

Monthly Doc Status Report 07/1/23

This status report covers the month of June, 2023, and presents info about newly published docs, upcoming docs, metrics, support deflection efforts, a review of strategic initiatives, and more. The purpose is to keep Midori updated with doc efforts and strategies to ensure alignment across local groups and regional teams.

ABOUT THE TEAM

Midori's documentation team consists of two writers (Makoto and Michael) who build docs on the Midori support portal at www.midori.com/en/support. The team works with engineers across the product, R&D, and app teams to provide help docs for Midori USA's product line. We also edit and publish contributions drafted by engineers.

SUPPORTING DEFLECTION EFFORTS

[Ticket #105](#)

This ticket could have been avoided with labels on the energy usage graphs. We added new labels and what they mean. There has been no repeat of this ticket since.

[Tickets #113, #99, #70](#)

Multiple customers have suggested we provide tutorials for this use case, which we had previously thought was too uncommon and complex to document. We proposed a new button to toggle this feature, then wrote a short tutorial for what it is and how to use it.

METRICS

1. Users who enter the docs site onto the main page tend to follow the 5-page "Getting Started" tutorial up to page 4 before a sharp dropoff— few read page 5. While page 5 isn't essential, it covers use cases for power users, who tend to click directly to that page instead of starting from page 1. We put page 5 in its own section and linked to it on the home page in a separate box which we user-tested for findability, and it cut down on power users' bounce rate. Win!
2. Conceptual topics get very few page views compared to tutorials. We combed the knowledge base and added cross-references, which added page views to them. We have yet to see how this will impact support tickets for these topics.
3. The page "Customizing Your Output Schema" remains the page with the longest time on page, despite our user testing showing again the test users taking less time. This is possibly due to the need to download external software. We'll test with power users next to see why they accomplish the task faster.

STRATEGIC INITIATIVES

Power users as a percentage of our user base are growing, so we need to, like the first case under "Metrics" above, address them through code comments instead of prose explanations (they tend to jump straight to the code). Also, we need further documentation addressed to these users, such as uncommon use cases and how to use the technology's full power. (Keyboard shortcuts?) Thirdly, we need to explore ways to get more views on our YouTube videos—our channel is almost

unknown a year into it. Do our users prefer written content? This seems to be the case only with power users, while new users prefer the videos.

Because one of our quarterly OKRs is to boost views to our YouTube channel, we should consider making conceptual videos as well as tutorials. Done well, these may reduce frustration among new users who are more visually-oriented.

RECENTLY PUBLISHED DOCS

- [Case Study: Calm Creek Ranch](#)

Published June 6, 2023

Deadline June 7, 2023

Calm Creek Ranch uses the MIDORI500 Hush® generator for reliable, greenish energy that doesn't spook their horses. Owner Ruth McDonnell saved over ten thousand dollars the first year alone.

- [MISO Generator App 1.1 release notes](#)

Published June 20, 2023

Deadline June 20, 2023

Release notes for minor fixes to the MISO Generator app alpha.

- [Using the MISO Generator App](#)

Published June 30, 2023

Deadline June 30, 2023

This overview explains features and tutorials for using the MISO generator app. How to monitor MISO generator energy level, how to connect MISO app, and more.

UPCOMING DOCS

- In-app tutorial

Deadline July 14, 2023

A collaboration between docs, engineering, and design teams to develop an interactive tutorial on the user's first opening of the app.