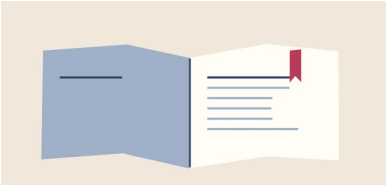
Terminology glossary



We define and reconcile 50 product terms with one approved source for each.

Who it helps

Product owners and technical support teams

The problem to solve

An unfamiliar term can appear to mean several things when product teams use different source documents.

Working through the brief

1. **Collect candidate terms**

   Gather the agreed inputs. Current documents or article inventory, terminology and content owners.

2. **Reconcile conflicting definitions**

   Track “Approved term” and “Definition” together so the reviewer can connect the source information to the result.

3. **Link an approved source for each term**

   Use the glossary to clarify terminology and give editors a traceable reference for each definition.

4. **Check the scope at handover**

   Product fact approval stays with the client. Translation and third-party licences are separate.

Worked example

A term has different meanings across departments. Record the approved definition and link its source.

Read the service scope / DOC-022

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