In the Moment of Need.

tts digital adoption solutions

Business Guidance

Open Training Session on tts performance suite

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Agenda

1 **Business Guidance: Basics and Learning Objectives**

2 **Creating Business Guidance**

3 **Hands on 1: Editorial structure**

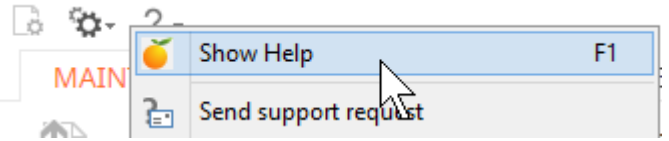
4 **Hands on 2: Non-linear navigation**

5 **Outlook**

Where do I find more information

... and help?

F1 help



Online help portal

Knowledge Base

Facing technical problems?

support@tt-s.com

Learning objectives

In this Open Training, you will acquire the following skills:

- You know what inline content building blocks are.
- You know how to use inline content building blocks to create embedded content for business guidance.
- You can build alternative navigation structures in the process and topic view.
- You know how to contextualize structural elements, assign performance support categories and define search terms.
- You know the rules for the final check of the created content.

Use of Business Guidance

Business Guidance is comprehensive knowledge that is tailored to the individual needs of employees in order to optimally support them in their tasks.

It combines **technical and company-related information** and places it in a **topic-** and **process-oriented context** in order to map processes holistically.

With the browser recorder, employees can share their specialist knowledge for IT applications in **step lists** (technology guidance) quickly and efficiently with others.

Useful **documents and forms** can be uploaded by employees to be consumed by everyone.

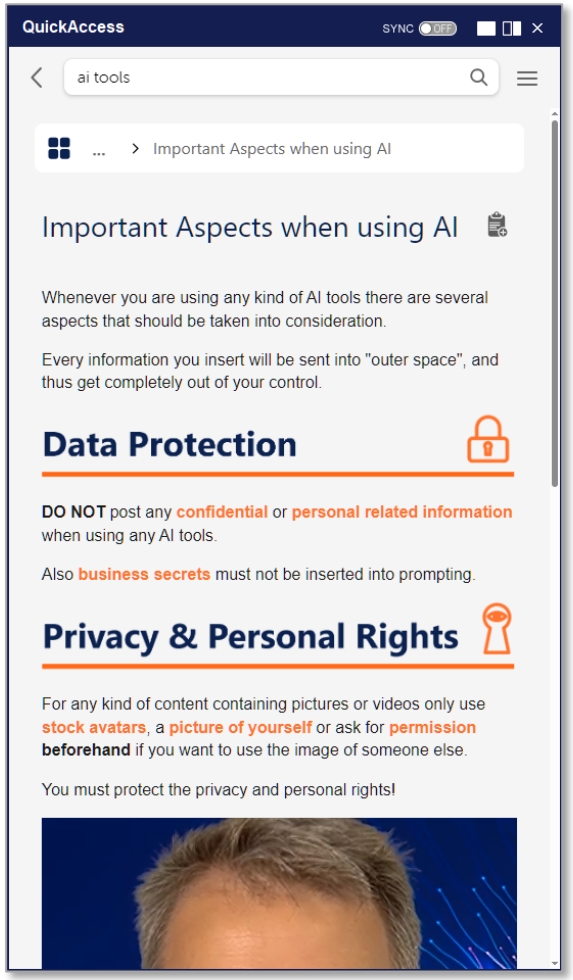
Make content attractive for your employees by enriching it with **text, images** and **videos**.

