# Added Value Pack

tts performance suite 2025
All highlights at a glance!

Date:     April 2025

**digital adoption solutions**

# Added Value Pack

## tts performance suite 2025

On the following slides you will learn about the **highlights of the tts performance suite 2025**, which you will benefit from when you update your current version.

For a better overview we group the highlights of older tts performance suite versions in the categories **Performance Support**, **Content Creation** and **Technical Improvements & Support**.

# Important Information: Update & IT Security

How regular software updates can protect you

**Secure your IT - no compromises!**

IT security vulnerabilities pose a massive threat to companies: unauthorised persons can gain access to internal networks and misuse data. Around **a third of all web servers worldwide** are affected.

The solution: **Regular software updates** reliably close security gaps. We therefore recommend that you always keep your tts performance suite up to date to prevent cyberattacks.

A new version of our tts performance suite is released twice a year with improvements and **security-relevant updates**. In an emergency, we supply patches for the currently supported versions (2025, 2024r2, 2024), which are automatically installed for cloud customers.

Always use **the latest version of the tts performance suite** to ensure the highest IT security standards - especially if you are still using **version 2024 or older**.

Feel free to contact us for an update.

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# LinkedIn tts performance suite UserGroup

## Join our community now!

**Scan the QR code now and become part of our LinkedIn community!**

Discuss all your unresolved questions, topics and ideas relating to tts performance suite 2025.

Share your most compelling questions, concerns and ideas with other customers and in-house experts in our LinkedIn UserGroup.

Join this lively community and actively shape the future of the tts performance suite!

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# tts University

## For beginners and experts – Improve your work with tts performance suite!

**2025**

### tts University

At tts University, tool owners, administrators and authors can get **free help** with the tts performance suite at any time.

We also offer:

- **Open Trainings:** Get in-depth information as well as practical tips and tricks for using the tts performance suite.

- **Coaching sessions:** Learn how other customers successfully use Creator, Curator, QuickAccess, WebAccess and Producer and ask your questions directly to our product management.

Register now with tts University: https://tts.university/en

**Do you need quick help?**

The integrated F1 help function supports you and your users at any time with questions about the tts performance suite.



tts UNIVERSITY          Register    Log in

**This is how knowledge transfer succeeds!**

Whether formal learning or Performance Support, tts University provides all-encompassing knowledge regarding the conception, design, creation, management and publication of content with tts performance suite. This way, the transfer of knowledge will always run like clockwork, even in a constantly changing work environment.

**Start now**

# New in
# tts performance suite
# 2025

Highlights

**digital adoption solutions**

# Performance Support

## Curator – drag & drop and live preview

**2025**

### Edit topics and processes quickly and easily

You can now simply drag and drop content in Curator to display it in the desired order. An integrated preview now helps you when adding, editing and structuring documents.

These functions are rounded off by a modernised look & feel in Curator for a more pleasant user experience.
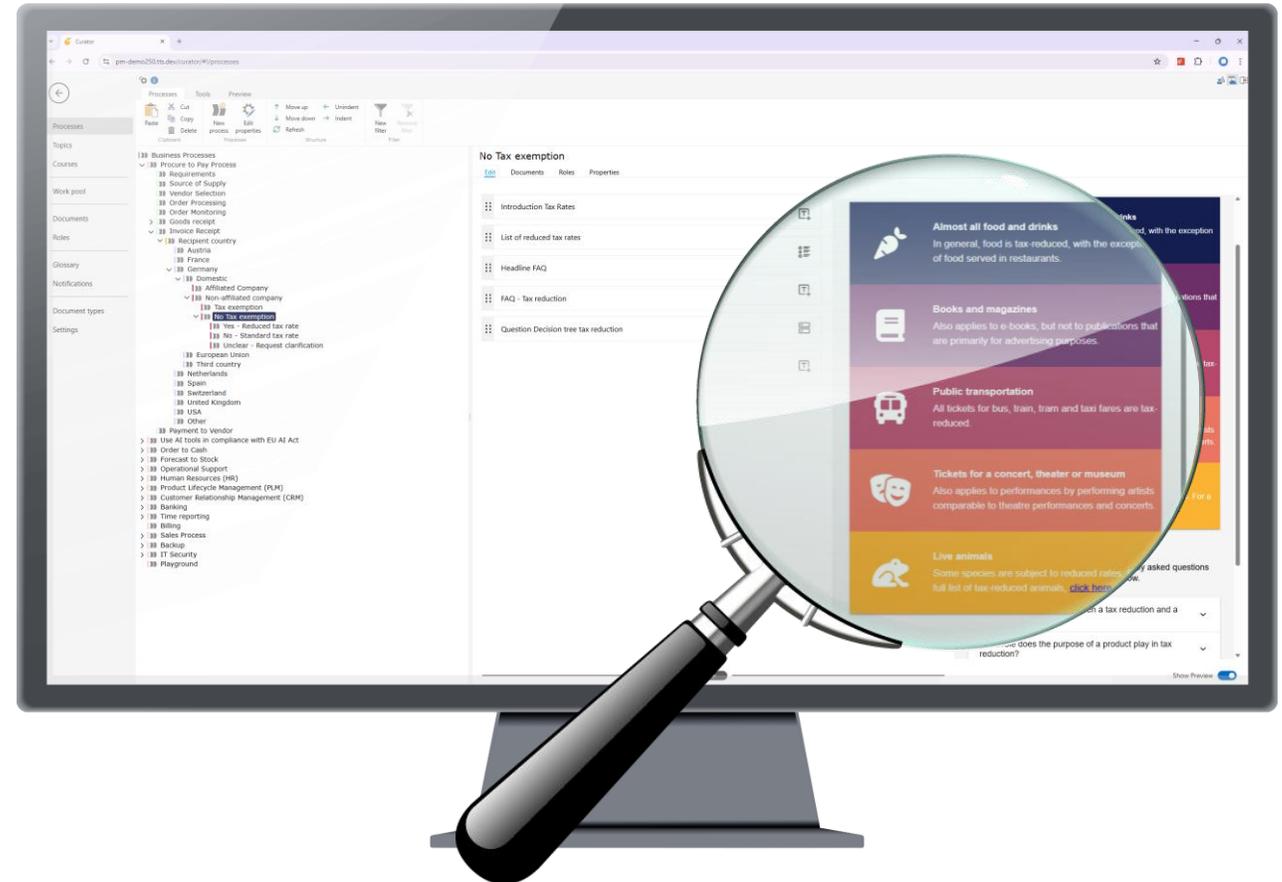
# Performance Support

## Creator – individual authorisation for Creator templates

**2025**

**Now you can easily define who is authorized to access which Creator templates.**

You can define authorization groups per template for your users. This makes it possible to authorize individual users for specific functions, such as the use of AI templates. For example, you can only grant other users access to templates for creating e-learning courses and step lists.

This function makes it easy to customize the content creation options with the Creator to the needs or level of knowledge of your users.

