



Related Links

You can add related links to a topic to refer the reader to other topics, external references, or web pages.

Related-link elements specify the tags that you use to add related links at the end of a topic. Because related-links are output as hyperlinks, they are most appropriate for electronic delivery. If your output is to print or PDF, the links may not appear in the print or PDF unless you specify a format for the link in your stylesheet.

Although the related links section at the end of each topic is useful, we recommend that you create links using a relationship table as described in Lesson 17: Relationship Tables. If you create related links at the end of each topic, you cannot as easily reuse the topic because you must ensure that all the linked topics are included in your DITA map. If a topic is missing, you will get a broken link. If you create a relationship table, all the links are in one place, making them easier to maintain.

Your related links can point to any topic, including

- topics in your information set
- topics outside of your information set but available in a repository in your organization
- documents outside your organization

If you include a link to a non-DITA topic, you must include both a link title and short description in the link metadata. These items ensure that your users understand something about the topic in the link. If you link to a DITA topic in your information set, your processing pipeline extracts both the title and short description to create the link text in the topic. If you choose not to display a short description, you can change this feature when you create your stylesheets.

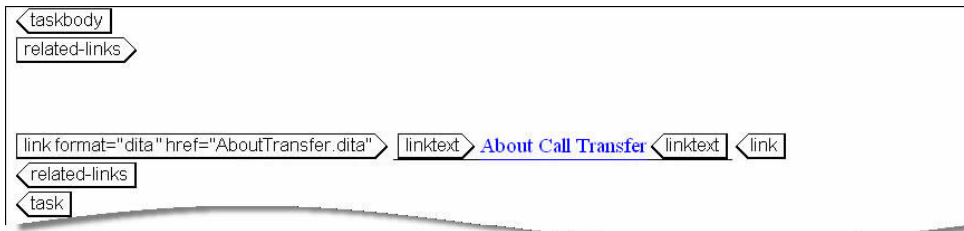
Adding related links

This lesson explains how to add related links to your topics.

In this lesson, you learn to add standard elements to create related links in any information type, such as `<related-links>`, `<link>`, `<linktext>`, and `<desc>`.

1. Choose **File** ⇒ **Open** ⇒ **TransferringACall.dita** to open the `TransferringACall.dita` task topic you created in Lesson 3: Task Information Type.

In the `TransferringACall.dita` task topic, you added a `<related-links>` container and a `<link>` element to point to another DITA topic.

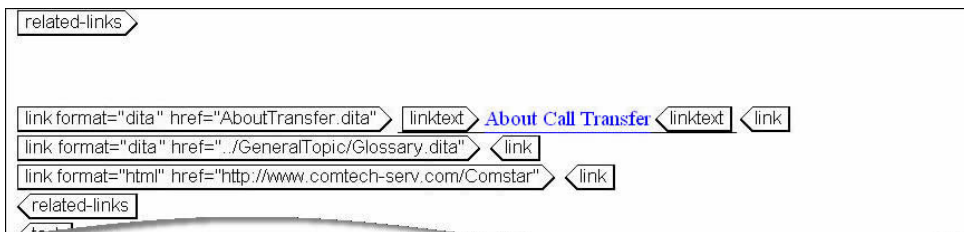


2. Add additional `<link>` start and end tags as needed by placing your cursor after the `AboutTransfer.dita` link and selecting `<link>` from the elements menu.

For every related link you want to add, you must use a separate `<link>` element. Within each link element, specify a value for the `href` attribute. In your `href` attribute, you must point to the target information you want to include using absolute or relative path and file names. The file path must be relative to the topic you are authoring.

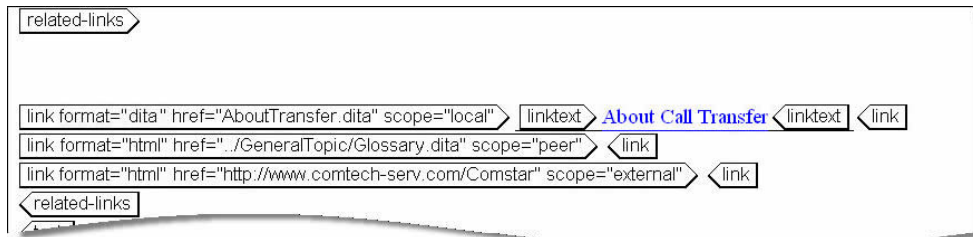
You also need to include a value for the `format` attribute. The `format` attribute identifies the format of the file you are linking to.

