Style Guide

Version 6.0

REFERENCE GUIDE

For Internal Use Only

FICO®

Reference Guide Version 6.0

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CHAPTER 1

Introduction

Follow the editorial guidelines in this guide to help you document all FICO products clearly and consistently.

For the FICO Technical Publications team, these guidelines are the house style, which is driven by accessibility, localization, and usability best practices. Writers have permission to depart from the house style if doing so is required for a specific product or if doing so improves the content.

The goal of this guide is to provide concise answers to the most frequently asked style questions rather than to provide an unabridged catalog of every convention used by the department.

For style questions not answered in this style guide, consult the following resources.

Information Type	Resource
DITA guidelines	*DITA Authoring Guide*)
Spelling	Merriam-Webster Dictionary
Style	Microsoft Writing Style Guide Google Developer's Style Guide
General word usage	N-Gram Viewer - An interactive tool that lets you search for and compare terminology trends (such as "email" versus "e-mail") in books and other text sources over time
APIs	"API Reference Code Comments" in the Google Developer's Style Guide
Other tech writing resources	Write the Docs (best practices for release notes, APIs, CLIs, FAQs, and more)

For more help, feel free to contact the Style Committee.

CHAPTER 2

General Principles

The following guidelines establish the overall principles that apply to the documentation created by the FICO Technical Publications team.

Accessibility

Products are considered to be *accessible* if they are usable and understandable by all users, including those with visual, auditory, motor, cognitive, and other disabilities.

Accessible documentation involves structuring, formatting, and presenting information so all readers (including those with disabilities) can effectively interact with it. While most (but not all) of our FICO products are coded to comply with accessibility standards, the Technical Publications team has no accessibility requirements for our documentation.

We might develop accessibility requirements for our documentation in the future, but in the meantime, writers can watch for opportunities to help their teams improve the accessibility of the products that they support.

General accessibility guidelines for user interfaces (UIs):

- Icons are clearly labeled or are identified by flyover help.
- Users are able to navigate the entire UI using keyboard strokes (without a mouse or trackpad).
- Navigation follows a clear task flow and hierarchy of importance.
- Fonts are formatted in a simple, uncomplicated way. (Formatting can prevent screen readers from explicitly describing UI text.)
- Color, size, location, and other visual cues are not used as the sole way of communicating information.

  If color, icons, or outline thickness are used to convey an active state, a secondary cue, such as a change in the text label, is also used.
- Consideration is given to using a toggle to active accessibility features (such as percentage progress bars and ASCII box rendering).
- UI text avoids camel case and all-cap formatting. (Some screen readers read capitalized letters individually.)
- UI text can be correctly understood without punctuation marks. (Sometimes screen readers do not read punctuation.)
- Exclamation marks, question marks, and semicolons are not used.

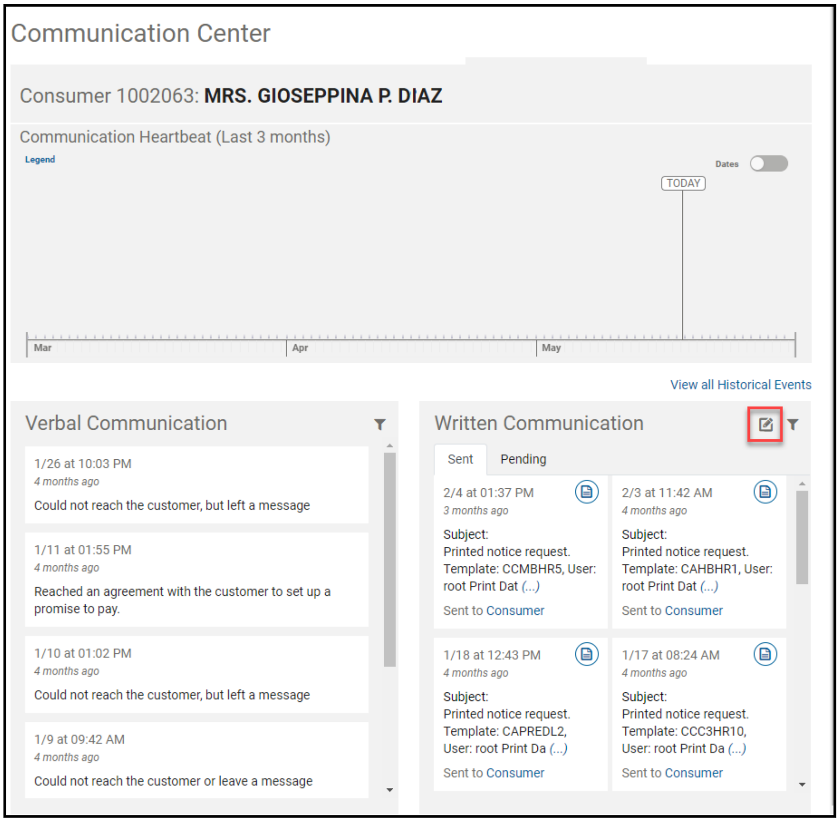
- Ampersands (&) are only used where space is an issue in tables or diagrams. (The use of ampersands in code is acceptable.)
- When non-user-initiated actions are executed (such as a save operation that occurs upon navigation away from the page), some sort of validation (such as a message or change in icon) is used to alert users that a change occurred.
- The ratio of color contrast between text and UI elements is at least 4.5-to-1.

For additional accessibility guidelines, see Accessibility (Google style guide) and Accessibility by Material Design.

Considerations

While directional language (such as *above*, *below*, *left*, *right*) and colored text might help visual users, neither one is helpful from an accessibility perspective.

- **Directional language**. We generally limit the directional language in our instructions to *preceding* and *following*, but if UI elements are unlabeled or complicated to find, users might need more help. For example, in the following busy screen, users might have difficulty locating the Send Notice icon.



Use: To set up customer emails, click the **Send Notice** icon in the right corner of the **Written Communication** tile.

Avoid: Use the right tile to set up email notices to customers.

- **Colored text**. Avoid references to colors.

  Use: To work with cases, go to the **My Activities** pane in the **Case Manager Home** page, then click **Open Case**.

  Avoid: The green-colored **My Activities** pane on the **Case Manager Home** page provides an **Open Case** button that you can use to work with cases and access the system administration navigation pane.

Active Voice

Voice can be active or passive.

- In active voice, the subject (or actor) of the sentence (such as the reader, a computer, or a server) clearly performs the action (the verb) of the sentence.
- In passive voice, the actor is unknown. The subject of the sentence *receives* the action.

Prefer active voice, especially to clarify in steps and instructions where the reader needs to do something. Use passive voice sparingly and intentionally.

Voice	Uses	Examples
Active	For procedures and most other content.	■ Send a query to the service. ■ The server sends an acknowledgment in response.
Passive	To avoid sounding condescending or blaming readers, especially in error messages, warnings, and notifications. To avoid awkward sentence construction. To emphasize the receiver of the action or the lack of actor.	■ A query is sent to the service. ■ The service is queried and an acknowledgment is sent in response.

Copyrights and Trademarks

Use copyrights and trademarks carefully to protect FICO's branding. Copyrights protect original works of authorship (our user guides), while trademarks protect brands (our company name and products). In general, copyright and trademark symbols for our products are defined as DITA variables or set up in the boilerplate copyright page that is maintained by committee. For instructions, see "Inserting Intellectual Property Symbols" in the *DITA Authoring Guide*.

Our guidelines are based on the following documents by the Global Marketing Department that provide company-wide guidelines for all types of FICO documentation:

- *FICO® Naming Protocol* (subject to change)
- *FICO® Trademarks and Usage Guidelines*

Copyrights

All product-related content that is created by the Technical Publications team at FICO is legally copyrighted. The official statement in our deliverables is a boilerplate topic that is maintained by the Process committee. The copyright statement uses the following guidelines:

- In copyright statements, do not use superscript for the copyright symbol.
- Add a space before and after the copyright symbol.
- Follow the copyright symbol with the year of publication or, for continuously updated deliverable, a range of years that includes the first year of publication and the current year.

  Use: Copyright © 2014–2026 Fair Isaac Corporation

  Use: Copyright © 2012, 2015–2026 Fair Isaac Corporation
  (for gaps in a range)

Trademarks

Even though the trademark symbol is only applied to "FICO" in our product names, our Legal team requires us to treat our product names as trademarked. This means that the following rules apply to our products.

Tip: For a list of official product names, see FICO Trademarks and Usage Guidelines, which is maintained by the Marketing team. Refer to this document periodically to check for updates. For example, "FICO Analytic Cloud" was recently changed to "FICO cloud."

- Use the fully trademarked product name on the cover page of each deliverable and at the first mention of the product name in the body of a deliverable.
  - Exception: A trademark symbol is not required for the phrase "Powered by FICO Platform" when it follows a solution name that includes "FICO," such as *{Varref: FINameTrademarked}FICO® Originations Solution, Powered by FICO Platform*.
- Use the fully trademarked product name at the first mention *in every topic*. As a best practice, avoid using the product name as much as possible.
- Try to avoid using product names in headings and titles to help reduce the appearance of trademarks in tables of contents.
- When a product name occurs multiple times a topic, it is acceptable to drop "FICO" and the trademark symbol after the first use.
  - Exception: Never remove "FICO" or the trademark from *FICO® Score* or other scoring products.
- Always superscript registered trademarks® and trademarks™.
- Omit spaces before trademarks symbols.
- Never modify trademarked names with hyphenations, abbreviations, or plurals.
  Use: The architecture specific to Blaze Advisor...
  Avoid: Blaze Advisor-specific architecture...

Special Cases for Trademarks

- Every reference to FICO® Score and other scoring products must always be trademarked:
  - FICO® Score
  - FICO® Insurance Score
  - FICO® Bankruptcy Score
- When referring to FICO as a company (rather than as part of a trademarked product or in a logo), no trademark symbol is required.
  Use: FICO is the leader in decision management.
- Do not make trademarked product names possessive.
  Use: The Blaze Advisor system's open architecture
  Use: The open architecture of Blaze Advisor
  Avoid: Blaze Advisor's open architecture

- As a company name, FICO can be possessive.
  Use: FICO's headquarters are in Bozeman, Montana.
- Never use acronyms to abbreviate trademarked product names unless the acronym has also been trademarked. For example, abbreviating Application Fraud Manager to "AFM" is not allowed, but abbreviating Small Business Scoring Service[SM] is allowed because the acronym "SBSS[SM]" is trademarked.

Third-Party Trademarks

The trademarking of third-party (non-FICO) products is covered by the last sentence of our copyright statement, which states *Other product and company names herein may be trademarks of their respective owners*.

Exception: If FICO has a special agreement with a third-party, trademark symbols might be required. Consult your product manager.

If you refer to a third-party product, follow the trademark requirements of the company that owns the product. For example, according to Microsoft's Trademark Usage, they only require that we use "Microsoft" before their product names. No trademark symbols are required.

- **Use**: Open the CSV file in Microsoft Excel.
- **Avoid**: Open the CSV file in Excel.
- **Avoid**: Open the CSV file in Microsoft® Excel.

Service Marks

In general, avoid using service marks, which identify services rather than goods. Service marks are used mostly outside the U.S. and do not apply to FICO except for one product.

Customer Support

Use the term "FICO Customer Support" for all references to our support team for customers.

Avoid "Customer Support" (without "FICO") or any other variation.

Error Messages

For the standards that apply to writing error messages, see Error Messages Standards.

Writing for Localization

The guidelines for localization have been incorporated throughout this style guide.

For additional guidance, see Internationalization (i18n) - Architecture and Technology Strategy on Confluence.

Spelling

Use American spelling (for example, *color, authorize*) rather than British spelling (for example, *colour, authorise*, etc.).

Third-Party Content

The mention of third-party companies is sometimes required (such as a discussion of supported browsers) but avoid mentioning third-party companies and content in examples or hypothetical situations.

Avoid copying content from the following sources unless you are sure that FICO owns the asset:

- Third-party documents, websites, books, blogs, videos, images, or podcasts
- Dictionaries, encyclopedias, and Wikipedia
- Open-source product documentation
- GitHub documentation

Important: Do not copy content from other sources (text, images, code, logos) because doing so might violate a copyright. Instead, paraphrase or link to the content.

- **Use:** A recovery point objective (RPO) is the maximum acceptable length of time during which data or transactions might be lost from your application due to a major incident.
- **Avoid:** Recovery Point Objective (RPO): "RPO is the maximum targeted period in which data (transactions) might be lost from an IT service due to a major incident" (https://www.wikipedia.org/wiki/Disaster_recovery#Recovery_Point_Objective).

Timelessness

In product guides, refer to the current version of a product or feature without anchoring the documentation to a point in time or referring to prior knowledge. However, such time-related content is acceptable in other types of documentation, such as press releases, blog posts, and release notes.

Timeless documentation avoids words that can render documentation outdated, accurate for a limited period of time, or meaningful only for a certain time. For example, *Scorecards is a new feature in Data Modeler* is a statement that assumes prior knowledge of the product and becomes outdated soon after publication. Such a statement is acceptable in release notes, but not a product guide.

Document the Current State

For FICO user documentation, write about the current state and functionality of a product at the time of release instead of discussing changes made since a previous version or possible future development.

Avoid pre-announcing or promising future features or products unless you secure the specific approval of legal counsel.

Words and Phrases to Avoid

When describing product or feature capabilities in product and reference documentation, avoid the following time-related words and phrases:

- as of this writing
- currently
- does not yet
- eventually
- existing
- future, in the future
- latest
- new, newer
- now
- old, older
- presently, at present
- soon

For guidance about how to write release notes, see Release Note Standards.

Tone

In our UX designs, the company follows (mostly) the *FICO Brand Guidelines* created by Marketing.

See "Verbal Identity" (page 101) in the FICO Brand Guidelines. The notable exception to the branding guidelines is that we use title case in top-level headings instead of sentence case. For capitalization guidelines, see UX Standards.

We operate in the Fintech industry, which leans toward structured and professional language. We communicate to a wide variety of stakeholders, from C-suite executives and tech managers to staffers and fellow employees, so even though we communicate formally, our FICO brand is "human, bold, clear, and precise." For that reason, our goal is to use warm and engaging language that exudes confidence and technical savvy, but without arrogance.

To summarize, use the following branding guidelines for external FICO documentation:

- Use plain English.
- Be concise and use fewer words to tell the story.
- Convey warmth and engagement, using active language.
- Avoid jargon, but where it is unavoidable, translate it.
- Avoid humor and casual banter.

The branding guidelines also contain a helpful (although brief) word list that we follow. See page 113 of the *FICO Brand Guidelines*.

CHAPTER 3

Language and Grammar

The following guidelines establish the language and grammar conventions used in the documentation created by the FICO Technical Publications team.

Abbreviations

The term *abbreviation* in this guide includes acronyms, initialisms, and shortened words.

Spell out abbreviated terms on first mention in the body text, followed with the abbreviation in parentheses. For subsequent mentions of an abbreviated term, use only the abbreviation.

- **Use**: The TRIAD PC Table Maintenance System (PCTMS) provides the following:

Exception: In database reference guides, certain values must appear first as abbreviations, followed by the full term in parentheses.

- **Use**: The format being submitted is FFF (Full File Fixed).

Do not use acronyms in parentheses in headers or titles.

- **Use**: Create a Rule Maintenance Application
- **Avoid**: Create a Rule Maintenance Application (RMA)

Spelled-Out Abbreviations

Capitalize spelled-out terms only when they are a proper noun or are conventionally capitalized. Even though an abbreviation is all uppercase, the spelled-out term is often lowercase. When in question, consult the Corporate Glossary or a dictionary.

- **Use**: The predictive value is based on the weight of evidence (WoE).
- **Avoid**: The predictive value is based on the Weight of Evidence (WoE).

- **Use**: An application service provider (ASP) provides online software.
- **Avoid**: An Application Service Provider (ASP) provides online software.

File Extensions

Use lowercase for file extensions when referring to a specific file.

- **Use**: Save the Revision.fm file and commit your changes.

Use all uppercase for standalone file extensions such as PDF, RTF, and DLL. Do not include a preceding period.

- **Use**: A ZIP file is created with the BIM file in the root and the DAT file in the client_resources subdirectory.
- **Avoid**: A .ZIP file is created with the .BIM file in the root and the .DAT file in the client_resources subdirectory.

Latin Abbreviations

Latin abbreviations are often confusing to readers and cause difficulties for localization. Avoid Latin abbreviations except to save space in tables and images.

- Instead of *e.g.*, use *for example*.
- Instead of *i.e.*, use *that is*.
- Instead of *vs* or *vs.*, use *versus*.
- Instead of *via* to mean *by way of*, use *by* or *using*.
  Exception: The use of *via* is acceptable in relation to transportation.
- Instead of *vice versa* or *vice-versa*, find another word or phrase.
- Instead of *etc.*, rewrite the sentence or use *such as*, *and so forth*, or *and so on*.

  Tip: Do not include *for example* and *and so forth* in the same phrase because they are redundant.

In Indexes

Create separate index entries for acronyms and their spelled-out terms. Decide which one is preferred, then cross-reference the less preferred term to the preferred term.

Use	Avoid

DSA
    changing link to RMA
    components of
    configuration settings
    configuring Show/Hide settings
    See also simulations
Decision Simulator Application
    See DSA
	DSA (Decision Simulator Application)
	    changing link to RMA
	    components of
	    configuration settings
	    configuring Show/Hide settings
	    See also simulations

In Trademarks

Do not use acronyms to abbreviate trademarked product names unless the acronym is also trademarked.

For example, abbreviating "Application Fraud Manager" to "AFM" is not allowed, but using "SBSSSM" for "Small Business Scoring ServiceSM" is allowed because the abbreviation is trademarked.

Anthropomorphisms

Do not attribute human traits, actions, or ownership to inanimate objects (such as files, software, hardware, or systems). Avoid stating that inanimate objects can possess something.

- **Use**: Enter the file name.
- **Use**: Enter the name of the file.
- **Avoid**: Enter the file's name.

Be careful when using verbs like *experience, see, tell, aim, guard, prefer, notice, agree, decide* and other human qualities.

- **Use**: The delimiter object specifies where to split a string.
- **Avoid**: The delimiter object tells where to split a string.

Articles (a, an, the)

For maximum comprehension and ease of translation, include articles (*a*, *an*, and *the*) in your user documentation and system messages.

Articles help readers and translation software identify the nouns and modifiers in a sentence. The choice of articles can change the meaning of a sentence.

- The articles *a* and *an* (indefinite articles) refer to a group as a whole.

  "*A* support bundle includes the proper settings" means that all support bundles in general include the proper settings. You can also eliminate the article: "Support bundles include the proper settings."
- The article *the* (definite article) refers to a specific member of a group.

  "*The* support bundle includes the proper settings" refers to the contents of the specific bundle that is being used rather than to bundles in general.

Do not refer to *the user*.

- **Use**: Copy the folder to your home directory.
- **Avoid**: Copy the folder to the user's home directory.

- **Use**: Options for filtering the content are available.
- **Avoid**: The user will have options for filtering the content.

When referring to FICO products, do *not* precede the names of products with an article.

- **Use**: FICO Platform spans the applied intelligence value chain.
- **Avoid**: The FICO Platform spans the applied intelligence value chain.

When referring to FICO documentation, using *the* before a title is acceptable.

- **Use**: See the *FICO Platform - Core Services* user guide.
- **Use**: See *FICO Platform - Core Services*.
- **Avoid**: See *FICO Platform - Core Services* user guide.

Capitalization

To standardize capitalization in FICO documentation, use the following guidelines.

In general, avoid unnecessary capitalization in body text.

- Capitalize words only as required for titles, proper nouns, and abbreviations.

  Tip: Software features are not proper nouns. Do *not* capitalize them in body text. If you need to cite them in instructions, match the capitalization in the UI.

- Avoid capitalizing all of the letters in a word unless it is an official name, an abbreviation, or when referring to code that uses all capital letters.
- For hyphenated terms in titles and headings, capitalize the second word when it is a proper noun or when that second word would be capitalized in title case as a standalone word.

  For example:

  - Run-in Heading (*in* would not be capitalized as a standalone word in title case, so it is not capitalized after a hyphen)
  - How-to Instructions (*to* would not be capitalized as a standalone word in title case, so it is not capitalized after a hyphen)
  - Post-Authorization Management (*authorization* would be capitalized as a standalone word in title case, so it is capitalized after a hyphen)
  - Multi-Target Settings (*target* would be capitalized as a standalone word in title case, so it is capitalized after a hyphen)

- In body text, do not capitalize a noun that follows a proper noun, such as the name of a model, report, or UI element.
  - **Use**: Open the Fraud Predictor model.
  - **Avoid**: Open the Fraud Predictor Model.
  - **Use**: Open the **Statistics Summary** tab.
  - **Avoid**: Open the **Statistics Summary Tab**.
- For trademarked or copyrighted material, such as dBase and UNIX, capitalize according to the proprietary spelling.
- Do not capitalize words for emphasis. Use italics instead.
- Avoid camel case in body text and titles (for example, codeName) except for official names (such as dBase) and when referring to code that is written in camel case.

Capitalization in Titles

Use title case for all levels of headings (H1 through H8).

In user interfaces, both title case and sentence case are used. For guidelines, see User Interfaces.

Rules for Title Case

Always capitalize the following words in title case:

- The first and last words of all titles, regardless of their part of speech
- Verbs of any length (including *Be*, *Are*, *Is*, *See*, *Add*)
- Nouns of any length
- Words after a hyphen if that word would be capitalized as a standalone word in title case (for example, Self-*Test*, Platform-*Related*)
- The conjunctions *Nor*, *Yet*, *So*
- The prepositions *Up*, *Off*, and *Out*, and all prepositions with more than three letters (*With*, *Through*, *Before*)

Do not capitalize the following words in title case:

- Articles (*a*, *an*, *the*) unless they are the first word of the title
- The conjunctions *for*, *and*, *but*, *or*, *as*, and *if*
- Prepositions with two or three letters (*to*, *for*, *at*, *on*, *by*, *in*, *out*), unless they are the first or last word of the title

For example:

- Scorecards With Auto-Constraints
- Save and Rebin
- The Rules for Logging In
- Functions as Invokable Assets

Tip: For help generating title case, go to https://titlecaseconverter.com. Type your title into the converter field, then select **New York Times** style.

Rules for Sentence Case

Sentence case capitalizes only the first word of a sentence (aside from proper nouns and such).

For example:

- The document cannot be found.
- Use this field to retrieve results from Nexus.

Context

When writing instructions, start by mentioning the circumstance, condition, or goal before giving the instruction. By setting the context before the instruction, readers can decide whether they need to skip the instruction.

See Procedures on page 58.

- **Use**: To delete the entire file, click **Delete**.
- **Avoid**: Click **Delete** if you want to delete the entire file.

Contractions

FICO uses a semi-formal tone, so we avoid contractions in our user documentation, user interfaces, and system messages.

See Tone for a link to FICO's official branding information.

Its and It's

Be careful to avoid confusing *its* (possessive) with *it's* (noun + verb).

Never use *its'* (with the apostrophe *after* the *s*) because it is not a valid word.

Gerunds

Use gerunds sparingly and intentionally.

Gerunds are verbs ending in *-ing* that act as nouns. Because gerunds can act as a subject, a direct object, a subjective complement, or an appositive, they tend to erode clarity and are difficult to translate. Rewrite if possible.

- **Use**: When you refer to a node, match the capitalization.
- **Use**: To refer to a node, match the capitalization.
- **Avoid**: When you are referring to a node, match the capitalization.

- **Use**: To view a notebook description, click **Notebook**.
- **Avoid**: View a notebook description by clicking **Notebook**.

For guidance with gerunds in topic titles, see Titles.

Plurals in Parentheses

Avoid using *(s)* to express an optional plural. This convention is especially important if your content is localized.

Instead, use plural or singular constructions, depending on which one is the most appropriate for your documentation and your audience. Consider using *one or more*.

- **Use:** To find your API key, go to the **Credentials** page.
- **Avoid:** To find your API key(s), go to the **Credentials** page.
- **Use:** The value of the parent depends on the values of its children.
- **Avoid:** The value of the parent depends on the value(s) of its child(ren).

Possessives

In general, try to avoid possessives in user documentation, especially when doing so creates an anthopomorphism.

For possessives, add *'s* to the end of singular and plural nouns that do not already end in *s*. For plural nouns that end in *s*, add an apostrophe but no additional *s:*

- *alias's,* not *aliases's*
- *women's,* not *womens'*

Possessive Pronouns

Do not use *'s* for possessive pronouns.

- **Use**: *its, yours, theirs, ours*
- **Avoid**: *it's, your's, their's*, *our's*

Product, Feature, and Company Names

Avoid writing the possessive form of a feature name, product name, or trademark (regardless of who owns it). Instead, use the name as a modifier or rewrite the sentence with a word like *of* to indicate relationship.

- **Use**: Use this template to monitor search performance.
- **Use**: Use this template to monitor the performance of search.
- **Avoid**: Use this template to monitor search's performance.

