, and other mistakes
- And more...

☆ **EXAMPLE** You've already asked ChatGPT to explain accrued interest, and here is the answer you received:



The screenshot shows a chat window titled "AI Assist" with a close button in the top right corner. The chat history shows a user named "Paul Stoecklein" asking for a simple explanation of accrued interest. The AI assistant responds with a detailed explanation. The response is displayed in a rich text editor with a toolbar and an "Insert" button. A red arrow points to the first paragraph of the AI's response.

**AI Assist** 8/14/2023, 09:59 AM

Paul Stoecklein 8/14/2023, 09:59 AM

Explain accrued interest to me in simple terms for a beginner.

**AI Assist** 8/14/2023, 09:59 AM

Content Insert

Tag Info: p

Accrued interest refers to the interest that has been earned or accumulated on an investment or loan but has not yet been paid or received.

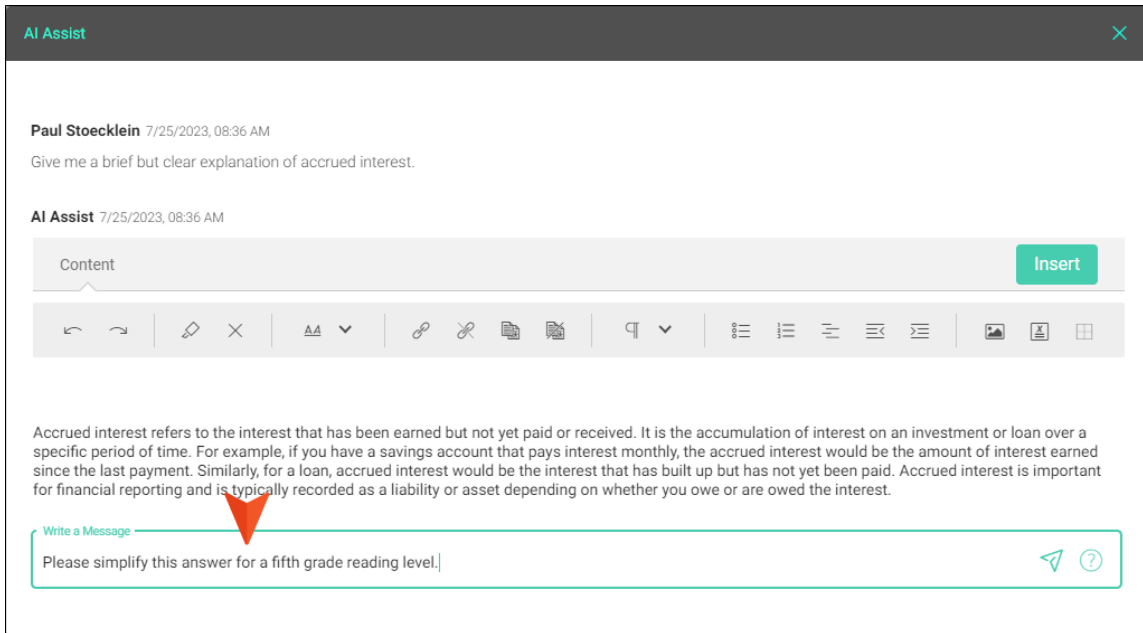
To put it simply, let's say you lend your friend \$100 and agree on an interest rate of 5% per year. After a month, your friend hasn't paid you back yet, but you have still earned some interest on the loan. In this case, the accrued interest would be \$100 multiplied by 5% divided by 12 (for one month), which equals \$0.42. This means that after one month, your friend owes you not only the original \$100 but also the accrued interest of \$0.42.

Accrued interest is important because it reflects the amount of money that has accumulated over time and is yet to be paid or received. When it comes to investments or loans, accrued interest is typically calculated on a daily, monthly, or yearly basis, depending on the terms and conditions of the agreement.

It's worth noting that accrued interest is different from the actual interest that is paid or received periodically. Accrued interest is the amount that accumulates between payment periods and is settled either when the loan is repaid or when interest payments are made.

Write a Message ? ➤

☆ But you're worried that this response might be a little complicated. So you ask ChatGPT to simplify it for a fifth grade reading level:



The screenshot shows a chat window titled "AI Assist" with a close button in the top right corner. The chat history includes a user message from Paul Stoecklein at 7/25/2023, 08:36 AM: "Give me a brief but clear explanation of accrued interest." Below this is the AI's response, which is a detailed paragraph explaining accrued interest. A red arrow points from the word "typically" in the AI's response down to a text input field. The input field contains the text "Please simplify this answer for a fifth grade reading level." and has a "Write a Message" label on the left and a send button on the right. Above the input field is a rich text editor toolbar with various icons for text formatting, alignment, and insertion, and an "Insert" button on the right.

**AI Assist** 7/25/2023, 08:36 AM

Give me a brief but clear explanation of accrued interest.

**AI Assist** 7/25/2023, 08:36 AM

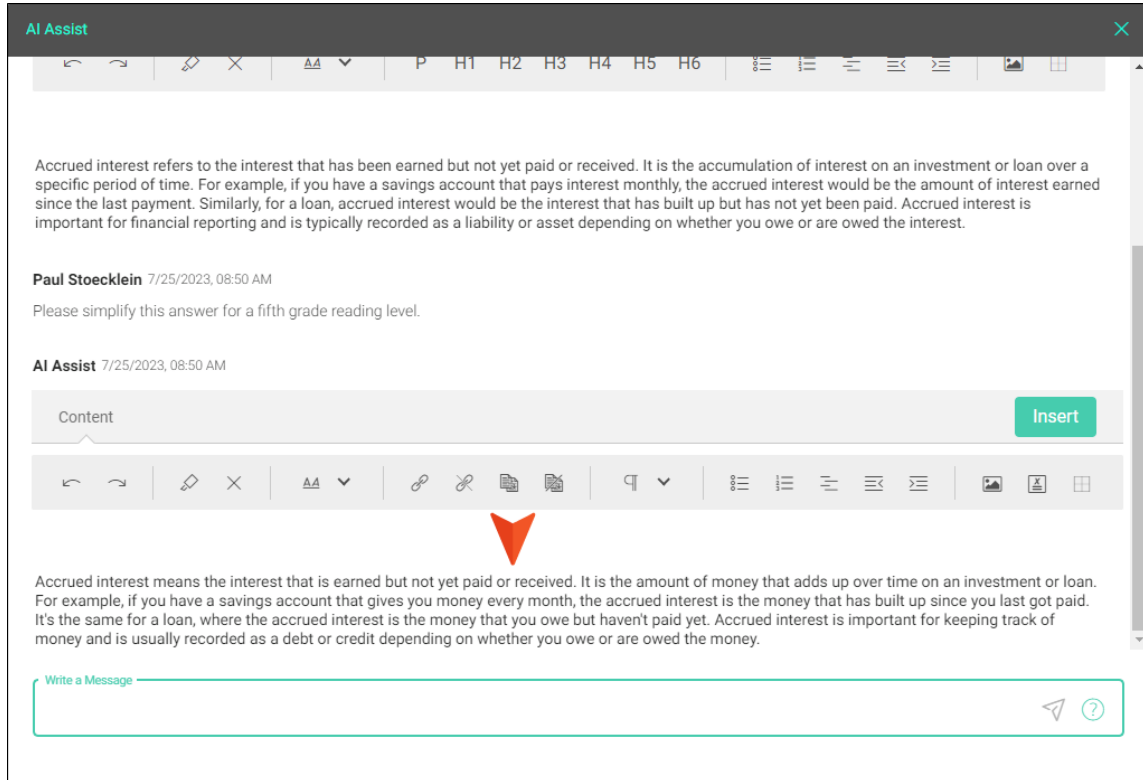
Content Insert

Accrued interest refers to the interest that has been earned but not yet paid or received. It is the accumulation of interest on an investment or loan over a specific period of time. For example, if you have a savings account that pays interest monthly, the accrued interest would be the amount of interest earned since the last payment. Similarly, for a loan, accrued interest would be the interest that has built up but has not yet been paid. Accrued interest is important for financial reporting and is typically recorded as a liability or asset depending on whether you owe or are owed the interest.

Write a Message

Please simplify this answer for a fifth grade reading level.

☆ Here is the new response you receive, which you might like better:



The screenshot shows a chat window titled "AI Assist" with a close button (X) in the top right corner. The window contains the following text:

Accrued interest refers to the interest that has been earned but not yet paid or received. It is the accumulation of interest on an investment or loan over a specific period of time. For example, if you have a savings account that pays interest monthly, the accrued interest would be the amount of interest earned since the last payment. Similarly, for a loan, accrued interest would be the interest that has built up but has not yet been paid. Accrued interest is important for financial reporting and is typically recorded as a liability or asset depending on whether you owe or are owed the interest.

**Paul Stoecklein** 7/25/2023, 08:50 AM  
Please simplify this answer for a fifth grade reading level.

**AI Assist** 7/25/2023, 08:50 AM

Content Insert


Below the text is a rich text editor toolbar with various icons for undo, redo, bold, italic, link, unlink, insert link, insert image, bulleted list, numbered list, decrease indent, increase indent, link, unlink, insert image, insert video, and insert table. A red arrow points to the "insert link" icon.

Accrued interest means the interest that is earned but not yet paid or received. It is the amount of money that adds up over time on an investment or loan. For example, if you have a savings account that gives you money every month, the accrued interest is the money that has built up since you last got paid. It's the same for a loan, where the accrued interest is the money that you owe but haven't paid yet. Accrued interest is important for keeping track of money and is usually recorded as a debt or credit depending on whether you owe or are owed the money.

At the bottom of the chat window is a text input field with the placeholder "Write a Message" and a send button (paper plane icon) and a help button (question mark icon).