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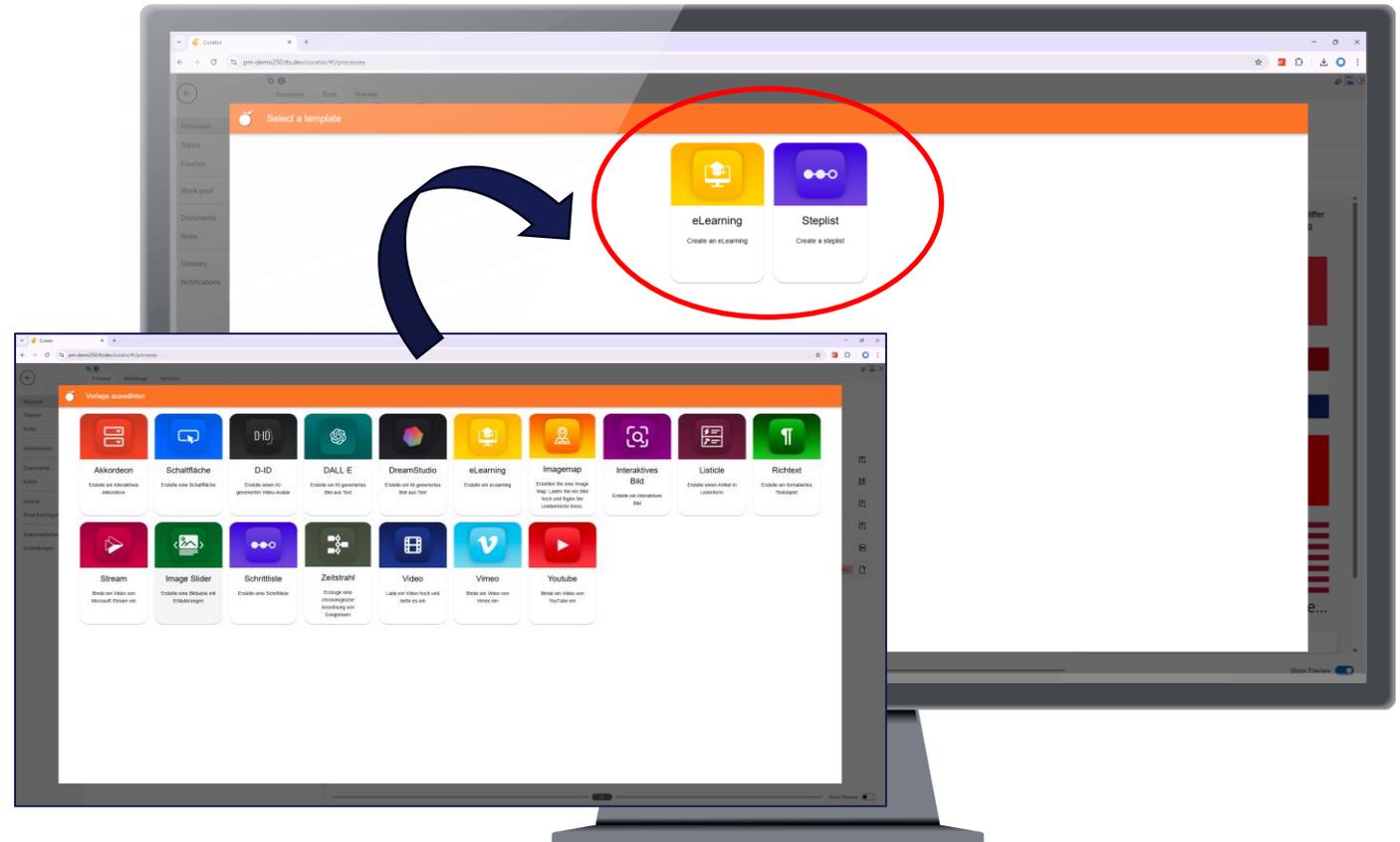
# Performance Support

## Creator – create and edit learning units directly in the browser

**2025**

**Create entire learning units quickly and efficiently with a single new creator template!**

Use predefined blocks such as images, texts and headings to create attractive and standardized e-learning courses. Check the success of your e-learnings with your users with quiz questions.

And best of all, no client installation is required to create and edit these learning units! You can create e-learnings completely in the browser. Of course, the content can be exported in all current formats for your Learning Management System (LMS), e.g. SCORM, xAPI (Tin Can), AICC etc.
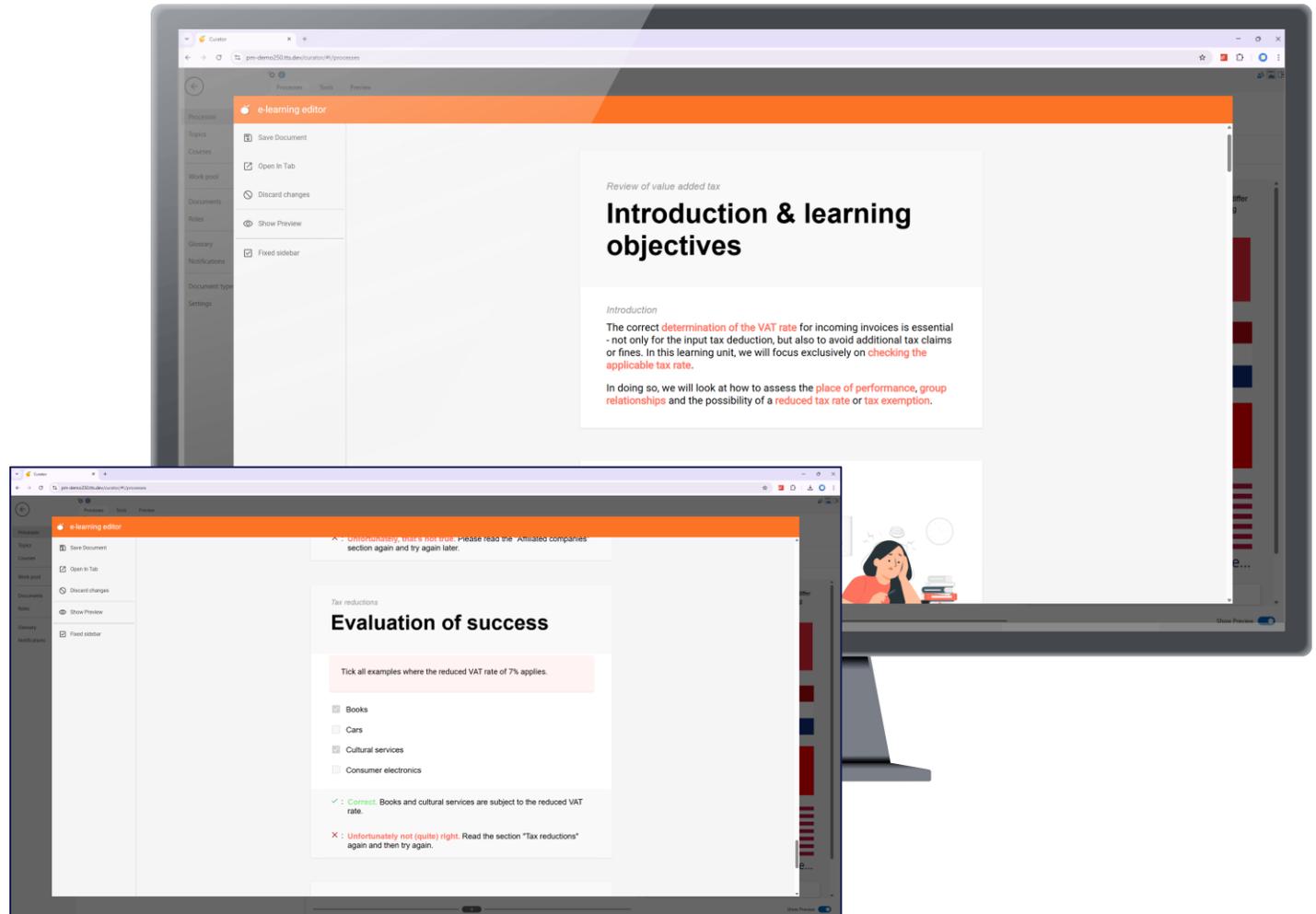
# Performance Support

Curator – predefined performance support categories for creator templates

**2025**

**Have your generated documents automatically assigned to a Performance Support category, depending on the content.**

Useful default settings allow you to create content more quickly.