To form the possessive of a company name, add *'s* to the end of the name. However, do not use *'s* to make a company name possessive when it is part of a trademarked product name. See Copyrights and Trademarks on page 12.

- **Use**: FICO's new office is nearby.
- **Avoid**: The capabilities of FICO's Platform are vast.

Do not use *'s* in the titles of FICO guides.

- **Use**: Product X User Guide
- **Avoid**: Product X User's Guide

- **Use**: Product X Administrator Guide
- **Avoid**: Product X Administrator's Guide

Code Items

Do not form the possessive of code items (methods, values, objects). Either make the noun that follows the code possessive, or rewrite the sentence to avoid the possessive form.

- **Use**: Compare the number to the value returned by the `wordCount` method.
- **Avoid**: Compare the number to `wordCount`'s return value.

Prepositions

Because our tone is semi-formal, try to avoid ending sentences with prepositions (*in*, *with*, *about*, *for*, and others).

- **Use**: …the database that **contains** the variable.
- **Avoid**: …the database that the variable is **in**

- **Use**: You can import the file during **or after** dataset creation.
- **Avoid**: You can import the file during the process of creating a dataset **or after**.

- **Use**: The file is loaded into the system **for which** it was configured.
- **Avoid**: The file is loaded into the system that it was configured **for**.

However, it is acceptable to end a sentence with a preposition to avoid an awkward rewrite.

- **Acceptable**: Sorting is the purpose that the process is designed **for**.
- **Also acceptable but very formal**: Sorting is the purpose **for which** the process is designed.

If avoiding an ending preposition makes a sentence awkward, rewrite the sentence.

- **Use**: I will not put up with bad grammar.
- **Avoid**: Bad grammar is something I will not put up with.
- **Avoid**: Bad grammar is something up with which I will not put. (Grammatically correct but awkward.)

For a list of prepositions to use in relation to UI elements, see UI Elements.

Prepositions to Break Up Noun Strings

Prepositions are helpful in clarifying long strings of nouns that might be interpreted multiple ways. In the following "avoid" example, it is impossible to decipher whether the connector, the connector manager, or the icon is blue.

- **Use**: The **blue icon** for the **connector manager** turns green within a few minutes.
- **Avoid**: The **blue connector manager icon** turns green within a few minutes.

Too Many Prepositions

Avoid using numerous prepositional phrases in a single sentence, even if the sentence is grammatically correct. Long chains of prepositional phrases are hard to read and are easy to misinterpret.

- **Use**: A decision tree is a flowchart of nodes that represent populations that are segmented according to variable condition and treatment.
- **Avoid**: A decision tree is a graphical flowchart structure containing a set of decision rules that map an observation to an appropriate action through easy segmentation of a population, where each decision node represents a condition on a variable and each end node (leaf node) has a treatment associated with it.

Pronouns

Pronouns help relieve the monotony of having to repeat nouns over and over, but they can accidentally reduce the clarity of your writing unless you use them carefully.

Ensure that every pronoun (for example, *it, they,* or *this*) clearly replaces its antecedent (the noun that it replaces). Avoid vague references and any chance that a pronoun could refer to more than one noun.

- **Use**: If you type text in the field, the text does not change.
- **Avoid**: If you type text in the field, it does not change.

The Imperative *You*

When you tell readers to do something, use the imperative (the *you* is implied).

- **Use**: Click **Submit**.
- **Avoid**: The user clicks **Submit**.

First Person Pronouns

Avoid first-person pronouns (*I, we*, *us*, *our*, and *ours*) except in FAQs.

The pronoun (*you*) is allowed as long as you maintain a semi-formal tone.

The User* Instead of *You

Avoid using the phrase *the user* except in administrator guides when you need to differentiate between the admin and the users of the technology being administered.

- **Use**: After the target is selected, you can edit the target definition.
- **Avoid**: After the target is selected, the user can edit the target definition.

- **Use**: The default template is used unless you specify another one.
- **Avoid**: The default template is used unless the user specifies another one.

Vague References

It is best to follow a demonstrative pronoun (like *this* and *these*) with a noun to add clarity.

- **Use**: Set this value to true.
- **Avoid**: Set this to true.

Gender Neutrality

Avoid using the gender-specific pronouns *he*, *him*, *his*, *she*, *her*, *he/she*, or *(s)he*.

Plural Pronouns

Avoid first-person plural pronouns (*we*, *our*, or *us*) to refer to an organization. Instead, use *FICO* or the name of the organization.

- **Use**: FICO provides X, but not Z.
- **Avoid**: FICO provides X, but we do not provide Z.

- **Use**: For help, contact FICO Customer Support.
- **Avoid**: For help, contact our FICO Customer Support.

- **Use**: FICO recommends the following best practice.
- **Avoid**: We recommend the following best practice.

Relative Pronouns (That, Which)

Relative pronouns (*that*, *which*) are useful for avoiding ambiguity and adding clarity. They are especially helpful for translators.

- **Use**: Right-click the link that you want to open.
- **Avoid**: Right-click the link you want to open.
- **Use**: You can use other parameters, which are described in the following table.
- **Avoid**: You can use other parameters, described in the following table.

That and *which* have different meanings and are not interchangeable.

- *That* introduces a clause that cannot be removed without significantly changing the meaning of a sentence (a restrictive clause). Do not use a comma before this type of clause.

  For example:

  FSML files that include the equalTo condition can be imported to a decision tree.

  This sentence means that *only* FSML files with a specific condition can be imported. If the phrase *that include the equalTo condition* is removed, the meaning of the sentence changes to mean that all FSML files can be imported regardless of the conditions they contain.

- *Which* introduces a clause that can be removed without changing the meaning of the sentence (a nonrestrictive clause). Always precede *which* with a comma.

  For example:

  FSML files, which include the `equalTo` condition, can be imported to a decision tree.

  This sentence means that *all* FSML files contain the `equalTo` condition, and that they can *all* be imported. Removing the phrase *which include the equalTo condition* does not change the meaning of the sentence.

For more information about when to use *that* or *which*, go to the Grammar Girl site.

Verb Tense

Present tense verbs are the best choice for user guides and release notes. Use present tense verbs whenever possible.

- **Use**: You can delete any source file that you upload.
- **Avoid**: You can delete any source file that you uploaded.

Try to avoid using *will* or *will be*.

- **Use**: The server sends an acknowledgment.
- **Avoid**: The server will send an acknowledgment.
- **Avoid**: An acknowledgment will be sent to the server.

Sometimes, of course, future tense is unavoidable but use it sparingly.

- **Use**: These values will be lost if you delete the action.

Avoid the hypothetical future *would*:

- **Use**: In this case, move the variable to the **Variables Ignored** list.
- **Avoid**: In this case, you would move the variable to the **Variables Ignored** list.

CHAPTER 4

Punctuation

The following punctuation is used at FICO. Refer to individual topics for examples and additional details.

Punctuation Mark	Comment	More Information
Apostrophes	■ Avoid contractions. ■ Avoid the possessive form of trademarked names. ■ The possessive form of company names is allowed.	See Contractions. See Possessives.
Colons	■ Use a colon after a phrase or sentence that introduces a list. ■ Do not capitalize the first word after a colon unless it is a proper noun or begins a full sentence.	See Colons.
Commas	■ Use serial commas. ■ Use commas after introductory phrases and to set off clauses. ■ Use commas to separate full sentences that are joined by a conjunction.	See Commas.
Dashes	■ Avoid em dashes (—). ■ Use en dashes (–) *without* spaces for ranges and negative numbers. ■ Use en dashes surrounded by spaces for numeric timestamps, a minus sign, list items, and the official name of FICO Platform capabilities (FICO Platform – Decision Trees).	See Dashes.
Ellipses	■ Avoid using except in code. ■ To refer to an icon or button in the UI, use the phrase "ellipsis (...)" or the name of the ellipsis (the **More** ellipsis (...)."	See Ellipses.

Punctuation Mark	Comment	More Information
End punctuation	■ Avoid exclamation points, except in code samples. ■ Use periods at the end of complete sentences, followed by a single space. ■ Avoid using question marks except in UX messages, FAQs, and code samples.	See End Punctuation.
Exclamation points	■ Do not use except in code.	See Exclamation Points.
Hyphens	■ Use to join multiple words that modify a noun as a single unit or that cause confusion without the hyphen. ■ Use to join two words that modify a noun if one of the words is a present and past participle (a verb used as an adjective or noun) that ends in *-ed* or *-ing*). ■ Use for certain prefixes. ■ Use for compound numerals and fractions.	See Hyphens.
Parentheses	■ Use to enclose explanatory or non-essential text.	See Parentheses.
Quotation marks	■ Avoid quotation marks except in code samples. ■ Do not use quotation marks for emphasis. ■ Quotation marks are allowed around the topic or chapter name in a reference to a different publication.	See Quotation Marks.
Semicolons	■ Use a different form of punctuation whenever possible. ■ Semicolons are acceptable before a conjunctive adverb (when done correctly). ■ Semicolons are acceptable to separate a series of complex items that contain their own commas and conjunctions.	See Semicolons.
Slashes	■ Use sparingly, and only if unavoidable. ■ Avoid using *and/or*. ■ Do not place spaces around slashes.	See Slashes.

Colons

Use colons to introduce vertical and serial (horizontal) lists. In technical writing, vertical lists (both numbered and bulleted) are used much more frequently than serial lists because vertical lists are easier to read and visually parse.

If the text before a colon is bold, do not make the colon bold unless it is part of a heading.

See also: Lists.

Vertical Lists

Use a colon at the end of a phrase or sentence that introduces a list. If your content is translated, try to avoid sentence fragments before the colon.

- **Use:** The fields are defined as follows:
- **Use:** To define the fields, complete the following steps:
- **Use:** Field definitions:

Titles and Headings

If you must use a colon in a title or heading, follow the rules for capitalizing titles. Always capitalize the first word that follows a colon in a title.

- **Use:** Chapter 7: Models
- **Use:** Getting Started: A Guide to Success
- **Avoid:** Getting Started: a Guide to Success

UI References

If you refer to a UI element that is followed by a colon on-screen, do not include the colon in the documentation.

Commas

Commas separate items in a series and separate certain types of clauses. Remember that pauses in spoken language do not necessarily require a comma in writing.

Serial Commas

In a series of three or more items, use a comma (the Oxford comma) before the final *and* or *or* to avoid potentially changing the meaning of the sentence.

Use: Locations are divided into zones, regions, and multi-regions.

Avoid: Locations are divided into zones, regions and multi-regions.

Introductory Words and Phrases

Commas after introductory words or phrases can add clarity, but they are not always required.

- Commas are optional after simple introductory phrases of fewer than four words. Both of the following examples are acceptable:

  Use: Before the export you can edit the file.

  Use: Before the export, you can edit the file.

- Commas are required after longer phrases and clauses.

  Use: Because every kernel requires memory, resources can be heavily impacted.

- Commas are not needed after phrases that are restrictive (essential to the meaning of the sentence).

  Use: Only groups that contain parameters predefined in the model appear in this list.

  Avoid: Only groups, that contain parameters predefined in the model, appear in this list.

- Avoid using a comma between a subject and its verb.

  Use: Completing the export as soon as possible is the goal.

  Avoid: Completing the export as soon as possible, is the goal.

Connect Full Sentences

When a conjunction (*and*, *but*, *or*, *nor*, *for*, *so*, *yet*) separates two complete sentences, insert a comma before the conjunction.

Use: System administrators must regularly delete temporary files, and users must remove their downloaded files quarterly.

Avoid: System administrators must regularly delete temporary files and users must remove their downloaded files quarterly.

Omit the comma when two verbs that are connected by a conjunction apply to a single subject. In this case, the phrase after the conjunction is not a full sentence.

Use: Direct-access flags are plain variables and can be read directly.

Avoid: Direct-access flags are plain variables, and can be read directly.

Set Off Clauses

Set off certain types of clauses with a comma for clarity:

- Use a comma before the word *which* at the start of a non-restrictive clause. See Relative Pronouns.

- Use a comma after conjunctive adverbs (*otherwise*, *however*, or *therefore*) that are preceded by a semicolon.

  Use: The variable must have a value; otherwise, the server returns an error.

  Avoid: The variable must have a value otherwise the server returns an error.

- Use a comma before *such as* and *for example*.

  Use: Enter an instance name, such as `my_instance_99`.

  Avoid: Enter an instance name such as, `my_instance_99`.

- Avoid using a comma before *because* unless it is used at the start of a non-restrictive clause.

  Use: You can use the same key name because each set of keys is independent.

  Avoid: You can use the same key name, because each set of keys is independent.

Serial Adjectives

Although technical writing generally avoids the overuse of adjectives, sometimes multiple adjectives are required to modify a single noun.

- Use a comma between *coordinate adjectives* that describe a single noun equally. You can rearrange coordinate adjectives or place *and* between them without changing the meaning of the sentence.

  Use: Robust, predictive thresholds are dictated by priority level.

  Use: Predictive, robust thresholds are dictated by priority level.

  Use: Robust and predictive thresholds are dictated by priority level.

- Do not use a comma between *cumulative adjectives*, which build on one another and work together as a unit to modify a single noun.

  Use: The sample is too small for a separate hold-out set.

Tip: Cumulative adjectives appear in a specific order based on the following categories: quantity, opinion, size, age, shape, color, origin, material, and purpose. Because the order is preset, no commas are needed. The mnemonic Q-O-S-A-S-C-O-M-P can help you remember the order.

The following phrase illustrates that changing the order of adjectives can make a sentence nonsensical:

- They saw three (quantity) incredible (opinion) enormous (size) eighteenth-century (age) rectangular (shape) blue (color) Swiss (origin) pendulum (material) clocks (purpose).

Dashes

Dashes and hyphens are *not* interchangeable.

Em Dashes

Em dashes (—) interrupt the flow of a sentence for dramatic effect. Avoid using em dashes because they can cause confusion and make translations unnecessarily difficult.

- Avoid replacing em dashes with an en dash (the shorter dash) or a hyphen. Instead, rewrite the sentence.

  Use: The system supports features for logging, monitoring, and alerting.

  Avoid: The system supports several features—including logging, monitoring, and alerting.

  Use: The new algorithm, which is complex, provides significant performance gains.

  Avoid: The new algorithm—which is complex—provides significant performance gains.

- Avoid using em dashes in the following circumstances:
  - To indicate an empty cell in a table
  - To replace a bullet in a list
  - To join words

En Dashes

Use an en dash (–) without spaces to indicate the following conventions:

- A range of numbers or pages: *2015–2019*
- A range of dates: *June 1–6*
- A range of time: *10:00 AM–2:00 PM* (or use the word "to" as in *10:00 AM to 2:00 PM*)

Use an en dash surrounded by spaces to indicate the following conventions:

- Numeric times and dates in a timestamp: *2:15 PM – 4:45 PM, or 2:15 PM 12/1/17 – 4:45 PM 4/1/18*
- An official FICO Platform service or capability: *FICO Platform – Composability*

Tip: For negative numbers, see Hyphens.

Dashes After Run-in Headings in Lists

It is acceptable to use an en dash surrounded by spaces to separate a bolded introductory word or phrase in a bulleted list from its description. Colons or periods are also acceptable. See Run-in Headings on page 69.

Ellipses

An ellipsis (...) indicates the omission of information or a pause in thought. In general, do not use ellipses when writing content, except to indicate omitted code.

In Content. When writing content, avoid using an ellipsis to indicate missing or assumed information:

- **Use**: Declare the object pattern (for example account1, account2, account3).
- **Avoid**: Declare the object pattern (for example account1, account2, …).
- **Use**: The system is automatically updated, ensuring optimal performance.
- **Avoid**: The system is automatically updated ... ensuring optimal performance.

If the use of an ellipsis is unavoidable, type three periods without spaces, surrounded by a space before the first period and a space after the last period.

In Product UIs. FICO developers sometimes use ellipses as labels for icons or buttons with expandable menus. These ellipses can be horizontal (...) or vertical (⋮). To refer to an ellipsis in a UI, use the following guidelines:

- Avoid using an inline image when referring to a horizontal ellipsis. It is acceptable to use an inline image for a vertical ellipsis.
- Use the term *ellipsis* rather than *meatball menu*, *kebab*, *three dots menu*, or some other metaphor.
- Always follow the term *ellipsis* with "(...)" rather than *menu*, *link*, or *button*:
  Use: Click the ellipsis (**...**), then select **xxx**.
  Avoid: Click the **...** menu, then select **xxx**.
- If the UI assigns a name or tooltip to an ellipsis (such as **More**, **Options**, or **Actions**), refer to the ellipsis by name:
  Use: Click the **More** ellipsis (**...**), then select **xxx**.
  Avoid: Click the **Action ...** for the solution, then select **Import**.

End Punctuation

End punctuation is used to conclude a sentence or phrase.

Exclamation Points

Do not use exclamation points, except in code samples.

Periods

End complete sentences with a period followed by a single space.

Avoid using periods at the end of titles and headings.

Use: Install IBM OS-300 or AS/400

Avoid: Install IBM OS-300 or AS/400.

Question Marks

Avoid using question marks at the end of sentences and in column headings whenever possible.

Use: Install IBM OS-300 or AS/400

Avoid: Install IBM OS-300 or AS/400?

Question marks are allowed in UX messages, FAQs, and code samples.

- **Use**: Save your changes?
- **Use**: How can I generate a chain-of-custody token?
- **Use**: `[I 12:16:32.395 NotebookApp] or http://127.0.0.1:8888/?token=myToken`

Exclamation Points

Avoid using exclamation points except as part of a code example.

Hyphens

The hyphen (-) joins words for clarity. Never use spaces before or after a hyphen (except for serial modifiers). Hyphens are not interchangeable with en dashes. See Dashes.

Modifiers

- **Before a noun.** Hyphenate two- and three-word modifiers that express a single thought (adjectival phrase) when they occur before a noun.
  Use: decision-making process, profile-in-memory execution, a well-known algorithm
- **Following a noun**. Do not hyphenate a modifier when it follows the noun it modifies.
  Use: The logs are written in real time.
  Use: The plan was well known.
- **Standalone adjectives**. If two adjectives can modify a single noun independently, do not use a hyphen between the adjectives.
  Use: a new workspace instance
  Avoid: a new-workspace instance
- **Adverbs**. If the first word in a modifier is the word *very* or an adverb that ends in *-ly*, do not use a hyphen.
  Use: a highly graphical interface, a very fast backup
  Avoid: a highly-graphical interface, a very-fast backup
- **Numerals and letters**. Hyphenate numerals and single letters in modifiers.
  Use: a 640-gigabyte file, the y-coordinate values

Other numbers. Hyphenate ordinals in adjectives and numbers over ten at the beginning of a sentence.

Use: first-row instance

Use: Twenty-one variables is the maximum.

- **Serial modifiers**. When two or more modifiers share a common root term in a series, use the term only once at the end. This is sometimes called a suspended hyphen.

  Use: left- or right-aligned text; one-, two-, or three-hour intervals

- **Participles**. Hyphenate modifiers before nouns when one of the words is a present or past participle (verbs that end in *-ing*, *-ed, -t, -en*, *-n*, or *-d)*.

  Use: an often-defined schema, a free-flowing format

Prefixes

In general, do not use a hyphen to separate prefixes from their root noun.

Use: metadata, preprocessing

Note: Some terms do not follow this guideline. First consult the FICO Corporate Glossary. If the term is not found, consult the Merriam-Webster Dictionary.

Add a hyphen after a prefix only in the following circumstances:

- The prefix is *self* or *cross*: *self-managing*, *cross-region*
- The prefix *ex* means former: *ex-employee*
- The noun is capitalized or a number: *non-FICO*, *post-2021*
- The omitted hyphen creates confusion: *re-create* vs *recreate*, *reform* vs *re-form*
- The prefix ends with the same letter as the beginning of the root word: *re-enter*, *non-native*

Negative Numbers

Use a hyphen to express negative numbers in text and in equations.

- Negative numbers: *-79*
- A minus sign in an equation, surrounded by spaces: *12 - 3 = 9*

Parentheses

Use parentheses to enclose explanatory or non-essential words, phrases, or sentences. Content in parentheses usually clarifies or defines the text that it follows while allowing the focus to remain on the main text. Try to avoid putting important information in parentheses. For important information, use different punctuation.

If you use parentheses, keep the content brief.

Use: Enter a six-digit hex number (for example, 228B22), then click **OK**.

Use: Log in to Analytics Workbench Manager (formerly Workspace Manager).

If you use parentheses around a complete sentence, put the end punctuation inside the parentheses.

Question Marks

See End Punctuation.

Quotation Marks

Limit the use of quotation marks except in code examples.

- If you must use the term “quotation mark” use *quotation mark*, not *quote marks*.
- It is acceptable to use quotation marks to signal a word or phrase that is used in a non-standard way.

  Use: Some users refer to this workaround as the “double-click trick.”
- For emphasis, prefer the use of italics because quotation marks can be easily misinterpreted as saracasm. For example, *We "fixed" the problem by ignoring it* suggests that the problem was not fixed at all.

  For guidelines about italics, see Italicized Words.

Cross-References

Do not use quotation marks or italics for cross-reference links to another topic in the same guide. Instead, use the DITA element without adding extra formatting.

To reference a topic or chapter in *another* guide (without a link), use quotation marks (not italics) around the topic or chapter name, then use the DITA <cite> element for the name of the guide.

Use: For more information, see "Security Settings" in the *FICO® Platform - Instant Model Execution Service On-Premises Administrator Guide*.

Code Samples

Use quotation marks carefully in code samples. Do not substitute single quotation marks for double quotation marks, or vice versa.

In developer documentation, use straight quotes for the following reasons:

- Code requires straight marks, so it is simpler to use straight marks everywhere in developer documentation than to use them in code but not in text.
- When proofreading, it can be difficult to differentiate whether marks are straight or curly.

Semicolons

Because semicolons are so frequently misused and misinterpreted, avoid using them if possible. Instead, use an alternate form of punctuation or rewrite the sentence.

Use: In a segmented scorecard, trees subdivide the total population, one at each leaf of the tree.

Avoid: In a segmented scorecard, trees subdivide the total population; one at each leaf of the tree.

Use a semicolon before a conjunctive adverb (for example, *therefore* or *however*) or a phrase (for example, *that is*) that joins two independent clauses.

Use: Most categorical variables are string data types; however, they can also be numeric data types.

Avoid: Most categorical variables are string data types, however, they can also be numeric data types.

Semicolons are unavoidable when you need to separate a series of long or complex items that contain their own commas and conjunctions. However, the better approach is to format a complex series of items into a bulleted list.

The following example is acceptable but not recommended:

- **Avoid**: Use this tutorial to learn how to construct an interface; implement both single-document interface and multiple-document interface applications; implement features that until now were considered difficult, such as printing, toolbars, scrolling, splitter windows, print preview, and context-sensitive Help; and take advantage of many built-in components of the class library.

Consider using the following format instead:

- **Use**: This tutorial explains how to do the following:
  - Construct an interface
  - Implement both single-document interface and multiple-document interface applications

- Implement features that until now were considered difficult, such as printing, toolbars, scrolling, splitter windows, print preview, and context-sensitive Help
- Take advantage of many built-in components of the class library

Slashes

Because slashes can add confusion and cause difficulty with translations, use slashes sparingly and only when unavoidable.

Slashes are acceptable for the following elements:

- URLs – Start with two forward slashes (*//*).
  Use: *https://example.com/document*
- File path separators – Use backslashes (\) in Windows and forward slashes in Mac OS (*/*).
  Use: `C:\Users\<UserName>\Documents\file.pdf` (for Windows)
  Use: `/Users/<UserName>/Documents/file.pdf` (for Mac OS)
- Code samples – Use backslashes (**), primarily.
- Mathematical fractions and expressions – Use forward slashes.
  Use: *6/3 = 2*
  Use: JavaScript expression `/[a-zA-Z0-9]+/`
- For tables in database reference guides, slashes are allowed because of space limitations.

To instruct users to enter a slash, include the spelled-out term (*backslash* or *forward slash*) first, followed by the symbol in parentheses.

- **Use**: Enter a backslash (\) to do xxx.

Certain terms and abbreviations that use forward slashes are industry standards, such as client/server, CI/CD, and TCP/IP. The use of slashes in these terms is acceptable. Be sure to use them consistently.

Avoid using slashes as a replacement for *or*. For example, do not use slashes to indicate alternatives, preferences, ranges, dates, combinations of terms, or options.

- **Use**: You can save or delete the log.
- **Avoid**: You can save/delete the log.
- **Use**: 2024–2025
- **Avoid**: 2024/2025

And/Or

Avoid using *and/or*. Instead, determine whether the statement means *both*, *one but not both*, or *either one or both*.

- **Use**: The score is scaled to another variable and sample. (*both*)
- **Use**: The score is scaled to another variable or sample. (*one but not both*)

- **Use**: The score is scaled to another variable or sample, or both. (*either one or both*)
- **Avoid**: The score is scaled to another variable and/or sample.

CHAPTER 5

Format and Structure

Consistency in formatting and structure enhances readability, supports usability, and reinforces the professionalism of technical documentation.

