

What's new in Tridion Docs 15

Tridion® Docs 15 introduces an entire set of all-new features bringing you industry-leading AI-based enhancements and productivity improvements to make the lives of content consumers, content authors, translation coordinators, information architects and admins easier.*

With the introduction of version 15, many new capabilities have arrived. Before discussing the details of this release, let's take a quick look at the main modules of the Tridion Docs platform since version 14.

	Tridion Docs 14 SP4	Tridion Docs 15.1
Content experiences	<ul style="list-style-type: none"> • DITA-OT (Open Toolkit) • DXA for Dynamic Documentation • Bespoke output configurations 	<ul style="list-style-type: none"> • Tridion Docs Genius • DITA-OT (Open Toolkit) • Dynamic Experience Delivery (DXD) • Bespoke output configurations
Content collaboration	<ul style="list-style-type: none"> • Collective Spaces, comprised of <ul style="list-style-type: none"> • Draft Space • Review Space • Document History • Authoring Bridge and Desktop XML tools 	<ul style="list-style-type: none"> • Collective Spaces, comprised of <ul style="list-style-type: none"> • Draft Space • Draft Companion • Review Space • Document History • Authoring Bridge and Desktop XML tools
Content governance	<ul style="list-style-type: none"> • Content Manager Web Client • Semantic AI and Taxonomy Space • Publication Manager 	<ul style="list-style-type: none"> • Organize Space <ul style="list-style-type: none"> • Publication Hub • Semantic AI and Taxonomy Space • Publication Manager

* This datasheet describes the joint v15 and v15.1 updates

Highlights of Tridion Docs 15

This latest release has been carefully crafted to deliver more value for all users.

- **Intelligent content discovery**
The Trustable Chat functionality and Hexahops™ that make up the new Tridion Docs Genius portal provide guided content experiences for your customers and internal teams to reach their goals faster.
- **Content reuse metrics**
Content reuse reports can be generated and exported to Business Intelligence (BI) tools to help content teams measure and improve content production efficiency and justify return on investment on Tridion Docs.
- **User-friendly headless content**
Smarter delivery capabilities enable you to create guided experiences for your customers and internal consumers of your content, while offering a more intuitive platform to work with for your front-end developers.
- **Generative AI**
As part of Draft Space, the new Draft Companion tool provides authors linguistic and editorial alternatives to their content, speeding up their work while leaving them in full control over how they change the draft.
- **Greater usability and productivity**
New UI/UX designs help users focus on their primary goals – finding and creating information and getting an overview of current projects and their statuses.
- **Improved security and performance**
Modern authentication options and new granular permission settings help ensure the right level of access to information, related workflows and compliance with industry regulations, while stability and performance improvements make Tridion Docs faster and more secure.

New and updated features – at a glance

Content experiences

Tridion Docs Genius

Our all-new extensible knowledge portal provides users with a new way of discovering information. It allows organizations to:

- Guide users across resources to complete their goals with Hexahops
- Let them find answers and their source with Trustable Chat
- Offer AI-based semantic search and easily find related content
- Configure the branding and extend the portal through extra buttons and additional services
- Get up and running easily through our cloud-based deployment

Headless content in Dynamic Experience Delivery (DXD)

Headless content delivery has been enhanced in the following areas:

- Develop headless applications quicker and easier with Tridion Dynamic Experience Delivery (DXD)
- Provide smart content recommendations to your customers and internal audiences
- Leverage rich semantic modelling

Content collaboration

Collective Spaces (Draft Space and Review Space)

Our web-based collaboration environment has received a series of UI/UX improvements and functional enhancements:

- Improve content quality and speed up authoring with the new Gen AI-based Draft Companion
- Apply contextual conditions to content in Draft Space
- Navigate content easier with an improved Table of Contents – users can see all topic statuses at a glance
- Read feedback 'balloons' in context
- Provide comments with a single button to save and share
- Track changes in a single view for resolved and unresolved changes

Content governance

Organize Space

The successor of Content Manager Web Client allows you to:

- Use the new Publication Hub to view ongoing projects, due dates and done work and directly launch authoring tools
- Enjoy a range of improvements with a more intuitive UI, better search and more powerful settings
- Assign granular permissions to distribute administrative tasks across more users

Metrics and ROI

New features facilitate easier reporting and analytics, allowing you to:

- Enjoy out-of-the-box reporting
- Measure content reuse and provide ROI metrics
- Identify cost savings provided through structured content
- Validate team efficiency and productivity by business unit
- Build your own custom reports

Publication Manager

Enjoy various UI/UX improvements:

- Tag content automatically with Smart Tagging
- Sort resources alphabetically
- Enable Draft/Review Space copy link

Technology

Modernized security and governance

Ongoing authentication, security and performance updates allow you to:

- Use OpenID Connect for modern authentication
- Enable two-factor authentication (2FA)
- Display the full username across Collective Spaces, Organize Space and Client Tools

Extended platform support and compatibility

Ongoing technology updates include:

- oXygen 26.1 (other versions can also be used), XMetaL 18 and Windows Server 2022
- .NET 8, Java 21 and Solr 9.4.1
- Easier upgrades through auto upgrade of XML settings
- Show the correct local time to end users regardless of the server location by converting DateTime to UTC

Content experiences

Tridion Docs Genius guides the way

Often people need to find relevant information across different sets of documentation to reach their goals or complete a task. However, traditional documentation is linear and doesn't really help to connect the dots.

Tridion Docs Genius is our new, AI-driven knowledge portal that helps people get their answers quickly. It's an out-of-the-box solution that intuitively guides you to the information you are looking for. In addition to the traditional way of browsing content, it offers Trustable Chat as well as a brand-new navigation paradigm called Hexahops.

Hexahops - with you every step of the way

Tridion Docs Genius offers a new way of navigating vast trails of information. Hexahops are a visual way of exploring content that allow you to quickly move through answers while seeing new suggestions pop-up dynamically.

The **honeycomb layout** of Hexahops helps you quickly spot the information you need without even typing. This way of displaying content shows a center topic and the adjacent related topics surrounding it. Users can skim over titles and the short content descriptions and easily navigate to the next step with a single click.

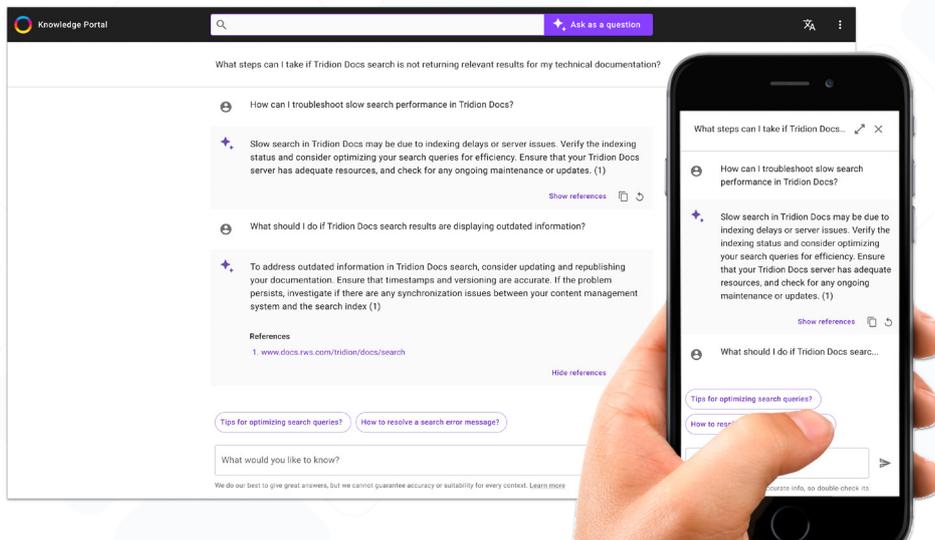


Trustable Chat – just like talking to an expert

Having a chat UI is the norm nowadays, but having something that is reliable is a whole different story. Our vision for the chat is to give users confidence in every interaction and for it to be your trusted expert. That's why we added Trustable Chat to Tridion Docs Genius.

The chat gives clear answers to your questions, along with direct links to the source materials, as well as follow-up actions based on the conversation topic.

All information displayed in the chat is based on the underlying Tridion Docs content and is highly reliable due to the use of Retrieval Augmented Generation (RAG).