# AI Assist Example—Searching and SEO

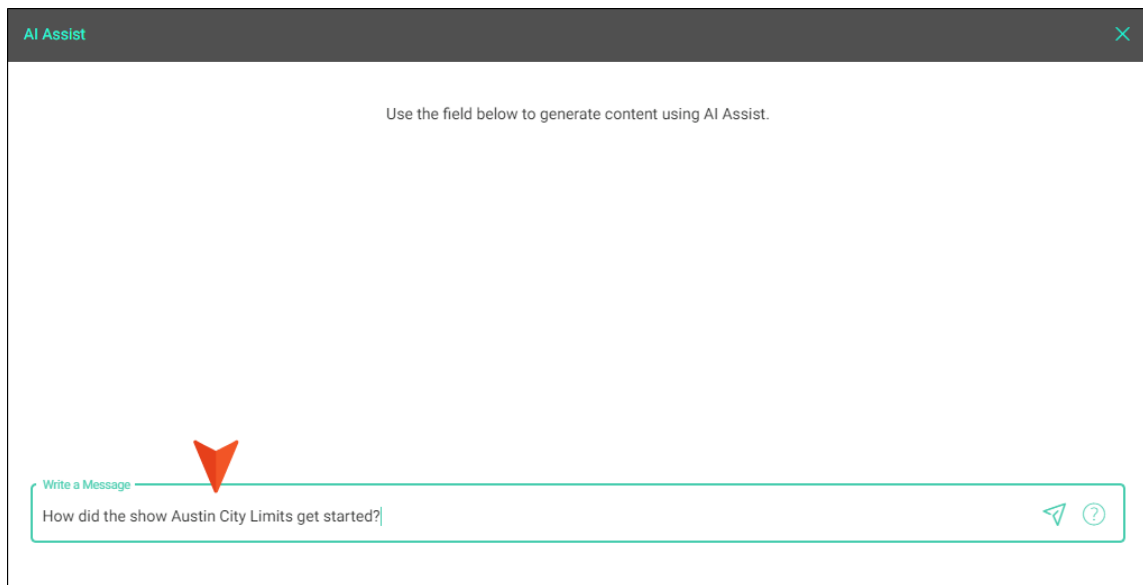
You can use AI Assist and ChatGPT in place of a search engine to discover new information. This can be an even better experience than a search engine, because it is more conversational.

 **NOTE** ChatGPT is aware of internet content up to September, 2021. After that, it has limited knowledge. However, users with ChatGPT Plus accounts can enable a browser mode (outside of Central) that provides up-to-date internet information.

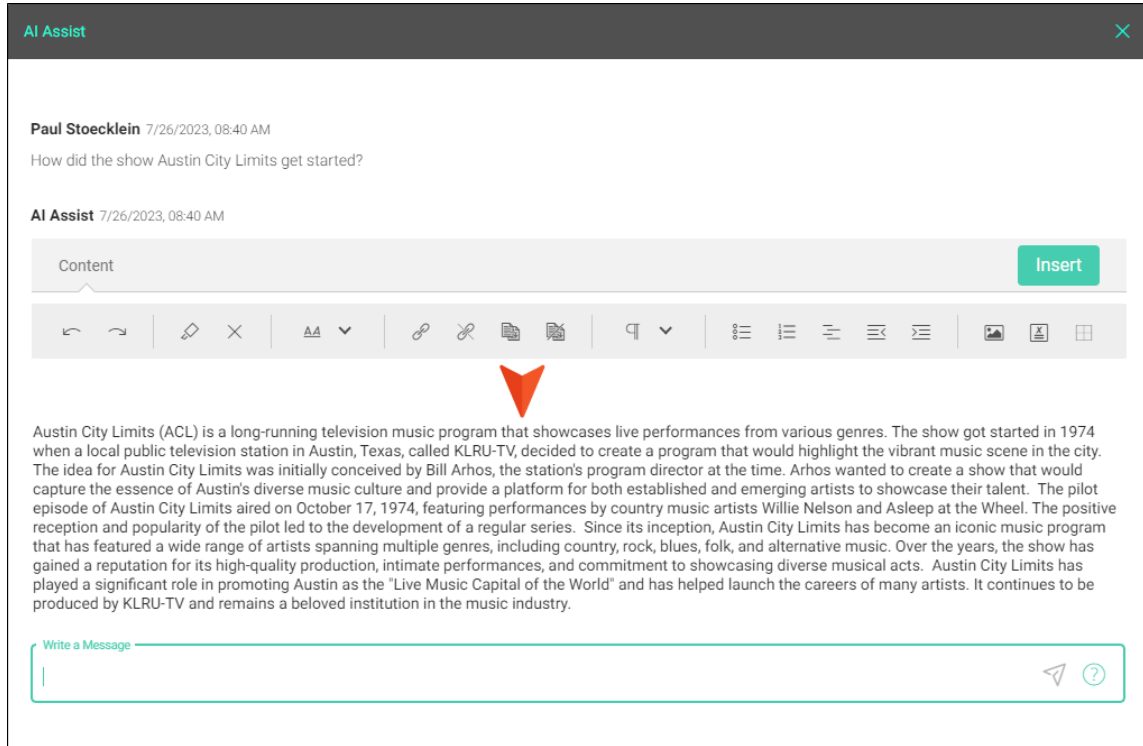
ChatGPT also might be helpful when optimizing your content for search engines. You can ask for search engine optimization (SEO) ideas for a particular topic. In addition, you can ask it to provide you with related keywords to selected text.

## EXAMPLE — Searching

You are writing content about the music scene in Austin, Texas. In AI Assist, you ask ChatGPT about the origins of the show Austin City Limits:



☆ ChatGPT is able to give you some good information:



The screenshot shows a chat interface titled "AI Assist". A user named Paul Stoecklein asks, "How did the show Austin City Limits get started?". The AI assistant responds with a detailed paragraph about the show's history, starting in 1974 on KLRU-TV. A red arrow points to the AI's response. Below the text is a rich text editor toolbar with various icons for undo, redo, bold, italic, link, unlink, insert link, insert image, bulleted list, numbered list, indent, outdent, insert image, insert link, and insert table. At the bottom is a text input field labeled "Write a Message" with a send button and a help icon.

**AI Assist** 7/26/2023, 08:40 AM

How did the show Austin City Limits get started?

**AI Assist** 7/26/2023, 08:40 AM

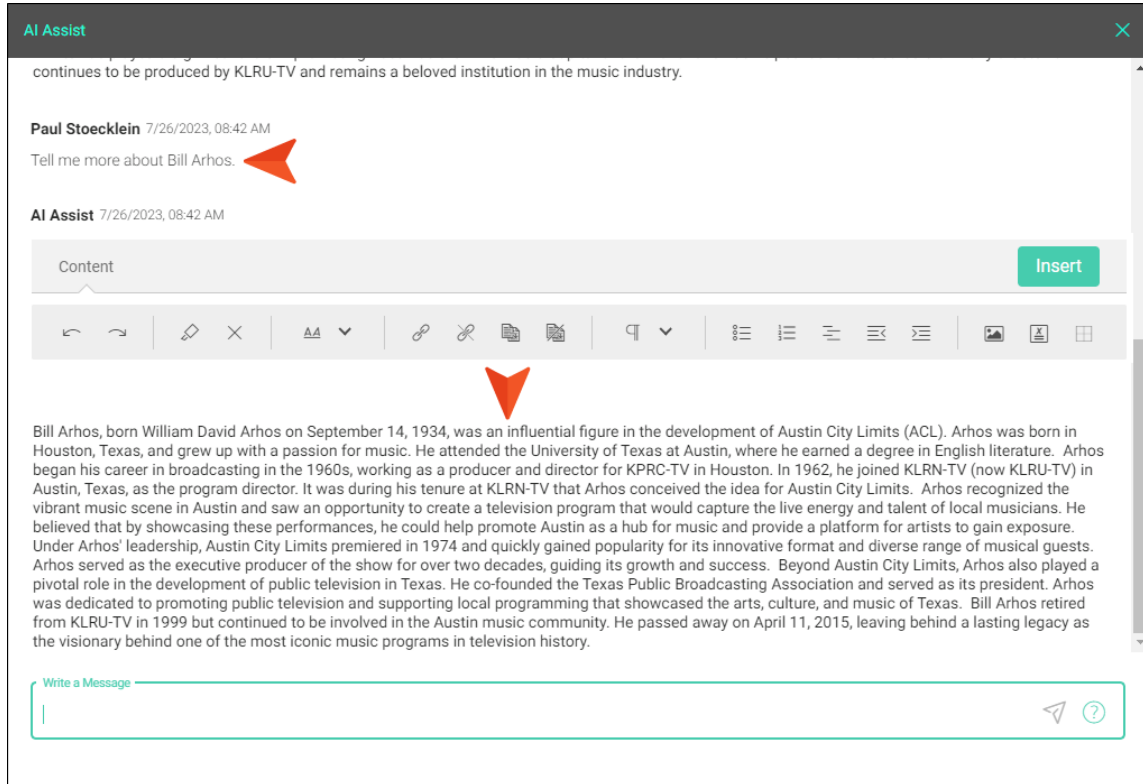
Content Insert

Austin City Limits (ACL) is a long-running television music program that showcases live performances from various genres. The show got started in 1974 when a local public television station in Austin, Texas, called KLRU-TV, decided to create a program that would highlight the vibrant music scene in the city. The idea for Austin City Limits was initially conceived by Bill Arhos, the station's program director at the time. Arhos wanted to create a show that would capture the essence of Austin's diverse music culture and provide a platform for both established and emerging artists to showcase their talent. The pilot episode of Austin City Limits aired on October 17, 1974, featuring performances by country music artists Willie Nelson and Asleep at the Wheel. The positive reception and popularity of the pilot led to the development of a regular series. Since its inception, Austin City Limits has become an iconic music program that has featured a wide range of artists spanning multiple genres, including country, rock, blues, folk, and alternative music. Over the years, the show has gained a reputation for its high-quality production, intimate performances, and commitment to showcasing diverse musical acts. Austin City Limits has played a significant role in promoting Austin as the "Live Music Capital of the World" and has helped launch the careers of many artists. It continues to be produced by KLRU-TV and remains a beloved institution in the music industry.