Control which documents are displayed to your users in QuickAccess when searching and which they should only see in the context of processes or topics.
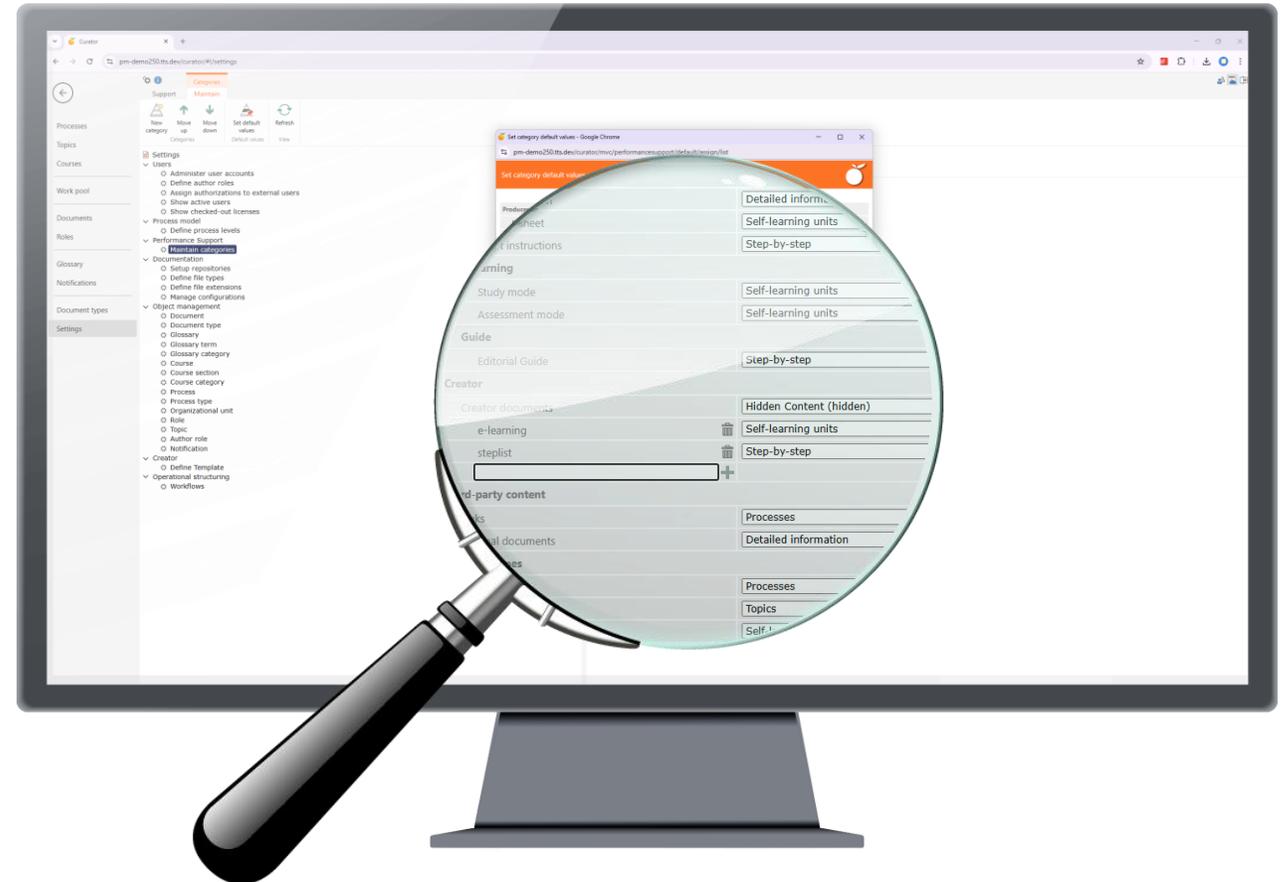
# Performance Support

## Curator – display cyclical processes

**2025**

### Now you can display processes cyclically.

Use this new display type for cyclical process displays - fully responsive in QuickAccess and WebAccess! You can simply define the display type as 'Cycle' in the process properties.



11
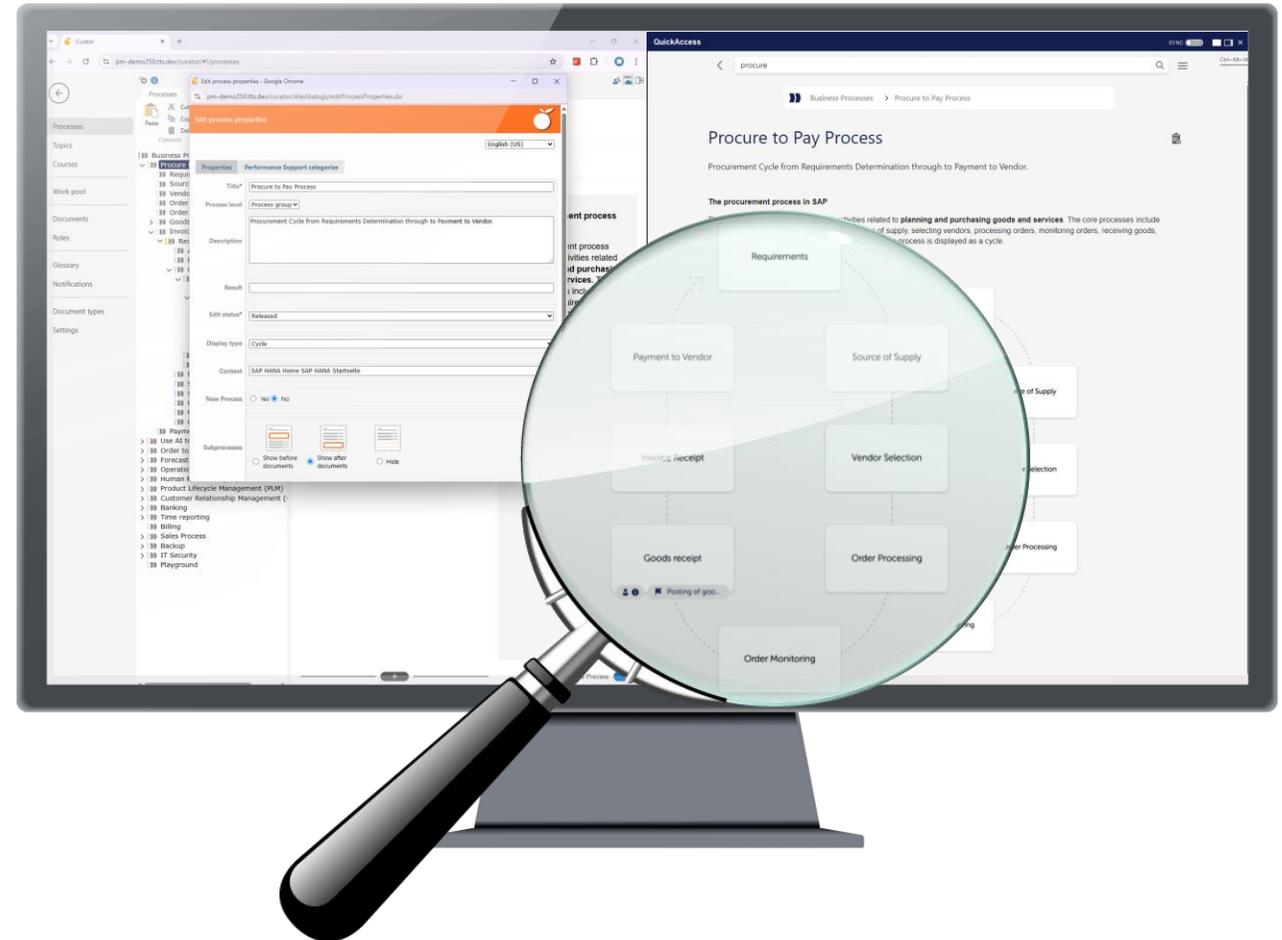
# Performance Support

## Creator – provide copyable texts

**2025**

**Define copyable texts that can be pasted from the clipboard.**

Text content can now be easily provided as a copy template - with just one click, it is copied directly to the clipboard. This not only saves your users time, especially with frequently used content, but also avoids errors by copying the exact content.

This can be helpful, for example, when it comes to unique identifiers and reference codes that users need to use frequently. Instead of typing these codes manually in the target application, users can simply copy and paste them.

This function is now available in all text-based Creator templates.

# Performance Support

## Creator – create buttons

**2025**

**Provide your users with additional functions at the click of a button.**

Choose between various functions, such as copy text or image, set link or mailto link.

Use "Link" to link internal or external content in an attractive way for your users.

"Copy image/text" helps you to provide your users with content such as reference numbers or an email signature with image for easy copying to the clipboard.

With "Mailto Link" it is possible to create a predefined e-mail template for your users, which can be called up and sent using the button. Of course, you can also choose the colour, text and icon, as well as the size and position of the button.

# Performance Support

## Creator – create interactive images

**2025**

**Explain details in the context of a larger context simply and clearly with interactive images.**

You can choose between a linear sequence or free navigation via hotspots. Simply select the image section you want to describe in the original image and add the descriptive text.

Users can navigate directly to the description with one click via the hotspots (red in the example on the right).For example, business units can be displayed in detail, but also in the context of a larger organization.

# Performance Support

## Producer – blacken sensitive content

**2025**

**Make personal and sensitive data in your content unrecognizable.**

Blacken allows you to ensure that sensitive information cannot be read by other users. As the author, however, you can also undo or adjust the blackening in your document.