The guidelines for format and structure are related to the components in our documentation that ensure usability, organize content, support navigation, and define semantics. Use these guidelines to ensure that content aligned with our documentation principles.

Captions (Titles) for Figures and Tables

Captions for figures and tables are optional. They are applied using the <figure><title> and <table><title> elements.

Captions are a convention most often used in academic documents to provide a unique identifier for figures and tables in long documents. Since FICO publications are not academic papers, captions are optional.

Captions are allowed in following situations:

- A figure or table is referred to from multiple places in a publication.
- The purpose of the figure or table needs to be explicitly stated to ensure clear communication.
- The findings, data trends, or contents of a figure or table are so complicated that a long explanation separates it from its explanation.
- The “continued…” statement is needed for long tables that span multiple pages.

Note: Avoid using figure or table captions in any kind of list.

If you must use captions, follow these guidelines:

- Begin with a capital letter.
- Use sentence case.
- Be brief but explain the usefulness of the figure or table.
- Use ending periods only is the caption is comprised of multiple sentences.
- Avoid repeating content that is already stated in a preceding paragraph or in the topic title.

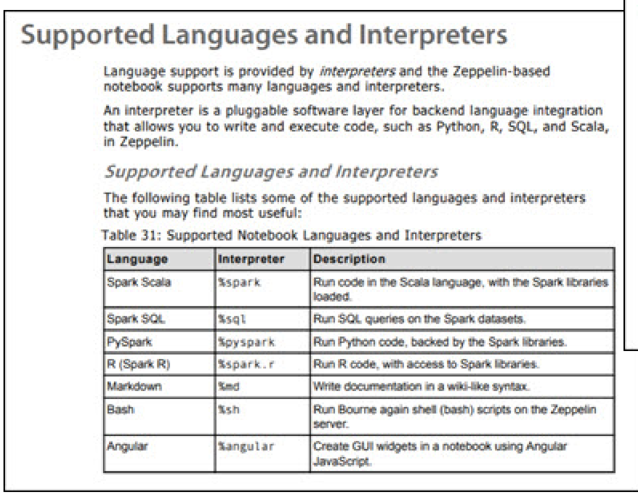
At the discretion of the writer, if a caption is needed for just one table or figure in a publication, captions can be applied throughout the publication, but this is not a requirement.

Example

Captions add to the visual clutter (excessive information) on a page, which can slow comprehension and reduce the usability of a document. Notice in the following example that the "after" version is easier to scan and understand when the visual clutter is eliminated (unnecessary heading, paragraph, and caption).

Before

The phrase “Supported Languages and Interpreters” is repeated in two headings, in the introductory paragraph, and in the caption.



Supported Languages and Interpreters

Language support is provided by *interpreters* and the Zeppelin-based notebook supports many languages and interpreters.

An interpreter is a pluggable software layer for backend language integration that allows you to write and execute code, such as Python, R, SQL, and Scala, in Zeppelin.

Supported Languages and Interpreters

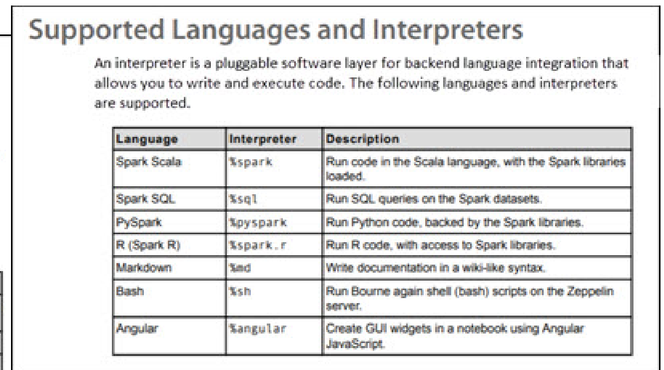
The following table lists some of the supported languages and interpreters that you may find most useful:

Table 31: Supported Notebook Languages and Interpreters

Language	Interpreter	Description
Spark Scala	%spark	Run code in the Scala language, with the Spark libraries loaded.
Spark SQL	%sql	Run SQL queries on the Spark datasets.
PySpark	%pyspark	Run Python code, backed by the Spark libraries.
R (Spark R)	%spark.r	Run R code, with access to Spark libraries.
Markdown	%md	Write documentation in a wiki-like syntax.
Bash	%sh	Run Bourne again shell (bash) scripts on the Zeppelin server.
Angular	%angular	Create GUI widgets in a notebook using Angular JavaScript.

After

A succinct introductory paragraph improves readability, reduces visual clutter, and reduces cognitive load.



Supported Languages and Interpreters

An interpreter is a pluggable software layer for backend language integration that allows you to write and execute code. The following languages and interpreters are supported.

Language	Interpreter	Description
Spark Scala	%spark	Run code in the Scala language, with the Spark libraries loaded.
Spark SQL	%sql	Run SQL queries on the Spark datasets.
PySpark	%pyspark	Run Python code, backed by the Spark libraries.
R (Spark R)	%spark.r	Run R code, with access to Spark libraries.
Markdown	%md	Write documentation in a wiki-like syntax.
Bash	%sh	Run Bourne again shell (bash) scripts on the Zeppelin server.
Angular	%angular	Create GUI widgets in a notebook using Angular JavaScript.

Note: The <figure> element provides a function that allows users to click on images to enlarge them in the online Help. For images that need to be enlarged, it is acceptable to delete the <title> element (after the <figure> element) to remove the caption while still allowing users to enlarge the image.

Cross-References

Cross-references link to information that adds to a reader's understanding when that information is too extensive to duplicate.

Tip: The term *cross-reference* does not apply to table and figure captions. Instead, see Captions (Titles) for Figures and Tables.

Guidelines for cross-references:

- Use as few cross-references as possible to avoid link fatigue (the constant interruption of the reading flow, which reduces comprehension and increases cognitive load).
- Link only to the most important content. If content is tangential or simply informational, omit the cross-reference.
- Avoid adding the same cross-reference multiple times in a single topic.

- Instead of using a cross-reference for brief content, consider turning it into a `<conref>` or duplicate the content.
- Excessive cross-references can be a sign that content is poorly organized. Whenever possible, provide information *in context* rather than sending readers to other parts of a publication.
- To avoid topics that contain too many cross-references, prioritize the list of "linked-to" topics, then link only to the top priority topic. From that topic, link to the next topic in priority order, and so on.

"See Also" cross-references are reserved for legacy documents, indexes, and glossaries. For guidelines about using the See Also icon, see Notes.

Word Usage

Use the following verbiage for cross-references:

- Use *see* instead of *refer*.
  - **Use**: For more information, see Scorecard Constraints.
  - **Avoid**: For more information, refer to Scorecard Constraints.
- Use *about* instead of *on*.
  - **Use**: For information about indexes, see Managing Indexes.
  - **Avoid**: For information on indexes, see Managing Indexes.
- Use text to introduce a link if the link is not self-explanatory.
  - **Use**: For information about how to get started, see Build your first app.
  - **Avoid**: See the related topic.
  - **Avoid**: Click here.
- If introductory text is used (it is not required), avoid repeating the link text.
  - **Use**: For information about authentication and authorization, see Using OAuth 2.0.
  - **Use**: See Using OAuth 2.0 for Authentication and Authorization.
  - **Avoid**: For information about using OAuth 2.0 for authentication and authorization, see Using OAuth 2.0 for Authentication and Authorization.
- If a file is downloaded when a link is clicked, clearly explain the result and the file type.
  - **Use**: For instructions, download the security features PDF.

Links to Shared Topics

PDFs can contain links between topics in the same publication (or to external websites) but not to topics that are shared or reused in other publications. For online Help, links to shared topics can work if the link in the online Help points to a document in the same location.

Use the following format for cross-references to other publications:

- **Use**: See "Setup" in the *TRIAD User Guide*.

Avoid Overuse

Cross-references are the most effective when used sparingly and only when essential. Users are often reluctant to click links for fear of losing their place or of being directed away from their main concern. In a recent usability study, one technical writing team discovered that their cross-references were clicked at most only 8% of the time. See How SalesForce Let Go of Inline Linking on YouTube.

Page Numbers in Cross-References

Page numbers are only needed for certain FICO legacy products. For newer products, avoid using page numbers for cross-references in both online and PDF output.

For instructions about suppressing page numbers, see "Altering Page Number Settings" in the *DITA Authoring Guide*.

Reltables and Conrefs

Relationship tables (reltables) and content references (conrefs) are useful alternatives to cross-references. It is acceptable to use a combination of cross-references (for contextual information) and reltables in a single topic. For an overview, see "Reusing Content" in the *DITA Authoring Guide*.

- **Reltables** append a list of links to the end of a topic. Use reltables instead of cross-references in topics that are shared with (reused by) another publication. The links in reltables will point to other topics only if those topics exist in the other publication. For instructions, see "Relationship Tables" in the *DITA Authoring Guide*.
- **Conrefs** are reusable chunks of frequently used content (such as notes, definitions, and tables) that are stored in conref target libraries. For instructions, see "Inserting a Conref in a Topic" in the *DITA Authoring Guide*.

Dates and Time

Expressing dates and times in a clear and unambiguous way helps support writing for a global audience and reduces confusion.

Time

Use the following guidelines to express time:

- Use the 12-hour clock unless a 24-hour clock is required. If the UI, a command, or a code sample uses the 24-hour format, use that format throughout for consistency.
- Try to avoid referring to time zones. If required, treat the names of time zones as proper nouns in uppercase letters: *Central Time*, *Eastern Time*, and *Pacific Time*.
- Use exact times when possible, but *noon* and *midnight* are acceptable.
- For ranges of time, use an en dash without spaces.
  Use: Wait for 5–10 minutes.

- Capitalize *AM* and *PM*, without punctuation, preceded by one space.
  Use: 3:45 PM
- Remove the colon and zeros from round hours.
  Use: 3 PM
- Avoid references to *standard time* or *daylight time*.

Dates

Use the U.S. convention of writing the month first. Spell out the names of months and days of the week in the format *Month DD, YYYY*, using the full four-digit year.

Use: December 23, 2026

Avoid: 23 December 2026

Avoid: 12.23.2026

Avoid: 12/23/2026

If including the day of the week, add it before the month as follows: *Day of the Week, Month DD, YYYY*.

Use: Tuesday, April 27, 2026

Numeric Date Format

If you must express a date in numerical date format, use the format YYYY-MM-DD, separated by hyphens, which conforms to ISO 8601 international standards for numerical date format.

Examples

Introduce examples in a sentence using the following guidelines:

- In the middle of a sentence, use parentheses if the example is short. Otherwise, rewrite the sentence.
  Use: Enter a six-digit hex number (for example, 228B22), then click **OK**.
  Avoid: Enter a six-digit hex number (for example, if you want the color forest green, enter 228B22), then click **OK**.
- Add the example as a new sentence if the example is lengthy and can be framed as a complete sentence.
  Use: Enter a six-digit hex number, then click **OK**. For example, if you want the color forest green, enter 228B22.
  Avoid: Enter a six-digit hex number, then click **OK**. For example, 228B22.

- Separate the example using a preceding comma (but no following comma) if the example must be added at the end of a sentence. Avoid any punctuation other than a comma.

  Use: Enter a name for the instance, for example `my-instance-99`.

  Avoid:

  - Enter a name for the instance, for example, `my-instance-99`.
  - Enter a name for the instance: for example, `my-instance-99`.

- In case the example is a code snippet, format it in a separate line.

  Use: Ensure to add the required metadata and its value to your master map. For example:

  ```
  <othermeta content="XYZ" name="ABC" />
  ```

  Avoid: Ensure to add the required metadata and its value to your master map. For example, `<othermeta content="XYZ" name="ABC" />`.

Footnotes

A footnote is an annotation with additional information usually provided at the end of a page, chapter, or book. Avoid footnotes because they are not accessible and can present challenges for localization efforts.

Graphics

Use graphics only when they help complete a task or understand a concept. The term *graphic* applies to all forms of non-text illustrations, including images, icons, flowcharts, and screenshots.

Alt Text

Add alternative text (alt text) to all screenshots, flowcharts, and diagrams. Alt text provides a written description for users who rely on screen readers, text-only browsers, or low bandwidth internet.

Do not duplicate anything already explained in the body text. Use full sentences with proper punctuation. Do not use figure captions to replace alt text. For more information, see "Adding Alt Text to an Image" in the *DITA Authoring Guide.*

Use: The Customer Profile page shows the name, demographics, bio, and job title of the customer, including the products they use. The emphasis is on the "Activity" tab, where metrics shows key details about the customer's support tickets.

Avoid: The Customer Profile page

Screenshots

- Capture only the part of the user interface that is relevant to a task. Try to avoid full-screen captures.
- Remove or blur personally identifying information (PII), version numbers, product names, logos, and company details.

- Remove or blur real user names and data, or replace them with placeholders, such as *John Doe*, *12345*, or *username@email.com*.
- Try to avoid figure captions (titles). If you add a caption, use sentence case.
- To apply a border to an image, see "Adding a Border to an Image" in the *DITA Authoring Guide*.

Icons

- Inline images for icons are acceptable.
- If a user interface is less than intuitive or if it uses a large number of icons, use a table to discuss the icons, grouped by function or role.
- For icons that are referenced in multiple places in a publication, consider placing the icon tables in an appendix.

For more information, see User Interfaces.

Diagrams and Charts

- Use diagrams and charts to show workflows, relationships, data, and structures.
- Apply Lucidchart visual standards. See Lucidchart visual standards.

Callouts

- Numbered callouts in images are acceptable but not required. If you use numbered callouts, define them in a table below the image.
- Avoid embedding text directly inside graphics.

Italicized Words

Use italics (not bold text or quotation marks) to draw attention to a particular word or phrase, such as introducing a key concept, defining a new word, or emphasizing a specific word.

Use: A *scorecard* is a generalized additive model of binned predictors.

Avoid: A **scorecard** is a generalized additive model of binned predictors.

Use: Do not use & (ampersand) as a conjunction. Use the word *and* instead.

Avoid: Do not use "&" (ampersand) as a conjunction. Use the word "and" instead.

Keystrokes

Keyboard shortcuts allow users to quickly accomplish tasks they perform frequently.

It is generally not necessary to describe all possible methods used to accomplish a task, for example, select **File > Open**, or press **Ctrl + O**, or click **Open**.

Overusage of keyboard shortcut callouts could result in confusion and may disrupt the flow of the document. If writers must provide keyboard shortcuts, do not place them in procedures. Instead, refer advanced users to a table in a separate reference topic listing the shortcuts elsewhere in the guide. If the number of keyboard shortcuts is large, separate the shortcuts by function into multiple tables to avoid large tables in the documentation.

To document shortcut keys, use the plus sign (+) for keys that are pressed simultaneously and the comma (,) when a key is released. Apply the <uicontrol> element to all keyboard keys that users can press, including **Ctrl**, **Shift**, **Enter**, and **Delete**.

EXAMPLES

- To describe holding down all keys at once, use the following format:

  Alt + O: Press and hold down **Alt** and then press **O**.

  Ctrl + Shift + B: Press and hold down **Ctrl** and **Shift** and then press **B**.

- To describe pressing and releasing keys in succession, use the following format:

  Alt, F, D: Press and release **Alt**, press and release **F**, and then press and release **D**.

  Esc, M, P: Press and release **Esc**, press and release **M**, and then press and release **P**.

- To describe a combination of holding down and pressing or releasing keys, use the following format:

  Esc, Shift + T, R: Press and release **Esc**, press and hold down Shift while pressing **T**, release all keys, and then press and release **R**.

Lists

Use lists to present complex text in a format that is easier to scan than if the same content were to be embedded in a paragraph, separated by commas.

Numbered Lists

Use ordered (numbered or lettered) lists for information that requires a specific order or sequence, such as a procedure or prioritized items.

Example

To sign in to the database:

1. Click **File** > **Open Database**.
2. In **Username**, enter your name.
3. In **Password**, enter your password, then click **OK**.

Bulleted Lists

Use unordered (bulleted) lists for related items that do not need to appear in a particular order.

Example

The database owner can:

- Create and delete a database.
- Add, delete, or modify a document.
- Add, delete, or modify any information in the database.

Introductory Text

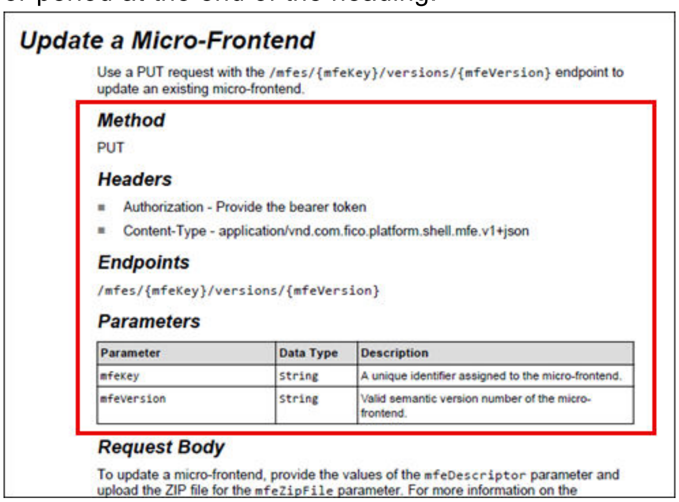
Clearly state the purpose of each list with a sentence or fragment that ends with a colon. If content is localized, avoid fragments.

Use these same guidelines for lists in table cells.

It is acceptable, but rare (usually only in API docs), to introduce a list without introductory text. In this case, use the heading to introduce the list. Do not use a colon or period at the end of the heading.

If you use the word “following” try to use it as an adjective rather than a noun. For example, instead of “Do the following” use “Do the following actions.” Also avoid sentences that begin “The following are…”.

It is acceptable, but rare (usually only in API docs), to introduce a list without introductory text. In this case, use the heading to introduce the list. Do not use a colon or period at the end of the heading.



Update a Micro-Frontend

Use a PUT request with the `/mfes/{mfeKey}/versions/{mfeVersion}` endpoint to update an existing micro-frontend.

Method

PUT

Headers

- Authorization - Provide the bearer token
- Content-Type - application/vnd.com.fico.platform.shell.mfe.v1+json

Endpoints

`/mfes/{mfeKey}/versions/{mfeVersion}`

Parameters

Parameter	Data Type	Description
mfeKey	string	A unique identifier assigned to the micro-frontend.
mfeVersion	string	Valid semantic version number of the micro-frontend.

Request Body

To update a micro-frontend, provide the values of the `mfeDescriptor` parameter and upload the ZIP file for the `mfeZipFile` parameter. For more information on the

Capitalization

Begin each list item with a capital letter unless the items require lowercase, such as a list of commands.
If lowercase is required for any of the items in a list, ensure that all items are lowercase or rewrite the list to begin each item with a capital letter.

Punctuation

Use a period at the end of list items only if they are complete sentences.

If a list contains both fragments and sentences, end all of the list items with periods.

Avoid using semicolons, commas, or conjunctions (and, or) at the end of list items.

All punctuation guidelines also apply to content in tables.

Structure

Avoid lists with a single list item. Step lists with a single step are allowed, but use them rarely and only for tasks (not for other types of lists).

Use the same syntax and structure (for example, all noun phrases or all verb phrases) for the items in a list, whenever possible. Try to avoid starting list items with the infinite form of verbs ("To do *x*…").

Examples

Recommended	**Not Recommended**	**Reason**
The editor toolbar provides the following commands: ■ Check in the decision logic. ■ Compile the decision logic. ■ Run options to detect anomalies.	The editor toolbar provides the following commands: ■ Check in the decision logic. ■ The ability to compile the decision logic. ■ Options to detect anomalies.	Make lists parallel, either all verb phrases or all noun phrases.
Click **Submit** to do the following actions: ■ Submit the form. ■ Indicate that you are done. ■ Allow the next person to enter data.	Click **Submit** to do the following: ■ To submit the form. ■ To indicate that you're done. ■ To allow the next person to enter data.	Use "following" as an adjective rather than a noun. Avoid creating list items of infinitives.
To download the USB driver: ■ Click **Tools** > **Android** > **SDK Manager**. ■ Select **Google USB Driver**, then click **OK**.	To download the USB driver, perform the following steps: ■ Click **Tools** > **Android** > **SDK Manager**. ■ Select **Google USB Driver**, then click **OK**.	Be brief.
Objectives ■ Create an instance ■ Snapshot an instance ■ Delete an instance	**Objectives** In the following tutorial, you will complete the following tasks: ■ Create an instance ■ Snapshot an instance ■ Delete an instance	Introductory text can be omitted if the heading adequately introduces the list and the subject is clear.

Recommended	Not Recommended	Reason
The colors of the rainbow appear in the following order: ■ 1 Red ■ 2 Orange ■ 3 Yellow ■ 4 Green ■ 5 Blue	The following are the colors of the rainbow in order of appearance from top to bottom: ■ 1 Red ■ 2 Orange ■ 3 Yellow ■ 4 Green ■ 5 Blue	Use “following” as an adjective rather than a noun.
The advantages of using Tech Company: ■ Enhanced processing ■ Ease of use ■ Adaptability	There are three advantages to Tech Company: ■ You can work quickly. ■ Ease of use ■ Often adaptable	Make list items parallel. Use consistent ending punctuation. Avoid false subjects (sentences that start with “There is,” “There are,” or “It is.”)
The database owner can: ■ Look high ■ Look low ■ Look everywhere for data	The database owner can: ■ look high, ■ look low, or ■ look everywhere for data.	Avoid ending with commas and conjunctions. Start each list item with a capital letter.

Notes

Notes provide supplementary information that enhances understanding without interrupting the content flow.

Notes can clarify concepts, offer cautions, or add insights that are helpful but not critical to the main instruction. The proper use of notes ensures that the reader remains focused on key information while gaining useful details.

The following types of notes are supported:

- Note
- Tip
- Important
- Caution
- See Also

Notes must be brief to avoid interrupting the flow of information.

Do not repeat the note label in the text of a note.

- **Avoid**:

  Tip: This tip...

When several notes appear consecutively, use the following standards.

Description	Example
For multiple notes of the same type, consider using an introductory sentence followed by a bulleted list. Stacked notes (multiple DITA <note> elements) are also acceptable.	**Note:** When working with user-defined pages, consider the following parameters: ■ User-defined text fields support 999,999 characters, and they display 80 characters per line. ■ When merging two consumers, the UDPs on the merged consumer account are moved to the target (new) consumer. Additionally, the consumer UDPs will be moved to the target consumer, depending on how your system was configured during implementation.
For multiple notes of different types, keep the notes separate.	**Note:** When working with user-defined pages, consider the following parameters, user-defined text fields support 999,999 characters, and they display 80 characters per line. **Caution:** If you enter 1 million characters or more into a user-defined text field, your computer may overheat.

Note

Use standard notes to offer additional information or context that clarifies the main content. You might use a note to explain why a particular setting is recommended or to provide background on a technical concept.

Use:

Note: This setting is best suited for high-traffic environments.

Tip

Use tips to provide optional but helpful advice.

Use:

Tip: To connect elements, hover over an element until the hand icon appears.

Important

Use important notes to provide pivotal to the information or to help users retain crucial information.

Use:

Important: Do not use spaces in element names.

Caution

Use cautions to alert users to proceed carefully because of potentially serious consequences, such as the loss of data.

Use:

Caution: If you delete an existing template, you cannot recover the template data.

See Also

Use "see also" notes to reference related but non-essential information in an external FICO document that might add to a reader's understanding. "See also" notes are used only in legacy publications; avoid using them in newer ones. Do not use "see also" notes to refer to a topic in the same publication.

"See also" notes are allowed in index and glossary entries. For guidelines, see Glossaries.

Guidelines for "see also" notes:

- Use the "see also" icon sparingly and only for external references.
- Avoid using "see also" citations without the icon, except in glossaries and indexes.
- When using the "see also" icon, explain the redirect (For information about...). Include the name of the specific topic in the other guide whenever possible.
- For additional guidelines, see Cross-References.

Use:

See Also: "Paragraph and Character Markup" in the *DITA Authoring Guide*.

See Also: For information about creating "see also" references, see "Cross-References and Related Information" in the *DITA Authoring Guide*.

Numbers

When you write about numbers that are used in examples or a UI, present them exactly as they appear in the UI. In all other content, use the following guidelines.

Numerals or Words

Use numerals for 10 and greater. Use words for numerals less than 10.

- **Use**: The product consists of 14 modules.
- **Use**: The application uses five databases.
  It is acceptable to use numerals less than 10 when space is limited, such as in tables.

Use numerals 0-9 for items of the same type if they occur in the same sentence with numbers 10 and greater.

- **Use**: The settings page contains 15 options but 6 are disabled by default.
- **Avoid**: The settings page contains 15 options but six are disabled by default.

When two numbers that refer to different things must appear together, use a numeral for one and spell out the other.

- **Use**: The website contains fifteen 20-page articles.
- **Use**: The platform allows up to ten 100 MB files.

Use words for numbers that start a sentence.

