

tts performance suite

What's New in Release 2021



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tts performance suite 2021

The 2021 release not only adds numerous new functions and improvements, but also introduces a couple of changes in the naming of the software and its components. The supposedly smallest but most important change: the tt performance suite becomes the **tts** performance suite. However, not only the software package, but also its individual components are given new names in order to emphasize their individual function within the tts performance suite even more clearly:

The authoring component of the tts performance suite is from now on called **Producer**. The content created with the Producer can be managed and curated in the **Curator** alongside any additionally uploaded third-party content. Within the Curator, they can be released for display via browser - in **WebAccess** - and for context-sensitive support of your users - in **QuickAccess**. If QuickAccess users want to contribute missing content themselves, they can use the **Creator** in the usual way.

The 2021 release of the tts performance suite functionally expands, among other things, the deployment scenarios for push notifications. Thus, you now not only have the option to define an alternative search context, but also the frequency in which the notifications are retrieved from the server can be controlled depending on the intended usage scenario.

Thanks to the possibility of inserting images, you can now also create step-by-step lists for non-IT purposes quickly and easily with the Creator. With the MP4 video creation function in the Producer, you can use your content in new ways.

The new User Administrator role now gives you more fine-grained control over the administration of tts performance suite users, without having to put other administrative permissions in too many hands.

With the new responsive layout of WebAccess, a design is available (upon request) in which your content is presented in an appealing way on all devices and in all display formats.

Numerous improvements and optimizations, such as in the Analytics Dashboard, as well as some new SmartComponents complement the release. Below you will find an overview of all the new features.

1 Performance Support

1.1 Alternative search context for push notifications

Since their introduction with the 2019r2 release of the tts performance suite, push notifications have become a popular tool to notify users of new or changed content in QuickAccess.

Until now, it has been necessary to link the content to which you want to refer via notification to the context in which the notification is also displayed. However, more flexibility is often required, especially in the case of software changes. For instance, when using an obsolete software function, the user should be shown the appropriate help via notification in order to make it easier to get started with the new function.

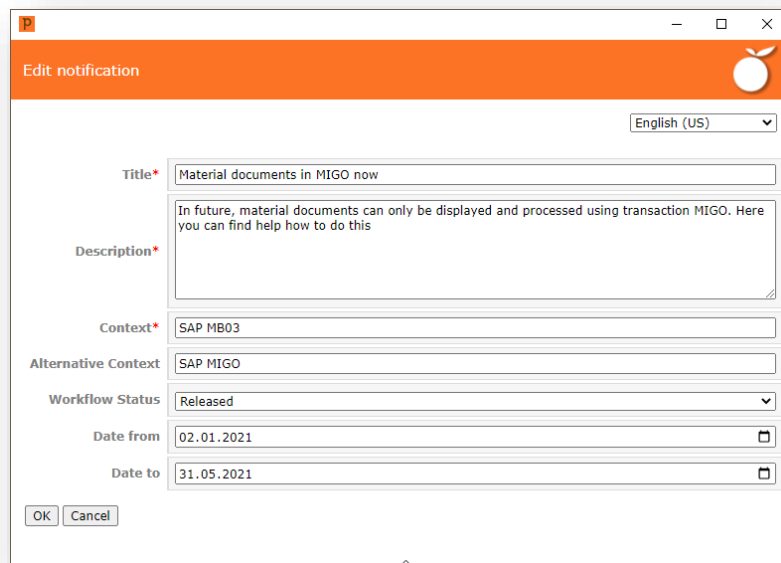


Figure 1: Maintenance of the alternative search context of a push notification in the Curator.

Using the alternative search context, you can now do this without having to adjust the context of the displayed content. As usual, the push notification is displayed when the user operates in the corresponding context of an application. If no "alternative search context" is maintained, clicking on "More details" in the notification as before leads to a QuickAccess result list with content for the corresponding context.

If other content is to be displayed instead, the alternative search context can be set to any other context. If this is the case, the results list for the alternative search context will be presented when "More details" is called up.

If, for example, you want to point out in the SAP transaction MB03 that transaction MIGO should be used in the future, continue to enter "SAP MB03" in the Context field, but enter "SAP MIGO" in the Alternative Search Context field (see Figure 1). As soon as the user now opens the (obsolete) transaction MB03, the push notification will be displayed pointing to the newer transaction "MIGO".