The following example illustrates using empty elements for linking. The `AboutTransfer.dita` and `http://www.comtech-serv.com/Comstar` use empty elements, which means that there is no text between the start and end tags.



3. Add the `scope` attribute to each `<link>` element.

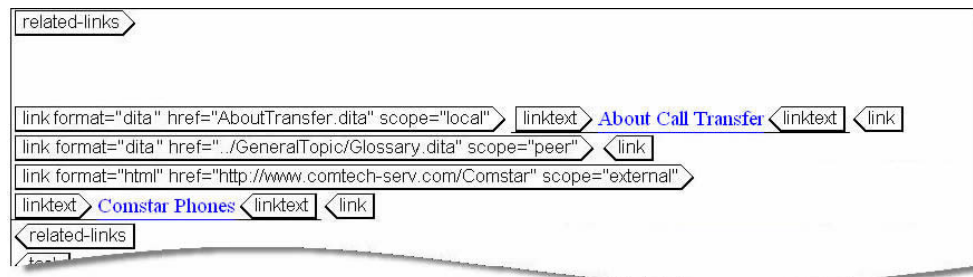
You can set the value to "local", "peer", or "external", depending on the location of the target topic. The *scope* attribute tells the processor how to process a link. For more information about the *scope* attribute, see Lesson 12: Scope Attribute.



4. Add `<linktext>` start and end elements to the `http://www.comtech-serv.com/Comstar` link by placing your cursor between the `<link>` start and end elements and selecting `<linktext>` from the elements menu.

Not all related links need link text because your processor will automatically use the title from your target topic. For example, when you create your output, your `AboutTransfer.dita` link uses the title "About Transfer" as the link text in your related links section.

For topics that don't have a DITA title element, use the `<linktext>` element container to specify text for your link. For example, because the `http://www.comtech-serv.com/Comstar` isn't a DITA topic, you will need to add link text because your processor can't pull text from the web page. If you do not use link text, your processor will use the value you provided in the *href* attribute (i.e., `http://www.comtech-serv.com/Comstar`).



5. Add `<desc>` element start and end tags by placing your cursor after the closing `<linktext>` tag and selecting `<desc>` from the elements list.

The description provides the user with a brief description of the linked topic or resource. We recommend adding a description for external links to provide your user with additional information about the target topic. If you

don't provide a description, the processor creates a hyperlink of the text or *href* value for your user to navigate and doesn't include any description.

```
link format="html" href="http://www.comtech-serv.com/Comstar" scope="external">
linktext Comstar Phones <linktext
desc Order your Comstar phone today. <desc
<link
```

The following example shows the complete related-links section in your task topic.

```
related-links>
link format="dita" href="AboutTransfer.dita" scope="local"> linktext About Call Transfer <linktext <link
link format="dita" href="/GeneralTopic/Glossary.dita" scope="peer"> <link
link format="html" href="http://www.comtech-serv.com/Comstar" scope="external"> linktext Comstar Phones <linktext
desc Order your Comstar phone today. <desc
<link
<related-links
```

Figure 2.20 shows how related links are rendered.

Transferring a call

When you transfer a call to another person in your office, you have two ways of handling the transfer.

When you transfer the call without speaking to the person, it is an unannounced transfer. When you speak to the person receiving the transferred call, it is an announced transfer.

1. Press the transfer button.
2. Dial the number.
Dial the number manually, use your pre-defined speed dial keys, or go to your company directory.
3. Transfer the call.

Type of Announcement	Steps to complete
Announce a call transfer.	<ol style="list-style-type: none"> a. Speak to the person. b. Hang up the phone.
Transfer a call unannounced.	<ul style="list-style-type: none"> ■ Hang up the phone.

Note: If you announce a call and the person refuses the transfer, do not hang up the phone. Press the transfer button again to retrieve the call on your phone.

The call is transferred.

[About Call Transfer](#)

[../GeneralTopic/Glossary.dita](#)

[Comstar Phones](#)

Figure 2.20 Related links example rendered

Related-link elements

The following related-link elements are used in the DITA model.

<link> link

Use the <link> element to define the relationships between topics. Use the <linklist> and <linkpool> elements to define groups of links and categorize them using a common attribute. The links will be sorted during output based on these additional attributes.