Write a Message Send Help



☆ And you can interact with ChatGPT to obtain even more targeted content:

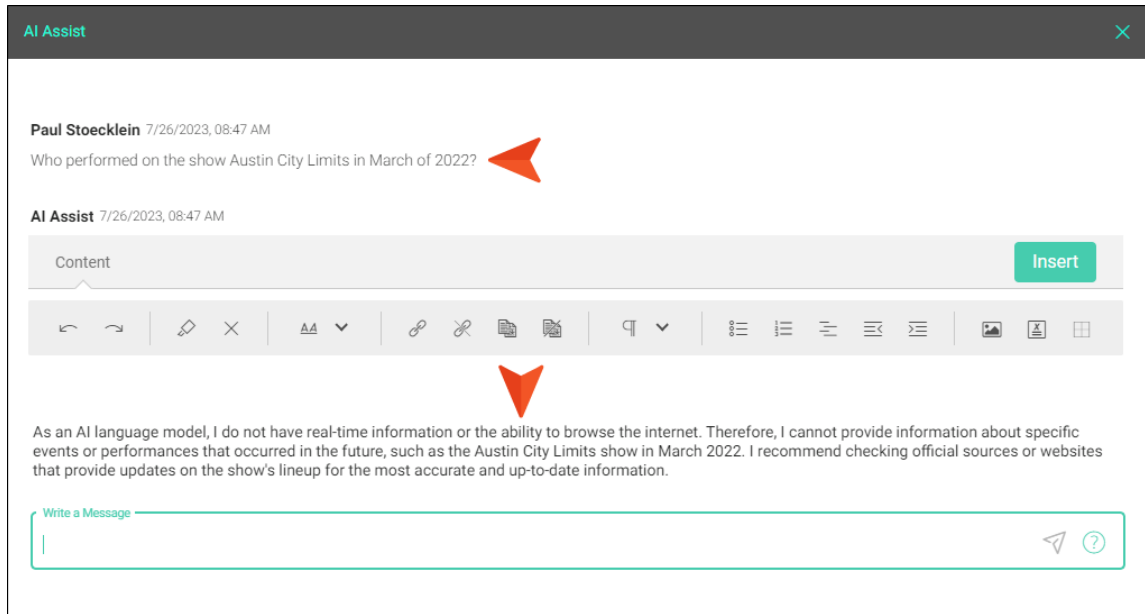


The screenshot shows a chat window titled "AI Assist" with a close button in the top right corner. The chat history includes a previous message from the AI: "continues to be produced by KLRU-TV and remains a beloved institution in the music industry." The current message is from "Paul Stoecklein" dated "7/26/2023, 08:42 AM", asking "Tell me more about Bill Arhos." The AI's response, dated "7/26/2023, 08:42 AM", is displayed in a rich text editor. The editor has a toolbar with icons for undo, redo, link, unlink, bold, italic, text color, background color, link, unlink, insert link, insert image, list, and table. A red arrow points to the "Tell me more about Bill Arhos." text, and another red arrow points to the rich text editor toolbar. The AI's response text is as follows:

Bill Arhos, born William David Arhos on September 14, 1934, was an influential figure in the development of Austin City Limits (ACL). Arhos was born in Houston, Texas, and grew up with a passion for music. He attended the University of Texas at Austin, where he earned a degree in English literature. Arhos began his career in broadcasting in the 1960s, working as a producer and director for KPRC-TV in Houston. In 1962, he joined KLRN-TV (now KLRU-TV) in Austin, Texas, as the program director. It was during his tenure at KLRN-TV that Arhos conceived the idea for Austin City Limits. Arhos recognized the vibrant music scene in Austin and saw an opportunity to create a television program that would capture the live energy and talent of local musicians. He believed that by showcasing these performances, he could help promote Austin as a hub for music and provide a platform for artists to gain exposure. Under Arhos' leadership, Austin City Limits premiered in 1974 and quickly gained popularity for its innovative format and diverse range of musical guests. Arhos served as the executive producer of the show for over two decades, guiding its growth and success. Beyond Austin City Limits, Arhos also played a pivotal role in the development of public television in Texas. He co-founded the Texas Public Broadcasting Association and served as its president. Arhos was dedicated to promoting public television and supporting local programming that showcased the arts, culture, and music of Texas. Bill Arhos retired from KLRU-TV in 1999 but continued to be involved in the Austin music community. He passed away on April 11, 2015, leaving behind a lasting legacy as the visionary behind one of the most iconic music programs in television history.

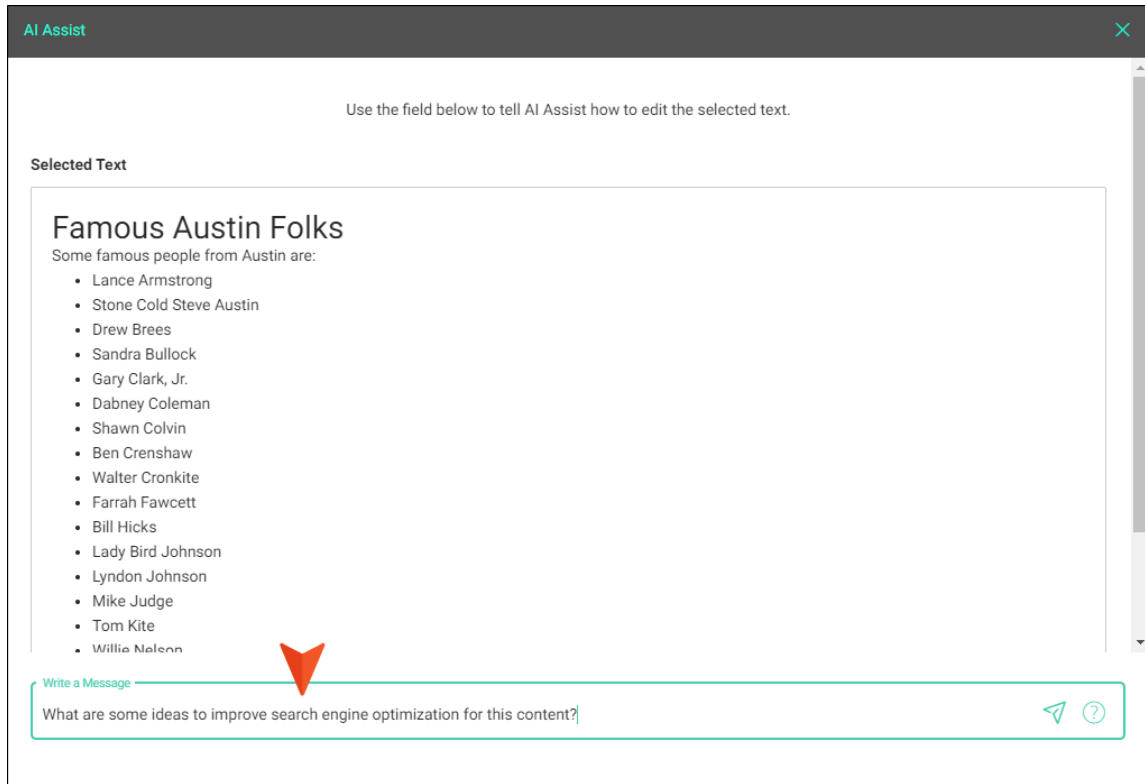
At the bottom of the chat window is a text input field labeled "Write a Message" with a send button and a help icon.

☆ However, if you ask ChatGPT who performed on Austin City Limits in March, 2022, it is unable to give you an answer:

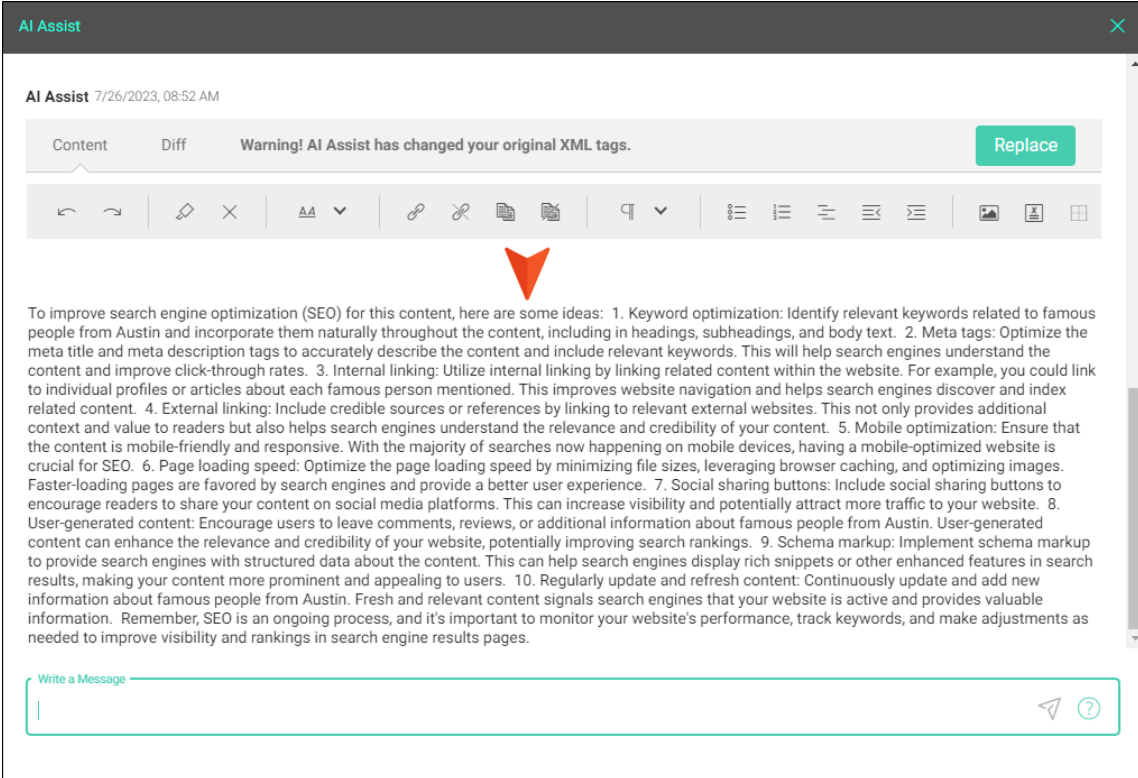


☆ EXAMPLE – SEO Ideas

You have a list of famous persons from Austin, Texas, and you want some ideas for improving SEO on that page of your output. So you ask ChatGPT:



☆ It gives you many good suggestions:



The screenshot shows the AI Assist interface. At the top, there's a header with "AI Assist" and a close button. Below that, the date and time "7/26/2023, 08:52 AM" are displayed. The main content area is split into two panes: "Content" on the left and "Diff" on the right. A warning message "Warning! AI Assist has changed your original XML tags." is shown in the diff pane, with a "Replace" button to its right. Below the panes is a rich text editor toolbar with various icons for undo, redo, bold, italic, link, unlink, insert link, insert image, list, and table. A red arrow points to the main content area, which contains a paragraph of text providing 10 SEO suggestions. At the bottom, there is a text input field labeled "Write a Message" with a send button and a help icon.