This function is useful if, for example, you want to redact personal data such as names or addresses for your users.
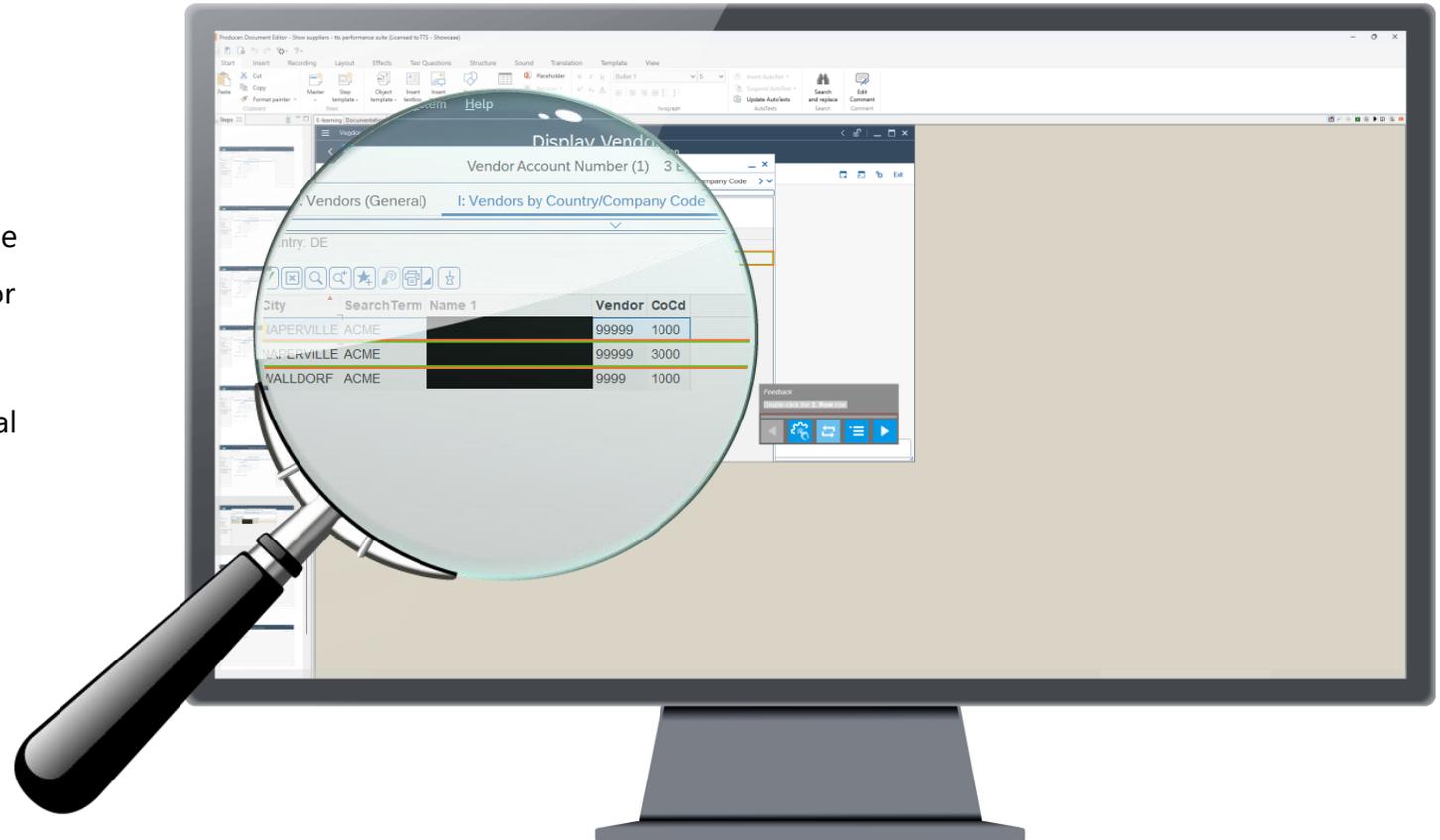
# Performance Support

## QuickAccess – show related content

**2025**

**Show your users where documents are used in the search results.**

Your users can jump directly to related processes, topics and courses and save valuable time when searching for information.

Content can now be opened even more intuitively using the entire click area instead of just the icon.

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# Miscellaneuos

## More improvements in tts performance suite 2025

**2025**

- More detailed context recognition in QuickAccess

  - Adapt contexts precisely to the use case

  - Easy editing of individual contexts thanks to a better overview

  - Easier maintenance of language-dependent contexts

- Fewer clicks in topics and processes thanks to new way of displaying documents

# Highlights of previous tts performance suite versions

2024 + 2024r2

# Performance Support

Push Notifications

# Performance Support

## QuickAccess - a new, intuitive design

**2024r2**

**With the adapted design, you can find relevant content quickly and reduce interruptions in your workflow.**

The new burger menu enables a targeted selection of processes, topics and courses. By selecting user roles, the results are additionally filtered to ensure maximum relevance. The menu also offers new buttons for quickly forwarding content.

The QuickAccess search bar is now permanently available for faster navigation in the process and topic view. Furthermore, content in QuickAccess can now be opened intuitively across the entire click area, providing easy access to relevant information.

# Performance Support

## QuickAccess - optimized visualization of processes and topics

**2024r2**

**The improved navigation allows you to maintain clarity and navigate processes and topics even more efficiently.**

The breadcrumb element can be fully expanded in an optimized view on all display widths.

The improved back button also ensures consistent navigation. Regardless of how process or topic steps were called up, this button always takes you back one step.

Within wider process views, multi-step process chains are also transformed into clear workflows..
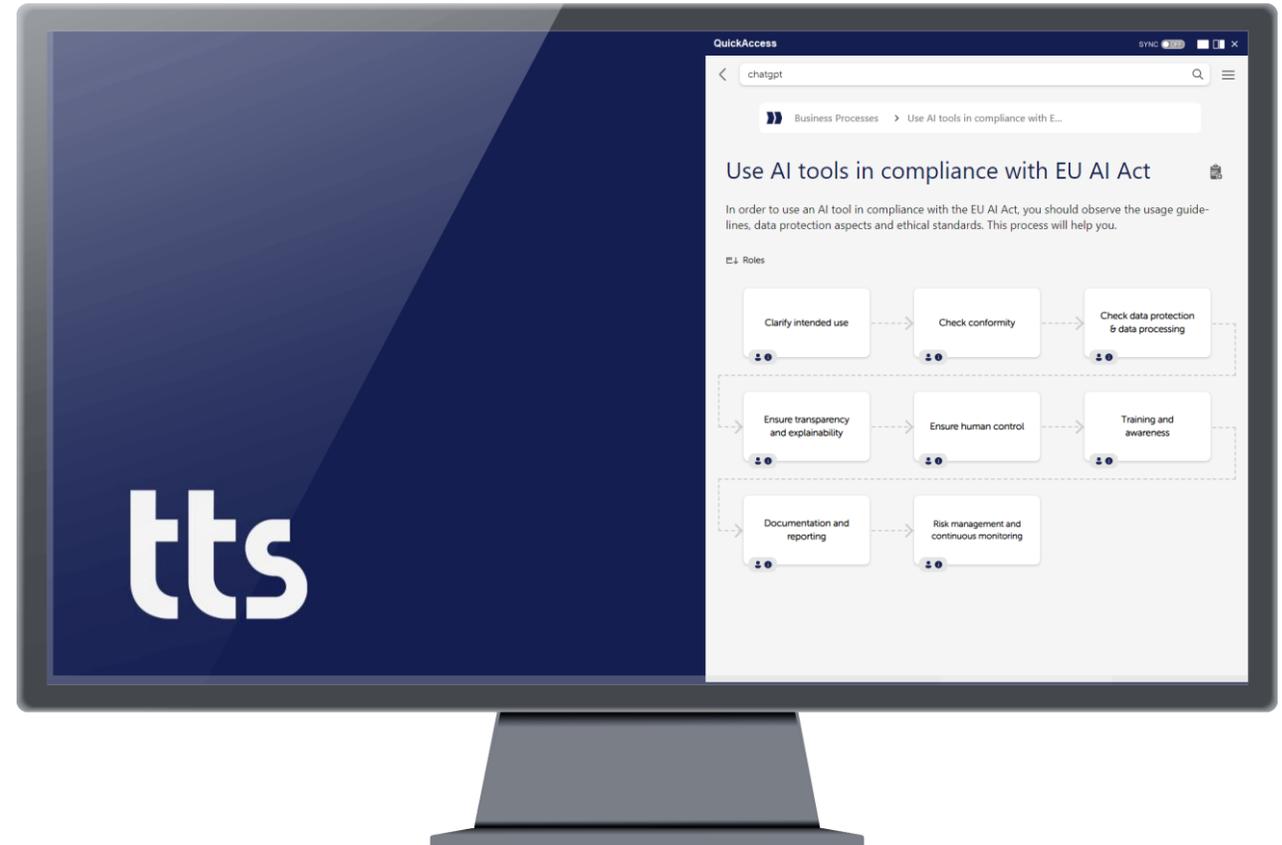
# Performance Support

## WebAccess – display content directly in process and topic view

**2024**

**Navigate between processes and topics efficiently and over different workplaces and devices.**

This integration brings harmony to the presentation of your content, ensuring a consistent, uniform and user-friendly view.