Customize and extend to fit your needs

We understand that every organization has its own needs when it comes to building a knowledge portal and its own brand that it needs to customize it to. For this purpose, we created the necessary tools for you to personalize Tridion Docs Genius with responsive designs, dark mode, brand colours, footers, fonts and logos. The portal also includes a predefined area in the sidebar where you can add custom buttons and additional services.

Headless content with Dynamic Experience Delivery (DXD)

We know how important it is for you to be able to deliver scalable, omnichannel digital experiences while ensuring your content remains fully structured and governed. Tridion Docs 15 is the only solution on the market today that can combine proper, governed DITA content with true headless delivery. With the help of GraphQL, your development teams can easily retrieve the DITA topics they need, speeding up development time.

DXD underpins websites, mobile sites, support portals, mobile apps and other touchpoints. It supports React, Angular, Vue.js and other front-end frameworks, while also enabling back-end integrations.

As part of the DXD APIs, Tridion's semantic AI also received an update, allowing you to tailor your content even further and create personalized experiences through our smart content recommendations feature.

Content collaboration

Collective Spaces

Draft Space and Review Space face-lift

Draft Space and Review Space make it easier than ever for authors and reviewers to focus on creating relevant, contextual documentation quickly, cohesively and collaboratively.

The Collective Spaces UI has been adapted to make navigation more intuitive and help you find content faster. Feedback is shown in-context and allows for a richer collaboration experience. Comments are now in balloons and are directly positioned next to the content, creating a familiar and intuitive workspace.

Draft Companion – the Gen AI second pair of eyes

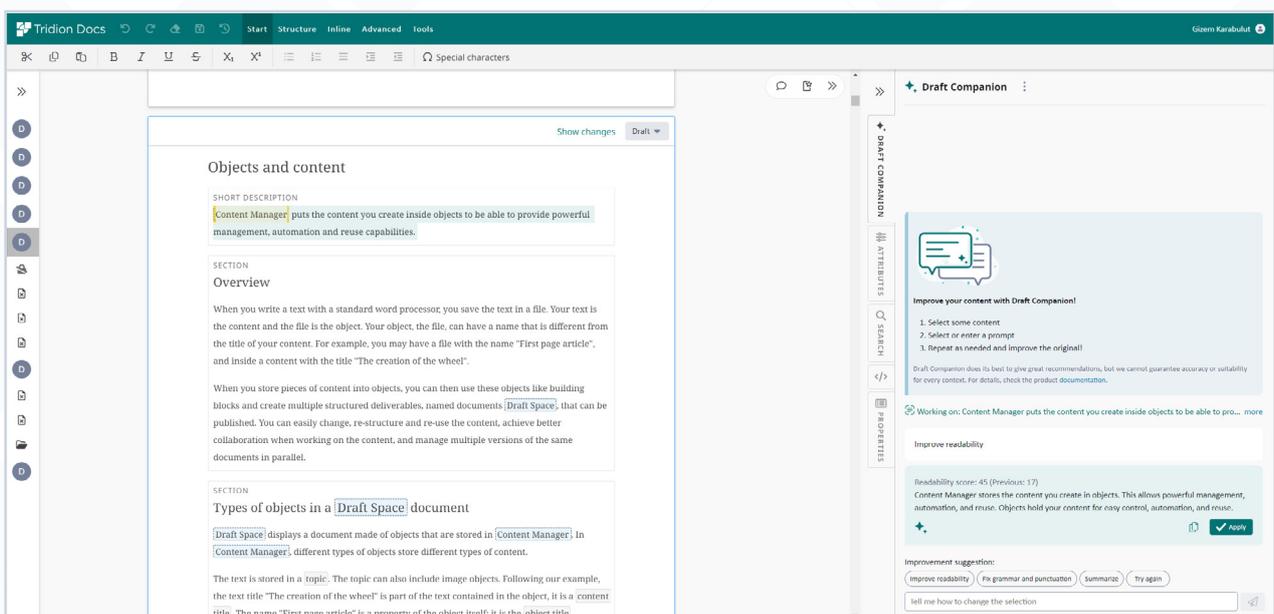
Draft Space has a new feature called Draft Companion. It acts as an extra pair of eyes and hands for authors to help them create clearer and more concise content.

It can help with a wide variety of tasks, such as simplifying a complex passage to an accessible reading level by quickly spotting and fixing grammar and spelling issues, rephrasing or summarizing the content you selected.