- **Use**: Ten records were updated.

For numbers that have four or more digits, use commas.

- **Use**: 1,093 MB
- **Avoid**: 1093 MB

For numbers typed into the UI, use numerals even if less than 10.

- **Use**: In **No. of Rows**, type **5**.

Spell out ordinals. Do not use ordinals for dates.

- **Use**: First, fifty-fifth, thirty-second
- **Avoid**: 1st, 55th, 32nd
- **Use**: June 1, 2025
- **Avoid**: June 1st, 2025

Exception: Numerals (*1st, 55th, 32nd*) are acceptable if space is an issue.

Units of Measure

Use numerals for the following types of information.

Usage	Examples
For **measurements** of distance, digital storage, volume, size, weight, pixels, and points, use numerals even if less than 10. Express abbreviations without periods. Add a space before the unit of measure.	■ 3 feet, 5 inches ■ 50 MB ■ 1.76 lb ■ 80 × 80 pixels ■ 0.75 grams ■ 3 centimeters ■ 0.5 cm
For **dimensions**, such as tile sizes, screen resolutions, and paper sizes, use the multiplication sign (×). Use a space before and after the multiplication sign.	■ 4 × 4 tile ■ 8.5" × 11" paper ■ 1280 × 1024
For **percentages**, use a numeral plus the percent sign (%) without a space.	50% Exception: To begin a sentence, spell out the numeral, followed by the word *percent*.
Express **fractions** as numbers whenever possible.	0.75 or 3/4

Usage	Examples
	Exception: If words are required, connect the numerator and denominator with a hyphen (*three-fourths*).
For **negative** numbers, use a hyphen before the numeral without a space, even if the number is less than 10.	-5
For round numbers of 1 **million** or more, use numerals even if less than 10.	7 million
For ranges, use *from* and *to* or *through*.	■ from 100 GB to 200 GB ■ pages 5 through 15 Exception: Use an en dash without spaces if space is an issue (*2016–2024*).
For money, use numerals for exact or approximate amounts. Assume U.S. dollars unless otherwise noted. For guidance about foreign currency, consult an authoritative site, such as xe.com.	■ $28.95 per unit ■ cost of $60,000 Exception: Use words for indefinite amounts (several thousand dollars). For rounded amounts over one million dollars, use numerals and words ($6.3 million)

Paragraphs

Use paragraphs to create logical units of thought, to break up content, and to signal the beginning of a new topic.

A topic sentence states a paragraph's main idea, while the rest of the paragraph supports and develops the topic with additional details. Start a new paragraph whenever the subject significantly changes.

A paragraph should be just long enough to adequately deal with the subject of the topic sentence. A series of overly short, underdeveloped paragraphs can sacrifice unity by breaking a single idea into confusing pieces, while a series of long paragraphs can overwhelm readers. Either extreme can hamper reading comprehension. Careful paragraphing helps readers understand the logic and flow of information.

Sentences

The goal is to write sentences that are clear, concise, correct, and complete.

- Keep sentences short. Consider limiting sentences to 15-20 words.
- Put critical information first. Readers tend to scan. They read a full sentence only if the first part is pertinent to their goal.

- Choose strong, specific verbs. Try to avoid weak verbs, such as forms of *be* (*is, are, am, was, were*, etc.), *occur*, *happen*, *manage*, and others.

  Use: Dividing by zero raises the exception

  Avoid: The exception occurs when dividing by zero.

  Use: The system generates this error message when...

  Avoid: We are very careful to ensure...

- Use transitional verbiage to link sentences and signal the relationships between them:

  - Cause and effect: *therefore, as a result, consequently, because*.
  - Contrast: *however, on the other hand, although, yet*
  - Addition: *furthermore, in addition, also, moreover*
  - Sequence: *first, next, then, finally*

  Use: The system failed to initialize. As a result, the startup sequence was aborted.

  Avoid: The system failed to initialize. The startup sequence was aborted.

  Use: While the dashboard provides an overview of your recent activity, the reports section offers more detailed analytics for deeper insights.

  Avoid: The dashboard displays your recent activity. The reports section shows detailed analytics.

Writing for Clarity

Carefully constructed sentences provide clarity, which allows readers to comprehend quickly without having to reread.

- **Verbs**. Try to avoid burying verbs at the end of sentences.

  Use: A central identity gateway *orchestrates* a series of interconnected microservices that manage user authentication across distributed environments.

  Avoid: The series of interconnected microservices, each responsible for handling discrete aspects of user authentication, *is orchestrated* by a central identity gateway.

- **Modifiers**. Avoid dangling modifiers (often introductory phrases) that fail to clearly refer to the correct noun or pronoun.

  Use: While I was eating lunch, my computer crashed.

  Avoid: While eating lunch, my computer crashed. (Who was eating lunch?)

- **Assumed subjects**. Explicitly state the subject instead of assuming that the subject is clear.

  Use: The program sends a request to *the host program* to end the session after the last command.

  Avoid: The program sends a request to end the session after the last command. (To whom or what is the request made?)

- **False subjects**. Reduce false subjects, which replace the real subject of a sentence with *there are*, *there is*, or *it is*.

  Use: The data can be formatted in multiple ways.

  Avoid: There are multiple ways to format the data. (The true subject is data.)

- **Nouns**. Deconstruct strings of three or more nouns that are used as a single thought (noun stacks). Noun stacks confuse and slow down readers, leading to misinterpretation.

  Use: The user is blocked if they exceed the attempt limit when answering the password security question.

  Avoid: The user is blocked if the failed password security question answer attempts limit is exceeded. (What has been exceeded?)

- **Noun Structures**. Reduce nominalizations, which are nouns created from verbs and adjectives by adding *-ion*, *-ment*, *-ance*, and *-ency*. Nominalizations cause wordiness, weaken sentences, and result in passive voice. Replace nominalization with nouns in active voice.

  Use: The flag indicates an error state.

  Avoid: The flag is an indication of an error state.

  Use: The algorithm creates fine bins first, then the coarse bins.

  Avoid: The algorithm performs the creation of the fine bins before the creation of the coarse bins.

- **Pronouns**. Avoid vague and ambiguous pronouns (*it*, *them*, *they*) that are unclear about which noun, clause, or phrase is referred to by the pronoun. Rewrite to eliminate the pronoun or place the pronoun as close as possible to its antecedent (the thing it refers to).

  Use: In notebooks, active interpreters appear as blue rectangles.

  Avoid: Notebooks that contain interpreters are represented as blue rectangles when they are active. (What is active, the notebooks, the interpreters, or the rectangles?)

- **Adjectives and Adverbs**. Use adjectives (like *strong*, *quick*, *better*) and adverbs (like *really*, *actually*, *very*) carefully. Because they tend to be loosely defined and subjective, they are more appropriate for marketing material than technical writing.

  Use: You can convert your input test data into JSON data.

  Avoid: You can easily convert your input test data into JSON data.

  Use: By setting this flag, you can improve performance up to 200%.

  Avoid: By setting this flag, you can expect much better performance.

- **Conjunctions**. Reduce the use of word pairs joined by conjunctions (and, or). Paired words (such as *terms and conditions* or *design* and *development*) are often synonyms or near-synonyms. Use only the more precise of the two terms or find a broader term that can replace the pair.

  Use: Replace the links.

  Avoid: Remove and replace the links.

  Use: Use the dashboard to *administer* system performance.

  Avoid: Use the dashboard to *monitor and control* system performance.

Procedures

A procedure is a sequence of numbered steps that accomplish a task.

The best practice for procedures is to provide only information needed to complete a specific goal. When multiple methods exist, present only the best approach. Use the fewest possible steps to minimize interruptions and confusion.

Task Titles

Task titles must clearly identify the goal of a procedure so users can quickly find the information they need.

- Use imperative (command) voice and verbs in base form (without endings like *-ing, or -ed)* to explain the goal of the task, such as *Create a Log Report* or *Configure Model Parameters.*
- Use singular nouns when referring to a single action or object, such as *Generate a Report*. Use plural nouns only when a task involves multiple items, for example:
  - *Compare Results*
  - *Review All Segments*
  - *Run Multiple Tests*
- Avoid using gerunds (verbs that act like nouns by adding *-ing*).
- Be concise. Try to avoid titles that exceed 4–5 words.
- Try to avoid vague verbs like *manage*, *handle*, *do*, *make*, and *have*. Instead, choose strong verbs that accurately reflect the specific action being performed.

For more information, see Titles.

Introductory Sentences

In most cases, introduce a procedure with a sentence or two that describe the context of the task, including requirements and prerequisites.

- Avoid introductory sentences that are self-referential, such as *Use this procedure to do xxx.* Instead, add value by explaining the purpose, context, or outcome. For example:

  Confirm Models in FICO Platform Catalog

  Status appears in the FICO Platform Catalog. Before you incorporate a Python ML or PMML model in a FICO Platform solution, verify that the model is in the FICO Platform Catalog.

  ▶ Get the model deployment name based on model type:
    - For a Python model…
    - For a PMML model…
- Do not repeat the task title. If the title adequately explains the task, it is acceptable to omit the introduction.
- Avoid superfluous text for the sake of populating a DITA element.
- Do not include prerequisites that are obvious, such as *Before you assign a work queue, create at least one queue and one user.*

For additional guidance, see Short Descriptions on page 63 and Lists.

Format

- Consider breaking long procedures into multiple shorter tasks. Consolidating and simplifying related steps can help shorten overly long procedures.
- Limit the use of cross-references to those that are essential to completing the task. Avoid adding cross-references that are merely informational. See Cross-References.
- Limit the use of graphics in procedures but use them where needed. Inline icons are acceptable, especially when icons lack labels in the UI. For guidelines, see Graphics.

Steps

- Use the imperative voice for steps that directly address users and tell them to perform an action.
- Ensure that each numbered step contains an action statement. Do not format explanations and results as numbered steps.

  Use: 1. In the **Navigator** pane, click **Explore**.

  Avoid: 1. In the **Navigator** pane, you can explore the data.

  Avoid: 1. You can explore the data in the **Navigator** pane.
- To help users understand where to complete an action, provide the location of the action before stating the action.

  Use: In the **Admin** pane, click **Manage Users**.

  Avoid: Click **Manage Users** in the **Admin** pane.
- State the goal of the action before stating the action.

  Use: To start a new document, click **File > New > Document.**

  Avoid: Click **File > New > Document** to start a new document.
- It is acceptable to combine closely related steps, especially when the final step is to click an **OK**, **Save**, or **Apply** button.

  Use: 1. Select the **Export** option, then click **OK**.
- Avoid directional language, such as *above*, *below*, or *right-hand side*, because it causes issues for accessibility and localization. If a UI element is difficult to find, provide a screenshot.

  Use: In the table below...

  Avoid: In the following table...

Symbols

- It is acceptable to use angle brackets to shorten a sequence of related actions. Add a space before and after each bracket. (The DITA `<menucascade>` element automatically inserts brackets.)

  Use: Click **View** > **Tools** > **Developer Tools**.

- Avoid including keyboard commands if words are sufficient.

  Use: Copy and paste the object.

  Avoid: Press Ctrl+C, and then press Ctrl+V to paste the object.

- To refer to icons, use the name of the icon (often in a tooltip) followed by the symbol in parentheses.

  - Without a tooltip, use *Click the plus sign (+)* or *Click the plus (+) icon*.
  - If named, always use the name, as in *Click the Add (+) icon*.

Results

- State the results of a step only when it is important to assure users that they are on the right track or when the information is necessary to move users to the next step.

  Use:

  1. Click **Run**. After the query finishes, the results are displayed. (You can optionally format the result statement in a new line.)

  Use:

  1. Click **Constraints** to open the **Add Cross-Constraints** dialog.

  Use:

  1. Click **Enter**.
  2. In the **New File** dialog, click **Next**.

  Avoid:

  1. Click **Enter**. The **New File** dialog opens.
  2. In the **New File** dialog, click **Next**.

- When helpful, follow a procedure with an explanation of the expected results, examples that illustrate the task, or actions that must be performed after the task.

- If a step ends with code sample, it is acceptable to omit the end period if doing so might confuse users who copy and paste code samples.

- If a step ends with a URL, include the end period unless doing so might confuse users.

Sub-Steps and Options

- Label sub-steps with lowercase letters. Use lowercase Roman numerals for sub-sub-steps. Introduce sub-steps with an introductory sentence followed by a colon.
  Use:
  1. To add a VM instance, do the following:
     a. Click **Create** instance.
     b. For **Name**, enter a name for the VM instance, then do the following:
        i. For **Region**, specify where you want to deploy the VM instance.
        ii. For **Machine** type, select an option.
     c. Click **Create.**
  2. To connect to the VM instance with your secure Shell, click **SSH**.
- If a step has options, introduce the options with a phrase followed by a colon. Format the options as a bulleted list.
  Use:
  ▶ To train the scorecard, do one of the following actions:
     - Click an editable scorecard version in the **Versions** pane.
     - Click the **Run** ellipsis (…), then select **New Version**.
- Avoid repeating or summarizing sub-steps in the introductory sentence.
  Use:
  1. To create a new project, do the following:
     a. Open the **Projects** dashboard, then click **New Project**.
     b. Enter a name and description for the project.
     c. Select a template, then click **Create**.
  2. Click **Configure**.

  Avoid:
  1. Create a new project by using a template that is opened by clicking the new project button from the dashboard:
     a. Open the **Projects** dashboard, then click **New Project**.
     b. Enter a name and description for the project.
     c. Select a template, then click **Create**.
  2. Click **Configure**.

Single-Step Procedures

When a single-step procedure occurs in a task topic, an arrow icon is inserted in place of a bullet. Do not use single bullets in other type of topic. (Pretend that the following bullets are arrow icons. They appear as bullets here because they are not used in a `<steps>` element.)

Use:

- To clear (flush) the entire log, click **Clear logcat**.

Avoid:

To clear (flush) the entire log, do the following:

- Click **Clear logcat**.

Short Descriptions

Use the `<abstract>` element for the initial paragraph of every topic. In the `<abstract>` element, assign the `<shortdesc>` element to the sentence (or two) that summarizes the topic.

Short descriptions appear in the following places:

- In the search results of the online Help
- In the flyover description in the table of contents in the online Help
- At the end of top-level online Help topics in a "Covered Topics" list
- At the end of topics in “Related Topics” lists in both PDF and online Help

Note: The content that you tag as a <shortdesc> is not longer formatted as a paragraph that is separate from the <abstract>, so the <abstract> element is now identical in our PDF and Help output.

Guidelines

Write short descriptions using the following guidelines:

- State the purpose of the topic without repeating the topic title.
- Use complete sentences. However, incomplete sentences are acceptable for API topics.
- Avoid ending with a colon.
- Avoid URLs, figures, tables, and links.
- Avoid introducing any kind of list.
- Be brief.
- Avoid “above” and “below.”
- The abstract can be as long as needed to introduce the topic, but limit short descriptions to 35 words in 1-2 sentences.

Content

Avoid writing abstracts and short descriptions that are self-referential. For example, do not write “This topic describes…”, “The procedure in this section shows…”, “Use this topic to…” or “Follow these steps to…”

Style

Because short descriptions are presented in Related Topics and Covered Topics lists, try to make each description unique. Also, try to write them in a similar style and construction so they are parallel with all other short descriptions in a publication.

Short Descriptions by Type

- Task topics:
  - Describe the user goal.
  - State the benefits.
  - Explain why and when the task is performed.
  - Focus on the user goal and not on the UI function.
- Concept topics:
  - Introduce the subject.
  - Explain why the user should read the topic.
- Reference topics:
  - Describe the nature of the reference information.
  - Describe why and when to use the information.

Examples

The following examples explain how to follow the best practices for short descriptions.

Recommended	Not Recommended	Issue
Analysts can use the View Case option to review cases and act based on information in the Case Manager.	Analysts can use this topic to understand how to use the View Case option to review cases and act based on information in the Case Manager.	Avoid self-referential language.
You can select from a list of cases in a specified queue if you have permission to work cases in Manual mode.	With permission to work cases in Manual mode, you can select from a list of cases in a specified queue.	Rewrite short descriptions to be parallel with other short descriptions in the publication. In this case, assume that most other short descriptions start with “You can do x…” statements.
Scorecard training uses machine learning algorithms that allow you to visualize and analyze predictive insights and modify binning.	Train a scorecard to discover predictive insights by using FICO's built-in machine learning algorithms. You can visualize, analyze, and modify the fine and coarse bin statistics. Model quality metrics and graphs for training and assessment data are available. You can also specify the fit settings, fit the log-odds-to-score relationship, and	Tag a single sentence as the short description instead of an entire paragraph. Write short descriptions to effectively summary a topic.

Recommended	Not Recommended	Issue
	generate scaled weights for the scorecard version. In addition, you can view logs about the scorecard version training and variable selection.	
Before you configure your own models and services, familiarize yourself with Decision Management Suite by building a sample solution.	The following steps to create a simple decision model and deploy it as a decision service:	Avoid using an introduction to a list as a short description. Provide a succinct summary of a topic.
Create Segmented Scorecards Segmented scorecards use a trained, scaled scorecard and a decision tree to separate a total population into subpopulations.	**Create Segmented Scorecards** You can create segmented scorecards.	You can create segmented scorecards.

Tables

Tables are useful when you need to simplify and clarify complex data, save space, show relationships, emphasize key points, and reduce redundancy. Use tables judiciously and only when they add value and clarity.

Placement

- **Place tables immediately after the discussions they support**. If a table is overly large or if it will be referred to from multiple places in a user guide, place the table in a separate reference topic and consider placing it in the appendix.
- **Do not insert tables in the middle of a sentence**. Avoid placing tables in the middle of sentences or paragraphs.
- **Introduce all tables**. Always introduce a table in the paragraph that immediately precedes it. In the introduction, explain the main point of the table. Use terms like `previous`, `preceding`, `following`, and `next` to refer to the table rather than `above` or `below`.

Formatting

- **Complex tables.** Keep tables simple and avoid nested tables.
- **Table titles.** Table titles (captions) are optional. See Captions for Tables and Figures.
- **Colons in introductory text.** Do not use colons at the end of the sentences that introduce tables.
- **Punctuation marks in column headings**. Do not end the column headings with punctuation marks such as periods, ellipses, or colons.
- **Effective column headings**. Keep column headings short and clear. Use title case and omit articles unless necessary. Insert a break between the words in the heading to keep the column width appropriate.

- **Logical arrangement of rows**. Arrange rows in a logical order or alphabetically if no logical order is required.
- **Consistent column construction**. Use parallel construction for the content of each column. For example, use all nouns or all verb phrases per column.
- **Single-row tables**. Try to avoid tables with only one row unless doing so is required for consistency in a reference document.
- **Single-column tables**. If a table contains only one column, turn the table into a list.
- **Code snippets**. It is acceptable to add code snippets in tables, but avoid creating tables that contain only code snippets. In that case, list the code snippets in a list.
- **Sentence-like column headers**. Do not construct column headers in a way that creates a complete sentence when the headers are combined. This can make a table difficult to localize.
- **Units of measure**. If all data in the table is expressed in the same unit, specify that unit in the table title. If all the data cells in a column use the same unit, specify that unit in the column heading, rather than in each data cell.
- **Blank cells**. Leave cells blank when the cell has no relevant data rather than using an ellipsis or hyphen. However, if the cell should represent a zero, enter "0" instead of leaving it blank.
- **Footnote with asterisks**. Try to include explanations where they occur in a table cell instead of using footnotes at the bottom of tables.

Titles

Titles are most effective when they are strong and concise. The goal of titles is to allow readers to effortlessly scan through a table of contents to find what they are looking for.

Note: Technically, a title is the name given to a document, while headings divide a document into logical sections; however, because our DITA structure uses “title” elements for headings, this guide also uses the term “title” to refer to chapter and topic headings.

Use the following guidelines to create chapter and topic titles:

- **Word Choice**. Choose strong, concise words. Try to avoid using vague verbs that can have multiple interpretations, such as *make, handle, manage,* and *understand*.
- **Capitalization.** Use title case for titles. See Capitalization.
- **Hyphens**. Capitalize the second part of hyphenated terms when the term is a proper noun or when the second word would be capitalized as a standalone word in a title, for example, *Multi-Client Features*.
- **Be Brief**. Use as few words as possible (preferably fewer than four or five) and start the title with the most impactful words.

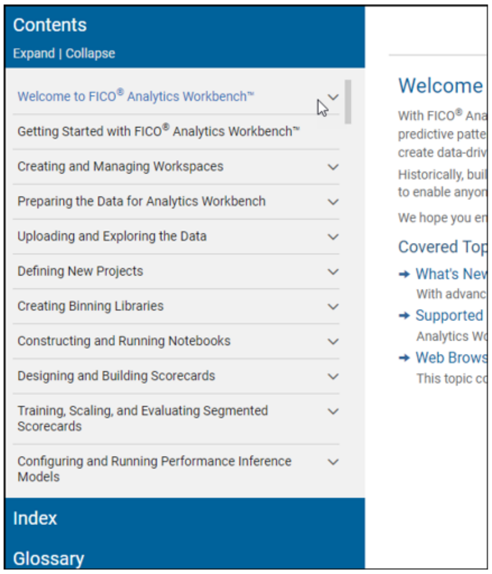
  Use: API Authentication

  Avoid: Guidelines for Understanding API Authentication Methods

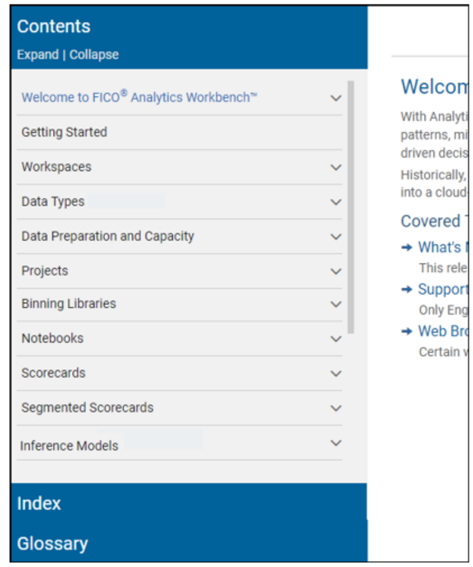
  Tip: Usability studies report that readers tend to comprehend only the first 11 *characters* of a title, so shorter titles are much easier to scan and understand.

For example, the TOC on the right is much easier to scan because the titles are brief.

Before



After



- **Best Practices**
  - Avoid two titles without content between them (known as stacked headings).
  - Use plurals only if they are accurate.
    - **Use**: Set Up the Network
    - **Avoid**: Setting Up Networks
  - Do not include other formatting in titles, such as bold or code style. If you must mention a code item in a title, add a descriptive noun after the code item.
  - Avoid titles structured as questions.
  - Try to avoid punctuation in titles.
  - If you use an abbreviation in a title, spell out the abbreviation in the first paragraph.
  - Do not use links in titles.
- **Information Architecture**
  - Nest topics sparingly and thoughtfully. Try to avoid more than four levels of titles.
  - Use broader ideas for top-level headings and increasingly more specific headings for each subsequent level. Think about a hierarchy of titles as a navigation system that matches the mental model of users.

Order Management (H2) - Processing Orders (H3) - Manual Order Processing (H4) - Process a Single Order (H5) - Process Multiple Orders (H5) - Handle Special Instructions (H5) - Automated Order Processing (H4) - Set Up Automation Rules (H5) - Monitor Automated Orders (H5) - Troubleshoot Failed Orders (H5)	Installation (H2) - System Requirements (H3) - Minimum Requirements (H4) - Recommended Specifications (H4) - Compatibility Check (H4) - Installation Process (H3) - Windows Installation (H4) - Standard Installation (H5) - Custom Installation (H5) - Silent Installation (H5) - Mac Installation (H4) - Linux Installation (H4)	Authentication (H2) - API Keys (H3) - Generate an API Key (H4) - Manage API Keys (H4) - Rotate Keys (H5) - Revoke Keys (H5) - Key Permissions (H5) - OAuth Integration (H3) - Set Up OAuth (H4) - Authorization Flow (H4) - Authorization Code Flow (H5) - Client Credentials Flow (H5)

Titles by Type

The wording in a title signals the nature of the content in a topic. Base your word choices on information type.