AI Assist 7/26/2023, 08:52 AM

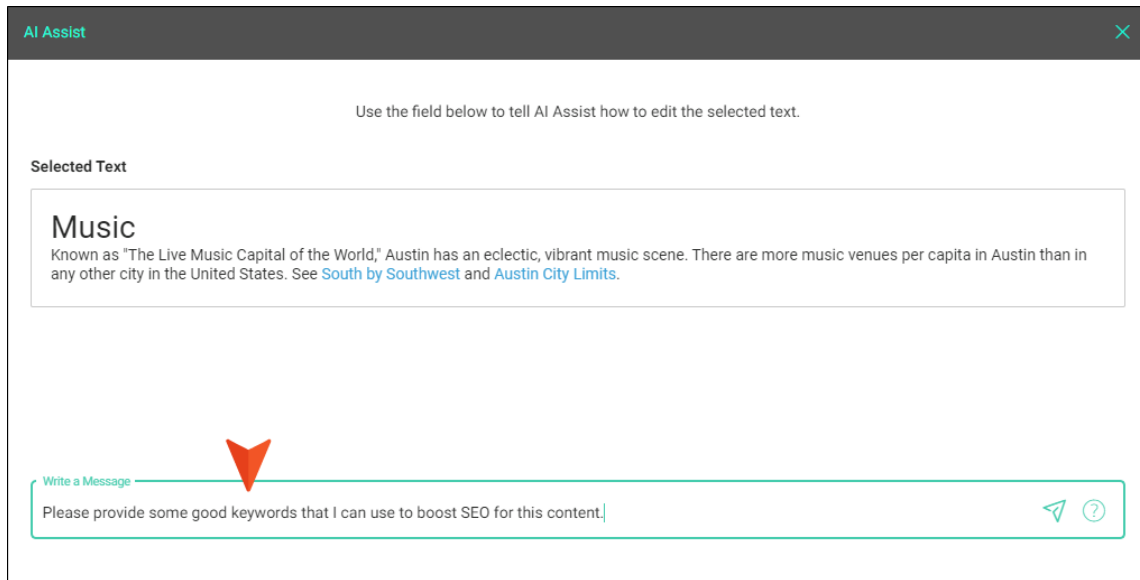
Content Diff Warning! AI Assist has changed your original XML tags. Replace

To improve search engine optimization (SEO) for this content, here are some ideas: 1. Keyword optimization: Identify relevant keywords related to famous people from Austin and incorporate them naturally throughout the content, including in headings, subheadings, and body text. 2. Meta tags: Optimize the meta title and meta description tags to accurately describe the content and include relevant keywords. This will help search engines understand the content and improve click-through rates. 3. Internal linking: Utilize internal linking by linking related content within the website. For example, you could link to individual profiles or articles about each famous person mentioned. This improves website navigation and helps search engines discover and index related content. 4. External linking: Include credible sources or references by linking to relevant external websites. This not only provides additional context and value to readers but also helps search engines understand the relevance and credibility of your content. 5. Mobile optimization: Ensure that the content is mobile-friendly and responsive. With the majority of searches now happening on mobile devices, having a mobile-optimized website is crucial for SEO. 6. Page loading speed: Optimize the page loading speed by minimizing file sizes, leveraging browser caching, and optimizing images. Faster-loading pages are favored by search engines and provide a better user experience. 7. Social sharing buttons: Include social sharing buttons to encourage readers to share your content on social media platforms. This can increase visibility and potentially attract more traffic to your website. 8. User-generated content: Encourage users to leave comments, reviews, or additional information about famous people from Austin. User-generated content can enhance the relevance and credibility of your website, potentially improving search rankings. 9. Schema markup: Implement schema markup to provide search engines with structured data about the content. This can help search engines display rich snippets or other enhanced features in search results, making your content more prominent and appealing to users. 10. Regularly update and refresh content: Continuously update and add new information about famous people from Austin. Fresh and relevant content signals search engines that your website is active and provides valuable information. Remember, SEO is an ongoing process, and it's important to monitor your website's performance, track keywords, and make adjustments as needed to improve visibility and rankings in search engine results pages.

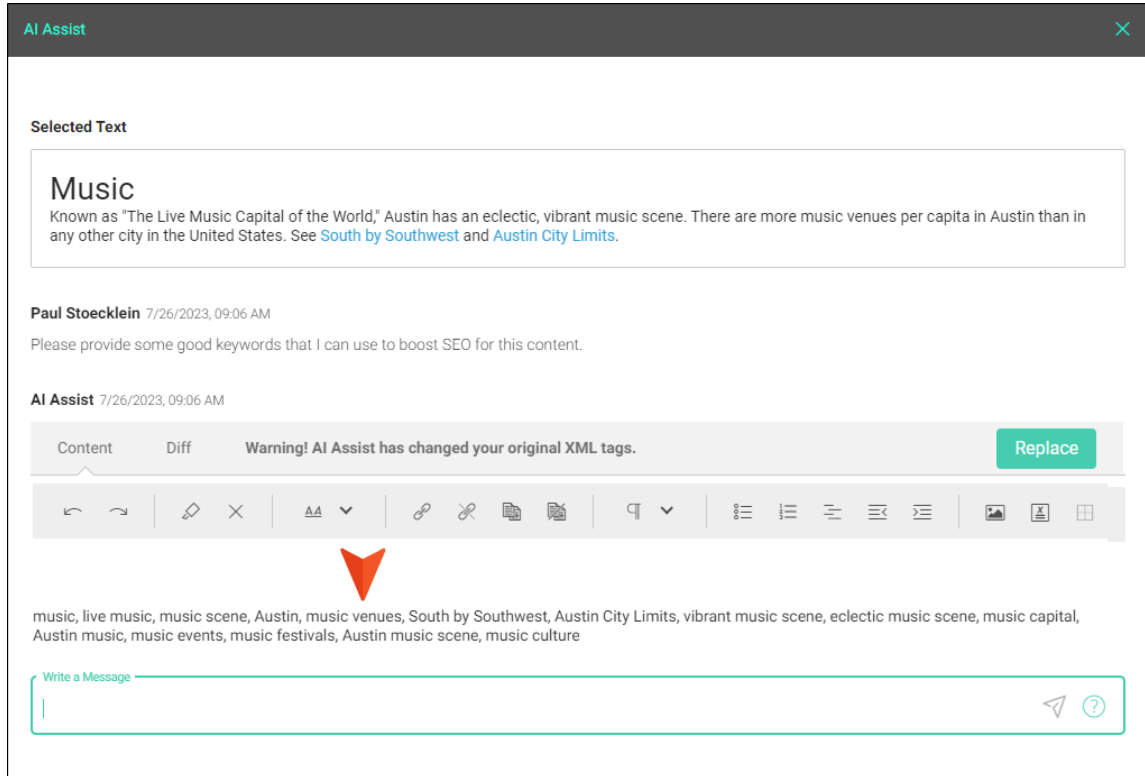
Write a Message

☆ **EXAMPLE** – SEO Related Keywords

You have written a short topic on music in Austin, Texas, and you want some good keywords that you can insert into the Flare topic later to help boost SEO. Therefore, you ask ChatGPT:



☆ And now you have several keywords:



The screenshot shows a window titled "AI Assist" with a close button in the top right corner. Below the title bar, there is a section labeled "Selected Text" containing a text box with the following content:

**Music**  
Known as "The Live Music Capital of the World," Austin has an eclectic, vibrant music scene. There are more music venues per capita in Austin than in any other city in the United States. See [South by Southwest](#) and [Austin City Limits](#).

Below the text box, there is a message from "Paul Stoecklein" dated "7/26/2023, 09:06 AM" that says: "Please provide some good keywords that I can use to boost SEO for this content."

Next is a message from "AI Assist" dated "7/26/2023, 09:06 AM". Above this message is a toolbar with tabs for "Content" and "Diff", a warning message "Warning! AI Assist has changed your original XML tags.", and a green "Replace" button. Below the tabs is a rich text editor toolbar with various icons for undo, redo, bold, italic, link, unlink, insert link, insert image, list, and indent.

An orange arrow points from the toolbar down to a list of keywords:

music, live music, music scene, Austin, music venues, South by Southwest, Austin City Limits, vibrant music scene, eclectic music scene, music capital, Austin music, music events, music festivals, Austin music scene, music culture

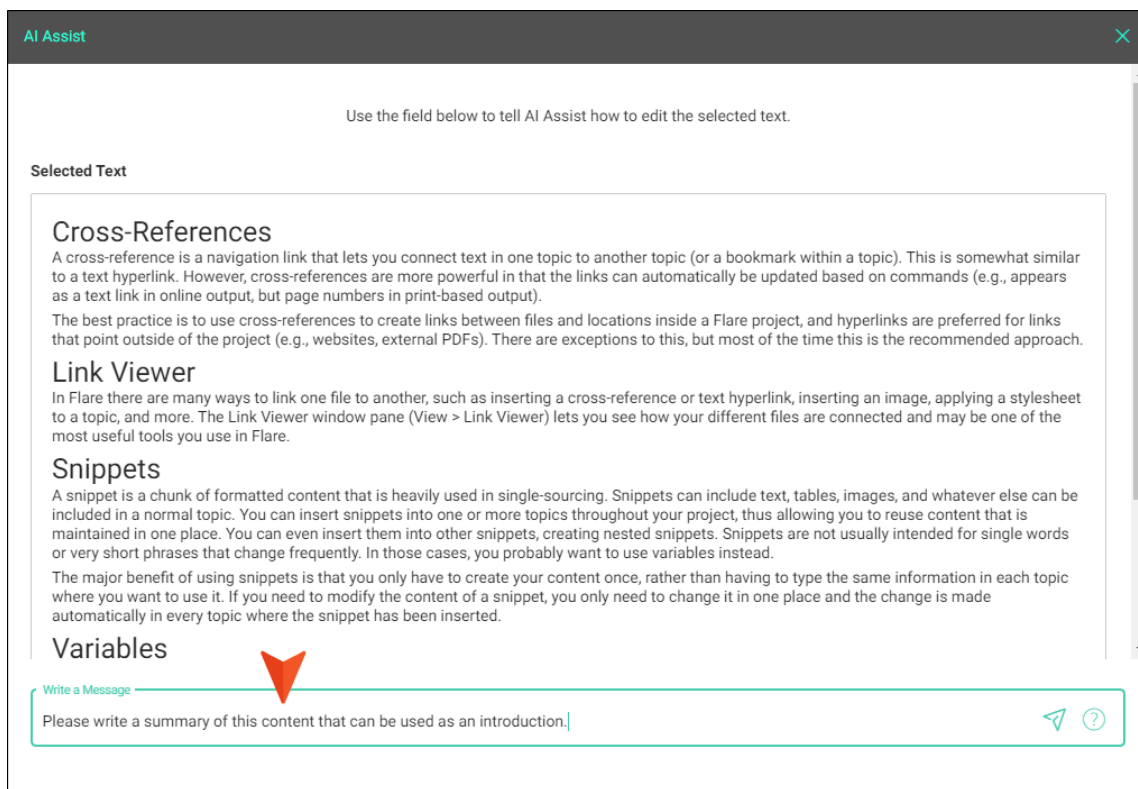
At the bottom of the window is a text input field labeled "Write a Message" with a placeholder character and a send button (paper plane icon) and a help button (question mark icon).