There are two ways authors can engage with Draft Companion:

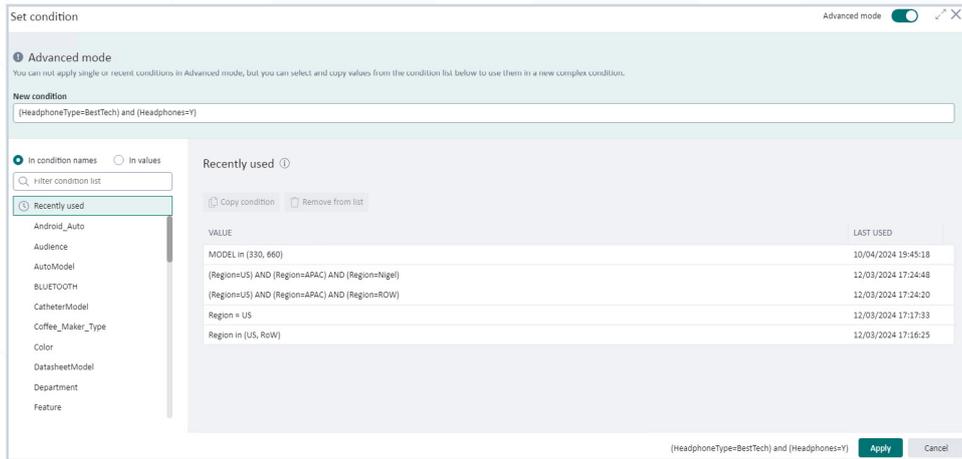
- Use action buttons to perform predefined prompts for the Large Language Model (LLM)
- Use the chat function to directly interact with the LLM and ask it to perform any other kind of linguistic task

Writers are in full control when using Draft Companion, only taking the suggestions they like and benefiting from content that is highly reliable, as all the AI-generated suggestions are based on the content you already have stored in Tridion Docs.



Easy Condition Management

Draft Space Condition Management is a new feature that helps writers apply and build both simple and complex conditions in a controlled and usable way with the help of syntax validations. The representation of applied conditions in the content remains unchanged.



Comments and suggestions in a click

The way you create comments and suggestions has been streamlined and gives you the ability to save and share them in one click, making reviewing more efficient and letting you get more work done in less time. Similarly, when making changes to content, resolution comments and reason for change comments are now configurable to be either optional or mandatory.

Document History timeline selection

We have introduced some significant improvements to the ability to show changes to your document over time. The Document History timeline allows you to select the revision dates for changes you want to see, giving you immediate access to all resolved and unresolved changes within that timeframe.

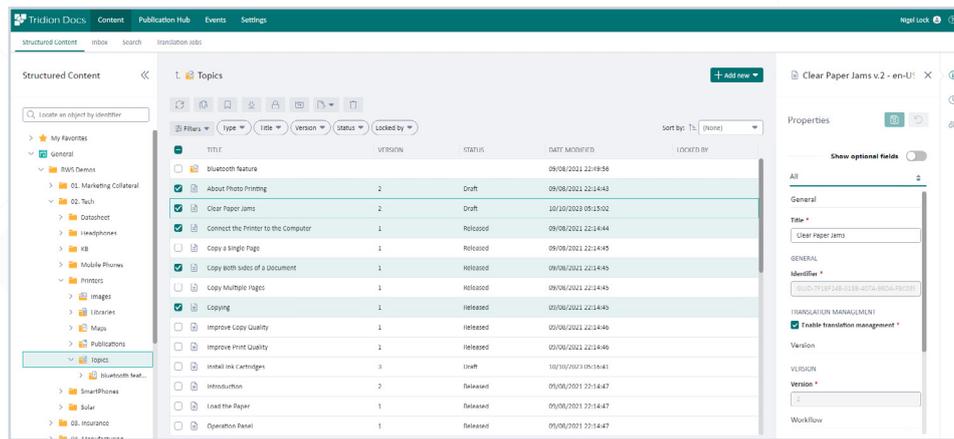
Content governance

Organize Space

Out with the Content Manager Web Client, In with the new Organize Space

Organize Space is the successor of Content Manager Web Client. It takes all the features you're familiar with to manage end-to-end publication generation, and puts them into a simple, functionally rich and easy-to-use UI.