Info Type	Purpose	Guidelines for Titles	Before	After
Chapter	Top-level container for all other topics	■ Use nouns and noun phrases that summarize the subject of the chapter. ■ Avoid verbs and gerunds. ■ Prefer plural nouns and noun phrases.	Reviewing and Managing Cases	Case Reviews
			Managing Advanced Functions	Advanced Functions
Task	Topics that answer the question *How do I…?*	■ Start titles with an imperative verb ■ If a task is performed in bulk, use a plural noun: otherwise, use a singular noun. ■ Avoid gerunds (verbs that act like nouns by adding *-ing*). ■ Adjectives that end in *-ing* are acceptable. ■ Use titles that reflect a user goal instead of a UI feature or function.	Importing PMML Files	Import a PMML File
			Creating Parameters	Create Parameters **Exception**: "Troubleshooting" is acceptable as a title because it is widely used and understood.
			Creating Versioning Log Reports	Create a Versioning Log Report *Versioning* is an adjective, not a gerund.
			Using the Label Dataset Wizard	Create a Dataset This turned a feature-based title into a task-based title.
			Creating, Importing, and Downloading Data Dictionaries	Convert Data to a Dataset

Info Type	Purpose	Guidelines for Titles	Before	After
Concept	Topics that answer the questions *What is…?* and *Tell me about…?*	■ Use nouns and noun phrases. ■ Avoid verbs. ■ Gerunds are allowed, if unavoidable.	Collaborating on Projects	Project Collaboration
			Understanding Decision Service Concepts	Decision Services
			Data Modeling	Data Modeling
Reference	Topics that provide quick access to lists of facts, commands, and specifications, often referenced from multiple other topics	■ Use nouns and noun phrases. ■ Avoid verbs and gerunds.	Using Keyboard Commands	Keyboard Commands
			Handling Data Formats	Data Formats

Run-in Headings

Run-in headings are bolded words that act as sub-headings at the beginning of list items or a series of paragraphs. Especially in wordier lists and paragraphs, run-in headings can improve scanability.

Run-in headings are optional, but they are useful for summarizing chunks of text. Apply bold formatting to the first few words, followed by a period, colon, or en-dash (surrounded by spaces). Avoid using em dashes, hyphens, or combinations of the allowed punctuation. Avoid using bold for the punctuation.

Examples

Run-in headings can be followed by periods.

> Use the following settings to resize your workspace:
>
> - **Core Analytics Workbench**. These sliders scale the size of the core container in your workspace, where most of the analytic data processing occurs. CPUs and memory can be upsized and downsized as needed. The default settings are recommended.
> - **Add Notebooks**. This toggle reflects whether notebooks were activated when the workspace was created. After the initial activation, use the sliders to scale the size of the notebook container. Only notebook data is affected. The default settings are recommended.
> - **Local Capacity**. This slider configures the size of your local storage. This setting does not affect the pool of computational resources available to other users.

Run-in headings can be followed by en dashes (surrounded by spaces).

> 2. Use the following settings to manage your workspaces:
>
> - **Core Analytics Workbench** – Scale the size of the core container in your workspace.
> - **Add Notebooks** – Scale the size of the notebook container. Only notebook data is affected.
> - **Local Capacity** – Set the size of your local storage.

Run-in headings can be followed by colons.

security, we are formally announcing the End of Version (EOV) for Falcon 6 effective October 31, 2026. We are providing an extended notification period to allow sufficient time for customers to complete their upgrades.

- **Impacted Software Versions:** Falcon 6.x, including 6.5.1 and 6.5.2
- **End of Version Date:** October 31, 2026
- **Additional details:** Falcon 6.5.1 was originally released in July 2020, and 6.5.2 was originally released in September 2021
- **Technical assistance discontinuation:** Pursuant to FICO policy, support and maintenance for Falcon 6 will be unavailable after the EOV date. An upgrade to Falcon 7 will be required to continue receiving support and maintenance.

FICO invested heavily in Falcon 7, which provides customers with new functionality, a new user interface and added security benefits that are not available in our older software versions. An overview of the feature enhancements that can be shared with

CHAPTER 6

User Interfaces

Elements in a user interface (UI) include the titles of windows, buttons, tabs, text boxes, and more. UI elements are most often (but not exclusively) referred to in task topics to help users accomplish specific tasks.

- When documenting UIs, use the following rules for capitalization.
  - Use title case for titles and short labels.
    - H1: Asset Management
    - Button Label: Add To
  - Use sentence case for descriptive or action text.
    - Description: Use the tabs to toggle the tables
    - Action: Type a name…

  For title and sentence case specifics, see Capitalization.
- When documenting UI elements, match capitalization and spelling as closely as possible without duplicating misspellings. Report or mitigate errors.
- Do not include end punctuation with titles and labels unless omission might lead to confusion.
- Try to avoid including the widget type, such as menu, checkbox, or button. For example, rather than write “Click the Save button,” write “Click Save.” It is acceptable to include the element type if needed for clarity.
- Do not use UI elements as verbs or nouns.
- When referring to UI elements, use the `uicontrol` DITA element to apply consistent formatting.
- In general, write instructions for Windows users. If you want to add Mac equivalents, place them in parentheses following the Windows element or action. For example, “To copy, press Ctrl+C (Command-C for MacOS).”
- For UI guidance for developers, see FICO UX Standards.
- For accessibility and localization, avoid directionality language such as under or left. See Accessibility.

Main UI Elements

Use the following guidelines to refer to the main elements in a UI. Do not capitalize UI element types, such as page or file, unless they appear capitalized in the UI.

UI Element	Definition and Usage	Example
Canvas	An area for drawing or manipulating graphical elements.	Click **Start** in the **Tree** canvas. Click **Start** in the canvas. (If the canvas is not labeled.)
Console	The physical terminal (keyboard and monitor) used to interact with a computer. For example, the command-line interface (CLI) is used within a console.	To view system logs, open the developer console and select the **Logs** tab.
Dashboard	A page that consolidates key information into an at-a-glance view.	In the **Analytics** dashboard, double-click the KPI that you want to explore.
Dialog	A modal or non-modal popup that presents information or prompts for a decision. Used for alerts, confirmations, prompts, sign-ins, and discrete actions. It is acceptable to use dialog rather than dialog box.	Click **Save** to open the **Save To** dialog. In the **Export** dialog, select a file.
File, folder, directory	A visual hierarchy for storing various formats, such as documents, images, videos, and code.	Select the file and drag it into the folder. In the **Documents** directory in Explorer, double-click a folder to open it.
Left Nav	See *Pane* in Dialog and Page Elements. North star*	
Menu, menu bar	A list of options, commands, or actions, often presented in a persistent toolbar at the top of a page. Use commands to refer to menu items, if needed. Do not use *dropdown*.	In the **File** menu, select **Properties**. To access Help, click your profile icon in the menu bar.
Page	The interactive section of a window or website. Tabs often display different pages. *Wizards* usually have multiple pages.	The **Performance** page provides tracking metrics.
Screen	The physical display area (monitor) of a hardware device. Not typically used in software user guides.	Ensure that your primary screen is connected and powered on.
Toolbar	A quick access bar for frequently used functions and navigation.	On the **Processes** toolbar, click **Show Comment**.

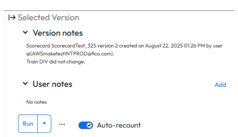
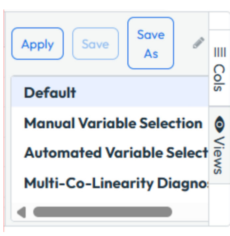
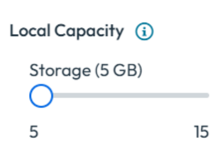
UI Element	Definition and Usage	Example
Window	A resizable, minimizable, closable frame that contains the actionable content of an application.	Click **Finish** to close the window.

Dialog and Page Elements

In general, avoid describing UI elements and how they function. Instead, focus on describing the actions that users need to perform.

Avoid mentioning the widget type of a UI element as long as the element is clearly labeled and its context is obvious based on the visual design. It is acceptable to include the widget type if clarity is needed, such as when a UI element lacks a label, when a page displays a similarly labeled UI element, or when navigation to an element is less than intuitive.

UI Element	Usage	Example
Action Menu	Action menus often use **…** or **+** icons to open sub-menus. See Icon in this table.	From the **Action** menu, select **Export**. Click **Action** (**+**), then select **Export**.
Area	Use the name of the area whenever possible; otherwise, describe the area as best you can.	From **Roles**, change the roles assigned to the group. In the area above the table, change the roles assigned to the group.
Arrow, caret	Use *expand* or *click*, and *collapse* for verbs. Use *arrow* only if needed.	Expand the **Settings** arrow for additional options. Click **Settings** for additional options.
Button	Refer to a button only by its label. Do not use *button*.	Select a variable, then click **OK**. To locate a file, click **Browse**.
Card	An outlined group of related actions or information, often clickable. Refer to cards by name. Do not use *tile*.	Click the **Contact** card to edit a phone number.
Checkbox	Use *select* and *clear* for verbs.	On the **Explore** pane, select **All Workbooks**. (The checkbox is obvious.) From **Score Model Options**, clear the **Show Grid Lines** checkbox. (The page contains two similarly named widgets.)
Combo box, list box, spin box	Use *list* or *box* if needed for clarity. Do not use *dropdown*.	In **Region**, select an option. (The combo box is obvious.) In the **Region** list, select an option.
Dropdown list	Dropdown lists appear anywhere but in a menu bar. Use *list*. Do not use *list box* or *dropdown*.	In the **Role** list, select **Target**. In **Role**, select **Target**.
Editor	The part of a UI where users can input and format text or code.	Click **Decisions** to open the **Trees** editor. Return to the decision tree editor.

UI Element	Usage	Example
	If labeled, refer to an editor by name. If unlabeled, refer to the *editor*.	
Field	Use the label only whenever possible. Do not use *box* or *text box*.	For **Username**, enter your email. Enter the special value you want into the field.
Icon	If labeled, refer to an icon by its label. If unlabeled, refer to an icon with an inline image.	Click the **More** (**...**) icon. Click the ellipsis (**...**) icon to view the options.
Pane 	Use *pane* to discuss a separate, persistent area of a window. If labeled, refer to the label. If unlabeled, refer to it as *navigation pane*.	In the **Comparison Results** pane, click the **Show Visual Differences** icon. In the navigation pane, click **InfoView**.
Panel 	While panes are about layout, panels are a group of functions or UI elements specific to a page. If labeled, refer to the label. If unlabeled, refer to the location as briefly as possible and ask for a label.	In the **Settings** panel, adjust the score threshold. In the upper-right panel, click **Manage Users**.
Pop-up, pop-over	Do not use. See *Tooltip*.	N/A
Radio button	Do not refer to *radio button.* Instead, refer to specific options by name. Use *select* as a verb. Use *option*, if needed.	From **Select the Calendar Type**, select **Gregorian calendar**. From **Select the Calendar Type**, select a calendar type.
Shortcut menu	An unnamed menu opened with a right-click. Do not use *pop-up menu*, *right-click menu*, or *context menu*. For legacy applications only.	In the shortcut menu, select **Insert Level**.
Slider 	Use *move* as a verb. Do not refer to *scroll bars* or *progress indicators* as sliders.	Move the **Screen Resolution** slider to the right to increase resolution. Move the slider to the right to increase screen resolution.
Tab	Tabs usually open pages. Use *tab* only if needed.	Click the **Security** tab.
Text box	Use the name of the text box. Use *box* only if needed for clarity.	In **Email**, enter your email.
Tile	Do not use. See *Card*.	

UI Element	Usage	Example
Toaster	Do not use. Instead, use *error* or *error message*.	An error occurs when the file type is not supported.
Toggle (*n*)	Use *toggle* as a noun only, and only if needed for clarity. Use *select, switch, turn on,* or *turn off* as verbs.	To enable the setting, turn on the **Data Capture** toggle. Select the **Data Capture** option.
Tooltip	Tooltips should be self-explanatory, so try not to refer to them except in specifications. Do not use *flyover, pop-up*, or *pop-over*.	N/A
View (*n*)	Use *grid view* or *list view,* or the name of the view.	Select the list view to see the accounts in a table. In the **Options** view, select a variable.
Wizard	A wizard contains individual *pages*.	Use the **Create an Account** wizard to associate a project.

Verb Syntax for UI Interactions

Use the following verbs to describe the actions associated with UI elements.

Syntax	Action	Usage
Choose	Decide on a preference or desired outcome. For UI elements, use *click* or *select* instead.	If you choose to link your data, check that the data schema is compatible.
Clear	Remove the selection of a checkbox or radio button. Do not use *deselect*.	Clear the **Header Row** checkbox.
Click	Click, double-click, and right-click these elements: ■ Buttons ■ Tabs ■ Shortcuts ■ Icons ■ Links Do not use *click on.* Use *click in* only when referring to a region that needs focus.	Click the **System** tab. Double-click the `lurg65.exe` file. Right-click in the cell and select **Format**.
Close	Stop the following: ■ Dialogs ■ Files and folders ■ Notifications and alerts	Close Excel. Save and close the document.

Syntax	Action	Usage
	■ Programs ■ Tabs	
Collapse	Click to hide a section of navigation or content. Opposite of *expand*.	Collapse the **Global Navigation** pane.
Disable	Turn off or deactivate an option or feature.	Disable the **Dark Mode** option.
Drag	Move something in a user interface. Do not use *click and drag* or *drag and drop*.	Drag the variable to the new position.
Enable	Turn on or activate an option or feature. When discussing feasibility, use *allows you* or *lets you*.	Enable the **mTLS** option. Enable the API for your project. The report allows you to see the impact of your changes.
Enter	Insert text into a field. Use *type* if you provide the exact text or characters that need to be entered.	Enter a unique name in the **Project** field.
Expand	Click to unhide a section of navigation or content. Opposite of *collapse*.	Expand the **Variables** folder and double-click **Loan** to open it in the Project Editor.
Go to	Send users in a single step to the following: ■ Menus ■ Tabs ■ Websites If multiple steps are needed, use *navigate*.	On the ribbon, go to the **Design** tab. Go to Example.com to register.
Hover over	Hold the mouse pointer over an area of a screen without clicking to display helpful information. Do not use as a noun.	Hover over the account number to see the owner of the account.
Invoke	Start a program or function. Do not use except in developer guides. Use *run*.	Use a Command Prompt window to run the **Export** function.
Launch	Do not use. Instead, use *open*.	Select **Enroll** to open a registration form.
Move	Transfer an item from one location to another or adjust a slider up and down.	Move the slider downward to decrease the volume.
Navigate	Send users to a destination that requires multiple steps.	Navigate to **File > Release Project > Product**.
Open	Act on the following: ■ File Explorer ■ Files and folders	Select **File > Release Project** to open the Release **Project** dialog. Open the **Documents** folder.

Syntax	Action	Usage
	■ Shortcut menus ■ Windows and dialogs. Do not use *invoke*, *launch*, or *start*.	
Press	Push a key on a keyboard. Use only for keyboard commands.	Press **Enter** to continue.
Select	Choose an item from among multiple items or take action on the following: ■ Checkboxes ■ List items ■ Menu items ■ Radio button options ■ Table rows or columns Do not use *highlight*.	Select **File > New**. Select the rows that you want to delete.
Switch	Move between the options of a toggle element.	To retain applied filters, switch the toggle to **Pass All Filters**.
Turn on, turn off	Enable and disable a feature. Allowed as an alternative to *switch*.	Turn off automatic highlighting to view your document more easily. Turn on the toggle from **Turn on high contrast**.

Prepositions

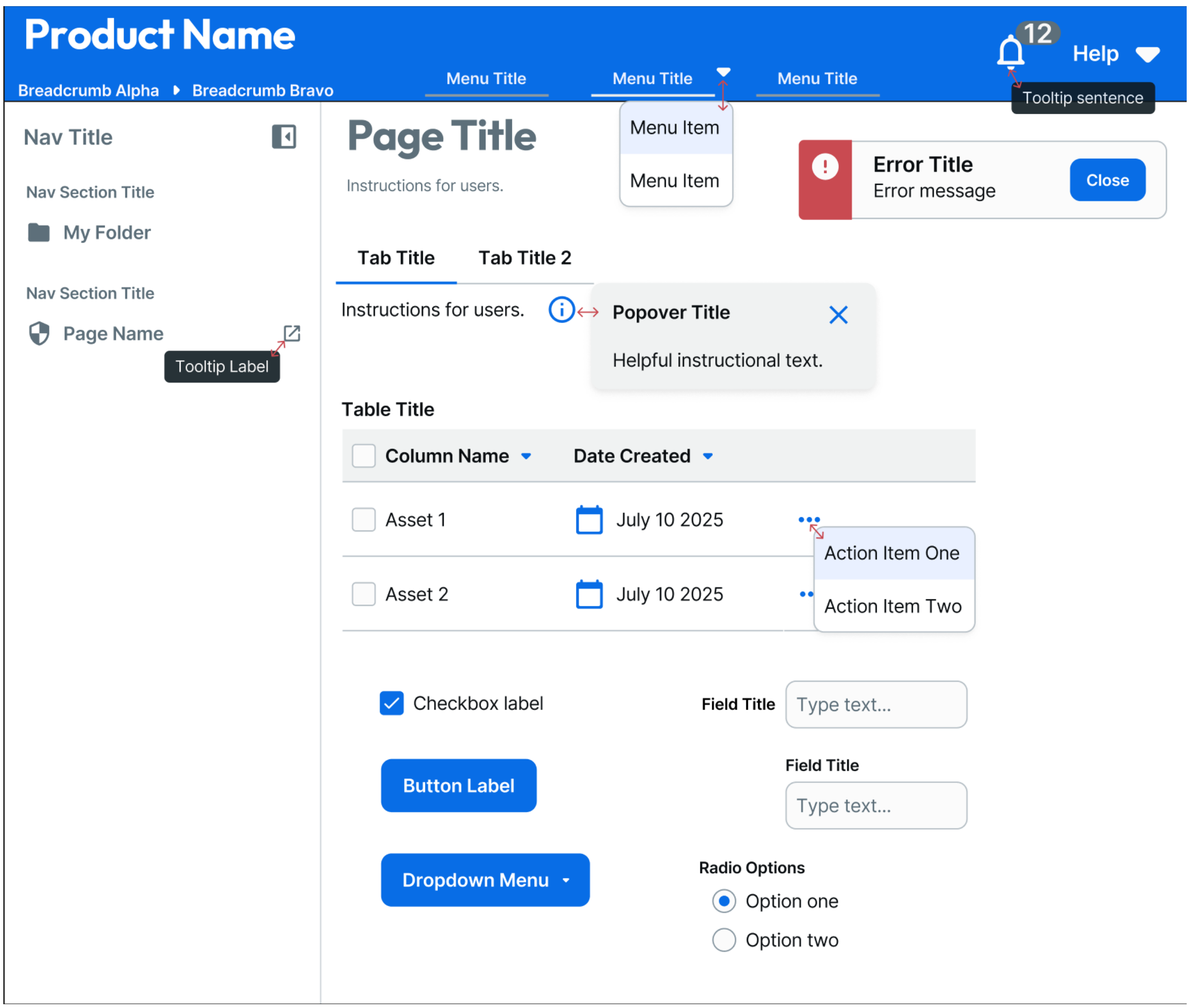
When documenting UIs, use the following prepositions.

Preposition	UI Element	Example
Use *in* for containers.	Dialogs	In the **Alert** dialog, click **OK**.
	Fields	In the **Name** field, enter `wsfc-1`.
	Lists	In the **Item** list, select **Desktop**.
	Menus	In the **File** menu, select **Tools**.
	Panes, panels	In the **Metrics** pane, click **New**.
	Windows	In the application window, click **Start**.
Use *from* as an alternative to *in*.	Lists	From the **View** list, select **Normal**.
	Menus	From the **Locale** menu, select **English (United States)**.
Use *on* for navigational surfaces.	Pages	On the **Create an Instance** page, click **Add**.
	Tabs	On the **Edit** tab, click **Save**.
	Toolbars	On the **Dashboard** toolbar, click **Edit**.

Preposition	UI Element	Example
Avoid *under* to describe hierarchical structure.		**Avoid:** Under the **File** menu, select **Tools**.

Mock UI

Visualize how UI text is styled and capitalized in the context of generic IRIS components.



Use title case for the following titles, labels, and menu commands:

- Button labels
- Chart titles
- Dialog box titles
- Dropdown menu titles

- Field titles (both above or to the left of the field)
- Headings for groups of radio buttons or check boxes
- Icon labels
- Links used for an action or navigation
- Menu items (both menu bar and context menus)
- Menu titles
- Page titles
- Popovers used as labels
- Section headings
- Table column headings
- Tab titles
- Table titles
- Tooltips used as labels
- Window titles

Use sentence case for the following instructions and descriptions:

- Checkbox items
- File names
- Hover help text
- Input hints
- Messages (information, warning, and error)
- Instructions or descriptions on the page
- Popovers used for instructions
- Radio button descriptions
- Status bar text
- Tooltips used as instructions

CHAPTER 7

Specialty Chapters

Specialty chapters for database descriptions, troubleshooting, release notes, FAQs, glossaries, and indexes have specific requirements.

Addenda

An addendum is a descriptive or reference topic that provides information at the end of a chapter instead of placing that information in an appendix at the end of the guide.

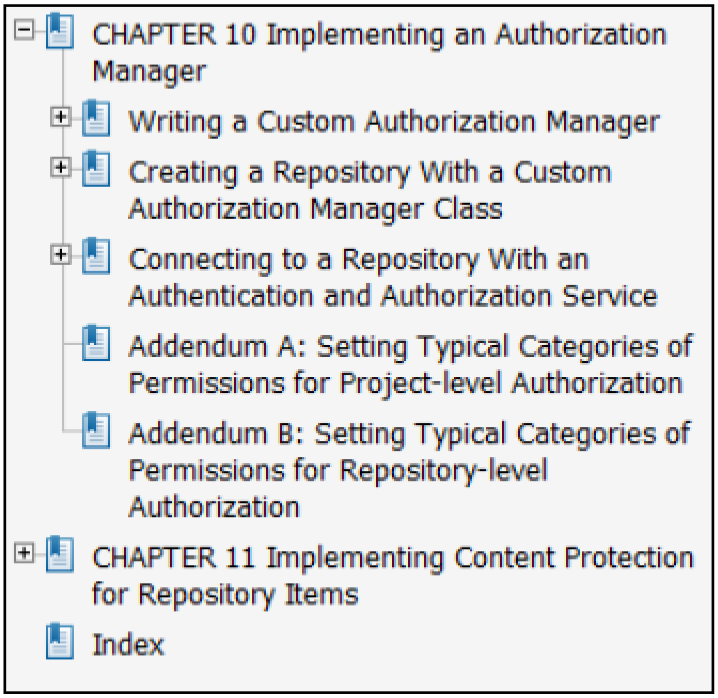
Using an addendum allows you avoid interrupting the flow of a topic that contains reference information while keeping the information as close as possible to the topic that it supports.

Note: The use of addenda is a convention that we reserve for legacy documents. Do not use addenda in newer product guides.

Examples of addenda content:

- Documentation about using specific command-line utilities
- Details about files that are generated when you create a rule maintenance application

To add a multi-topic addendum, create a container topic with a heading that includes the word “Addendum,” then nest the subtopics under it. To create a single-topic addendum, include “Addendum” in the topic title. Add the addendum topic at the end of the other Heading 1 equivalents in the chapter map.



Parts

Do not use book parts. When a guide becomes so large that splitting it into parts seems necessary, split it into separate guides instead.

For example, the *TRIAD User Guide* is about 700 pages and includes four components. Divide the components into more manageable guides because some users may only need to read about a specific area. Some users may only be interested in reading about “Decision Areas” and others may only need to know about “TRIAD Concepts”.

If you divide a guide, give each new guide a name that suits the content. Do not use “Part 1” or “Volume 1”.

Note: Structuring documents with parts is a convention that we reserve for legacy documents. Do not use parts in newer product guides.

Database Descriptions

The source for most database documentation is the corporate Logical Data Model (LDM), which is maintained using InfoSphere Data Architect (IDA). Use the following guidelines for writing documentation for database descriptions.

Modelers create LDM entities and attributes in IDA, and tech writers help edit descriptions of these items. When the LDM is transformed to a physical database, the entities become database tables and the attributes become table columns. Product groups that are producing database tables outside of IDA may follow a different process. This chapter only describes formatting and phrasing conventions; if you have any questions, see your manager.

For the purpose of this chapter, tables are referred to as entities, and columns in the tables are referred to as attributes.

Standard Attributes

The following attributes appear in every database table:

- ACTIVE_FROM_DT
- ACTIVE_TO_DT
- CREATED_BY_MODULE_CD
- CREATED_BY_USER_ID
- CREATED_DTTM
- EFFECTIVE_FROM_DT
- EFFECTIVE_FROM_DTTM
- EFFECTIVE_TO_DT
- EFFECTIVE_TO_DTTM
- EXTENSION_XML
- LAST_UPDATED_BY_USER_ID
- LAST_UPDATED_DTTM
- ROW_STATUS_CD
- ROW_VERSION_SEQ
- TENANT_CD

It is recommended that these be documented once at the beginning of each database reference guide or book, rather than documented in every table that appears in the guide or book. For example:

ACCOUNT

Represents a relationship between one or more customers and an issuing organization. May also represent a consolidation of other Accounts or items.