# AI Assist Example—Summarizing Text

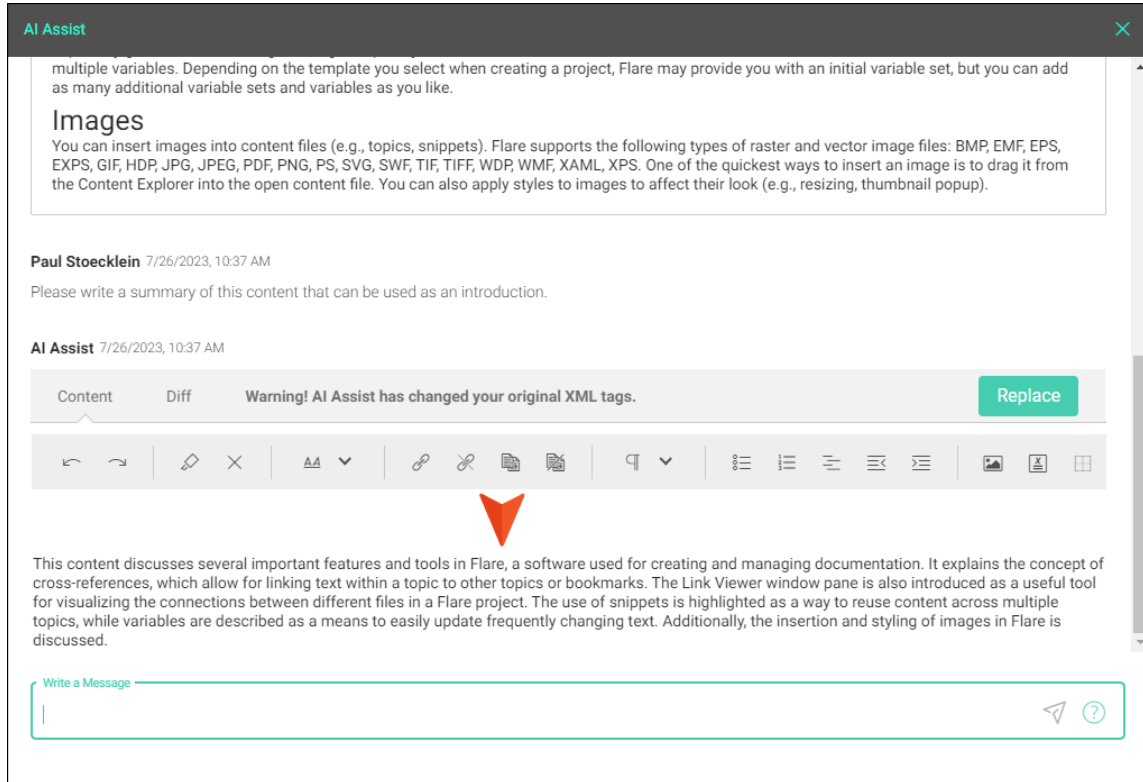
AI Assist and ChatGPT can be quite helpful for summarizing lots of text.

## ☆ EXAMPLE — Creating an Introduction

Perhaps your normal workflow is that you begin a topic with an introduction (or overview), and then write the rest of the topic over the following weeks. However, this time you've begun by skipping the introduction for the time being. Instead, you have added some raw notes about the subject, and then over time you've proceeded writing various parts of the topic (in this example, short descriptions of various key features). And now, based on all of that content, you want to back up and write the introduction at the top of the topic. So you select all of the text that you've written and ask ChatGPT to summarize it:



☆ ChatGPT gives you some summary text:



You can make some quick adjustments to the text if you like. Of course, you wouldn't click Replace, because that would just overwrite all of the selected content with the new introduction. Instead, you would copy the introduction text to your clipboard, close AI Assist, and paste it at the top of the topic.



☆ **EXAMPLE** – Collating Feedback or Suggestions

Perhaps your company has accumulated a lot of feedback or suggestions from customers and put them into a single, large document. They're not organized in any way.

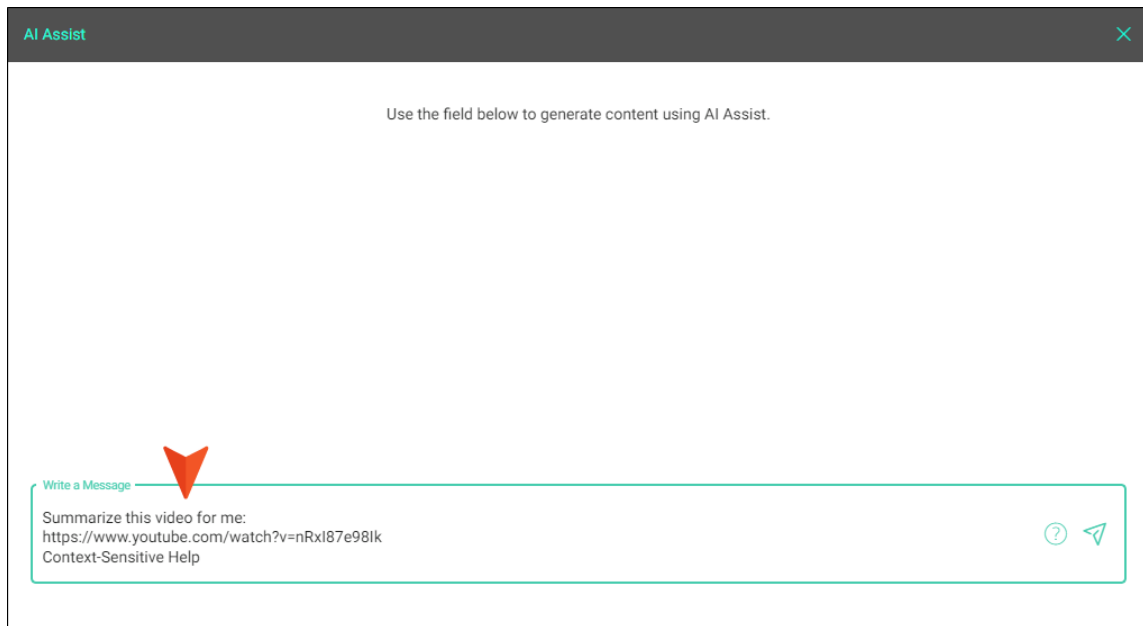
Without having to read through every bit of the document, you want to get a sense of trends or particular subjects that are mentioned most. So you can copy and paste the contents of the document into a prompt and ask ChatGPT to summarize it for you, highlighting the things most often mentioned.

The information is in a separate document and not in your Flare project. Therefore, you might just use the OpenAI website for this, instead of using AI Assist.

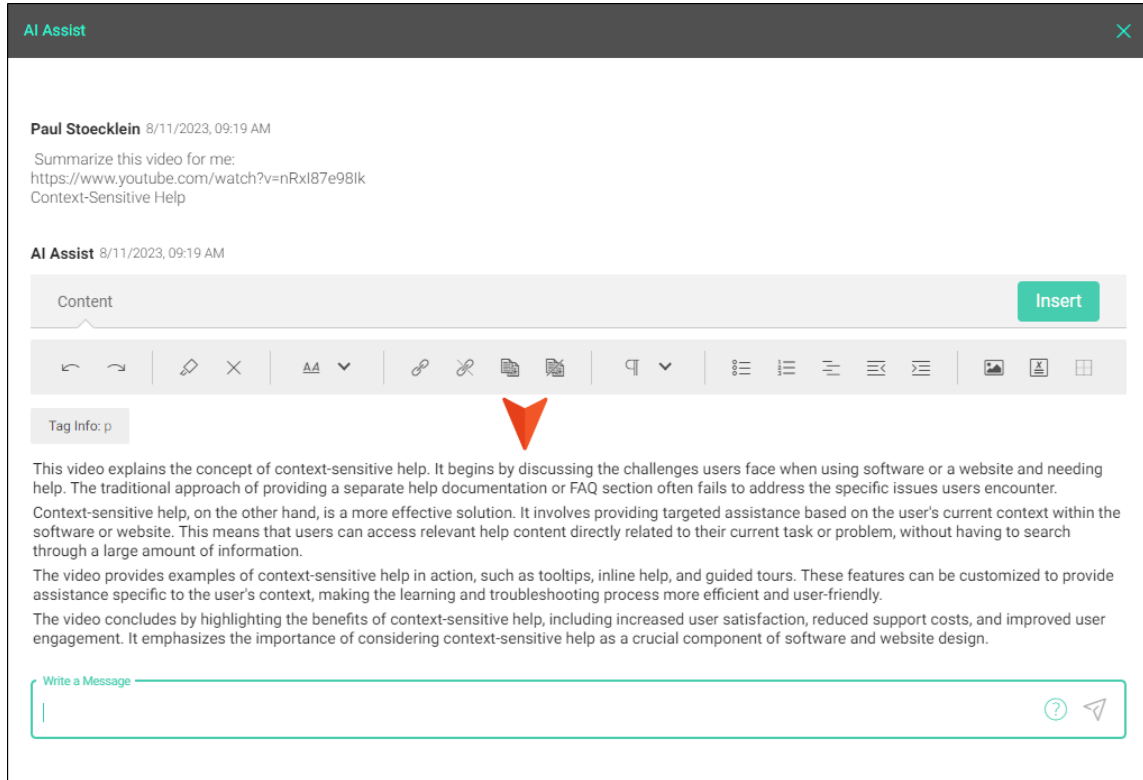
# AI Assist Example—Summarizing Videos

You can use ChatGPT to summarize a YouTube video by providing the link and clear directions in the prompt. Not only do you need to give ChatGPT directions, but you should also provide the link and title of the video.