We listened to your feedback and developed a fully featured mature application that ticks every box. Organize Space is supported in all major browsers and has been optimized for maximum flexibility, so it's accessible from a desktop, a tablet and other mobile devices.



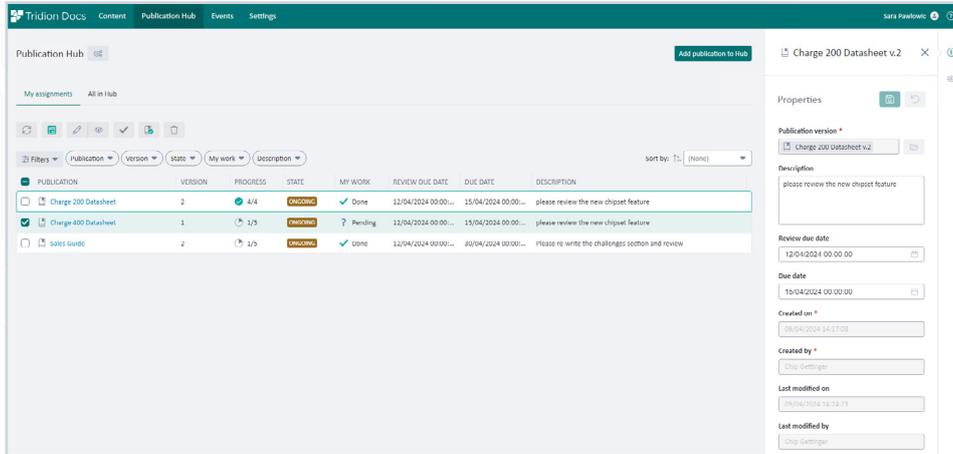
Publication Hub

As part of Organize Space, the new Publication Hub gives users an overview of all ongoing projects.

From the Publication Hub, a user — depending on their role — can see the tasks that are assigned to them and their priority. They can add a publication version to the hub, view the publication version, manage the progress, view assignments, update the Work Status and launch their favourite authoring tools.

It also provides a new API that allows the integration of work management tools such as Jira or Workfront, to name a few.

What's new in Tridion Docs 15



Optimized search tool

The search tool has been transformed to be much simpler to use. It is more robust than before, with the ability to configure your search. You can choose to filter and sort your search based on a number of options, including any customized metadata fields you may have.

Redesigned Settings menu

Settings have been centralized in Organize Space and are more intuitive to find and manage.

The system also allows for more powerful settings to assign permissions for power users, administrators and front-end developers with the end purpose of delegating certain administration tasks.

Where Used panel improvements

The *Used by* and *Makes use of* tabs in the *Where Used* panel display the language of an object or a publication to help users differentiate the items in the list. Also, you have an Open in Draft Space/Review Space preview feature available for Publications, not only for objects.