Additionally, you can now preview content in the process view prior to review and release, allowing for a more efficient and intuitive editing experience. This allows authors to immediately view the end user perspective in different resolutions.

Users can access and follow processes easily over different devices and resolutions.
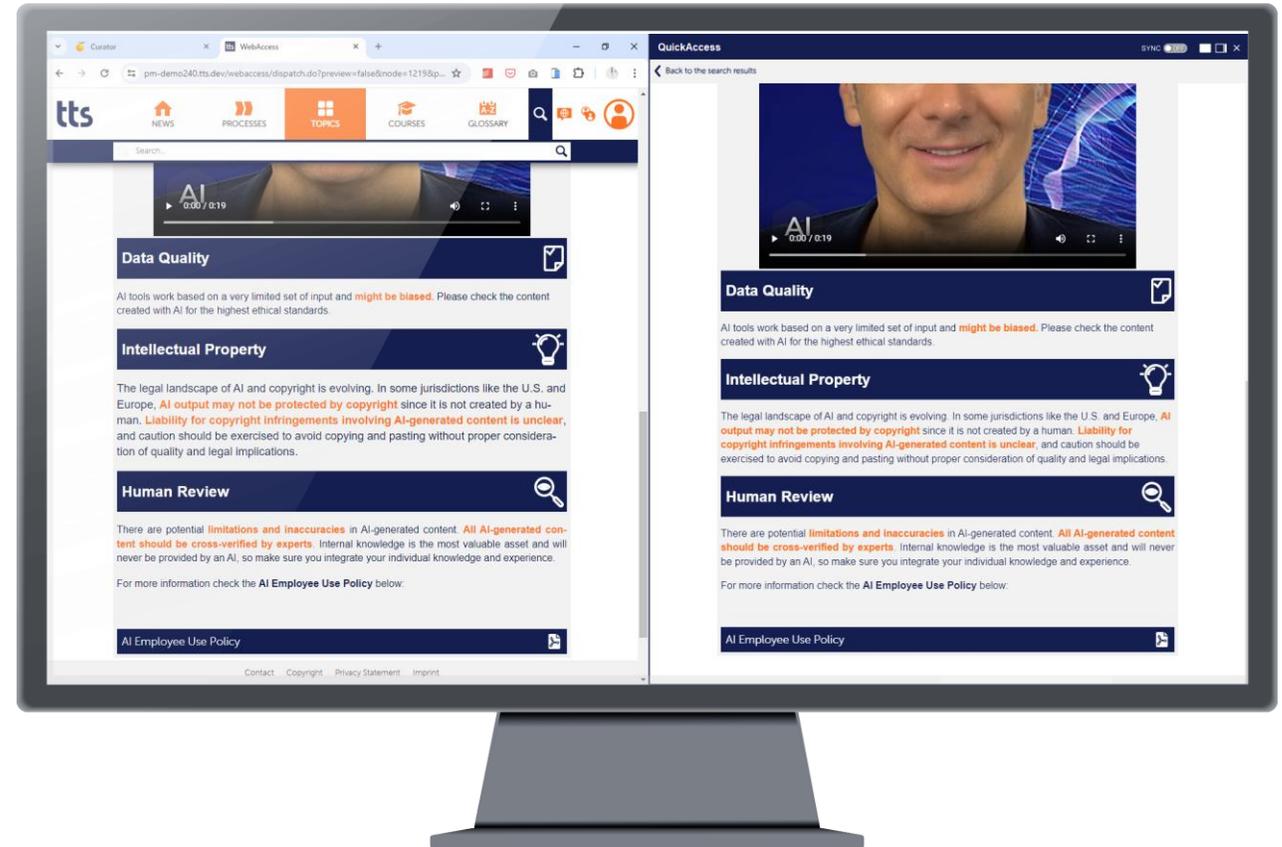
# Content Creation

Creator & Producer

**digital adoption solutions**

# Content Creation

## Creator - new Timeline template

**2024r2**

**Easily create timelines, histories and linear or scheduled processes in a more concise manner.**

The timeline template enables you to present timelines and linear processes in an appealing way.

In the step list-like template, you can add time frames, milestones, captions, formatted Rich Text and images.

Additionally, hyperlinks can be inserted within the Rich Text to provide a comprehensive overview.



24
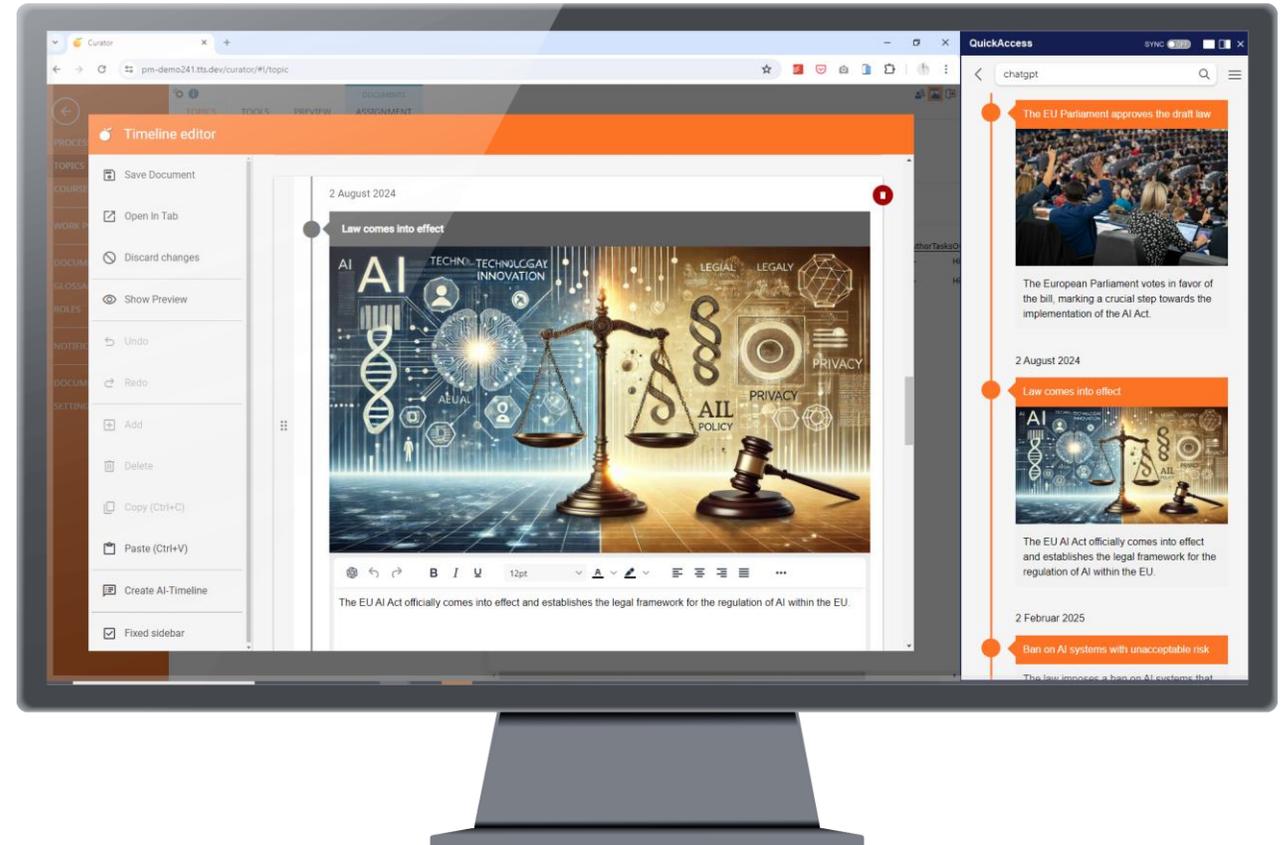
# Content Creation

## Creator - new Accordion template

**2024r2**

**Create FAQs, definitions and more extensive information in a user-friendly and appealing design.**

The accordion template facilitates a compact presentation of texts arranged underneath headings, where content can be expanded and collapsed as required. This feature is particularly useful for the creation of FAQs, as it enables users to access detailed answers to their respective questions.