Clicking on more details then leads to a list of results for "SAP MIGO" thanks to the alternative search context, allowing the user to see the content directly that makes it easier for him to get started with the transaction that is new to him (see Figure 2).

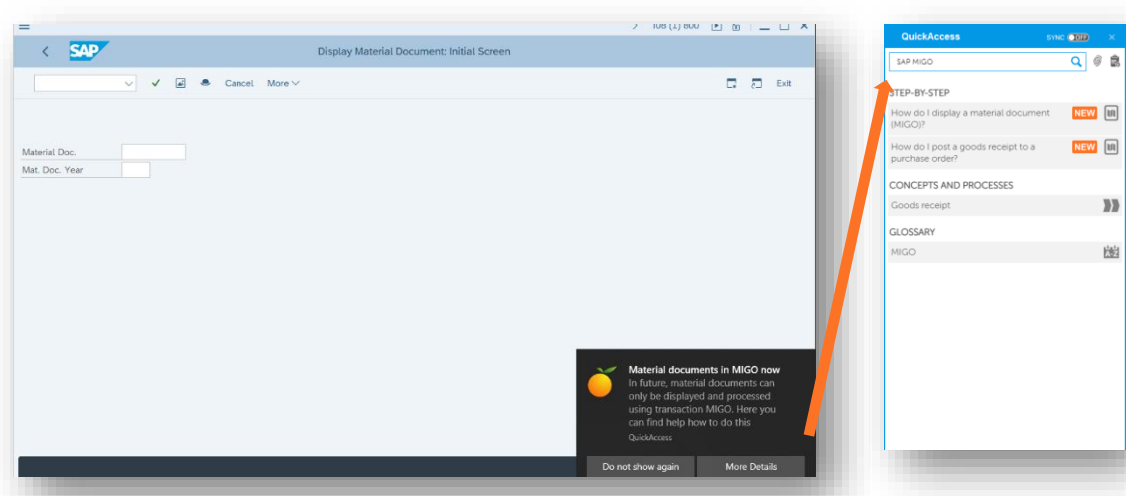


Figure 2: Notification and results list when using the alternative search context

The alternative search context also increases the number of usage scenarios for the "*" wildcard. Until now, the "More details" button was hidden for push notifications in the "*" context. If an alternative search context is defined, it is now displayed and opens the corresponding results list when clicked.

1.2 Configurable update interval for push notifications

Until now, the push notifications maintained in Curator were retrieved via QuickAccess once every time the application was started. Even though this covered a large part of the usage scenarios, there are still cases where it would be desirable to send out notifications at shorter notice.

Release 2021 of the tts performance suite therefore makes it possible to configure the update interval for push notifications on the client side in increments of one minute.

2 Content Creation

2.1 Creator - Images for creating attractive non-IT content

As of tts performance suite release 2021, the Creator makes it possible to insert images into step lists without necessarily having to record an IT application first.

This means that even non-IT use cases can be illustrated quickly and easily with images. An image can be inserted with a simple click directly from a manually inserted step.

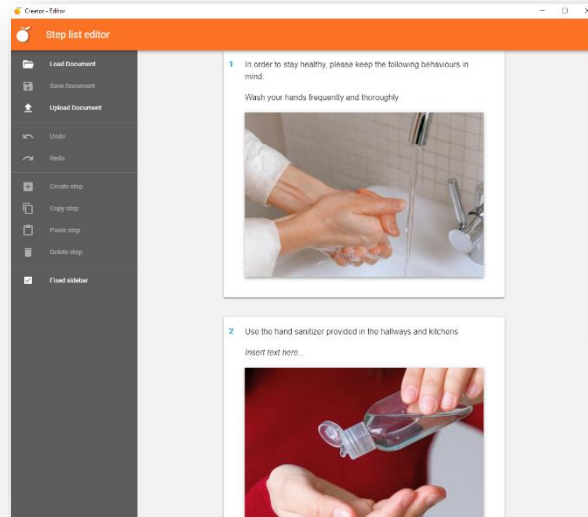


Figure 3: Images in the Creator

By double-clicking on such an image, an editor window is opened in which the image section can be adjusted - comparable to the screenshots in recorded steps. The selected cutout is then automatically scaled to the width of the step list and proportionally adjusted in height - just as you are used to from the IT step lists.

By hovering the mouse over the image, buttons are also displayed to remove the image from the step list with a single click.

2.2 Creation of MP4-Videos

As of release 2021, the tts performance suite can be used to record and export e-learning content as video. The learning units from which the videos are created can be played back fully automatically in film mode or controlled interactively during recording.

