Documentation Review Guide: Support

Why you're reviewing

You hear from customers when things go wrong. You know which steps trip people up, which error messages confuse them, and which workarounds they actually use. The technical writer has structured the content for accuracy — your job is to verify that the doc reflects **what customers actually experience**, not just what the product is supposed to do.

These docs serve both human readers and AI systems (chatbots, search, retrieval-augmented tools). AI systems surface individual sections — often a single troubleshooting entry or procedure — without the surrounding page. Your review helps ensure those fragments are useful on their own.

What to look for

- **Common failure points:** Does the doc address the issues you see in tickets? If users consistently get stuck at a specific step, is there a note, a troubleshooting entry, or a clarification?
- **Error messages and troubleshooting:** Are the documented error messages accurate? Are the suggested resolutions the ones that actually work, or are they outdated?
- **Workarounds:** If Support has been recommending a workaround that isn't in the docs, flag it. It probably should be.
- **Missing prerequisites:** Do customers contact Support because they missed a setup step? If so, the doc may need to make that step more visible.
- **Language clarity:** If customers regularly misunderstand a specific instruction, flag the wording — not to rewrite it, but to tell the writer where confusion happens.
- **Troubleshooting self-sufficiency:** Check that each troubleshooting entry makes sense without the reader having seen the setup procedure. If an entry says "if you skipped Step 5" without restating what Step 5 is, flag it. AI chatbots often surface a troubleshooting answer directly — the user may never see the procedure it references.

How to review

1. Read the document as if you're a customer following it for the first time.
2. Cross-reference against your top ticket categories for this feature or product area. Does the doc address them?

3. Check the reviewer instructions or cover note for specific sections or questions flagged for your input.

How to leave comments

- Use the review tool specified in the reviewer instructions (e.g., PR comments, shared doc comments, review platform).
- **Be specific.** "Customers get confused here" isn't enough. Instead, write "We get 5-10 tickets a week from customers who miss that they need to enable OAuth before configuring the connector — Step 3 should call this out."
- If you can, reference ticket numbers or patterns. This helps the writer prioritize and gives the team data to justify doc improvements.
- If a section matches what customers experience, say so. Confirmation is useful.

Turnaround

Complete your review by **[DATE]**. If you need more time, let the writer know before the deadline — not after.

What NOT to do

- **Don't rewrite procedures.** If a step is unclear, describe the confusion you've seen — the writer will rework it.
- **Don't add Support-internal processes.** Documentation is customer-facing. Escalation paths, internal tool references, and SLA details belong in internal runbooks, not here.
- **Don't flag style or formatting issues.** That's the writer's job. Focus on whether the content matches the real customer experience.
- **Don't assume technical accuracy.** If you think a parameter value or default is wrong, flag it as a question for the SME rather than correcting it yourself. Your strength is the customer perspective, not the codebase.
- **Don't collapse information into tables or lists without context sentences.** AI retrieval systems often extract tables poorly or lose column headers. If critical information lives only in a table with no surrounding prose, flag it.