In addition, the step list-like template provides the option of using Rich Text formatting to organize content under headings in a concise and compelling way.

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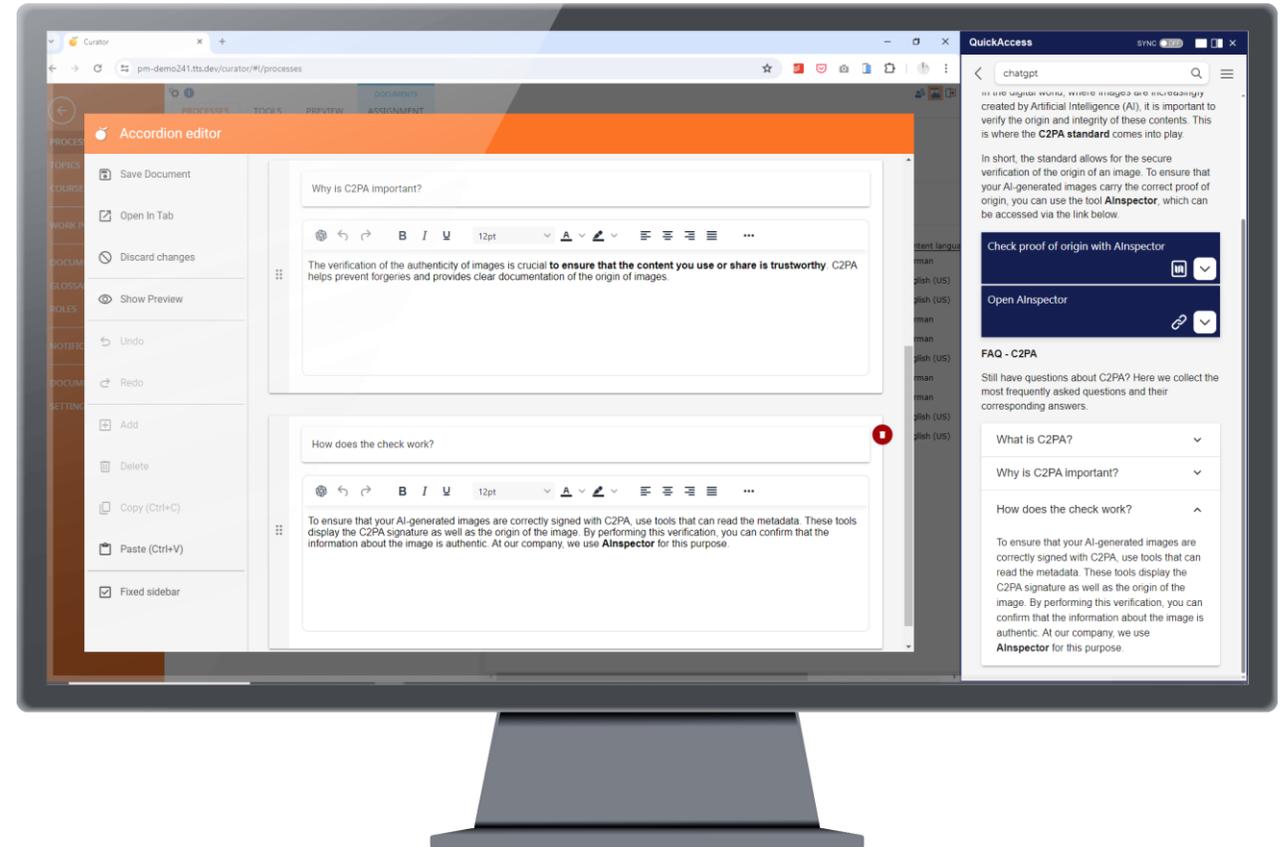
# Content Creation

## Creator – new Listicle template

**2024r2**

**Optimize the visual presentation of enumerations to improve user comprehension and retention.**

The listicle template helps structure texts and listings using coherent icons.

This ensures that employees grasp complex issues faster and retain information for longer periods of time.

You can utilize colour coding and extensive icon libraries within the step list-like template to make longer bulleted lists visually appealing and easily accessible.
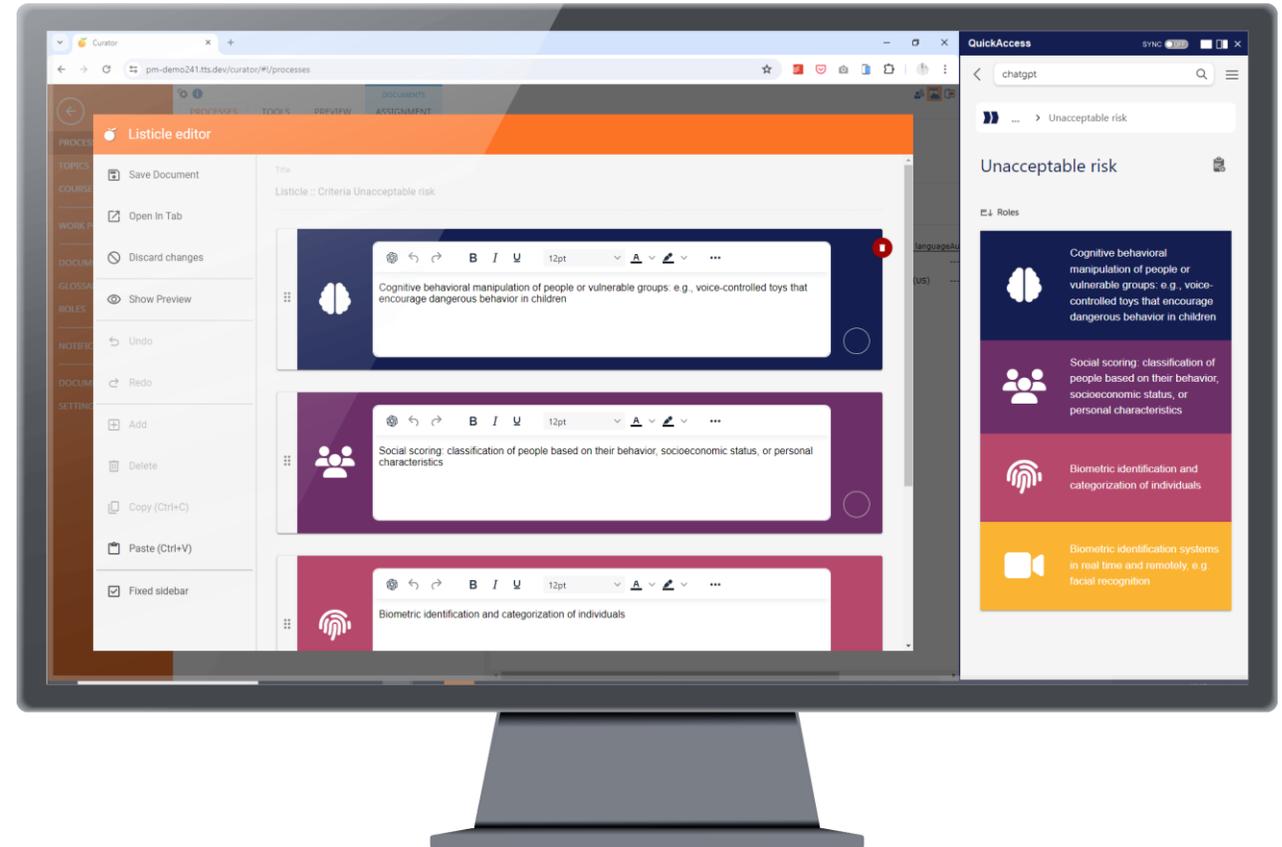
# Content Creation

## Creator – new Slider template

**2024r2**

**Create illustrative examples of steps and tasks using the Slider template and enable flexible navigation.**

The Slider template allows you to display images alongside formatted rich text. This way, you can explain tasks clearly and provide visual examples and links to further topics or processes.