☆ **EXAMPLE** You create a lot of YouTube videos to accompany your documentation. One of the tasks you should do when publishing the video is provide a summary in the description. To save time, you ask ChatGPT to do this for you:



☆ This is what you get from ChatGPT:



The screenshot shows a chat window titled "AI Assist" with a close button in the top right corner. The chat history includes a user message from Paul Stoecklein dated 8/11/2023, 09:19 AM, asking for a summary of a video about context-sensitive help. The AI's response is displayed in a rich text editor. The editor has a toolbar with various icons for undo, redo, bold, italic, link, unlink, insert link, insert image, bulleted list, numbered list, indent, outdent, link, unlink, insert image, link, and table. A red arrow points to the "Tag Info: p" button in the editor. The text of the AI's response is as follows:

**AI Assist** 8/11/2023, 09:19 AM

Content Insert

Tag Info: p

This video explains the concept of context-sensitive help. It begins by discussing the challenges users face when using software or a website and needing help. The traditional approach of providing a separate help documentation or FAQ section often fails to address the specific issues users encounter. Context-sensitive help, on the other hand, is a more effective solution. It involves providing targeted assistance based on the user's current context within the software or website. This means that users can access relevant help content directly related to their current task or problem, without having to search through a large amount of information.

The video provides examples of context-sensitive help in action, such as tooltips, inline help, and guided tours. These features can be customized to provide assistance specific to the user's context, making the learning and troubleshooting process more efficient and user-friendly.

The video concludes by highlighting the benefits of context-sensitive help, including increased user satisfaction, reduced support costs, and improved user engagement. It emphasizes the importance of considering context-sensitive help as a crucial component of software and website design.

Write a Message ? ↗



This is what you need, but maybe you want the summary to be shorter, so you ask ChatGPT to do it:

The screenshot shows a window titled "AI Assist" with a close button in the top right corner. The main content area displays a message from "Paul Stoecklein" dated "8/11/2023, 09:19 AM". The message asks to summarize a video about "Context-Sensitive Help" and includes a YouTube URL. Below this is a response from "AI Assist" dated "8/11/2023, 09:19 AM". The response contains a rich text editor with a toolbar and a text area. The text area contains a summary of the video. At the bottom of the text area, there is a "Write a Message" input field with the text "Please shorten this to 100 words or less." and a red arrow pointing to it. The input field also has a question mark icon and a send icon.

**AI Assist** 8/11/2023, 09:19 AM

Summarize this video for me:  
<https://www.youtube.com/watch?v=nRxl87e98lk>  
Context-Sensitive Help

**AI Assist** 8/11/2023, 09:19 AM

Content Insert

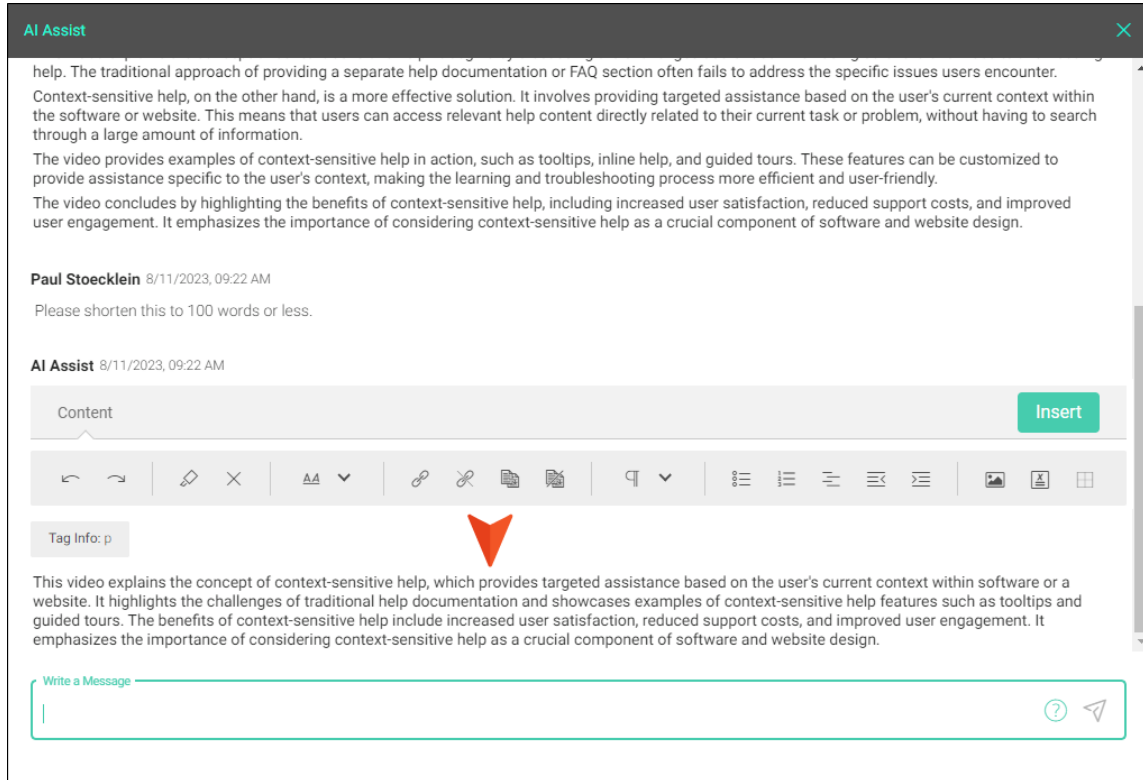
Tag Info: p

This video explains the concept of context-sensitive help. It begins by discussing the challenges users face when using software or a website and needing help. The traditional approach of providing a separate help documentation or FAQ section often fails to address the specific issues users encounter. Context-sensitive help, on the other hand, is a more effective solution. It involves providing targeted assistance based on the user's current context within the software or website. This means that users can access relevant help content directly related to their current task or problem, without having to search through a large amount of information. The video provides examples of context-sensitive help in action, such as tooltips, inline help, and guided tours. These features can be customized to provide assistance specific to the user's context, making the learning and troubleshooting process more efficient and user-friendly. The video concludes by highlighting the benefits of context-sensitive help, including increased user satisfaction, reduced support costs, and improved user engagement. It emphasizes the importance of considering context-sensitive help as a crucial component of software and website design.

Write a Message

Please shorten this to 100 words or less.

☆ And here is the final result:



The screenshot shows a chat window titled "AI Assist" with a close button in the top right corner. The chat history includes a message from "Paul Stoecklein" dated 8/11/2023, 09:22 AM, which says "Please shorten this to 100 words or less." Below this is a response from "AI Assist" dated 8/11/2023, 09:22 AM. The response contains a video transcript about context-sensitive help. The transcript text is: "help. The traditional approach of providing a separate help documentation or FAQ section often fails to address the specific issues users encounter. Context-sensitive help, on the other hand, is a more effective solution. It involves providing targeted assistance based on the user's current context within the software or website. This means that users can access relevant help content directly related to their current task or problem, without having to search through a large amount of information. The video provides examples of context-sensitive help in action, such as tooltips, inline help, and guided tours. These features can be customized to provide assistance specific to the user's context, making the learning and troubleshooting process more efficient and user-friendly. The video concludes by highlighting the benefits of context-sensitive help, including increased user satisfaction, reduced support costs, and improved user engagement. It emphasizes the importance of considering context-sensitive help as a crucial component of software and website design." Below the transcript is a rich text editor with a toolbar containing icons for undo, redo, bold, italic, link, unlink, insert link, insert image, bulleted list, numbered list, decrease indent, increase indent, insert video, insert table, and insert code block. A "Tag Info: p" label is visible above the editor. A red arrow points to the first paragraph of the transcript. At the bottom of the chat window is a "Write a Message" input field with a question mark icon and a send icon.

AI Assist

help. The traditional approach of providing a separate help documentation or FAQ section often fails to address the specific issues users encounter. Context-sensitive help, on the other hand, is a more effective solution. It involves providing targeted assistance based on the user's current context within the software or website. This means that users can access relevant help content directly related to their current task or problem, without having to search through a large amount of information. The video provides examples of context-sensitive help in action, such as tooltips, inline help, and guided tours. These features can be customized to provide assistance specific to the user's context, making the learning and troubleshooting process more efficient and user-friendly. The video concludes by highlighting the benefits of context-sensitive help, including increased user satisfaction, reduced support costs, and improved user engagement. It emphasizes the importance of considering context-sensitive help as a crucial component of software and website design.

**Paul Stoecklein** 8/11/2023, 09:22 AM

Please shorten this to 100 words or less.

**AI Assist** 8/11/2023, 09:22 AM

Content Insert

Tag Info: p

This video explains the concept of context-sensitive help, which provides targeted assistance based on the user's current context within software or a website. It highlights the challenges of traditional help documentation and showcases examples of context-sensitive help features such as tooltips and guided tours. The benefits of context-sensitive help include increased user satisfaction, reduced support costs, and improved user engagement. It emphasizes the importance of considering context-sensitive help as a crucial component of software and website design.