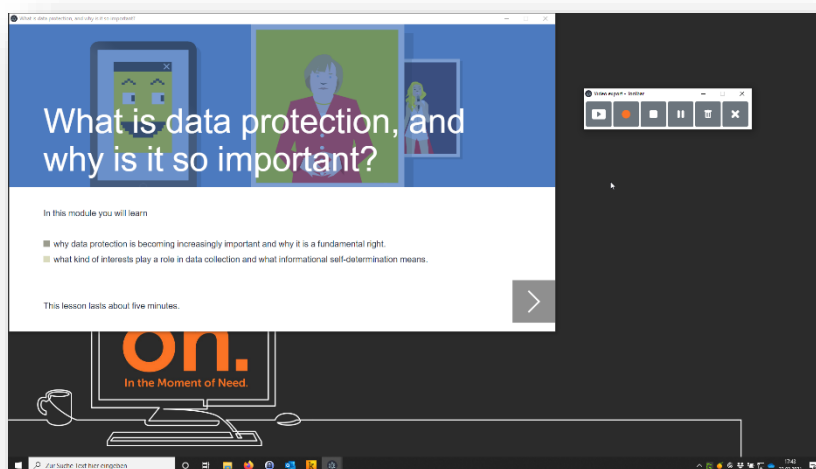


Figure 4: Recording of the video of a learning unit

2.3 New SmartComponents

2.3.1 Animated GIFs

This component allows you to insert animated GIF files into your learning units. In addition to the GIF file itself, you can also define a static image that is displayed until the animation starts, as well as the start time (e.g. "when entering the page" or "on mouse over") and a possible delay of the animation start.

You can use the component for attractive animated backgrounds or avatars, for example.

2.3.2 Video Control

The "Video Control" component allows you to integrate "Play", "Pause" and "Stop" buttons into your learning units outside the video component itself and adapted to your individual design. You can adjust the color values of the predefined appearance as well as import your own image strip with a completely individual design.

It is therefore possible to integrate the video control into your navigation bar, for example, and to adapt it exactly to the appearance of it.

In addition, the Video component itself has been updated along with the introduction of video control. It now provides triggers with which you can react to the events "Video started", "Video paused" and "Video stopped" within your learning unit. For example, the buttons of the video control can be shown or hidden according to the current state of the video.

2.3.3 Date variable

The SmartComponent "Date variable" allows you to display the current date or time at the time the learning unit is running within your content. In addition to various design options, you can also choose from a variety of different display formats for displaying the date and/or time.

2.3.4 Improvements to existing SmartComponents

In addition to the new SmartComponents mentioned above, some improvements/extensions of existing SmartComponents were also made.

For the single choice/multiple choice quiz elements, an alternative image strip can now be defined for the assessment mode. In this way, it is possible, for example, to ensure that learners in assessment mode do not receive any visual feedback about which answers were specifically correct or incorrect, without having to eliminate this feedback in learning mode. If no alternative image strip is applied, both modes still use the same image strip.

The "Pairs v2" component has been extended with the option to include the correct completion of the game in the result evaluation. If this option is activated, learners will receive the defined score for the respective instance of the component as soon as they have completely solved the game once (regardless of the time required).

In the component "Evaluation: Overall result v2", it is now possible to display the current Test result not only visually in the form of a progress bar, but also textually in the form of various text modules (e.g. "achieved points" or "achievable points").

The "Evaluation button" has been extended by the options to automatically switch to the next step after evaluation. This option can be activated separately for the learning and/or assessment mode.

3 Curation and Management of Content

3.1 User administrator

From version 2021 of the tts performance suite, a new predefined role is available in addition to the "Administrator" within the author roles that you can assign to your users: The "User administrator".

This role allows users who are not administrators to create new users and maintain the permissions of these users. In contrast to a normal administrator, the user administrator has access to the "Settings" view within the curator, but can only access those functions that directly affect the maintenance of users. Other setting options remain hidden from user administrators.

User administrators can only assign or remove roles that they have themselves and cannot create, edit or delete roles for other administrators or user administrators.

4 Usage of content

4.1 Responsive WebAccess layout

With the introduction of version 2021 of the tts performance suite, we offer you the possibility to use a responsive layout for your WebAccess.