Table 4: ACCOUNT (Account) Field Descriptions

Column Name	Name	Data Type/Size	Req	Description
CONSOLIDATED_UNIT_FLG	Consolidated Unit Flag	GRAPHIC(1)	X	Indicates whether the account is a consolidated account. 0 = Account is not consolidated (default). 1 = Account is consolidated.
TENANT_CD	Tenant Code	VARGRAPHIC(16)	X	See Standard Columns on page 25.
ACCOUNT_OPEN_DT	Account Open Date	DATE		The date the Account was opened.
ACCOUNT_ID	Account Id	CHAR(32)	X	System-populated primary key. A unique identifier for the Account.
ACCOUNT_TYPE_CD	Account Type Code	VARGRAPHIC(48)		A code representing the type of Account.
LAST_UPDATED_DTTM	Last Updated Date Time	TIMESTAMP	X	See Standard Columns on page 25.
CREATED_DTTM	Created Date Time	TIMESTAMP	X	See Standard Columns on page 25.
ROW_VERSION_SEQ	Row Version Sequence	INTEGER	X	See Standard Columns on page 25.
ACCOUNT_DESC	Account Description	VARGRAPHIC(40)		Contains descriptive information for the Account.
LAST_UPDATED_BY_USER_ID	Last Updated By User Id	CHAR(32)	X	See Standard Columns on page 25.
CREATED_BY_USER_ID	Created By User Id	CHAR(32)	X	See Standard Columns on page 25.

Ignore the following standard attributes, because they have been deprecated from the data model:

- CREATED_BY_PROCESS_XID
- CREATED_BY_PROVIDER_ID
- CREATED_BY_SYSTEM_ID
- IP_ADDRESS_XID
- LAST_UPDATED_BY_MODULE_CD
- LAST_UPDATED_BY_PROCESS_XID
- LAST_UPDATED_BY_PROVIDER_ID
- LAST_UPDATED_BY_SYSTEM_ID

Note: The Standard Columns reference topic can be used in database references. It is located at `ProductDocumentation > CommonDataModelAcq > Topics` in TDX.

Standard Columns

The following columns are frequently used in database tables.

Column Name	Name	Data Type/Size	Description
ACTIVE_FROM_DT	Active From Date		The first (start) date that the row is considered active. Used with an optional ACTIVE_TO_DT to define the date range in which the row is active. Cannot be null. The system database default value is the current date. At any point in time, there can only be a single row, with a specific time period in which it is considered active. For example, a product offering could be considered active between July 1 and August 31 of 2010.
ACTIVE_TO_DT	Active To Date		The last (end) date that the row is considered active. Used with an ACTIVE_FROM_DT to define the date range in which the row is active. The row remains active for all time beyond any ACTIVE_FROM_DT, or until defined. The system database default value is 9999-12-30.
CREATED_BY_MODULE_CD	Created By Module Code		The code representing the internal code module responsible for the data, which may be a FICO group (for example, Fraud or Originations), a FICO product (for example, Debt Manager), or a subcomponent of a product (for example, Debt Manager Promise to Pay).
CREATED_BY_USER_ID	Created By User Id		The validated identifier of the user that created

Column Name	Name	Data Type/Size	Description
			the row. Populated by the system.
CREATED_DTTM	Created Date Time		The date and time the row was created. Populated by the system.
EFFECTIVE_FROM_DT	Effective From Date		The first (start) date that the row is effective (active). Used with an optional EFFECTIVE_TO_DT to define the date range in which the row is effective. The system default database value is the current date. At any point in time, there may be multiple rows for the alternate key, each with a different effective from date. The row considered current is the one with the highest effective from date that is equal to or lower than the current date or supplied target date. For example, the current home address of a customer is the one in the row with the most recent EFFECTIVE_FROM_DT before or equal to the current date. When used, EFFECTIVE_FROM_DT becomes part of the alternate key, and therefore cannot be null.
EFFECTIVE_FROM_DTTM	Effective From Date Time		The first (start) date/time that the row is effective (active). Used with an optional EFFECTIVE_TO_DTTM to define the date/time range in which the row is effective.

Column Name	Name	Data Type/Size	Description
			The system database default value is the current date/time. At any point in time, there may be multiple rows for the alternate key, each with a different effective from date/time. The row considered current is the one with the highest effective from date/time that is equal to or lower than the current date/time or supplied target date/ time. For example, the current balance of an account is the one in the row with the most recent EFFECTIVE_FROM_DTTM before or equal to the current date/time. When used, EFFECTIVE_FROM_DTTM becomes part of the alternate key, and therefore cannot be null.
EFFECTIVE_TO_DT	Effective To Date		The last (end) date that the row is effective (active). Used with an EFFECTIVE_FROM_DT to define the date range in which the row is effective. The row remains effective indefinitely or until the date defined by EFFECTIVE_TO_DT. The system database default value is 9999-12-30.

Column Name	Name	Data Type/Size	Description
EFFECTIVE_TO_DTTM	Effective to Date Time		The last (end) date/time that the row is effective (active). Used with an EFFECTIVE_FROM_DTTM to define the date/time range in which the row is effective. The row remains effective indefinitely or until the time defined by EFFECTIVE_TO_DTTM. The system database default value is 9999-12-30 00:00:00.
EXTENSION_XML	Extension XML		Used to support extension of the data model using XML.
LAST_UPDATED_BY_USER_ID	Last Updated By User Id		The validated identifier of the user that last updated the row. Populated by the system.
LAST_UPDATED_DTTM	Last Updated Date Time		The date and time the row was last updated. Populated by the system.
ROW_STATUS_CD	Row Status Code		The code representing the lifecycle status of the row.
ROW_VERSION_SEQ	Row Version Sequence		The version number of the row, populated by the system with a value of 0 when the row is created, and incremented by 1 for each atomic update made to the row. Used for optimistic (non-exclusive) locking.
TENANT_CD	Tenant Code		Part of the unique primary key for many tables. A code representing a tenant (an entity comprising multiple clients, a single client, or an organizational unit within a single client). Tenants can share pooled resources such as analysts, queues,

Column Name	Name	Data Type/Size	Description
			cases, accounts, customers, and rulesets. The tenant concept also serves as a hard data partitioning (stripe) mechanism in a hosted environment.

Items That Are No Longer Used

For entities and attributes that are no longer used, deprecated, or slated for removal from the data model, use the following description: `No longer used.`

Common Entity Types

The names of particular entities or attributes might be commonly used words that are defined using lowercase. If the description is clear when these words are lowercase, maintain this styling, as it will enable other products that use the same table to reuse the documentation even if they have different specific attributes associated with the table.

For more information, see Using Examples in Entity Descriptions on page 90. Use title case when referring to the names of particular entities or attributes when items in the names are proper nouns, or if the definition would be unclear if you used lowercase.

For example:

- Account Third Party: Associates a third party with an account.
- Login Audit: Used by the Common Authentication Security Service to record login attempts for audit purposes.

  Note: Proper name.

- Person: Contains core details about a Person, such as date of birth and marital status.

  Note: Uppercase indicates that we are talking about the Person entity/table, not just an ordinary person.

If documentation will be fed back into the database (through entry in IDA or directly into the database fields), character limits may apply, especially if an Oracle database is used. Spell out cryptic acronyms only if space permits. If adding the spelled-out acronym causes the description to exceed the limit, move it to the Long Documentation description of that entity or attribute. (The Long Documentation description contains the extra text of a description that exceeds the Suggested Documentation character length.)

The following table describes the common phrasing to use for certain entity types and provides examples. For more information about the domain and non-domain entities referenced in the table, see Common Domain (Domain and Domain Global Documentation on page 96.

Entity Type	**Phrasing**	**Examples**
"Type" (for entities in the Common Domain - Domain and Domain Global packages)	"Defines the list of possible X, for example, Y *(where Y is a list of example values)*."	**Account Type**: Defines the list of possible account types, for example, Customer, Security, Accounting, Strategy, or Credit or Debit Card. Can be used to classify accounts for any reason other than by product, or to indicate the reason for consolidation. **Warrant Status Type**: Defines the list of possible statuses that can apply to a warranted item, for example, pending or paid.
"Type" (for entities in other packages)	"Contains information on a type…, such as X *(where X is a list of examples of the attributes contained in the entity)*."	**Asset Type**: Contains information on the asset type, such as type description and subtype code. An asset type (such as savings or retirement) is classified by an asset subtype (such as financial instrument). **Work Type**: Contains information on the type of work to be performed by a work team or work team member working a case, such as an early collections call to a customer. Examples include work type code, work subtype, queue priority, and collector instructions.
"Association"	"Associates a Y with a Z."	**Customer Scoring**: Associates a score with a customer. **Account Scoring**: Associates a score with an account. The description provided by a data modeler may use the terms "intersection", "links", or "relates".
"Status" (for non-domain entities that do not have a classification, such as Case and Repossession)	"Contains information on a status applied to an X, such as effective date/time and type code. The list of possible status values is defined in Y *(where Y is the name of the status type entity)*.	Repossession Status: Contains information on a status applied to a repossession, such as effective date/time and status type code. The list of possible status values is defined in Repossession Status Type.

Entity Type	Phrasing	Examples
	One or more statuses may be applied, although only one is active at any one time. The effective date/time indicates which status is current and can be used to determine the status history.”	One or more statuses may be applied, although only one is active at any one time. The effective date/time indicates which status is current, and can be used to determine the status history.
“Status” (for non-domain entities with a classification, such as Asset and Customer)	“Contains information on a status applied to an X, such as effective date/time. Statuses are distinguished by classification. The list of possible status values within a classification is defined in Y *(where Y is the name of the classification status type entity)*. One or more statuses may be applied, although only one is active at any one time. The effective date/time indicates which status is current for a classification, and can be used to determine the status history.”	**Asset Status**: Contains information on a status applied to an asset, such as effective date/time. Statuses are distinguished by classification. The list of possible status values within a classification is defined in Asset Classification Status Type. One or more statuses may be applied, although only one is active at any one time. The effective date/time indicates which status is current for a classification, and can be used to determine the status history.
"Note"	“Contains note information for a Z, recorded by an operator.” **Note:** It is acceptable to state that notes are generally entered by an operator who interacts with the system through a UI.	**Case Note**: Contains note information for cases, recorded by an operator. **Customer Note**: Contains note information for a customer, recorded by an operator. **Account Note**: Contains note information for an account, recorded by an operator.

Using Examples in Entity Descriptions

When writing descriptions for entities, try to provide two conceptual examples within the description.

This can include examples of the attributes in the entity. Do not list specific values of attributes in an entity description; save this detail for the attribute description. In the following example, italics indicate attribute values.

Examples

Organization (entity): Contains information specific to a Party that is an Organization, for example, the primary type of business or legal classification type of the business.

Organization Legal Type Code (attribute): The code representing the Organization Legal Type, such as *Public Limited Company*, *Private Company*, *Partnership*, or *Sole Trader*. Can be used in deciding what legal action to take when recovering debt.

Note: The one exception to this rule is for the entities in the `Common Components - Domain` and `Common Components - Domain Value` packages; for descriptions of entities in these packages, including conceptual values is acceptable.

Common Attribute Types

If documentation will be fed back into the database (through entry in IDA or directly into the database fields), character limits may apply, especially if an Oracle database is used.

Important: The Style Guide is being completely overhauled, and this topic will be modified in that process. In the meantime, be sure to follow the new guidelines for the use of gerunds here: Titles on page 66.

Spell out cryptic acronyms only if space permits. If adding the spelled-out acronym causes the description to exceed the limit, move it to the Long Documentation description of that entity or attribute.

The following table describes the common phrasing to use for certain attribute types and provides examples.

Attribute Type	Phrasing	Examples (<Entity>.<Attribute>)
"Code" (as a single primary key) (occurs rarely)	“A code representing a unique identifier for (the) X.”	Entity.Entity Code: A code representing a unique identifier for the entity.
"Code" (as part of a compound primary key) (occurs often)	“Part of the unique primary key, along with Y. A code representing the Z.”	**Contact Method.Contact Method Code**: Part of the unique primary key, along with Tenant Code. A code representing the method for contacting the customer, such as by phone or by letter. **Case Note Type.Case Note Type Code**: Part of the unique primary key, along with Tenant Code. A code representing the type of case note.
"Code" (when not a primary key)	“The code representing the X.” **Note:** Can be a type code, status code, or other sort of code. Avoid saying “unique” here.	**Customer.Preferred Contact Method Code**: The code representing the preferred method of contacting the customer, such as by phone or by letter. **Case Note.Case Note Type Code**: The code representing the type of case note. **Account Status.Account Classification Status Code**: The code representing the status of the account classification. **Account Type.Current Balance Type Code**: The code representing the type of current balance for the account.
"Account ID" (when not a primary key)	“The system-generated identifier for the Account.” **Important:**	**Case.Account Id**: The system-generated identifier for the Account.

Attribute Type	Phrasing	Examples (<Entity>.<Attribute>)
	The Account ID is system-generated and is guaranteed to be unique when it is a primary key (therefore guaranteeing search result accuracy). Because it is not a primary key here, the description states that it is system-generated, not system-populated. The Account Reference ID External is generally client Account Number data that is pulled into FICO's system. Therefore, you cannot control that each of these identifiers is unique.	
"ID" (as a single primary key)	"System-populated primary key. A unique identifier for (the) X *(where X is the name of the entity).*" Omit the word "the" in front of the entity name when using it would sound awkward, for example, when the entity name is a gerund.	**Account.Account Id**: System-populated primary key. A unique identifier for the Account. **Case.Case Id**: System-populated primary key. A unique identifier for the Case. **Case Forwarding.Case Forwarding Id**: System-populated primary key. A unique identifier for Case Forwarding.
"ID" (as part of a compound primary key) (occurs rarely)	"Part of the unique primary key, along with X. An identifier for the Y."	**Calendar Special Day.Calendar Special Day Id**: Part of the unique primary key, along with Calendar Code and Tenant Code. An identifier for the calendar special day.
"YYY.XXX ID" (when not a primary key)	"The identifier for the X to which the Y applies." (Or other phrasing which implies the direction of the relationship between the two entities. Avoid the phrase "used in", which is vague.)	**Foreclosure Status.Foreclosure Id**: The identifier for the foreclosure to which the foreclosure status applies. **Ccm Queue List Item.Ccm Queue List Id**: The identifier for the queue list to which the queue list item belongs. **Case Action.Case Id**: The identifier for the case on which action was taken.
"ID External"	"The X identifier associated with Y. Unique to the external system (where Y is the name of the entity)." **Important:** Avoid the phrase "The X identifier associated with Y that is unique to the external system."	**Account Fraud.Account Reference Id External**: The identifier for the account associated with the fraud. Unique to the external system. **Judgment.Case Number Id External**: The case number associated with the judgment. Unique to the external system. **Note:**

Attribute Type	Phrasing	Examples (<Entity>.<Attribute>)
		If the ID is assigned by FICO software, do not use “Unique to the external system”; describe which software component assigns it, as shown in the following example: **Customer Strategy Execution History.Workflow Id External**: The identifier for the Debt Manager workflow associated with the treatment ID for the customer. A unique identifier assigned by the decision management component.
“External Code” and “External Type Code”	**External Code**: “An external code associated with X.” **External Type Code**: If this pattern fits the attribute, use: “the type of X associated with the Y *(where Y is the name of the entity)*.” **Note:** If this pattern does not fit the attribute, use: “An external code representing the type of X.”	**Credit Application.Promotion Code External**: An external promotion code associated with a credit application. Used to request a special offer associated with a particular promotion. **Address.Rural Route Type Code External**: An external code representing the type of rural route associated with the address. **Address.Street Type Code External**: An external code representing the type of street associated with the address.
"Text"	“Contains narrative text for X.”	**Customer Debt Manager.Customer Note Text**: Contains narrative text for a customer. **Account Note Text**: Contains narrative text for an account note.
"Name"	"The name of the X.”	**Customer Card.Card Cardholder Name**: The name of the customer owning the card. **Hotlist.Hotlist Name**: The name of the hotlist. **Credit Non Monetary.Portfolio Name**: The name of the portfolio segment of the account base to which a given account belongs.
"Description"	"Describes the X."	**Account Bankruptcy Relationship Type.Relationship Type Description**: Describes the customer relationship type. **Account.Account Description**: Describes the account. **Case Action Type.Action Type Description**: Describes the action type.
"Flag"	“Indicates whether <X occurs>. 0 = First option (default). 1 = Second option.”	**Country Region.Suppress Daylight Saving Flag**: Indicates whether daylight saving time is suppressed. 0 = Do not suppress daylight saving time (default). 1 = Suppress daylight saving time (use standard time). **Customer.Vip Flag**: Indicates whether the customer should receive special consideration. 0 = Customer should not receive special consideration (default). 1 = Customer should receive special consideration.

Attribute Type	Phrasing	Examples (<Entity>.<Attribute>)
	Note: ■ Do not include the phrase “or not” in the sentence. ■ Do not include the enumerated values if the modeler cannot provide them. ■ 0 is always negative, and 1 is always positive. ■ Use short sentences. ■ See the examples for more information.	**Message Recipient.Active Flag**: Indicates whether the adaptive analytics item is active. 0 = Item is not active (default). 1 = Item is active. **Note:** List 0 as the default unless the Default Value column in the Attribute tab of the spreadsheet indicates 1 is the default. **Role.Role Mutable Flag**: Indicates whether the role can be altered by the client. 0 = Role cannot be altered. 1 = Role can be altered (default).
“Date Time”	“The date and time the X was Y.”	**Account Note.Account Note Date Time**: The date and time the account note was created.
"Language"	“A two-character alpha code representing the language used for X, as defined by the ISO 639 standard. For example, en represents English. Refer to LOCAL_LANGUAGE.”	**Locale.Language Code**: A two-character alpha code representing the language used for the transaction, as defined by the ISO 639 standard. For example, en represents English. Refer to LOCAL_LANGUAGE.
"Currency"	“A three-character code representing the currency used in X, as defined by the ISO 4217 standard. For example, USD represents United States Dollars. Refer to ISO_CURRENCY.”	**Offer.Currency Code**: A three-character alpha code representing the currency used in the offer, as defined by the ISO 4217 standard. For example, USD represents United States Dollars. Refer to ISO_CURRENCY.
"Country"	“A code representing the country of the X, as defined by the ISO 3166 standard. One of the three ISO notations may be used. For example, USA, US, and 840 represent the United States of America. Refer to ISO_COUNTRY."	**Account Travel Itinerary.Country Code**: A code representing the country of the itinerary, as defined by the ISO 3166 standard. One of the three ISO notations may be used. For example, USA, US, and 840 represent the United States of America. Refer to ISO_COUNTRY.
"Country Region"	“A code representing the major geographic region within a country. For example, the state in the USA, province in Canada, or territory in Australia.”	**Address.Country Region Code**: A code representing the major geographic region within a country. For example, the state in the USA, province in Canada, or territory in Australia.

Attribute Type	Phrasing	Examples (<Entity>.<Attribute>)
"Time Zone"	"The seeded, numeric code representing the time zone in which the Customer is located, for example, 55 = Asia/Kolkata and 75 = Europe/Athens."	**Customer Debt Manager.Time Zone Code**: The seeded, numeric code representing the time zone in which the customer is located, for example, 55 = Asia/Kolkata and 75 = Europe/ Athens.
"Locale Code"	"A code representing the language and locale of the X, represented by a concatenation of the ISO 639 language code and ISO 3166 country code. For example, en-US represents United States English."	**Data System.Message Log Locale Code**: A code representing the language and locale of the message log, using a concatenation of the ISO 639 language code and ISO 3166 country code. For example, en-US represents United States English.
"Sequence"	"The position of an X within a Y sequence."	**Account Hierarchy.Child Account Sequence**: The position of a child account within a display or processing sequence. Used when a parent account has multiple children. **Address Type.Display Sequence**: The position of the address type within a display sequence.
"String"	"Contains the Y." or "Text containing the Y."	**Login Attempt.Failure Reason String**: Contains the failure response to a login attempt. **Action Id String**: Identifies the action taken by a user.

Using Examples in Attribute Descriptions

Try to provide two attribute value examples within attribute descriptions.

A single example may be sufficient in some cases. If seed data values or other specific values are available, use these, and keep them title case; otherwise, the examples can be lowercase.

Examples

- (One Value Sufficient) **Tms Resource Data.Language Code**: A two-character alpha code representing the language used for the transaction, as defined by the ISO 639 standard. For example, en represents English. Refer to LOCAL_LANGUAGE.
- (Specific Values) **Party Address.Address Type Code**: The code representing the type of the Address, for example Home Address, Work Address, Registered, and Holiday Address.
- (General Values) **Party Email.Email Usage Code**: The code representing how the address is used, for example, for correspondence or billing.

Check with the data modeler for your product team to find out whether there are seed data values.

Common Domain (Domain and Domain Global Documentation)

`Common Domain - Domain` and `Common Domain - Domain Global` entities and attributes follow a special pattern. These items define options that can be used many times (for example, in multiple places in the user interface).

By using the domain or domain global entities, you only need to enter the items in the database and document them one time, rather than each time the options are used.

Entity documentation uses the following pattern, for both domain and domain global entities: “Defines the list of possible X.”

For each table, only one attribute is documented: the **[Entity Name] Type Code** attribute. Attribute documentation uses the following pattern:

Domain: “Part of the unique primary key, along with Tenant Code. A code representing the Y.”

Domain Global: “The unique primary key. A code representing the Z.”

The following is an example of documentation for the `Common Domain - Domain` and `Common Domain - Domain Global` entities.

Package	Entity Name	Label	ENTITY DOCUMENTATION	TYPE CODE ATTRIBUTE DOCUMENTATIO N
Common Domain - Domain	Area Unit	AREA_UNIT	Defines the list of possible area units that can be used for measurements, for example, square feet or square meters.	Part of the unique primary key, along with Tenant Code. A code representing the area unit type.
Common Domain - Domain	Length Unit	LENGTH_UNIT	Defines the list of possible units that can be used for length measurements, for example, feet or meters.	Part of the unique primary key, along with Tenant Code. A code representing the length unit type.
Common Domain - Domain	Account Score Type	ACCOUNT_SCO RE_TYPE	Defines the list of possible Account Score Types, such as FICO Cycle score type 1, or Potential Fraud score type.	Part of the unique primary key, along with Tenant Code. A code representing the account score type.
Common Domain - Domain	Customer Score Type	CUSTOMER_SC ORE_TYPE	Defines the list of possible Score Types that can be used for a Customer Score, for example a behavioral score type.	Part of the unique primary key, along with Tenant Code. A code representing the customer score type.

Package	Entity Name	Label	ENTITY DOCUMENTATION	TYPE CODE ATTRIBUTE DOCUMENTATIO N
Common Domain - Domain Global	Decision Area Type	DECISION_ARE A_TYPE	Defines the list of possible Decision Areas that may apply to a decision.	The unique primary key. A code representing the decision area type.
Common Domain - Domain Global	Business Calendar Status Type	BUSINESS_CAL ENDAR_STATUS _TYPE	Defines the list of possible business calendar status types, either active or inactive.	The unique primary key. A code representing the business calendar status type.
Common Domain - Domain Global	Special Date Type	SPECIAL_DATE _TYPE	Defines the list of types that can apply to a special date, for example, working date or non-working date.	The unique primary key. A code representing the special date type.

Troubleshooting Topics

Troubleshooting topics contain information about the symptom, cause, and solution to a problem experienced by users. Begin troubleshooting topics with a short description that succinctly describes the symptom, followed by more detailed information about the problem when available.

The following sections are recommended for troubleshooting topics. Troubleshooting topics can also be formatted in tables.

Section Title	Section Description
None (Contained in the short description)	A clear explanation of the symptom, including any associated error messages.
Cause	The reason the problem is happening. When the cause is not known, indicate "Unknown".
Action	The steps the user should follow to resolve the problem.
Severity	(Optional) If known, the severity of the issue may be included.

The following example is a troubleshooting topic that uses sections.

> **Properties with types using Java Generics cannot be mapped in input or report data**
>
> Generating schemas for input or report data with generic List properties fails with an XML parser error.
>
> In the Decision Simulator 6.8 module (and previous DS versions), properties that are of List type which use Java Generics, for example, List, cannot be mapped in input or report data. For input data, attempting to generate a schema, either in the database or as a DDL file, results in an error. Attempting to map such a property in report data also results in the same error.
>
> When attempting to map in a generic list type property from an existing data source, the input data adapter wizard will not recognize the generic list as an array type, as it does with regular List properties, making it impossible to map in list data.
>
> ***Cause***
>
> Java Generics are not supported in the Decision Simulator 6.8 module of Blaze Advisor for Java, or in previous releases of Decision Simulator.
>
> When a property uses a generic type, the type name has angle brackets in it, for example, List <Child>. These brackets cause a SAX parser exception when by the input or report data wizards
>
> Similar error messages to these display when trying to map input or report data to properties with types using Java Generics.
>
> ***Action***
>
> The only workaround is to avoid using generic List types in the target model.
>
> Modify or wrap the target object model to provide non-generic List properties or array properties instead of the generic List properties. These new properties can then be mapped within the input and report data.

Release Notes

Release notes provide an abbreviated list of new features and enhancements in a minimalistic and consistent presentation.

When a new feature is introduced, try to include links to related topics in the guide where the feature is fully explained. Release notes are never created for the first customer-facing release of a product.

Note: These standards apply to North Star documentation and other cloud documentation where possible.

