



Technology Guidance

Open Training Session
on tts performance suite

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Technology Guidance

Basics and Learning objectives



Learning objectives

In this Open Training you will acquire the following skills:

- You know what Creator templates are.
- You can record and edit step lists.
- You can create and further edit step lists with AI.
- You can upload documents.
- You know how to contextualize documents, assign performance support categories and define search terms.
- You know the rules for the final check of created content.

Technology and Business Guidance

Definition

Every professional context requires specific specialist or company knowledge that employees need in order to carry out their tasks correctly.



Business guidance

is the support of employees at the moment of need with **goal-oriented assistance** and **company-specific knowledge of processes, guidelines and procedures.**



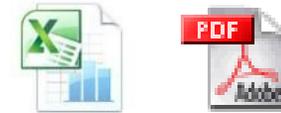
Technology Guidance

imparts specialist knowledge in **dealing with software and technology** in a specific application.

Refresher: The Document Principle

Document

- Creator templates (Step lists, Video, ...)
 - Producer document (E-Learning, Documentation, Guide)
 - Any other uploadable file (PDF, Excel, ...)
 - Placeholders Plain meta data, no content yet – used for planning
- Hyperlinks (e.g. to SharePoint or the intranet)



Creator Templates



Select a template



Accordion

Create an interactive accordion



D-ID

Create an AI generated video avatar



DALL·E

Create an AI generated image from text



DreamStudio

Create an AI generated image from text



Imagemap

Create an image map. Upload an image and add link areas.



Listicle

Create an article structured as a list



Richtext

Create a formatted text object



Stream

Embed a video from Microsoft Stream



Image Slider

Create an image series with captions



Steplist

Create a steplist



Timeline

Create a chronological order of events



Video

Upload and embed a video



Vimeo

Embed a video from Vimeo



Youtube

Embed a video from YouTube

Hands on 1

Creating an AI steplist



Hands on 2

Recording a steplist



Hands on 3

Uploading a document



QuickAccess

What does the content look like to end users?



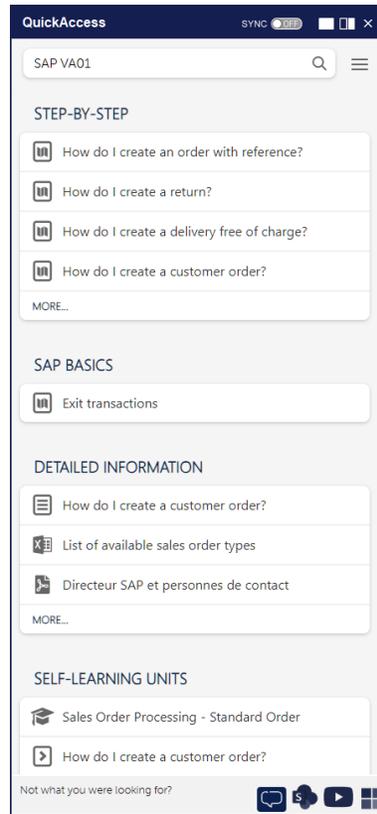
QuickAccess

Two-step approach to knowledge transfer

QuickAccess

Context
 Search term
 PSC (Performance Support Category)

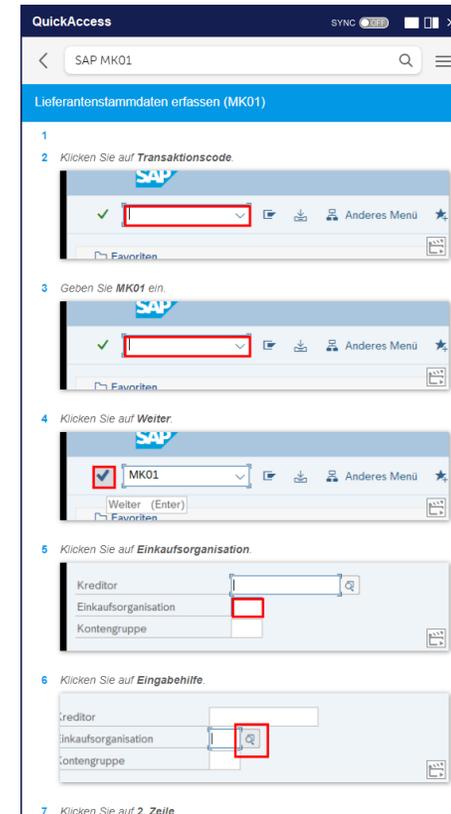
Result list



Getting context



Document



Accessing knowledge

Context, Performance Support Categories and Keywords

Edit document properties

Properties Performance Support categories

State Thu, 23 January 2025, 10:42 AM (Ulfert Köppen)