The new design not only moves the navigation to the top of the page, but also adapts seamlessly to any screen and device size. This means that content can be presented attractively on large desktop monitors as well as on tablet or smartphone displays. All views have been specifically adapted to the requirements of the respective display size. For example, process chains are still displayed horizontally on the large screen, but vertically on the smartphone.

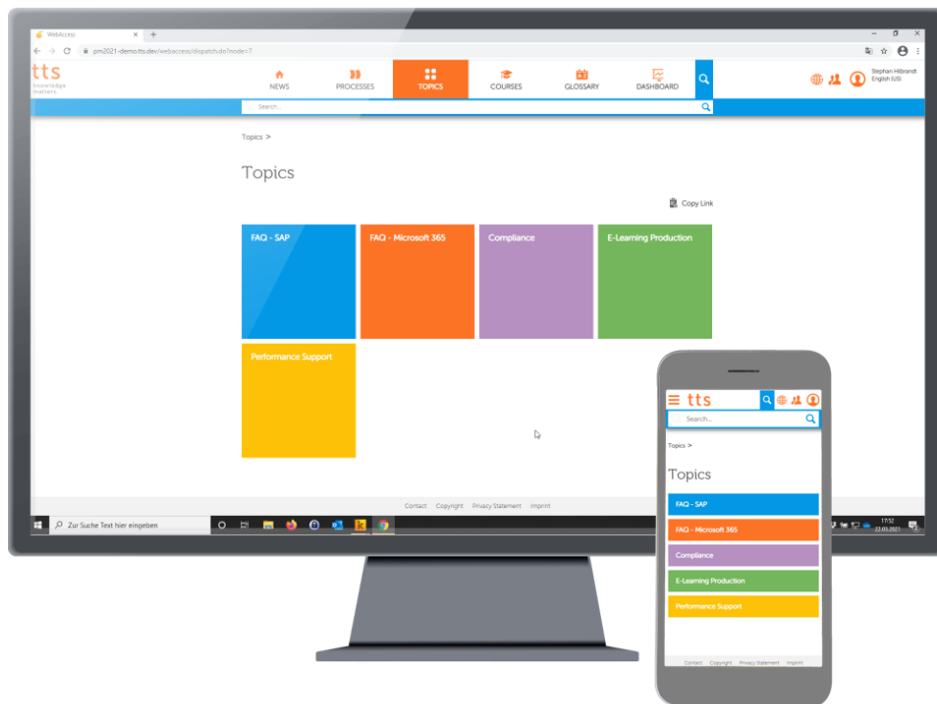


Figure 5: The WebAccess topic view in the new, responsive design.

Your existing individual WebAccess design remains unaffected by the change and can of course continue to be used after the version update. If, on the other hand, you want to update your design to the new responsive version, we will be happy to show you the corresponding possibilities of this in individual consultation.

5 Miscellaneous

5.1 Analytics Dashboard

Release 2021 of the tts performance suite also brings a number of changes to the tts Analytics Dashboard.

In all line charts that cover a period of more than one month, it is now possible to select via a toggle switch whether the individual daily data points are to be shown or the points of a month are aggregated to one data point.

In order to improve the interpretability of the data, we have now separated data relating to visits from those collected in connection with visitors. In addition, information on the region of origin has been added to the visitor data.

The tracking of document types in document calls is also reflected in the CSV exports as of this release and can be used from there for the purposes of further reporting.

5.2 Multi-SAML

For complex logon scenarios in which the user data is to be obtained from several different SAML identity providers (IDP), the tts performance suite now offers a corresponding solution. Your consultant will be happy to discuss the possibilities of using this option in your scenario.

6 End-of-life announcements

In some cases, functions and technical components must be discontinued in order to create room for innovation and to adequately meet future technological requirements. This section summarizes the relevant points for version 2021.

6.1 Discontinuing the Media Library Adapter

Since its introduction some time ago, the possibility of integrating an external media library has only found its way into productive use in a very few cases. Therefore, we have decided to discontinue the support of such a media library as of version 2021.

6.2 End of support for Internet Explorer 11 from Release 2021r2

Microsoft will discontinue support for Internet Explorer 11 in August 2021. With Edge, Microsoft has had a modern browser alternative available for a while that is also supported by the tts performance suite in all relevant areas. With Chrome and Firefox, users can also use the tts performance suite with all other relevant browsers for their usage scenarios. To ensure that we can continue to support modern browser technologies in the future, we are concentrating our maintenance and further development efforts on the aforementioned browsers and will discontinue support for Internet Explorer 11 as of tts performance suite 2021r2.