Guidelines

- **Title and Placement**. In the first chapter of the user guide for a product or capability, include a topic titled "Release Notes" (not "What's New"). In the title, avoid adding the product name or version number.

  If a documentation set includes more than one customer-facing guide and release notes affect functionality in more than the user guide, include a “See Also” note in the “Release Notes” topic of the user guide to refer the user to more information. See Example 6: See Also Notes in Release Notes on page 103.

- **Introductory Paragraph**. Use the following introductory paragraph, followed by a bulleted list of new features and enhancements:

  "This release includes the following updates:”

  Exception: *If this release includes only one item (a new feature or enhancement), use the following introductory paragraph instead followed by the bulleted item:*

  "This release includes the following update:”

- **Links to Topics**. For each feature or enhancement in the release notes, follow the brief description whenever possible with a link to a topic in the user guide that provides additional details.

- **Multiple Components Updated in a Release**. If a release includes updates to multiple components, format the release notes with a single introductory statement, followed by sections for each component. See Example 1: Sections for Multiple New Features.

- **Multiple Guides Affected by Release Notes**.If more than one guide for a product is affected by Release Notes, for example an API guide, add a reference to the user guide in the other guide.

- **Deprecation Notices**. If a function is deprecated as of the current release and will not be available in future releases or if a function was deprecated in a prior release and will be removed in the next release, provide that information at the bottom of the release notes chapter in a separate section titled “Deprecation Notices.” See Example 5: Deprecation Notices.

What to Avoid

There are several things to avoid when creating release notes.

- Avoid release-specific verbiage:
  - Avoid nesting the Release Notes topic too far down in the first chapter of the guide.
  - Avoid “in this release” or “in previous releases.”
  - Avoid “now.” This term is not required when describing new features or functions.
  - Avoid “user” or “customer.” Use “you” instead.
  - Avoid overusing product names.
- Avoid repeating the name of the product.
- Avoid product or component overviews and a list of benefits.
- Avoid support case numbers and Jira numbers.
- Avoid lengthy descriptions of new features or enhancements. Keep release notes brief and provide additional details in a related chapter or topic.
- Avoid mentioning features or limitations from previous releases. Instead, make statements that are true only for the current state of the release.
  - **Recommended**: Extract, transform, and load (ETL) resource configuration has been added for ETL jobs with resource assignment. This optimizes job execution to meet performance goals.
  - **Not recommended**: Extract, transform, and load (ETL) resource configuration was not previously available. It has now been added for ETL jobs with resource assignment. This optimizes job execution to meet performance goals.
  - **Not recommended**: Extract, transform, and load (ETL) resource configuration was not working properly in prior releases. It has been fixed and it now optimizes job execution to meet performance goals.
- Avoid the term “known issues” in external release notes. Known issues are allowed only in internal documentation. If a release is affected by a known issue that is confusing or that will be corrected in a future release, provide a tip or workaround in the external release notes.
  - **Recommended**: Model Configuration editor supports up to 16 characters for Cache Group Name.
- In cross-references within a product guide, avoid using the title of the guide. For example, in the release notes of the *Instant Model Execution Service Guide*:
  - **Recommended**: See Trigger BATCH Job Execution.
  - **Not recommended**: See Trigger BATCH Job Execution in the *Instant Model Execution Service User Guide*.

Examples

The following examples are a compilation of multiple product guides and are not intended to be technically accurate or applicable to a specific product. In your actual release notes, include links to related topics in the user guide where applicable.

Example 1: Sections for Multiple New Features

This release includes the following new features:

Import FICO JSON Decision Tree (FJDT) Models

You can import an FJDT model file exported from Analytic Workbench 4.4.1 and use the model in your decision service. The model is based on the FJDT 1.7 specification. See Import FJDT Models.

Enhancement for the Compilation Job Setting

The Compilation Job workspace feature setting used in the Design/Development environment has been updated:

- The Compilation Job setting is enabled by default, and uses Kubernetes for compilation.
- If the Compilation Job is disabled, in-memory compilation is used.

For more information, see Compile Project and Compilation Jobs in the Workspace Settings topic.

Function Lifecycle Management (enabled by tenant)

Function Lifecycle Management allows you to move and track functional entry points through the lifecycle, instead of components or solutions.

If this feature is enabled for your tenant on DMP 3.28, you can create a workspace that uses Function Lifecycle Management and move functional entry points configured with Java Object Models through the Design, Staging, and Production environments, and track revision history and activity using the Manage Lifecycle interface.

For more information, contact Customer Support.

Enhancements for the Decision Modeler Page

Based on customer feedback, the following updates were made to the Projects table:

- The **Name** column was renamed to **Workspace** column .
- A **Solution Name** column has been added to display the associated solution.
- A **Lifecycle** column has been added to display the type of lifecycle management used. If the Function Lifecycle Management is enabled for a workspace, the Lifecycle displays **Function**. If the workspace uses the default, the column displays **Solution** .

For more information, see Manage Workspaces and Projects.

Example 2: Bulleted List of Features

This release contains the following updates:

- Introduction of two new REST and gRPC APIs for integration with Decision Modeler.
- Integration support for Decision Modeler 3.9.
- Integration with Platform Observability to capture logs, metrics, and traces.
- Support for automatic configuration of security policies and Hotlist-Invoker jars in the DM workspace through a new REST API. This is a limited-internal release feature.

Example 3: Upgrade Considerations

Considerations for upgrading from a previous version include the following:

- You must back up and restore the hotlist after the upgrade is complete. For more information, see Backup and Restore Hotlists.
- The Hotlist Comments field has been reduced to 128 characters. If the field in a previous version contains more than 128 characters, the field will be truncated to the first 128 characters.

Example 4: Issues/Workarounds in KBAs

Note: To avoid overloading the release notes with known issues or workarounds for edge cases, you can ask your team if they want to put that information in a knowledge base article (KBA). If so, format the release notes as follows, where the support email below is an actual link:

Knowledge Base Article

The FICO Customer Self Service Portal contains a Knowledge Base article (KB0024423) covering known issues in this release. If additional articles are written after the release, links to those articles will be added to (KB0024423). If you do not have access to the FICO Customer Self Service Portal, you can request access from your Portal Administrator or contact FICO Customer Support via email at support@fico.com.

Example 5: Deprecation Notices

Deprecation Notice

The performance metric element is deprecated in this release and will be removed in a future release

Deprecation Notice

Some functionality that was deprecated in the prior release (version 1.3.1) remains available in this release for the convenience of our customers. The following functionality will be removed in the next release:

- Support for SVN
- Process zone feature

Example 6: See Also Notes in Release Notes

This release contains the following updates:

- Introduction of two new REST and gRPC APIs for integration with Decision Modeler.

  See Also: For more information about the APIs, see the *Data Ingestion Service 3.0 API Guide*.

- Integration support for Decision Modeler 3.9.
- Integration with Platform Observability to capture logs, metrics, and traces.
- Support for automatic configuration of security policies and Hotlist-Invoker jars in the DM workspace through a new REST API. This is a limited-internal release feature.

Q&A

Question	Answer
What if I provided release notes in a separate document or as a separate chapter in a previous release? Do I have to republish the previous version?	No. You don't have to change any previously published release notes. Make the change going forward.
Do the release notes cover information for the current release only, or are release notes cumulative?	The release notes chapter contains information for only the current release. When we move to a doc portal, we might revisit how release notes are presented. Older versions of the Release Notes can be stored in the Product Documentation Archive or in knowledge base articles in ServiceNow.
If there are considerations about upgrading to this release, where should I include them?	In the Release Notes chapter, after the list of updates, create a section titled “Upgrade Considerations,” then list them there. See Example 2: Bulleted List of Features on page 102.
When and where do I reference a Knowledge Base Article (KBA)?	If a KBA article contains information that is important to the customer experience for this release, use that individual article as the parent article and include links to any other articles relevant to that release in the parent article. See Example 4: Issues/Workarounds in KBAs on page 102. The parent article and the linked articles must all be in the **external** knowledge base.

Question	Answer
What if I am asked to provide Release Notes to someone outside of my scrum team before GA approval?	Ask the requestor to discuss their need to have this information with the product manager. If you provide a draft based on a PM request, add the "Internal Only" watermark on the PDF.
What if someone from Support requests Release Notes for a prospect who is not already a customer of that specific product or capability?	Refer the Support person to the product manager.

Frequently Asked Questions

Frequently asked questions (FAQ) topics are optional. Add them to a publication when they help the audience better understand new or complex features and practices.

A well devised FAQ topic helps users find information quickly and saves the Customer Support team valuable time and money.

Options for product document sets:

- Create a single, independent FAQ topic that covers questions from the entire product range.
- Create an FAQ appendix for each document in the set that requires one.
-

Note: The term *section* in this topic refers to either option.

Use "Frequently Asked Questions" for the title of the parent topic (either the introduction for a document, or the introductory topic in an appendix). Do not use the abbreviations *F.A.Q.* or *FAQ* in the main title.

FAQ Stuctures

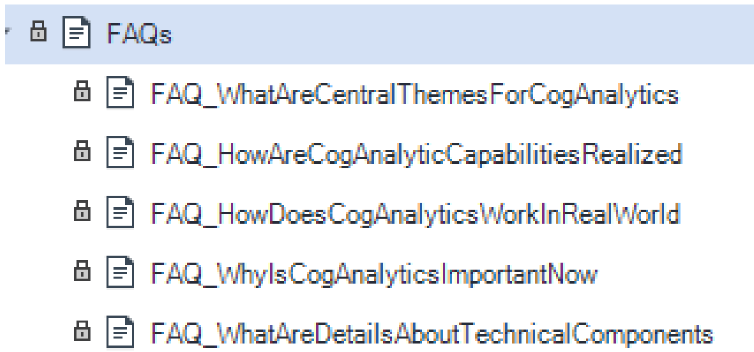
Each question should be answered separately. Related questions and questions with multiple answers can be grouped together as nested topics or sub-maps.

To avoid repetition, do not add the terms *Question* and *Answer* to introduce each FAQ topic. Instead, use the question as the topic title.

To prepare for adding FAQ topics, do the following:

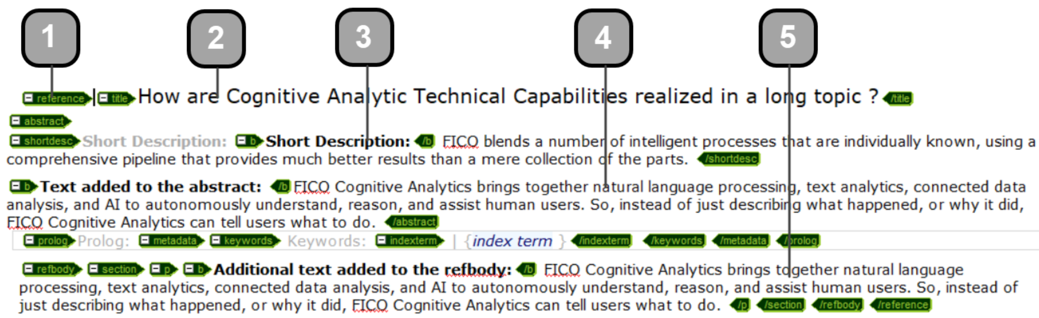
1. Decide the questions to feature with your team.
2. Decide whether to format the FAQs an appendix or a separate guide.
3. Create each response as a separate reference topic.
4. Create the maps to group related topics in a sub-map, under an introductory topic.
5. Add the maps to your publication.

As a best practice, add *FAQ_* as a prefix to the topic name. (The topic name can be different from the topic title.) Adding this prefix helps you find FAQ topics when you search the repository.



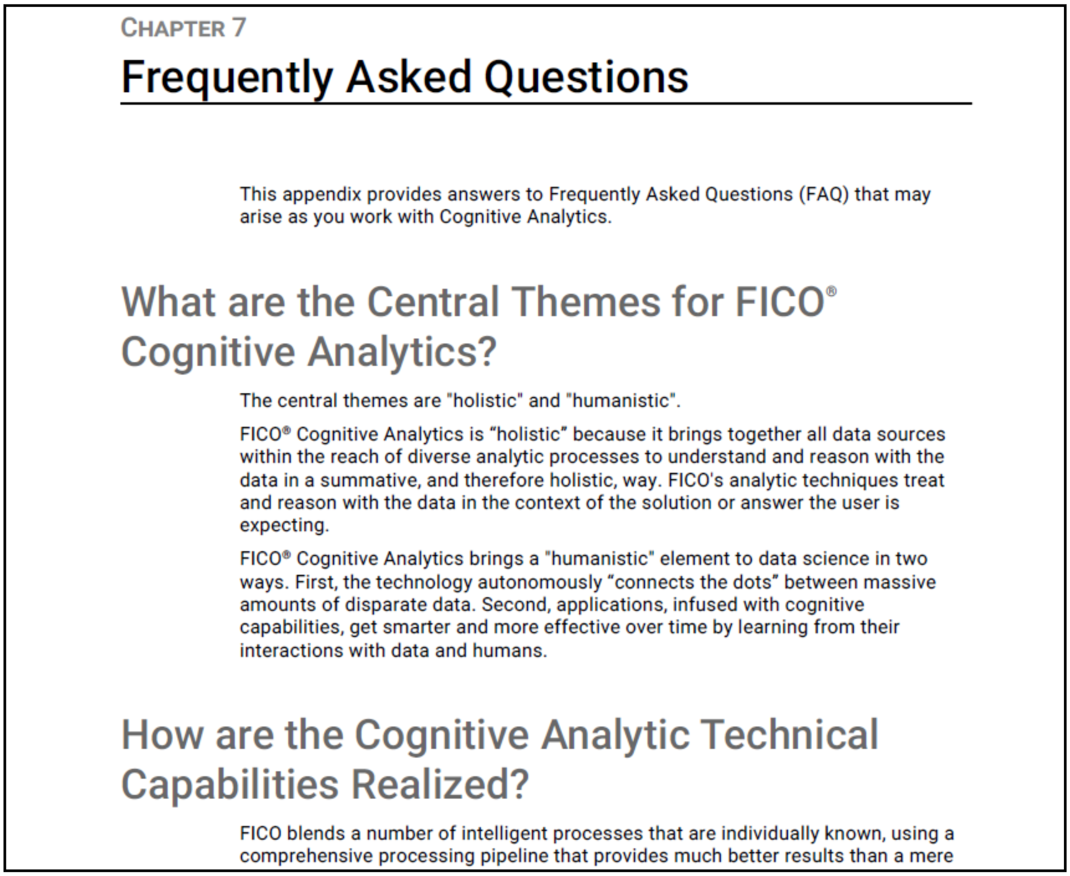
Address questions generically at first, then specifically if necessary. This method will help you decide on the structure of the section.

The following stucture is recommended for each FAQ:



Item	**Description**	
1	`Reference` topic type	Add one question per `Reference` topic type.
2	Title `<title>`	Enter the question as the title of the topic.
3	Short description `<shortdesc>`	(Required) Answer the question.
4	Abstract `<abstract>`	Longer answers can be added to the abstract.
5	Body `<refbody>`	If more space is needed, add the extra information in the body.

Example:



CHAPTER 7

Frequently Asked Questions

This appendix provides answers to Frequently Asked Questions (FAQ) that may arise as you work with Cognitive Analytics.

What are the Central Themes for FICO® Cognitive Analytics?

The central themes are "holistic" and "humanistic".

FICO® Cognitive Analytics is “holistic” because it brings together all data sources within the reach of diverse analytic processes to understand and reason with the data in a summative, and therefore holistic, way. FICO's analytic techniques treat and reason with the data in the context of the solution or answer the user is expecting.

FICO® Cognitive Analytics brings a "humanistic" element to data science in two ways. First, the technology autonomously “connects the dots” between massive amounts of disparate data. Second, applications, infused with cognitive capabilities, get smarter and more effective over time by learning from their interactions with data and humans.

How are the Cognitive Analytic Technical Capabilities Realized?

FICO blends a number of intelligent processes that are individually known, using a comprehensive processing pipeline that provides much better results than a mere

Indexes

When authoring in DITA, the same index entries might be used in many output formats, such as a PDF, a master index of a library, an online information center for a product, or a cross-product master index.

In most cases, index entries will work in whichever context they are used. There may be times when entries need to be customized for different uses. For example, you might want to add a product or environment identifier to help users of an integrated solution easily find information on a particular topic.

Note: For instructions on indexing in these types of source files, see the following resources:

- DITA topics: See the *DITA Authoring Guide*
- FrameMaker books: See the Template User's Guide.

For additional information on indexing, see these resources:

- *The Art of Indexing* by Larry S. Bonura
- Chapter 9 of *Read Me First! A Style Guide for the Computer Industry*, by Sun Technical Publications

- Chapter 18 of *The Chicago Manual of Style*, 15th Edition
- Chapter 6 of the *Microsoft Manual of Style*

Creating Index Entries

Index entries for each topic should be created at the time the topic is written. Before indexing your document, compile a list of keywords. These can come from a variety of sources.

If you are revising a document, start with the terms used in the last version. Check the structure of the previous version of the document before adding new terms to it. The following are methods for creating a list of keywords:

- Select important words from section headings.
- Extract relevant nouns and verbs from the text.
- Add abstract or general terms that users are likely to search for.
- Include synonyms or competitors' terms.
- Look for key graphics and associated terms.
- Check Tips and Notes for important terms.
- Include necessary acronyms or abbreviations.

After compiling a list of keywords, edit the list so that it follows index phrasing conventions. Keep the list in front of you as you write each topic to ensure that the document is indexed consistently.

The following steps are recommended:

1. Review what your users want to accomplish with the product and identify the information that your readers might need to find.
2. Ask yourself, "What words would users use to look up the information?" Use the words that might help users find the answers to their questions, not just the words that appear in the text.
3. Add cross-references, but sparingly.
   - Use the term *See* to create cross-references that help users learn our terminology.
   - Add information as *See also* references to help establish the relationships between pieces of information.
4. Revise and test your index according to the following instructions: Before building your index in Publication Manager, review the topics to ensure that all topics are indexed. If time permits, have someone test the index entries before getting the index edited.

Tip: A quick and easy way to check that a topic has index entries is to preview it.

Abbreviations and Acronyms in Indexes

Index the full name once if an acronym is preferred and index the acronym by itself, without the full name in parenthesis.

Approved	Avoid

DSA
    See also simulations
    changing link to RMA
    components of
    configuration settings
    configuring Show/Hide settings
	DSA (Decision Simulator Application)
	    See also simulations
	    changing link to RMA
	    components of
	    configuration settings
	    configuring Show/Hide settings

Decision Simulator Application See DSA	N/A

Plural vs. Singular

Use the plural form of all main entries that are nouns, except where it is awkward or illogical to do so.

The following example shows correct use of both plural and singular entries.

decision tables
    creating decision tables
network
    setting up

Capitalization

Lowercase letters should be used for all index and glossary terms, except proper nouns, acronyms, and special words, such as text in program code, where capitalization may convey a characteristic of the term.

Covar
    Corr
    PWeight
    Count
    CorrSumProducts
    SampleWeightSum
    UncorrSumProd
    PCount

Prepositions and Articles

Limit the use of prepositions and articles; use gerunds instead. In general, do not use articles unless required for clarity.

Important: The Style Guide is being completely overhauled, and this topic will be modified in that process. In the meantime, be sure to follow the new guidelines for the use of gerunds here: Titles on page 66.

Approved	Avoid
data files creating 132 deleting 133	data files creation of 132, 137 deletion of 133, 138

Verbs

Use a gerund rather than the infinitive or the base present tense form for entries about actions, processes, or procedures.

Important: The Style Guide is being completely overhauled, and this topic will be modified in that process. In the meantime, be sure to follow the new guidelines for the use of gerunds here: Titles on page 66.

Approved	Avoid
selecting drawing objects 22 text 147 shapes drawing 37 fitting around text 140	select art 255 text 147 shapes to draw 37 to fit around text 140

Index Entries and Levels

As a general rule, guides that are 40 pages or fewer do not require an index.

A very simple index contains only one level. A two-level index organizes terms by categories, where appropriate, and represents a more sophisticated organization of the material.

The first level is called the primary entry and the second level is called the secondary entry.

The department standard is to use no more than two entry levels. The addition of a third or fourth level makes the index more difficult to navigate and makes it more likely for errors to occur when creating the index. Localized indexes can become unreadable with more than two levels of entries because entry words are often lengthy and must be hyphenated.

Approved (Two Levels)	Avoid (Three Levels)
paragraph formatting characters and words 63 using styles 97	paragraphs deleting 72 formatting 75 characters and words 63 using styles 97

Primary Entries

Some subjects require only a primary entry.

Do not use a two-level entry for a single topic. A primary entry with only one secondary entry should be on a single text line. If the primary entry alone seems misleading, rewrite it. In common topics that share some of the same index entries, some of those might need to be conditionalized.

Approved	Avoid

selecting
    drawing objects 22
    text 147
shapes
    drawing 37
    fitting around text 140
	select
	    art 255
	    text 147
	shapes
	    to draw 37
	    to fit around text 140

Use of Adjectives in Primary Entries

Adjectives without related nouns do not provide enough information for a reader.

This rule also applies to noun modifiers (nouns that are being used as adjectives).

Approved	Avoid

data
    data files 63
    data records 47
	data
	    files 63
	    records 47

Over-indexing

Do not provide so many entries that they become unusable.

For example, in an API guide containing many commands or function calls, you might be tempted to index the subheadings under each command. This often results in over-indexing.

Index only the most relevant occurrences of a word, not every occurrence.

Approved	Avoid

ast command 33, 42
ast_process command 44, 49
ast_subvolume command 51, 55
	ast command
	    attributes 42
	    syntax 33
	ast_process command
	    attributes 49
	    syntax 44
	ast_subvolume command
	    attributes 55
	    syntax 51

Under-indexing

Index length depends upon the length of the document and complexity of the information. Typically, there are three to five index entries per page of text.

Under-indexing does not provide enough specific information to be useful to the reader.

Approved	Avoid
reports exporting 77 generating 34 preformatting 33 specifying format 31-39 types of 31-33	reports 31, 35, 39, 77

Sorting Secondary Entries

Avoid beginning a secondary entry with a word that is not a key term.

Whenever possible, reword the secondary entry so that the key term, rather than an irrelevant introductory word, appears at the beginning of the entry.

Approved	Avoid
accounting command summary 38 addressing naming conventions 52 virtual network issues 62	accounting summary of commands 38 addressing conventions for naming 52 issues for virtual networks 62

Avoiding Redundant Secondary Entries

Check your index for primary entries that are followed by secondary entries having the same page reference.

In most cases, you can eliminate the secondary entries because a reader will find all the information on one page. Redundant secondary entries often occur when indexing items in a table.

Approved	Avoid
address fields 123	address fields city 123 name 123 state 123 street 123 zip code 123

Cross-references in Indexes

Cross-reference index entries by creating *See* and *See Also* references.

See **Using Cross-references in Index Entries** in the *DITA Authoring Guide* for details.

Using a *See* Reference

Use a *See* reference to:

- Send a reader to another entry when there are so many secondary entries that repeating them would be unreasonable.
- Send readers from a broad category to a more specific category.
- Direct a reader from a term not used in the document to a term that is used as an index entry.

Using a *See Also* Reference

Use a *See Also* Reference when:

- Sending a reader to related information at another index entry, not the same reference information under a different entry.
- Directing a reader to another term that is used as an index entry and provides additional or related information.

The following example shows proper use of *See Also* cross-references:

reports
    See also Expert reports
    pricing 37
    viewing 37

Testing the Index

Generate a PDF or Help file for your topics to view all of the entries in the output.

Use the following guidelines:

- Meaningful index entries are included for every important term, concept, task, and technical entity mentioned in each topic.
- Where appropriate, each primary entry also exists as a subentry under another primary entry.
- All technical entities (commands, functions, keywords, APIs, and so on) are included and labeled to identify the type of entity. For example, do not index "Execute;" index "Execute Command" instead.
- Only the lowest-level entries have page numbers or links.
- All See and See Also references work and link to valid information.
- If the list of secondary entries seems too long, consider restructuring as two or more main entries.
- Check selected topics and then look up the concepts and other key information to ensure that they can be found using the index.
- Make sure "index term" does not appear as an index entry.

Glossaries

Glossaries provide definitions for terms and acronyms so users can understand their meaning and significance in a product.

Before you add terms to a glossary, consult the Corporate Glossary. If a term is used differently in a product than the way it is defined in the Corporate Glossary, contact the Style Committee.

Style Standards for Glossary Terms

- **Write terms as nouns.** To describe a verb, consider changing it to a noun. For example, change *allocate* to *allocation*.
- **Use lower case.** Only capitalize proper nouns, acronyms, or special words, such as program code where capitalization conveys a characteristic of the term.
- **Use the singular form of the term unless the word should always be plural**. For example, change *account types* to *account type*.
- **Avoid circular definitions**. Do not define terms by restating the term. For example:

  Avoid: Case Manager: The manager of the case.