<linklist> link list

Use the <linklist> element to define a group of related links by giving the group a title. The *collection-type* attribute defines the group of links and can be set to "unordered", "sequence", "choice", or "family". For more information on the

collection-type attribute, see Lesson 15: Collection-type Attribute. The list of links will output in the same order you added them to your topic. If you add a `<linkpool>` element, the order of the links is determined during output.

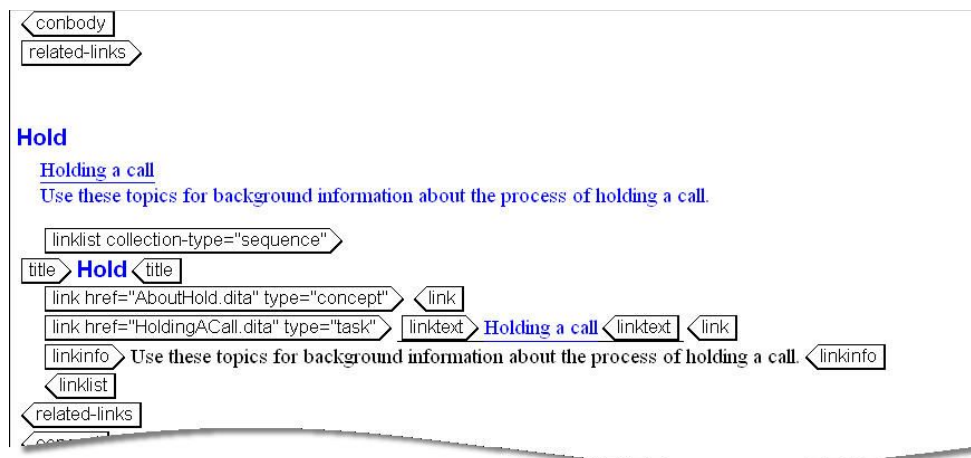
`<linkinfo>` link information

Use the `<linkinfo>` element to add a descriptive paragraph to a list of links.

`<linktext>` link text

Use the `<linktext>` element to specify the label or line of text for a link. Use the `<linktext>` element when the target reference cannot be reached or when the target is a non-DITA topic. During output, the `<linktext>` information will be output inline within the reference topic.

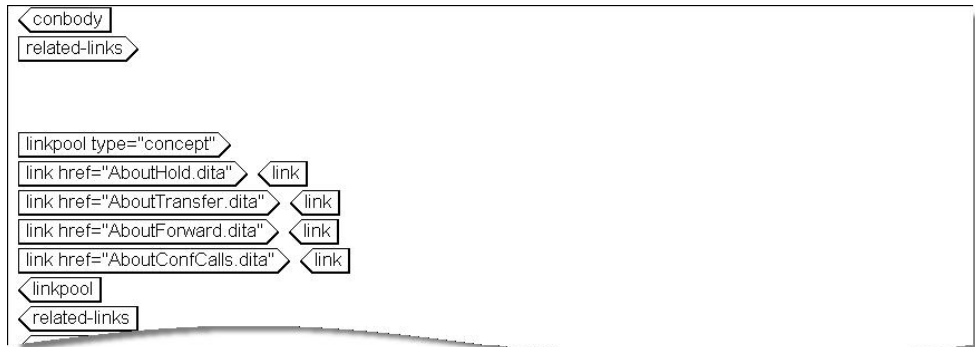
The following example illustrates how to use the elements described above.



`<linkpool>` link pool

Use the `<linkpool>` element to group a set of related links that have a common characteristic. These characteristics may be type, audience, source, etc. Use the `<linkpool>` element in place of the `<linklist>` element. The order your links are listed in the `<linkpool>` element does not affect the output. Instead, the processor sorts through the links and determines the order for output. All links within a linkpool inherit any attribute associated with the `<linkpool>` element. Usually, the *type* attribute defines the group of links attributes and can be set to "concept", "task", "reference", "other", and more. For more information on the *type* attribute, see Lesson 13: Type Attribute.

The following example illustrates how to use the `<linkpool>` element.



Related link review questions

1. Why should you use related links?
2. What is the difference between the <xref> element and the related-links section?
3. How does the *scope* attribute affect a link in the related-links section?
4. What is the purpose of link text?
5. What is the difference between link list and link pool?