Influencing product UX

Technical writers as customer advocates

What we're going to do

- Let's create 3 discussion groups
- Discussion takes 30 minutes
- Each group will discuss:
  - Influencing products in your company? If so, how?
  - What is your workflow for usability improvements.
  - If you don't collaborate with other stakeholders on product usability, what about usability of your documentation? Is it readable, searchable, usable?
  - Discuss differences between SW and HW documentation
- After 30 minutes, we will discuss your results - try to take notes!