Workflow status Released Workflow action:

Assigned to ---

Document type Document

Title* Supplier master data - RTF

Description

Content language* English (US)

Author Ulfert Köppen

Keywords

Context SAP MK01 SAPMF02K 107 I08 usr

Properties Performance Support categories

Assignment Default value (Step-by-step)

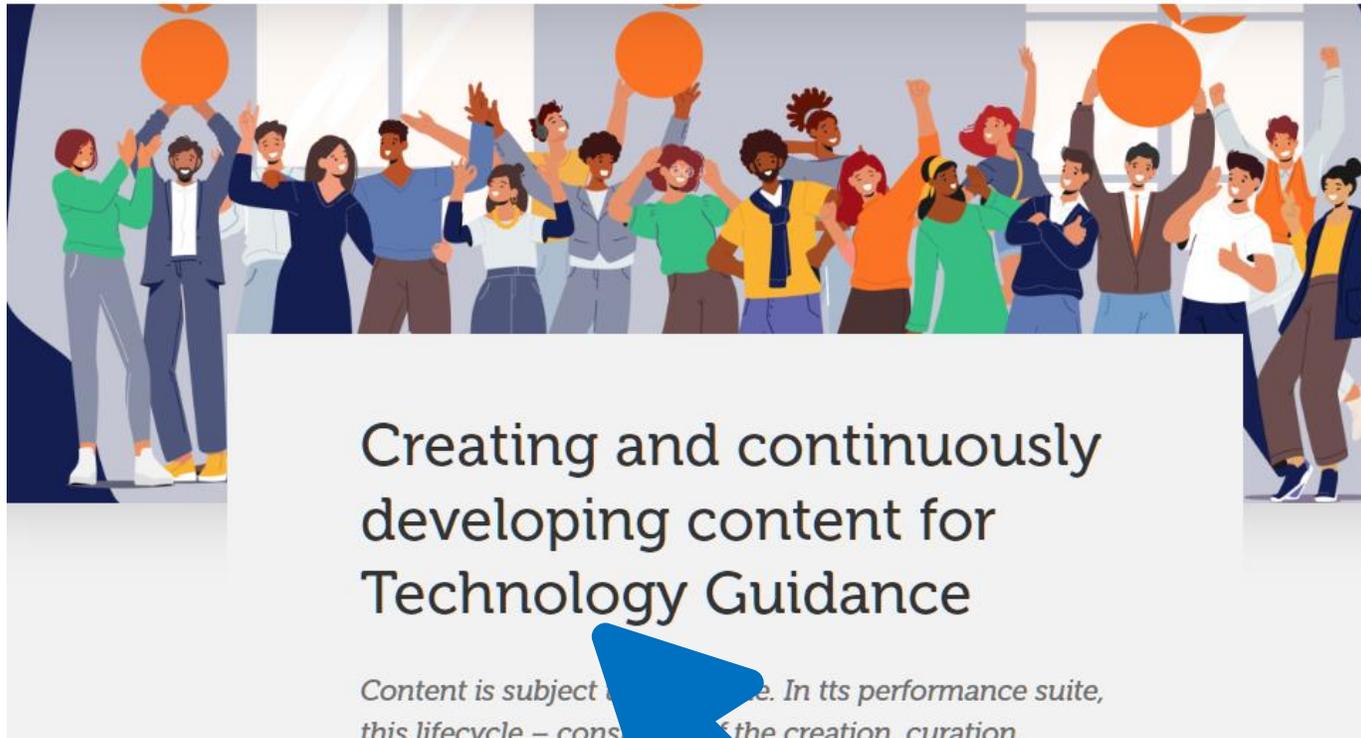
OK Cancel



Closing thoughts

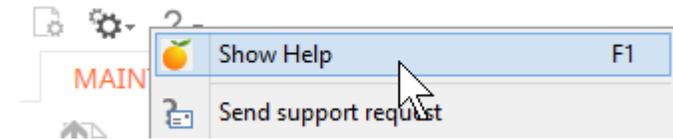
Where do I find more information

tts UNIVERSITY



... and help?

F1 help



Online help portal

[Knowledge Base](#)

Facing technical problems?

support@tt-s.com