

# Context-sensitive support, Performance Support categories and the search function in QuickAccess

The context, Performance Support categories and the search function facilitate customized help in which relevant information is made available to employees in a structured manner. This allows you to provide your workforce with tailored assistance during their work process and offer efficient Performance Support. Keep reading to find out more.

When it comes to providing the right amount of work support, the specific work situation of employees must be considered.

## **Three examples from everyday working life**

Below you will find three examples that illustrate why employees require support that is tailored to match their specific work situation:

1. Modified user interface following a release upgrade:

In this type of scenario, even an experienced employee needs precise step-by-step instructions to navigate their way around the new interface.

1. Basic onboarding training for new employees:

A newly hired employee needs a comprehensive course to familiarize themselves with the software and understand the processes and procedures for which the software is used.

1. Modified processes due to restructuring or legal changes:

In this situation, employees are confronted with the challenge of adapting familiar activities. In such cases, direct access to a process flowchart can be extremely helpful, as can step-by-step instructions or other help documents. This very much depends on the type of change that is being introduced.

Imagine a scenario where employees have to pause their work process due to one of the above-mentioned situations in order to search for assistance. An experienced employee would probably turn to the intranet in their search for a process description, which possibly doesn't even exist due to the fact that process modeling is done with a separate tool. A new employee would probably browse through the Learning Management System in their search for a suitable course dedicated to the application. Yet another long-standing employee would be frustrated by the fact that they got several different answers from various people when inquiring as to why a certain button has disappeared from the application, meaning they are now unable to complete the work process.

# 1 The perfect combination of context and Performance Support category

This all leads to the realization that employees not only have varying information requirements, but primarily need uncomplicated and direct access to appropriate information. QuickAccess offers precisely this form of user-friendly access. It provides **context-sensitive** help topics (tailored to the work situation at hand) and sorts them into **Performance Support categories**. For example: If an employee has opened the SAP transaction for maintenance, QuickAccess determines "SAP iw21" as the context, whereby "SAP" stands for the application and "iw21" for the actual transaction. In the resulting hit list, all available content for this transaction is then presented in a structured manner in so-called "Performance Support categories". These categories are designed to satisfy the information requirements of users while they perform specific work tasks. They have a multi-layered structure and enable users to access the required information resources in a targeted manner. This begins with precise instructions in the **step-by-step** descriptions, then leads on to more in-depth **detailed information**, followed by general **concept and process knowledge**. The architecture of the categories is based on the Performance Support Pyramid and offers structured access to four types of information resources:

1. Supporting knowledge
2. Advanced knowledge
3. Learning resources
4. Access to other resources

The Performance Support categories shown below are examples and – as the categories are freely configurable – may be named and structured differently in your company.

QuickAccess
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### STEP-BY-STEP

- How do I report a malfunction for a company car? 📖
- How do I create a malfunction report and order? 📖
- all notification typs explained 📄 X
- Wie lege ich eine KFZ-Instandhaltungsmeldung an? 📖
- Wie lege ich eine IH-Meldung und -Auftrag an? 📖
- Liste aller Meldungsarten 📄 X

### DETAILED INFORMATION

- From the maintenance notification to the order 📄
- Von der Instandhaltungsmeldung bis zum Auftrag 📄

### SELF-LEARNING UNITS

- Plant Maintenance NEW 🎓
- Instandhaltungsabwicklung NEW 🎓

### CONCEPTS AND PROCESSES

- Malfunction during working hours ➡➡
- Malfunction during weekends and holidays ➡➡

### HELP DESK

- Create ticket 🔗
- Ticket erstellen 🔗

## 2 Search function

As an alternative to automatic context recognition, employees can also use a search function. The search term is simply entered into the search field, in our example **malfunction maintenance**. All available content relating to this search term is then displayed in the hit list, structured according to "Performance Support categories".

The search covers various fields in the metadata for a document or a structural element (e.g. the "Plant Maintenance" course in the "Self-learning units" category). The resulting hits are then displayed in the list below the search field. During a search, all metadata fields are searched and the results are prioritized according to hit frequency and quality.

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### STEP-BY-STEP

- How do I create a malfunction report and order? 📄
- How do I report a malfunction for a company car? 📄

### CONCEPTS AND PROCESSES

- Malfunction Maintenance ➤➤
- Malfunction during weekends and holidays ➤➤
- Maintenance Management ➤➤

### GLOSSARY

- Maintenance Request 📖 A-Z

Not what you were looking for? 
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### 3 In a nutshell



The employees referred to above can conveniently activate QuickAccess from their work context via the orange icon in their taskbar and subsequently receive help that provides the precise information they need to successfully conclude their particular work task.