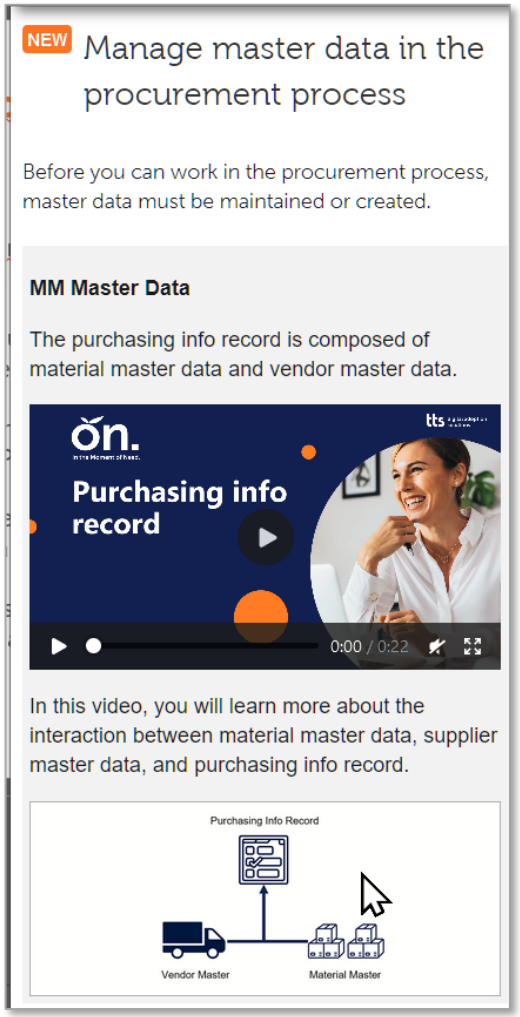
QuickAccess

Editorial structure

Non-linear navigation

Demo 1





Demo 2

Creating Business Guidance

Content creation with tts performance suite

Content-bearing elements and structure

Document-based content

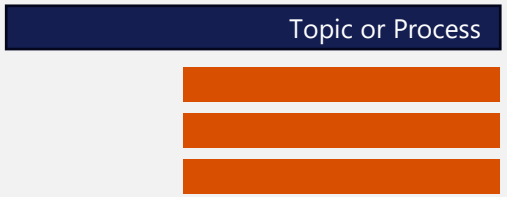
Document

- Creator Template: Step list
- Producer Document
- Any uploadable file
- Link
- Placeholder

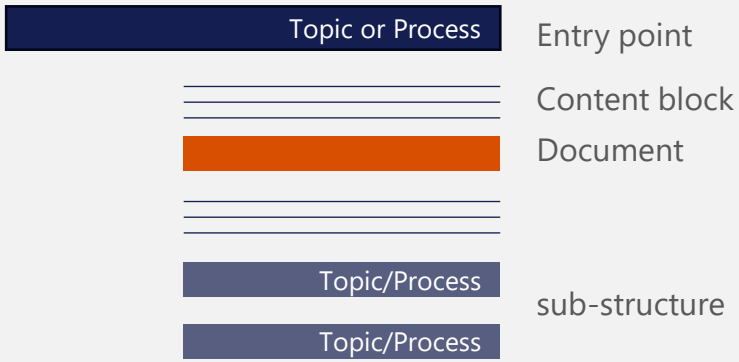
Content block

Creator templates like:
- Richtext
- Imagemap, Video
- …

Classic structuring



Redaktionell angereicherte Struktur



DEMO

Creating Business Guidance:

Editorial structure

Differences between a document and a content building block

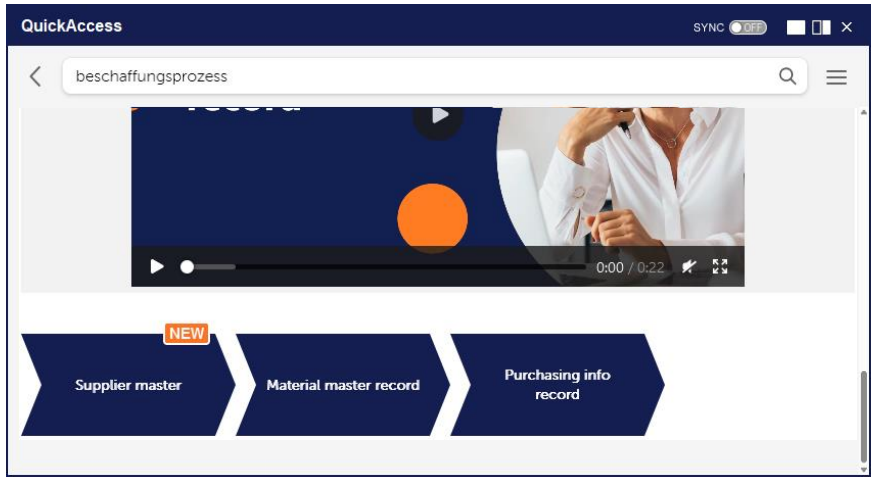
	Document	Content building block
Document metadata	Yes	Yes, created like any other document
QuickAccess		
Displayed in the hit list	Yes (just the title)	No (hide it via PSC)
Displayed in the structure	Yes (just the title)	Yes, its content is visible on the screen
Contextualization	Yes, can be done (context, performance support category and search terms are maintained)	No, do not enter any context information
WebAccess		
Displayed in the hit list	Yes (just the title)	No (hide it via document type)
Displayed in the structure	Yes (just the title)	Yes, its content is visible on the screen

DEMO

Creating Business Guidance:

