Roles and target groups

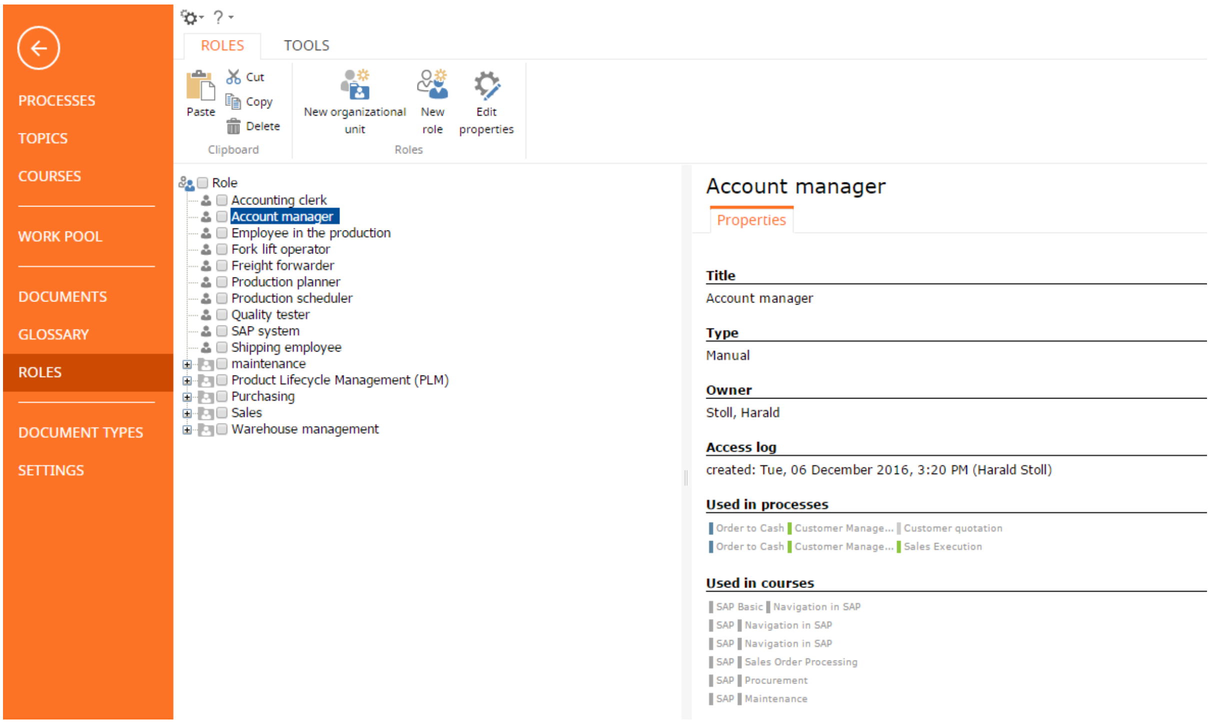
In this documentation, you will learn how to provide different knowledge about roles to different target groups.

1 Introduction

It's important to know which roles require which knowledge in order to be able to provide employees with knowledge in a targeted manner. This connection between knowledge and a particular role is established in tts performance suite. Employees can then access the required knowledge with the help of their role.

2 Roles view

The Role view allows you to maintain the roles that you then assign to the process steps (roles) in the **Process view** and to the courses (target groups) in the **Course view**. The Role view can also be used to store roles grouped according to organizational units. Roles are always automatically displayed in alphabetical order in the tree on the left. The properties, which list all details, can be found on the right. This also includes the use. This is displayed separately for processes and courses. Roles and organizational units can be maintained in several languages. Maintenance is done via the **Edit properties** function in the "Roles" function group.

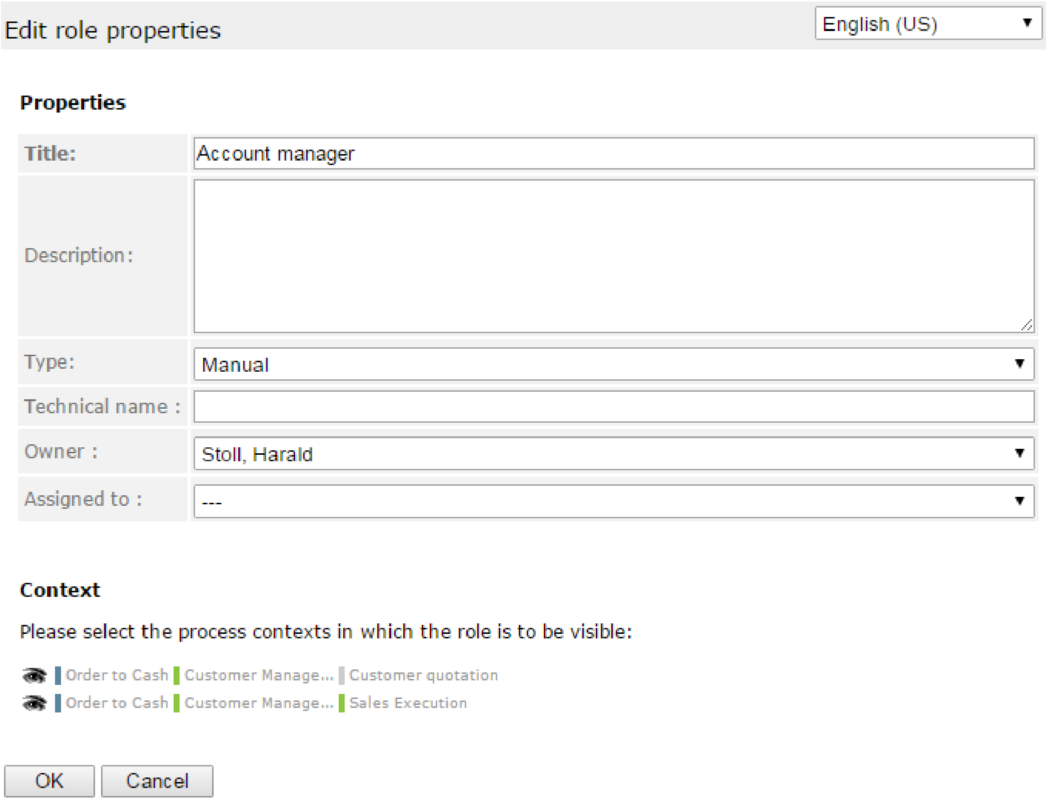


To move roles to a different organizational unit, simply cut them out and paste them into the desired organizational unit.

- A confirmation prompt appears whenever you want to delete an organizational unit or roles. And a warning appears whenever one or more roles have already been assigned to processes or courses as these assignments would also be automatically deleted when the roles are deleted.
- Roles that have been copied to the clipboard can also be pasted into the Process view under roles or into the Course view under target groups.

3 Properties of a role

A role's properties are maintained via the Properties dialog, which is also the place where the process context (use) is displayed.



The **language switcher** at the top right-hand corner allows you to change language in order to maintain the role in another language.

The **Type** field can be used to set various icon images for depicting the role. You can choose between "Automatic" and "Manual". If you set "Automatic" as the Type, the role will be shown as a "silo" in the process depiction as it will then be regarded as an automatic system process in the background.

The various uses of the role in processes is displayed under **Context**. Here you can decide whether a role is to be visible in a context or not for the Process view.