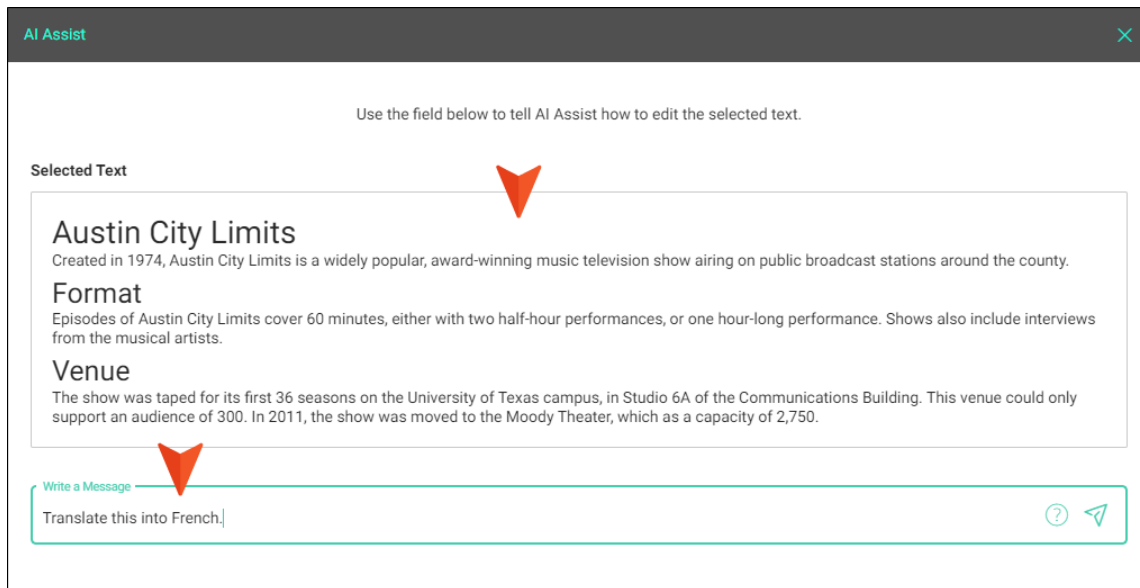
Write a Message

# AI Assist Example—Translating Content

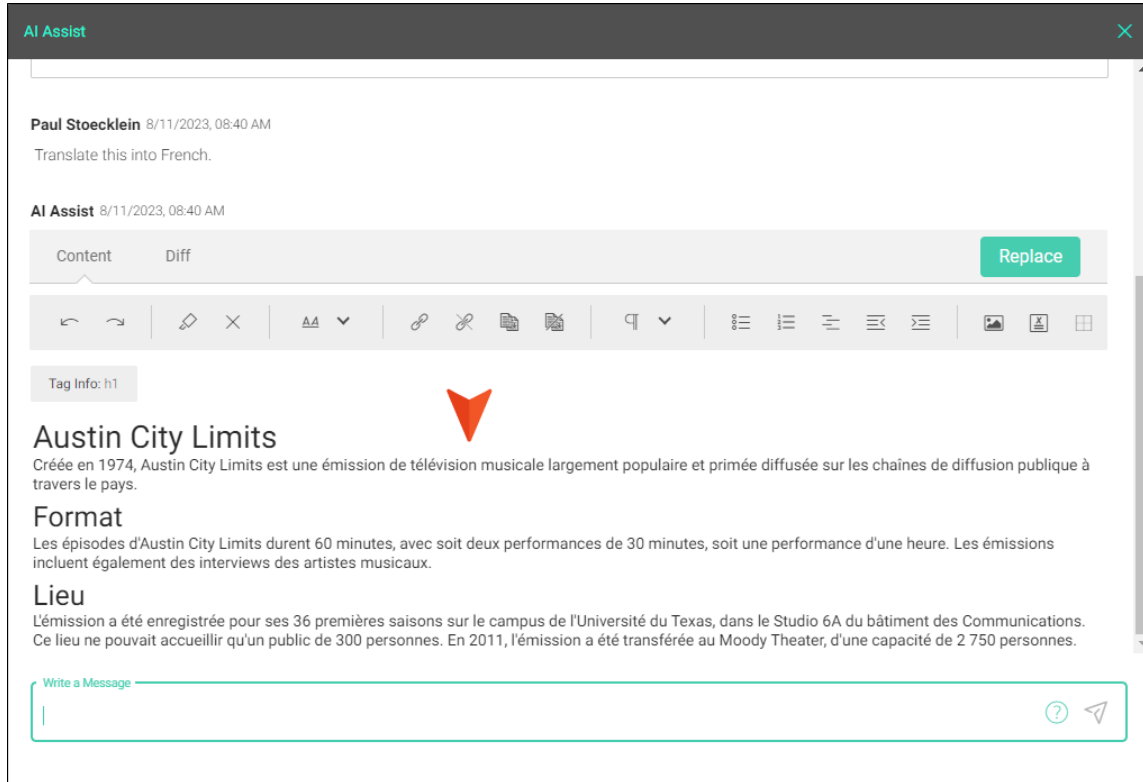
You can use ChatGPT to translate text, and it is able to do a much better job at this than other tools. For example, Google Translate gives you a simple word-for-word translation, but ChatGPT is able to take context and social cues into account. Keep in mind, however, that we always recommend having the translation verified by a person who is fluent in the target language.

☆ **EXAMPLE** You've written a Flare project in English and want to translate it into French. You have different options. One possibility is to make a copy of the English project and convert all the text in the second project into French. Alternatively, you can enter the translated text alongside the English text and use conditions to separate them. Either way, you can use ChatGPT to provide the initial translations.

In one of your topics, you select all of the text and give ChatGPT the following prompt:



☆ ChatGPT instantly gives you the translation.



You can either click Replace (if the entire topic should be in French), or you can copy and paste the translation next to the English text.

📄 **NOTE** Using MadCap Lingo with an experienced translator is always the preferred method for translating Flare projects. There are simply too many areas with text in a Flare project in addition to regular topic content, and it can be easy to miss those without a tool like Lingo. However, if you want to simply create a copy of a project in one language and translate it into a second language, you can use the process described in this example instead.

# AI Assist Example—Using Your Voice

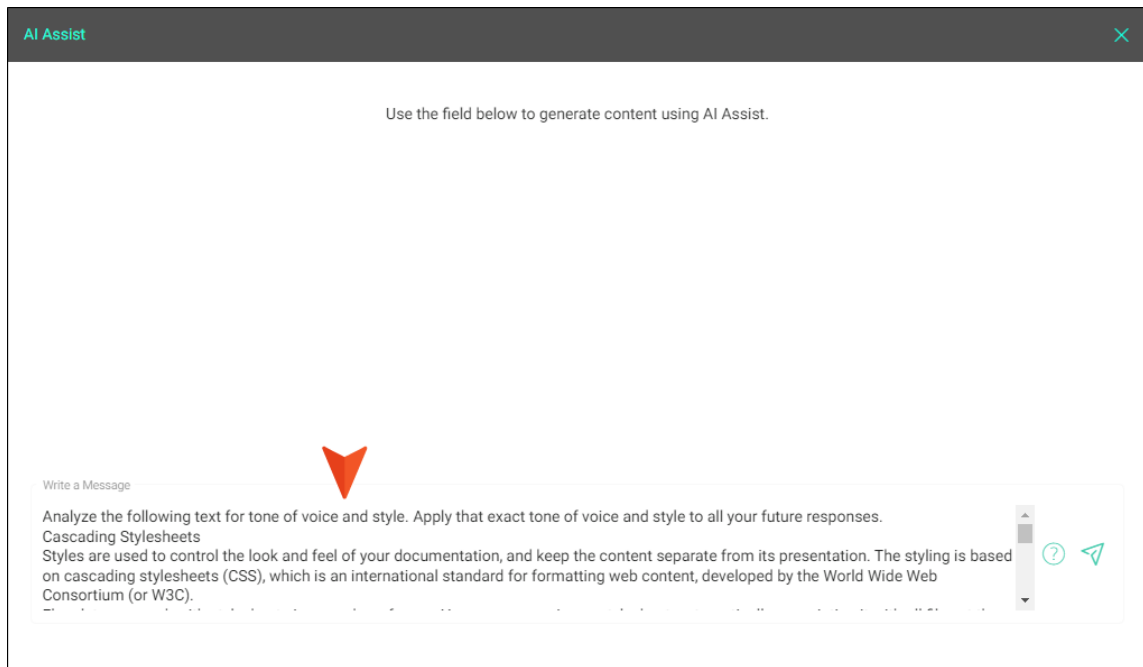
ChatGPT can provide you with an almost unlimited amount of good information. However, you and your authoring team probably have a particular way of writing—a "voice." By default, ChatGPT's responses might not coincide with parts of your voice, but you can prepare ChatGPT to do just that. This will save you time in editing responses from ChatGPT.

Each time you open AI Assist to interact with ChatGPT, you are conversing in a separate thread. By starting each thread with a copy of some sample text of your voice, and asking ChatGPT to analyze it, you can condition ChatGPT to provide all future responses throughout that thread in your voice.

You might consider saving a copy of sample text in a separate document for easy reference whenever you need to use it.

As far as the prompt is concerned, we recommend using this language: *Analyze the following text for tone of voice and style. Apply that exact tone of voice and style to all your future responses.*

☆ **EXAMPLE** You need to explain the concept of black holes, so you ask ChatGPT for help. To begin, you write the prompt just described, press SHIFT+ENTER, and then paste your sample voice text below it. You want to provide enough sample text for a proper analysis, and yet not too much.

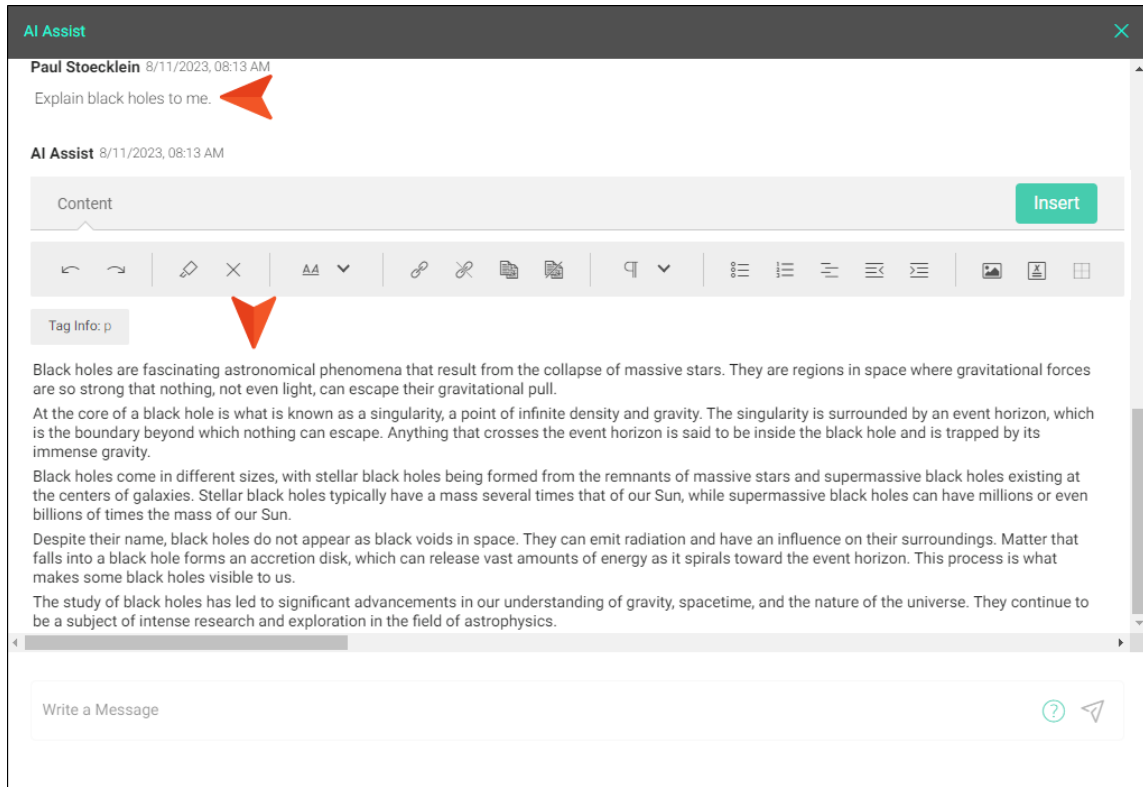




☆ ChatGPT analyzes your sample text and gives you a quick synopsis.

