



# Conversation and Community: The Social Web for Documentation

*Anne Gentle*

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## **Conversation and Community: The Social Web for Documentation** Anne Gentle

Conversation and Community: The Social Web for Technical Documentation, industry expert Anne Gentle's new book, brings the tools of the Social Web to technical documentation. She looks at the most important Web 2.0 tools, including blogs, wikis, micro-blogging, and syndication, and shows how they can be used to foster conversations and a community with your customers. Through examples and her own hard-won experience with these technologies, Gentle provides practical guidance for technical communicators, marketers, and anyone who wants to use the Social Web to interact with customers.

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