The responsive design ensures that the slider can be optimally displayed and intuitively operated on all devices.
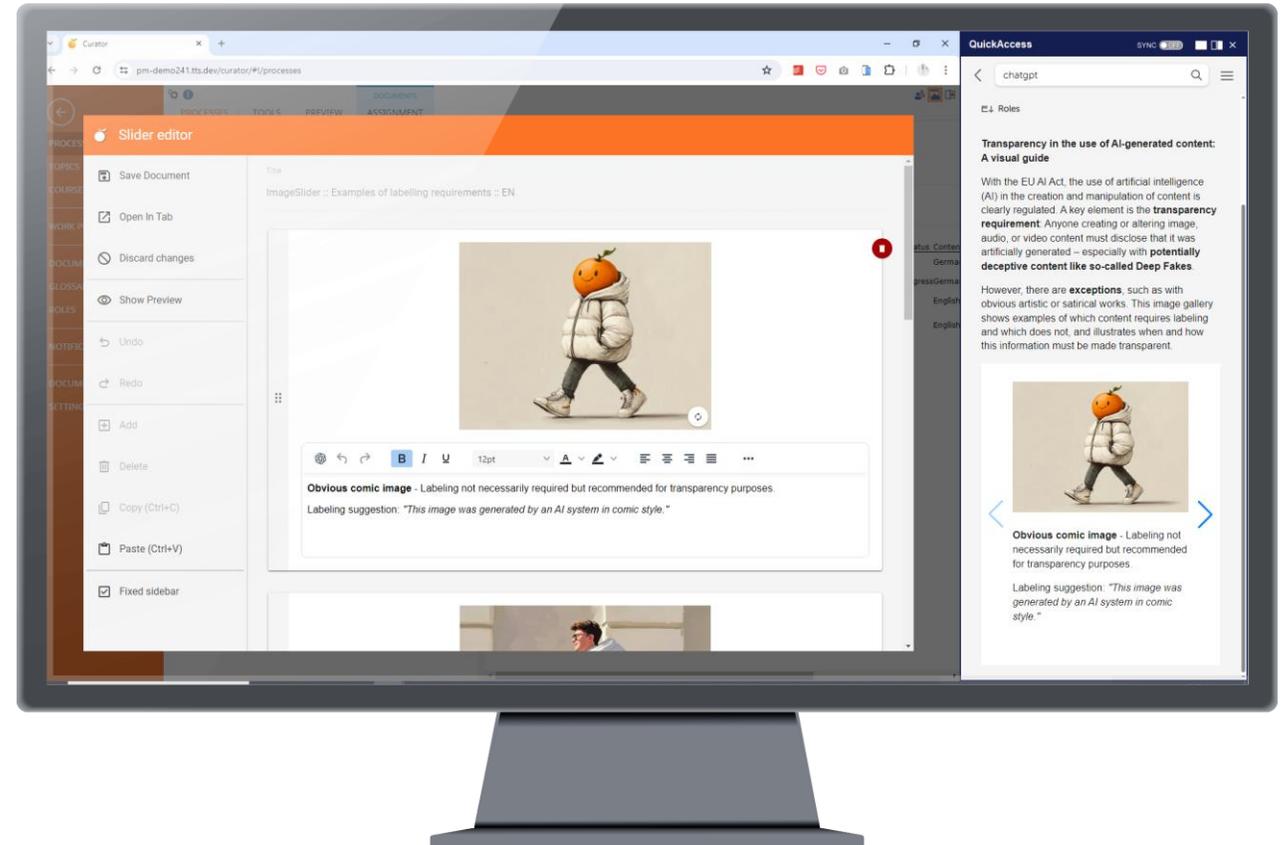
# Content Creation

## Creator – ReRecording

**2024r2**

**Utilize the ReRecording feature to create linguistic and content-related variants of step lists directly in Creator.**

A ReRecording can now be conducted directly in Creator, which facilitates the fast and uncomplicated creation of localized step lists.

The Recorder will guide you through the corresponding application, regardless of the interface language, by highlighting required components. This considerably improves object recognition and accelerates the recording process.
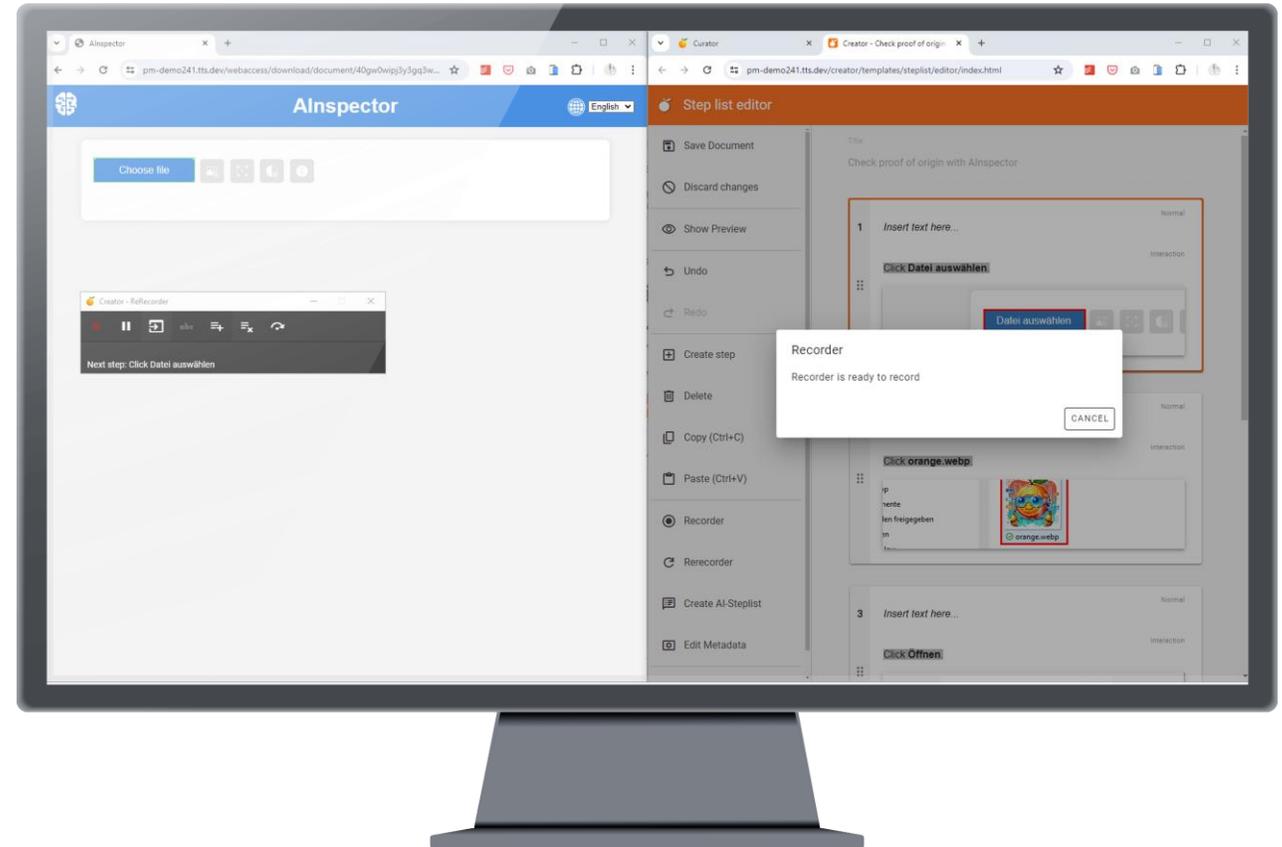
# Content Creation

## Creator – optimization of the user interface

**2024**

**Create and Update step lists of applications or processes even more efficiently with our improved user interface.**

The updated design streamlines navigation with an intuitive layout that enhances usability and accessibility.