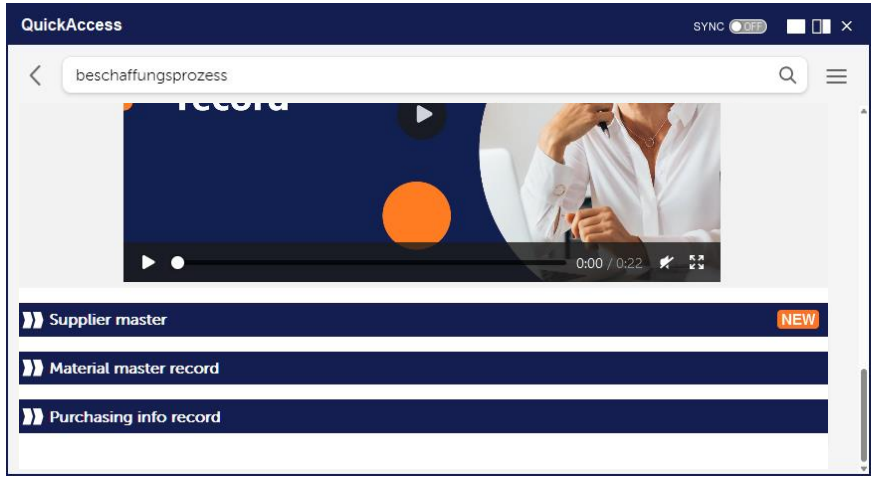
Non-linear Navigation

Non-linear navigation



X

Process steps



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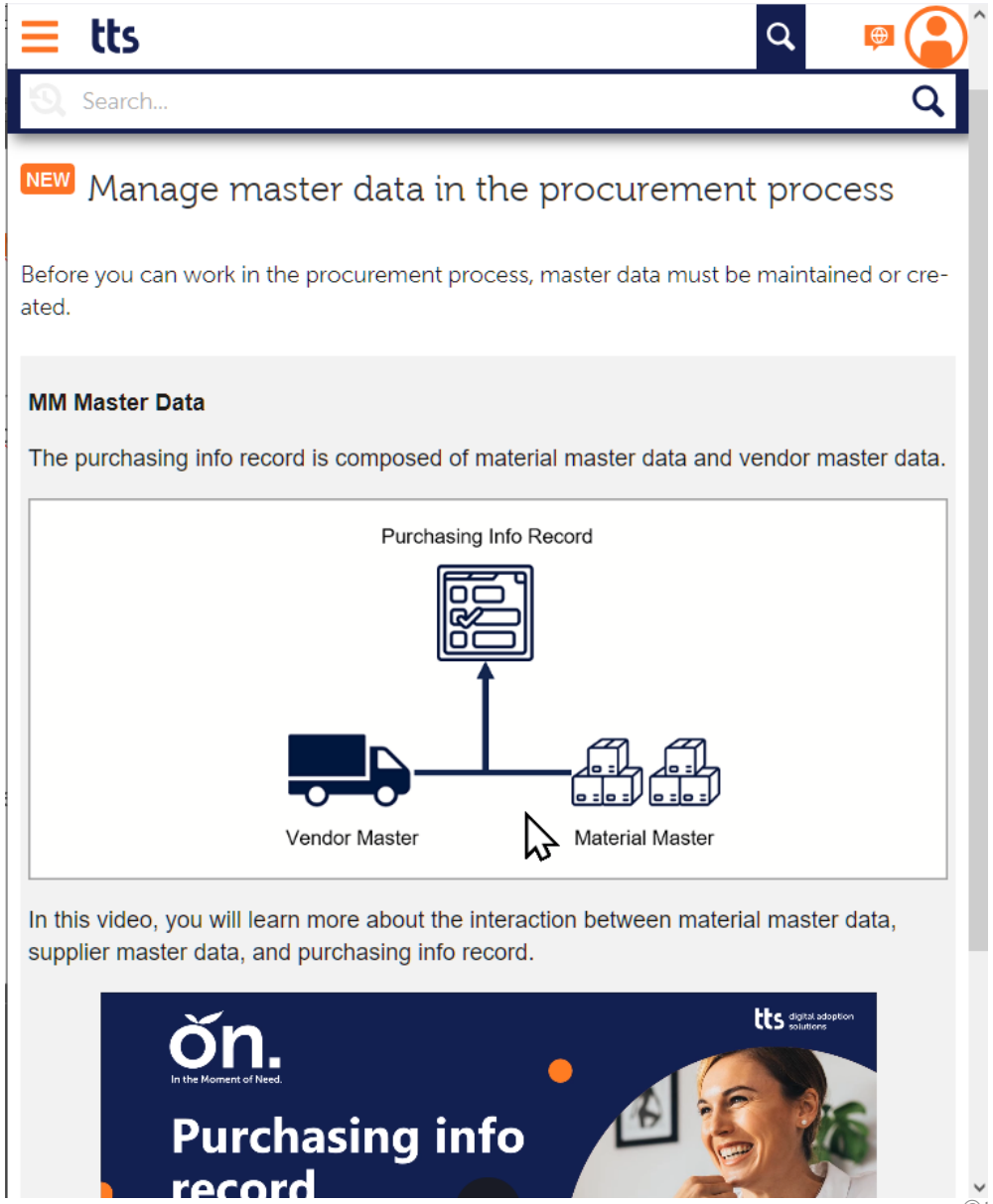
Process list