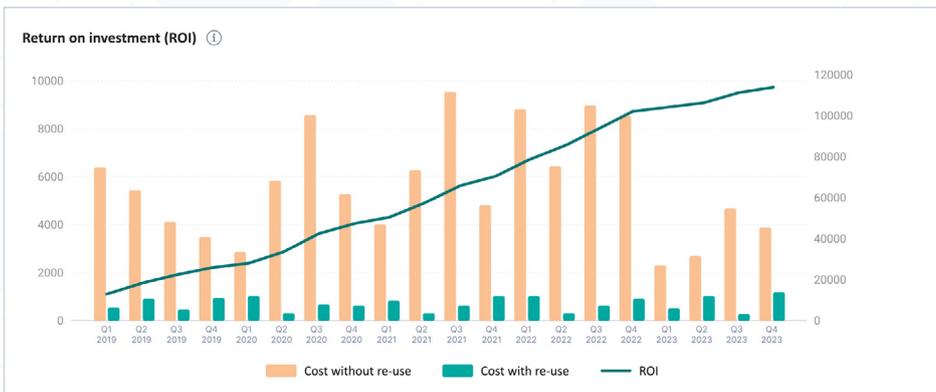
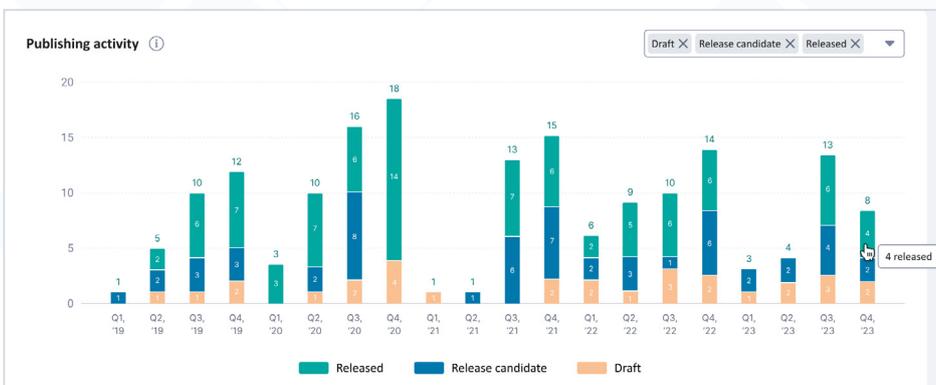
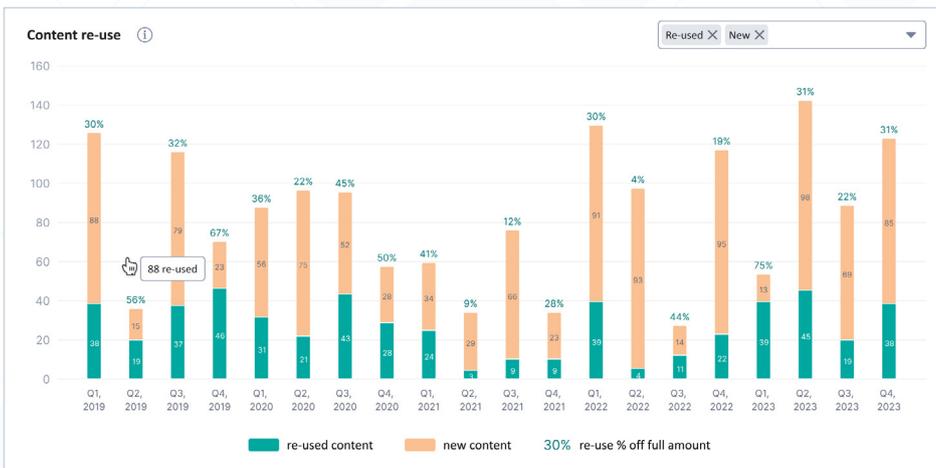
Display username in UI

You can now use the Display name field instead of the Username field across Collective Spaces, Clients Tools and Organize Space for a friendlier user experience.

Metrics and ROI

The primary benefit of a CCMS is efficiency and accuracy through content reuse, which translates into better quality and reduced documentation creation time. To help teams quantify these benefits, we added a long-awaited reporting feature with several out-of-the-box reports.

You can now measure content reuse and provide ROI metrics, identify cost savings from structured content, validate team efficiency and productivity by business unit or build your own custom reports.



Bulk tagging for Semantic AI

To further promote efficient and consistent classification of content, the Smart Tagging functionality is enriched to automatically suggest tags for content in two ways: on an individual basis by requesting tag suggestions for a content item and in a bulk, fully automated way by requesting automatic classification for a group of selected items.

Publication Manager

Productive all the way

With Tridion Docs 15, we also bring productivity and UI/UX updates to Publication Manager. To collaborate more efficiently with your team, we allow system owners to enable the sharing of a Draft Space or Review Space link for a topic directly from the desktop tool. Another significant productivity improvement has been made in the resource list view, where people can see the resources sorted in alphabetical order, not in chronological order, as they were sorted before.

Technology

Modernized security and governance

Tridion Docs is now more secure than ever, with modern authentication provided via OpenID Connect. It allows you to connect via your chosen ID provider for added security, while delivering several other benefits. Its lightweight footprint makes it much easier to implement, and it offers widespread support for multiplatform and mobile authentication, including 2FA, if your identity provider supports it.

Ongoing modernization to other core code, frameworks and libraries further improve performance and security in several areas.

Extended platform support and compatibility

This latest release extends platform support for key systems such as oXygen 26.1 (other versions can also be used), XMetaL 18, Windows Server 2022, .NET 8, Java 21 and Solr 9.4.1.

To learn more about Tridion Docs visit rws.com/tridion-docs

About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

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