The screenshot shows a window titled "AI Assist" with a close button in the top right corner. The main content area displays a document snippet about skins, including a list of features and a paragraph of text. Below the document is a rich text editor toolbar with various icons for undo, redo, bold, italic, link, unlink, insert link, insert image, and list creation. A red arrow points to the "Tag Info: p" label, which is positioned above the first paragraph of the document's text. The text being analyzed is: "The tone of voice in the provided text is informative and straightforward. It presents the information in a clear and concise manner, focusing on explaining the different features and capabilities of the software. The style is technical and professional, using specific terminology and providing detailed instructions. In future responses, I will maintain the same informative and straightforward tone of voice and style, focusing on providing clear and concise information using technical terminology when necessary." At the bottom of the window is a text input field with the placeholder "Write a Message" and a send button.

☆ You then ask ChatGPT to provide a brief explanation of black holes, and it does so, using your voice.

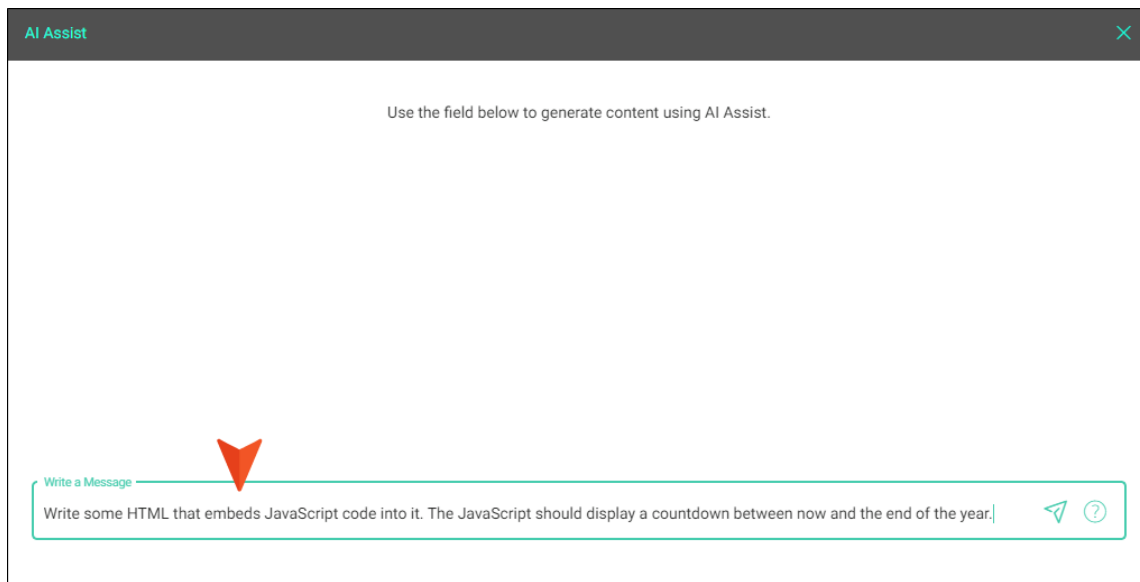


# AI Assist Example—Writing Scripts and Code

ChatGPT can write code, so you might want to use it to produce, say, JavaScript. The simpler the request, the more likely it is to work.

☆ **EXAMPLE** In a topic, you want to add a countdown clock. In this example, you decide to insert the JavaScript directly into the topic, as opposed to placing it in a separate .js file and referring to it.

So you open AI Assist and write the following prompt:



☆ Here is the response from ChatGPT:

```
AI Assist ✕
<h1>Countdown to End of Year</h1>
<p id="countdown"></p>

<script>
  // JavaScript code to calculate countdown
  function countdown() {
    // Get current date and time
    var now = new Date();

    // Get the end of the year
    var endOfYear = new Date(now.getFullYear() + 1, 0, 1);

    // Calculate the time remaining
    var timeRemaining = endOfYear - now;

    // Calculate days, hours, minutes, and seconds remaining
    var days = Math.floor(timeRemaining / (1000 * 60 * 60 * 24));
    var hours = Math.floor((timeRemaining % (1000 * 60 * 60 * 24)) / (1000 * 60 * 60));
    var minutes = Math.floor((timeRemaining % (1000 * 60 * 60)) / (1000 * 60));
    var seconds = Math.floor((timeRemaining % (1000 * 60)) / 1000);

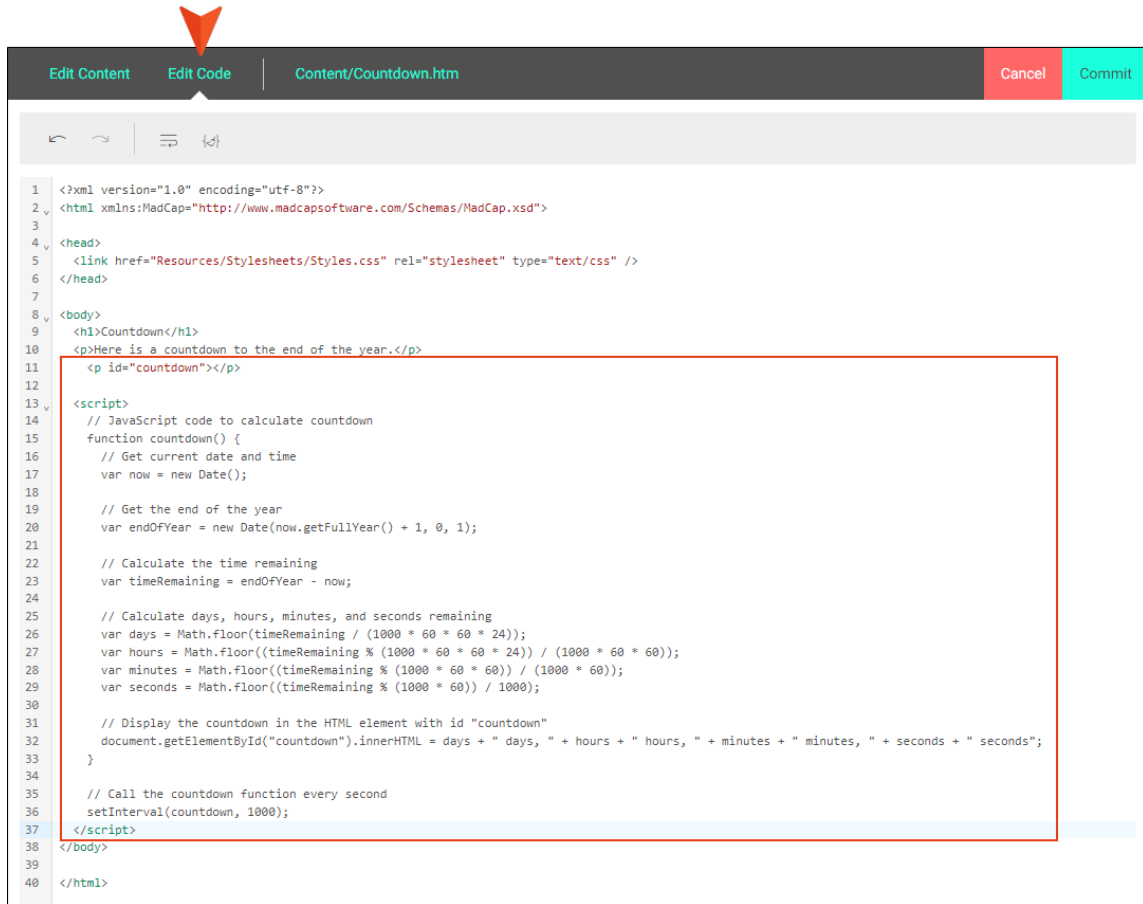
    // Display the countdown in the HTML element with id "countdown"
    document.getElementById("countdown").innerHTML = days + " days, " + hours + " hours, " + minutes + " minutes, " +
seconds + " seconds";
  }

  // Call the countdown function every second
  setInterval(countdown, 1000);
</script>
</body>
</html>

```

Write a Message 📌 ?

- ☆ You copy the parts of the HTML that you want to use, as well as the JavaScript code, and close AI Assist. Then, you switch to the Code Editor and paste it:



```
1 <?xml version="1.0" encoding="utf-8"?>
2 <html xmlns:MadCap="http://www.madcapsoftware.com/Schemas/MadCap.xsd">
3
4 <head>
5 <link href="Resources/Stylesheets/Styles.css" rel="stylesheet" type="text/css" />
6 </head>
7
8 <body>
9 <h1>Countdown</h1>
10 <p>Here is a countdown to the end of the year.</p>
11 <p id="countdown"></p>
12
13 <script>
14 // JavaScript code to calculate countdown
15 function countdown() {
16 // Get current date and time
17 var now = new Date();
18
19 // Get the end of the year
20 var endOfYear = new Date(now.getFullYear() + 1, 0, 1);
21
22 // Calculate the time remaining
23 var timeRemaining = endOfYear - now;
24
25 // Calculate days, hours, minutes, and seconds remaining
26 var days = Math.floor(timeRemaining / (1000 * 60 * 60 * 24));
27 var hours = Math.floor((timeRemaining % (1000 * 60 * 60 * 24)) / (1000 * 60 * 60));
28 var minutes = Math.floor((timeRemaining % (1000 * 60 * 60)) / (1000 * 60));
29 var seconds = Math.floor((timeRemaining % (1000 * 60)) / 1000);
30
31 // Display the countdown in the HTML element with id "countdown"
32 document.getElementById("countdown").innerHTML = days + " days, " + hours + " hours, " + minutes + " minutes, " + seconds + " seconds";
33 }
34
35 // Call the countdown function every second
36 setInterval(countdown, 1000);
37 </script>
38 </body>
39
40 </html>
```

- ☆ After committing the changes, you generate HTML5 output for the project. The updated topic looks like this:

## Countdown

Here is a countdown to the end of the year.  
152 days, 11 hours, 5 minutes, 42 seconds



## APPENDIX

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# PDFs

The following PDFs are available for download from the online Help.

*Getting Started Guide*

*Authoring Guide*

*License Management and Purchasing Guide*

*Projects and Builds Guide*

*Security Whitepaper*

*Sites Guide*

*Tasks Guide*

*Users and Teams Guide*

*What's New Guide*

*Widgets Guide*