  Avoid: Workflow: The flow of work.
- **Cross-reference acronyms to the spell-out terms**. Create an entry for each acronym, which is the more likely term to be searched for, then create another entry for the full term, then link the entries.
- **When terms have more than one meaning, define them generically first** , then define each of the individual uses, separating each unique idea with `(`*`number`*`)`. For example:

  attribute

  (1) In a data model, a characteristic or trait of an entity that describes the entity. For example, the telephone number of an employee is one attribute of that employee.

  (2) In case management, the mapping together of discrete values or ranges of values into a single group. The entire range of values for a variable is divided into bins for common treatment, such as reporting or weighted scoring.

  (3) In scoring, one or more values of a variable that are grouped together for analysis purposes. For example, the values "Manager", "Director", and "VP" would be grouped in the attribute "Executive" in the "Occupation" variable.

Cross-References

Include cross-references where appropriate:

- **Type the name of the cross-reference type.** Do not use the DITA `<x-ref>` element for cross-references in glossary terms. (The high number of automatically inserted graphics is distracting to users and not all types are supported in output.)
- **Always include a colon.** For example, *See:*, *See also:*, etc.
- **Add a period.** End each definition with a period, even if it is short.
- **Alphabetize referenced terms** for each type of cross-reference.

Tip: In your cross-referenced term, be sure to set the **outputclass** attribute to `no_page_reference` so the page number is not included in the output.

Reference Types

Type	Use	Example
See:	Re-directs readers to the full version of an acronym in the Corporate Glossary.	**PRD** See: production environment.
Also known as:	Informs users of alternative industry standard or commonly used names for the term. ■ If the referenced term is in the glossary, include it as a live cross-reference. ■ If it is not in the glossary, type it in, but do not put it in italics or quotation marks.	**co-signer** A person who signs a note to guarantee a loan made to another person. Also known as: coborrower, co-debtor, co-obligator.
See also:	Points users to supplementary or related information in the Corporate Glossary, or to an external link.	**activity** One of a series of automated steps within a workflow needed to complete a business process. See also: task.
In contrast to:	Points users to another term in the Corporate Glossary that is related to, but differs significantly from, the current term.	**allowlist** A list of entities approved for authorized access or privileged membership. For example, IP or email addresses that belong to a particular "safe" domain. In contrast to: blocklist.

CHAPTER 8

Word Lists

Use the following terms carefully to add clarity and concision.

Technical Terms

The following terms are often used inconsistently. Do not capitalize these terms unless specifically noted.

- Amazon Web Services (AWS), then AWS thereafter.
- back up (v), backup (n, adj)
- built-in (adj)
- check in (v), check-in (n, adj). Do not split these terms, such as *checking an item in*.
- check out (v), check-out (n, adj). Do not split these terms, such as *checking an item out*.
- cloud (adj). The term "FICO Analytic Cloud" and "FAC" have been deprecated. Instead, use "FICO cloud".
- comma-delimited file
- command line (n), command-line (adj)
- command prompt. Refer to the window in which the command prompt appears as the *Command Prompt window*. When writing about UNIX, Linux, or macOS systems, the equivalent to a command prompt is *Shell window*.
  Do not use *C prompt*, *command-line prompt*, or *system prompt*.
- dataset (n)
- data type (n)
- dual-access (adj)
- end user. Do not use.
- entry level (n), entry-level (adj)
- explode. Do not use.
- email (n, v)
- fixed length (n), fixed-length (adj)
- floating point (n), floating-point (adj)

- follow up (v), follow-up (adj)
- in sync, out of sync (adj)
- internet (lower case)
- Kubernetes (K8s), then *k8s* thereafter.
- lifecycle
- log in (v), login (n, adj) Do not use *log on* or *logon*.

  Note: If a product uses *log on*, *sign in* or some other variant, use the terminology in the UI on and notify your development team about the discrepancy.
- look up (v), lookup (adj or n)
- micro-frontend (n, adj)
- migrate. Use migrate to describe movement, remapping, reformatting, and changing environments. Do not use for upgrading to a new product version. See upgrade.
- multitask (v)
- non-interlaced (adj)
- non-zero (adj)
- object-oriented (adj)
- offline (adv). Do not use *off-line*.
- off-premises. Do not use *off-premise*.
- on-premises. Do not use *on-premise* .
- random access (adj)
- restart (v)
- runtime (n, adj)
- screenshot. Do not use. Instead, use *figure*.
- source code (n), source-code (adj)
- standalone
- timeframe
- timestamp
- toggle (n)
- toggle (v). Do not use. Instead use *switch*, *turn on*, or *turn off* with the name of the toggle or command.
- update. Use to describe the installation of a hotfix or service pack.
- upgrade: Use to describe moving to a new product version.
- upload (adj, v)
- users (n). Do not use *end user* or *the user*.
- user ID (n). Do not use *user id, user Id, userid* or *userId* except in code.

- web (n, adj)
- web address
- web browser
- web form
- web page
- web server
- web service
- webmaster
- website (n)
- write-enabled (adj)

Preferred Terms

The correct use of the following words and phrases can add clarity.

Above, Below, Beneath

Use *above*, *below*, or *beneath* to reference the location of elements when describing a user interface.

Do not use *above*, *below*, or *beneath* to refer to other content within a document or topic.

Do not use *above* or *below* to refer to earlier or later software versions.

Note: For details and examples, see Earlier, Previous, Later (Release Versions) and Previous, Preceding, Following, Next.

Approved

Any rows that are part of the current selection are copied and pasted immediately above the current selection.

Click the grey *shelf* area below the blue masthead to open the **Scenario Manager**.

In the **Tree Templates** section, beneath the **Templates** heading, locate the input field labeled **Create a new template**.

Avoid

For more, see the table below.

This feature is available in Decision Optimizer version 6.0 and above.

Allow, Let, Permit, Enable

Avoid *let* and *permit* when indicating that a user can perform an operation in a program. In the sense of enabling a command or making a command available, use *allow* or *enable*. Avoid the use of *you* with these words.

For example, the sentence "FICO Decision System allows you to create, modify, test, and execute projects," can be rewritten as "Use FICO Decision System to create, modify, test, and execute projects" to avoid the use of you.

Approved

Use the **View Menu** options to view information in several ways.

Users cannot change the project permissions.

Only the user who created the message can delete it from the system.

Avoid

The **View Menu** lets you present information in several ways.

The program will not let you change the project permissions.

If you did not create the message, you are not permitted to delete it from the system.

And/Or

For localization reasons, avoid *and/or* if possible, unless you cannot rewrite the sentence comfortably in a logical fashion. Use only when there is a clear need to express the distinction between the and condition (A and B are both true) and the or condition (only one of them is true).

And/or is considered standard usage for legal documents and content, such as the copyright information that appears in our manuals. This content is supplied by the Corporate Legal department.

As a rule, avoid using slashes in documentation. If writing about a UI element label, such as **Show/Hide**, use the slash; otherwise do not use it.

Note: In the following examples, *and* is implied.

Approved

This film is suitable for both children and teenagers.

Select **A, B**, or both.

When you want the system to find the assemblies or classes, edit the configuration.

Use the **Show/Hide** feature in Microsoft Word to differentiate between tabs, spaces, and paragraph returns.

Avoid

This film is suitable for children and/or teenagers.

Select **A** and/or **B**.

When you want the system to find the assemblies and/or classes, edit the configuration.

Double-click on the row to modify/update the information.

Appears, Displays, Opens

Use *open* for objects the user is opening, such as dialog boxes. For messages or prompts that the system generates, use *displays* (a transitive verb which requires an object) or *appears* (an intransitive verb which does not require an object). If necessary in context, use the passive *is displayed*.

Approved

Click **OK** to open the **Open Project** dialog box.

The system displays an error message.

If you try to quit the program without saving the file, a message appears.

Avoid

The system appears with an error message if you do not log in with the correct password.

If you try to quit the program without saving the file, a message displays.

Champion/Challenger, Champion-Challenger

User lowercase with a hyphen between the two words: *champion-challenger*.

Choose, Click, Select

Do not use *choose* in procedures. Use *click* for buttons, icons, and links. Use *select* (and *clear*) for check boxes, radio buttons, menu items, and where there is more than one option.

When using *click*, do not use the words *the*, *button*, or *on* when describing the task.

Note: *Clickable* is acceptable where appropriate.

Approved

Click **Save**.

Select **File > Project Contents > Administration Tools**.

To delete a status, select the check box next to the row and click **Delete**.

Avoid

Click the **Save** button.

Choose **File > Project Contents > Administration Tools**.

To delete a status, mark the check box next to the row and click **Delete**.

CLASSPATH, classpath

When describing the specific variable, use *CLASSPATH*. If you are writing about the concept, use *classpath*.

Approved

Use `addenvvar` or `chgenvvar` to update the CLASSPATH variable.

Before you can import Java classes, you must set the classpath to the classes.

Avoid

Before you can import Java classes, you must set the ClassPath to the classes.

Complete, Perform

Use *perform* instead of *complete* when writing procedures. *Perform* is always a verb, whereas *complete* can be an adjective or a verb.

Approved

Perform a backup of the database before the installation.

Avoid

Complete the following steps to narrow down the list.

Comprise, Compose

Because the meaning of *comprise* and *compose* is often confused, avoid these two words altogether and use a synonym. *Comprise* means include, contain, or enclose. *Compose* means to make up, consist of, or constitute.

Approved

FICO Decision System consists of core applications, auxiliary tools, and utilities.

FICO Decision System includes four core applications: Designer, Projects Explorer, Runtime Server Applet, and Porting Requester.

Avoid

FICO Decision System is composed of core applications, auxiliary tools, and utilities.

The whole is comprised of the parts.

Configuring, Defining, Mapping, Setting Up

Do not use *setting up* when describing how to configure or set up a system; use *configuring* instead. Use *defining* instead of *configuring* to describe how to define a rule or characteristic. Use *mapping* for topics about field mapping.

Approved

Configuring Publication Manager

Defining Business Rules

Mapping Field Properties

Avoid

Setting up Publication Manager

Configuring Business Rules

Setting Field Properties

Creating, Modifying, Editing, Updating

Start procedural headings with a gerund, such as *Creating* or *Modifying*. Do not use *Editing* in procedural headings. Use *Updating* only when the action or task is something different than modifying.

Important: The Style Guide is being completely overhauled, and this topic will be modified in that process. In the meantime, be sure to follow the new guidelines for the use of gerunds here: GUID-62B15729-D52F-406B-9795-E0F0AAA49B56.xml.

Approved

Modifying Tables

Avoid

Updating Tables

Delete, Remove

Do not use *remove* to mean *delete*. Use *remove* when writing about removing a program or items in programs to customize an interface. Use *delete* when writing about the Delete command and as an imperative in procedures.

Approved

To delete a Hotlist, click the **Delete Hotlist** icon.

Use the **Add/Remove Programs** option to change or remove a program in Windows XP.

Avoid

To remove a Hotlist, click the **Delete Hotlist** icon.

Use the **Add/Remove Programs** option to change or delete a program in Windows XP.

Directory, Folder

Use *folder* when writing about Windows products and environments. Use *directory* when writing programming documents or documenting specific references to the structure of a file system, such as MS-DOS or UNIX environments.

The exception to this rule is when the UI contains the word directory; for example, *Directory Path* as a field name.

Earlier, Previous, Later (Release Versions)

To refer to one or more preceding versions of a product, use *earlier* or *previous* instead of *lower* or *older*.

To refer to a specific version of a product, as well as all future versions, use *later* rather than *higher* or *newer*.

Do not use *earlier* or *later* to refer to text mentioned elsewhere in a document.

Approved

As of JDK 11 and later, the Debt Manager Client is supported only on the Windows platform.

If you are upgrading from Falcon 6.4 or earlier, ensure your hardware is compatible with Java 11.

If you are upgrading and migrating data from a previous release of Decision Central, you will need to upload some processes to use them.

Avoid

The application supports Red Hat Enterprise Linux (RHEL) 6.x and lower.

The application supports Red Hat Enterprise Linux (RHEL) 5.x and higher.

You do not need to perform this configuration if you are using a newer version of the plug-in.

In older versions of Debt Manager, this report was included as a section of the **Entity Management** report.

Note: For related information, see Lower, Higher, Older, Newer and Previous, Preceding, Following, Next.

Get, Obtain

Use *obtain* instead of *get* when referring to retrieving information.

Approved

The Application Processing Module uses the references to obtain the enumeration values.

Avoid

The Application Processing Module uses the references to get the enumeration values.

Help, Online Help

Avoid the redundancy of using *online*, except when necessary to describe the Help system; in general, use just *Help*. The terms *online Help*, *context-sensitive Help*, and *online Help* files are acceptable when necessary to describe the Help system itself or to explain how to develop a Help system. *Help* should also be capitalized when used alone.

When referring to an Information Center, write out the entire word. Do not use InfoCenter.

Approved

You have easy access to hundreds of subjects in Help.

Avoid

You have easy access to hundreds of subjects in online Help.

Hence, Thus

Use *therefore* or *so* in place of hence and thus.

In Which, Where

Use *where* for location and variables (or other math-related areas). Use *Where* to indicate what variables stand for in an unordered list. Do not use *where* in places where *when* or *in* which are more appropriate.

Approved

The code identifies the bank branch where the debtor's account resides.

The name of the location where the auction is being held.

Promise To Pay is an arrangement in which a customer agrees to make one payment on a given date.

Repossession is the process in which a client recovers the asset of a customer due to delinquency or other contractual violation.

▶ To add a client from the `PMAX_HOME/util` directory, enter:$ tenantMgr.ksh -addClient new_tenant client <config_group>
Where:

- `new_tenant` is the name of the tenant to which the client will be added.
- `client` is the name of the client to be mapped to the tenant.

Avoid

The name of the location in which the auction is being held.

Promise To Pay is an arrangement where a customer agrees to make one payment on a given date.

Repossession is the process where a client recovers the asset of a customer due to delinquency or other contractual violation.

Indicates, Specifies

Indicates and *specifies* are similar but have different meanings and should not be used interchangeably.

Use the following guidelines to determine the appropriate word:

- The definition of indicate is to “suggest the necessity or advisability of”. Use indicate when the system displays a value resulting from an operation, for example, “The flashing button indicates that the application has identified a fraudulent claim.”
- The definition of specify is to “state explicitly or in detail”. Use specify when a user needs to set or enter a value, for example, “Use the SSNRecentlyIssued parameter to specify the number of years to use in the check.”

Latin Abbreviations

Latin abbreviations are often confusing to readers and cause difficulties for localization.

Avoid Latin abbreviations except to save space in tables and images.

- Instead of *e.g.*, use *for example*.
- Instead of *i.e.*, use *that is*.
- Instead of *vs* or *vs.*, use *versus*.
- Instead of *via* to mean *by way of*, use *by* or *using*.
  Exception: The use of *via* is acceptable in relation to transportation.
- Instead of *vice versa* or *vice-versa*, find another word or phrase.
- Instead of *etc.*, rewrite the sentence or use *such as*, *and so forth*, or *and so on*.

  Tip: Do not include *for example* and *and so forth* in the same phrase as doing so is redundant.

Launch, Start

Do not use *launch* to mean start, as in “launch an application”. Use *start* instead.

Example

Start the X install wizard.

See: For more information, see Action Syntax for UI Elements on page 75.

Lower, Higher, Older, Newer

To refer to the release history of software, use *earlier* or *later* instead of *lower*, *higher*, *newer*, and *older*.

For related information, see Earlier, Previous, Later (Release Versions) and Previous, Preceding, Following, Next.

Multi-tenant, Multi-tenancy

Use *multi-tenant* as a noun when referring to the multi-tenant functionality. Use *multi-tenancy* as an adjective when describing multi-tenant features.

Once, After

Do not use the word *once* as a synonym for *after* or *when*.

Approved

After you build the project, the **Add/Remove from Memory** dialog box opens.

Avoid

Once you build the project, the **Add/Remove from Memory** dialog box opens.

Out-of-the-box

Do not use *out-of-the-box*. Use *preconfigured* or *standard configuration* instead.

Previous, Preceding, Following, Next

Because the placement of text may change based on the device or reading method used, do not use *above*, *below*, or similar directional information to refer to other content within a document or topic.

When referring to material that has already been discussed in a topic, use *previous* or *preceding*.

When referring to material that occurs later in the same topic, use *following* or *next*.

If the material appears in a different topic, use a cross-reference.

Approved

The following table describes the icons.

The symbols described in the preceding paragraph are enclosed within brackets and can be repeated an arbitrary number of times.

Use the procedure described in the next section to configure the job steps.

Avoid

For information about creating user IDs, see above.

The table above provides the default roles and permissions for users.

The figure below illustrates the relationship between the variables.

Prompt

Do not use *prompt* as a noun, except when using the term *command prompt*, or if the UI you are documenting heavily refers to prompts (as in BusinessObjects). Use it as a verb to mean that the system is requesting information or an action from the user. Use *message* or *error message* instead.

Approved

After the process is complete, a command prompt appears.

During the installation, you are prompted to insert disks one by one.

Avoid

If you receive a prompt that the setup is incomplete, make sure all fields contain information.

Note: For more information, see Technical Terms.

Right-click Anywhere in the White Space

Do not use *right-click the white space* in a topic. Use *right-click anywhere in the white space* instead.

Do not use *in*, *on*, or *the* immediately after *right-click* or *right-clicking*. This scenario frequently occurs when the user needs to right-click on an open area to activate the shortcut menu.

Approved

Right-click anywhere in the white space and select **New Strategy** from the shortcut menu.

Avoid

Right-click white space and select **New Strategy** from the shortcut menu.

Right-click the white space and select **New Strategy** from the shortcut menu.

Right-click in white space and select **New Strategy** from the shortcut menu.

Right-click in the white space and select **New Strategy** from the shortcut menu.

Right-click on the white space and select **New Strategy** from the shortcut menu.

Since, Because

Avoid using *since* to mean *because*.

It is a localization problem and in some cases, it can result in ambiguity. Use because to refer to a reason and since to refer to a passage of time. If it is possible to misinterpret the meaning of since as referring to a reason, rewrite the sentence.

Approved

Because I installed the cable modem, I can download messages very quickly.

Since installing the cable modem, I can download messages very quickly.

Avoid

Since I have the faster modem, I will download the file.

Use, Utilize

Do not use *utilize*; write *use* or another appropriate synonym instead.

Utilize means using something in a way in which it was not meant to be used, but in technical and business writing, it has become a synonym for the clearer and more concise *use*.

Approved

Some applications are unable to use expanded memory.

If a form contains many fields that use the same information, repeat the information with the ASK and REF fields.

Avoid

The models utilize the input data associated with each new event.

Validate, Test

Do not confuse the different meanings of *validate* and *test* . Use *test* when writing about determining the quality of an item and *validate* when writing about the confirmation or approval of something.

Examples

Validate a work queue definition while creating or modifying it to avoid problems later on.

Run a report to test the effectiveness of the new rule.

ZIP Code, Postal Code

Use the generically international *postal code* in text. Avoid using *ZIP Code* unless the UI being documented contains a “Zip Code” field (and then speak with Development to have it changed)

Prohibited Terms

Avoid the following terms, some of which can have offensive connotations.

Prohibited Term	Allowed Term	Definition
master	primary	In an electronic interaction, the device that acts as the controller and initiates the commands for the other ("secondary") devices.
slave	secondary	In an electronic interaction, one or more devices that respond to the commands of the controlling ("primary") device.
blacklist	blocklist	A list of domains, email addresses, IP addresses, or other identifiers for which delivery of emails or other computer access is blocked.
whitelist	allowlist	A list of entities approved for authorized access or privileged membership. For example, IP or email addresses that belong to a particular "safe" domain.
black hat	unethical	When referring to a hacker, a person who attempts to find computer security vulnerabilities and exploit them for personal financial gain or other malicious reasons.
white hat	ethical	When referring to a hacker, a computer security specialist who intentionally tries to break into protected systems and networks to test and assess their security.
blackbox (or "black box") testing	behavioral testing	A software testing method in which the internal structure, design, or implementation of the item being tested is not known to the tester.
whitebox (or "white box") testing	structural testing	A software testing method in which the structure, design, or implementation of the item being tested is known to the tester.

Prohibited Term	Allowed Term	Definition
DMP Manager UI		Never refer to *DMP Manager UI* in user-facing documentation.

Appendix A

Revision History

The following changes have been made to this guide since the last release.

Date	Initials	Issue #	Chapter/ Appendix	Change
August 2024	PBJ	TPI-893	Various	Updated links based on an external dependencies report. There were some unexpected broken links in addition to Box link changes.
	EG	TPI-784	Glossaries	Streamlined chapter. Removed procedural information.
August 2025	AB, JJ, PBJ, VM		Introduction	■ Removed *CMOS the Web Style Guide* as a reference. ■ Added the *Google Style Guide for APIs*, and Write the Docs, and N-Gram Viewer for general writing guidance.
			General Principles	■ Added the *General Principles* chapter to contain a handful of topics that did not fit anywhere else. ■ Added a new *Accessibility* topic. ■ Condensed the *Copyrights and Trademarks* chapter into a single topic, and updated the topic to reflect the Legal requirement to trademark product names at first mention in every topic. ■ Added a new *Customer Support* topic to reflect the name change. ■ Added a new *Error Messages* topic that points to the Confluence page that is the single source of truth. ■ Replaced all topics related to localization and global audience with a cross-reference to the Confluence page that is the single source of truth.

Date	Initials	Issue #	Chapter/ Appendix	Change
				■ Added a new *Timelessness* topic to explain the need to keep our docs applicable to a single release. ■ Added a new *Tone* topic (formerly called *Voice and Tone* on the UX experience site).
			Language and Grammar	■ The reorganized chapter now contains the following topics: - *Abbreviations,* with revised guidelines for first mention of acronyms to exclude headings, and to clarify that the spelled-out acronyms are not always capitalized. - *Anthropomorphisms,* with guidelines about how to avoid them. - *Articles.* - *Capitalization,* with new guidelines for headings and guidelines to capitalize the second word in hyphenated terms in headings. - *Context*, to emphasize the need to situate a reader in the UI before telling them what to do). - *Contractions.* - *Gerunds.* - *Plurals in Parentheses.* - *Possessives,* to clarify the use of *its* and *it's*. - *Prepositions,* with guidelines about using them to break up noun strings. - *Pronouns* (to clarify the use of "you" and "the user"), - *Relative Pronouns,* to disambiguate the use of *that* and *which*. - *Verb Tense*, to emphasize the use of present tense. ■ Some of the topics related to formatting were moved to the new *Format* chapter.
			Format and Structure (formerly *Organization and Structure*)	■ *Topic Titles and Introductory Text* was merged with parts of *Captions for Figures and Tables* and edited for brevity. Other parts of the *Captions* topic were merged with

Date	Initials	Issue #	Chapter/ Appendix	Change
				Titles. Added a new subtopic called *Run-in Headings*. ■ A new *Dates and Time* topic was added. ■ *Graphics*, *Figures*, and *Figure Captions* were merged and edited for brevity. Much of the content about graphics was moved to the DAG. Table and figure captions are now optional. ■ Added a new *Footnotes* topic. ■ Added a new *Examples* topic. ■ Added a new *Italicized Words* topic. ■ Added a new *Keystrokes* topic. ■ Added a new *Numbers* topic. ■ Added a new *Paragraphs* topic. ■ *Troubleshooting, Parts,* and *Addenda* topics were moved to the *Specialty Chapters* chapter. ■ Moved much of *Procedures*" topic to DAG. Edited the retained content for clarity. ■ Updated *Short Descriptions* to clarify best practices and add examples. ■ Updated *Lists* to clarify best practices. ■ Updated links to error message guidelines.
			Punctuation (formerly *Capitalization, Punctuation, and Hyphenation*	■ *Capitalization Basics* and its subtopics were combined into a single *Capitalization* topic. Capitalization rules are simplified. ■ Added new topics for each type of punctuation: *Colons, Commas, Dashes, Ellipses, End Punctuation, Exclamation Points, Hyphens, Parentheses, Question Marks, Quotation Marks, Semicolons,* and *Slashes*. ■ The second word of compound words are now capitalized in titles. ■ En-dash and em-dash use has been clarified. ■ Guidelines for hyphens has been simplified. Lists of hyphenated words were removed in favor of consulting a dictionary or the corporate glossary.

Date	Initials	Issue #	Chapter/ Appendix	Change
			User Interfaces	■ Incorporated guidelines from the UX standards produced by the Product Design team. ■ Clarified the names and use of IRIS widgets and other UI components. ■ Added a graphic to illustrate capitalization rules.
			Specialty Chapters	This new chapter contains existing topics for *Database Descriptions, Troubleshooting, Release Notes, FAQs, Indexes,* and *Glossaries*, all of which explain how to create specific types of chapters. This information needs to be moved to the DAG.
			Word Lists	Various glossaries were moved to this chapter. The contents will be updated in the future.
			Glossary	The *Corporate Glossary* has been removed and replaced with links where appropriate. Part of the content from the *Words List* chapter will probably be moved to this chapter in the future.

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