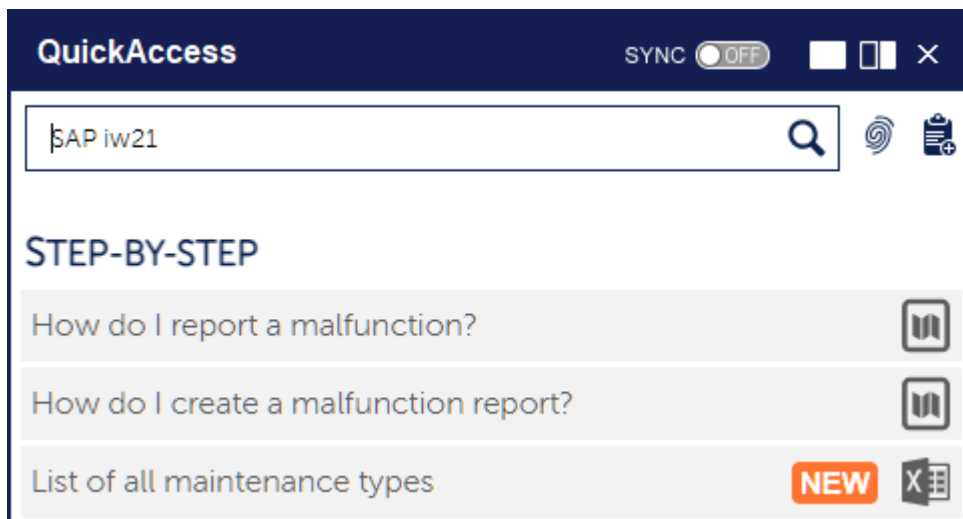tts

Technology guidance – Steplists and assistance

Technology guidance ensures that employees are successfully supported while they carry out work tasks in IT applications. Keep reading to discover the basics of providing technology guidance via QuickAccess.

The key thing to remember when providing efficient, digitally based technology guidance is that the information has to be available at exactly the moment users need it. Technology guidance must offer precisely the right amount of support and assistance an employee needs to successfully complete their task at hand.

To facilitate this form of user-friendly assistance via QuickAccess, you need to add the appropriate **context, search terms** and **Performance Support categories** to all the documents you intend to make available for this purpose. This information should be stored in the document's metadata. The context is usually determined automatically during the recording. The Performance Support category and search terms need to be added as appropriate.

Here's an example: If the SAP transaction for maintenance has been opened, QuickAccess determines "SAP iw21" as the context. All available content involving this transaction is then presented in the hit list. In this example, the technology guidance primarily comes in the form of **step-by-step instructions** but also includes an **attached Excel document**, both of which are displayed at the top of the list. "SAP iw21" is stored as the context in each document and the Performance Support category is "Step-by-step".
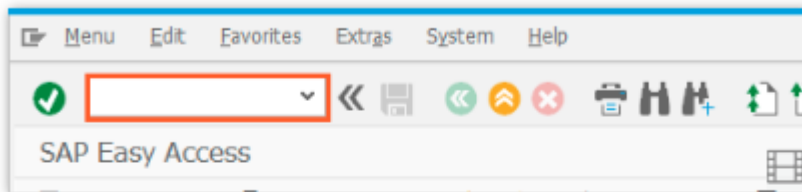

If an employee opens **step-by-step instructions**, they receive an exact description of the steps that have to be taken. In this example, the employee sees all they need to know on *"How to create a vehicle maintenance report"*.
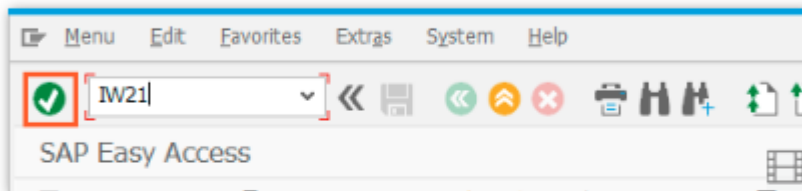
tts

How do I report a malfunction?

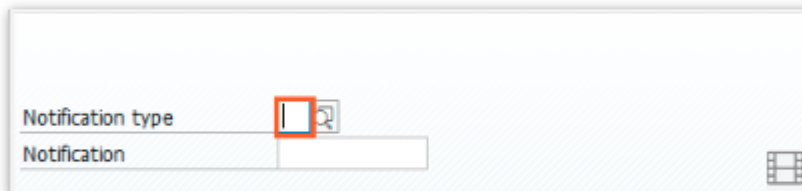**1** *Please enter* **IW21**.

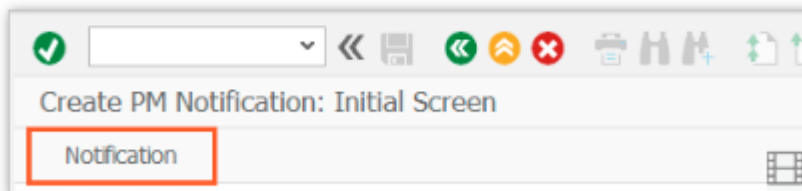| ☞ Menu	Edit	Favorites	Extras	System	Help
✓ [▾] « ▤ ◎ ⊗ ⊗ 🖶 🔍🔍₊ ↕↕

SAP Easy Access

2 *Click* **Enter**.

☞ Menu	Edit	Favorites	Extras	System	Help
✓ [IW21   ▾] « ▤ ◎ ⊗ ⊗ 🖶 🔍🔍₊ ↕↕

SAP Easy Access

3 *Please enter the needed notification type.*
M1 for Maintenance request.
M2 for Malfunction request.

Notification type [ ] 🔍
Notification

4 *Click* **Notification**.

✓ [▾] « ▤ ◎ ⊗ ⊗ 🖶 🔍🔍₊ ↕↕

Create PM Notification: Initial Screen
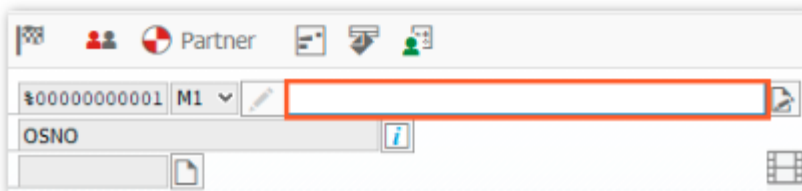
Notification

5 Please enter a title of your request and press key
Return. In case of an issue of your company car, please
enter the license number as well.

Please add your request:

🔳 👥 🔴 Partner 🗎 🗎 🗎

\$00000000001 M1 ▾ ✎ [   ] ↗

OSNO [   ] ℹ

tts

Technology guidance is therefore a digital resource that is available at the exact moment it is needed. It offers precisely the right amount of support and assistance a user needs to successfully complete a task. This could come in the shape of step-by-step instructions, but could also involve any other medium that provides targeted operational assistance for an IT application.