Updating step lists according to software updates, new regulations or process changes now takes less clicks, causing a higher accessibility and performance.
Tap the easier accessible button to add extra steps as neccessary and effortlessly rearrange them with our new Drag & Drop feature.
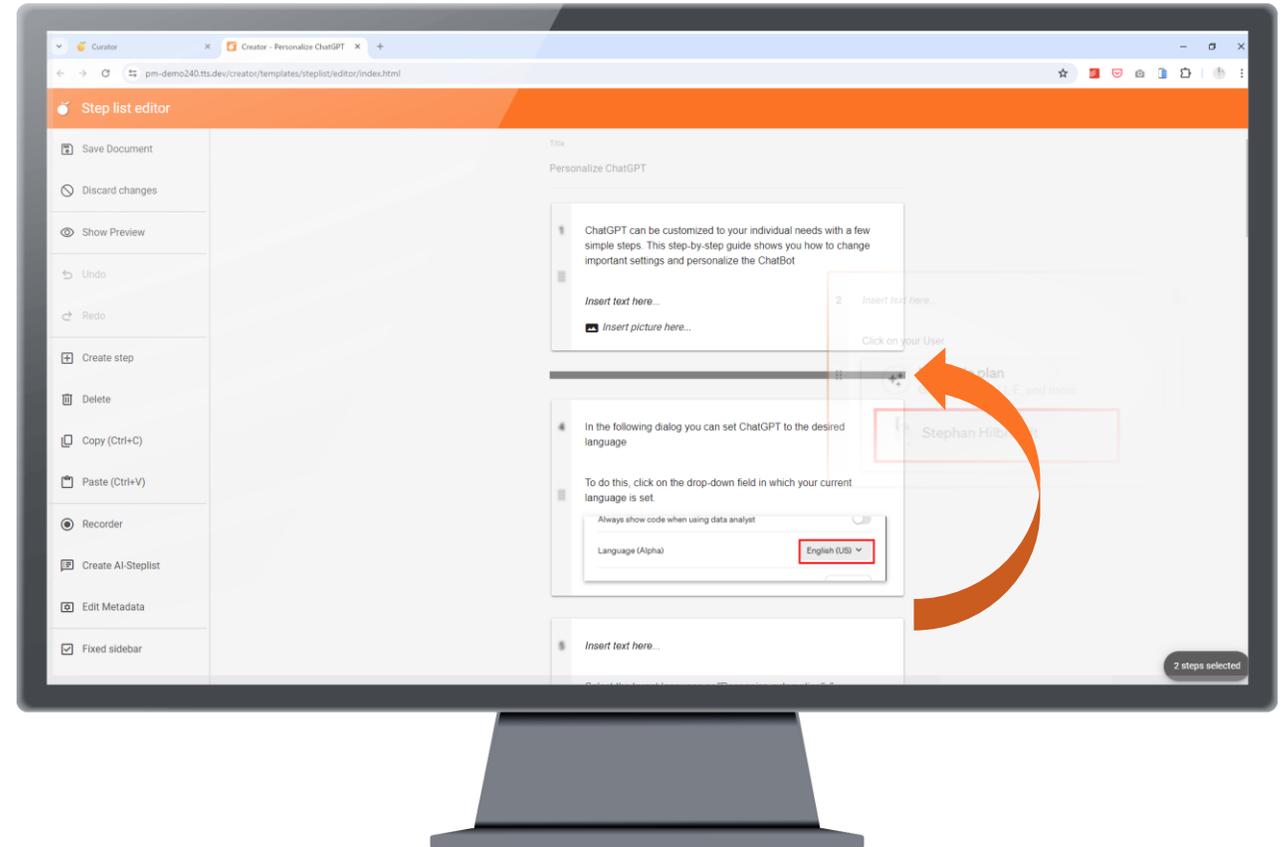
# Content Creation

## QuickAccess/WebAccess – define display of subtopics

**2024**

**Increase compliance with regulations and complex processes, such as GDPR, using the new subtopics display option.**

Now, you can quickly present subsequent steps or topics after explaining the following content, enhancing accessibility and efficiency.

This functionality offers a simple replacement to the standard display method of utilizing ImageMaps for a more interactive and engaging experience.

This causes more accessible, easier to follow processes, increasing compliance and user adoption.
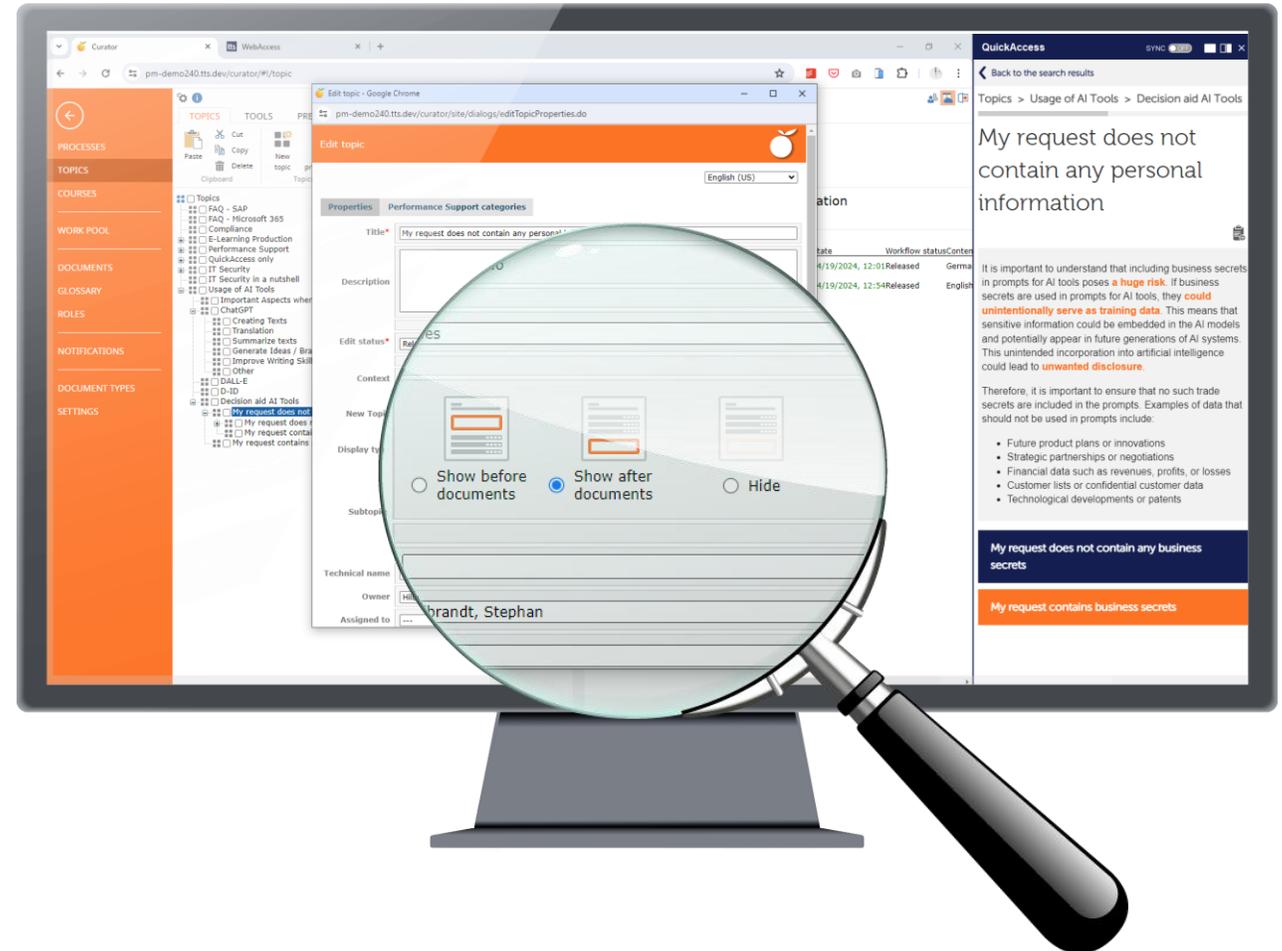
# Content Creation

## Creator – AI-assisted creation of meta data

**2024**

**Save time generating keywords and descriptions of step lists of applications or processes using AI.**

You can now quickly and effortlessly generate keywords and descriptions for your step lists, streamlining the process of organizing and categorizing documents.

The editor helps enrich your metadata to be more precise about the content and context description.

With relevant metadata automatically improved and assigned, users can quickly find the content they need, saving time and increasing productivity.

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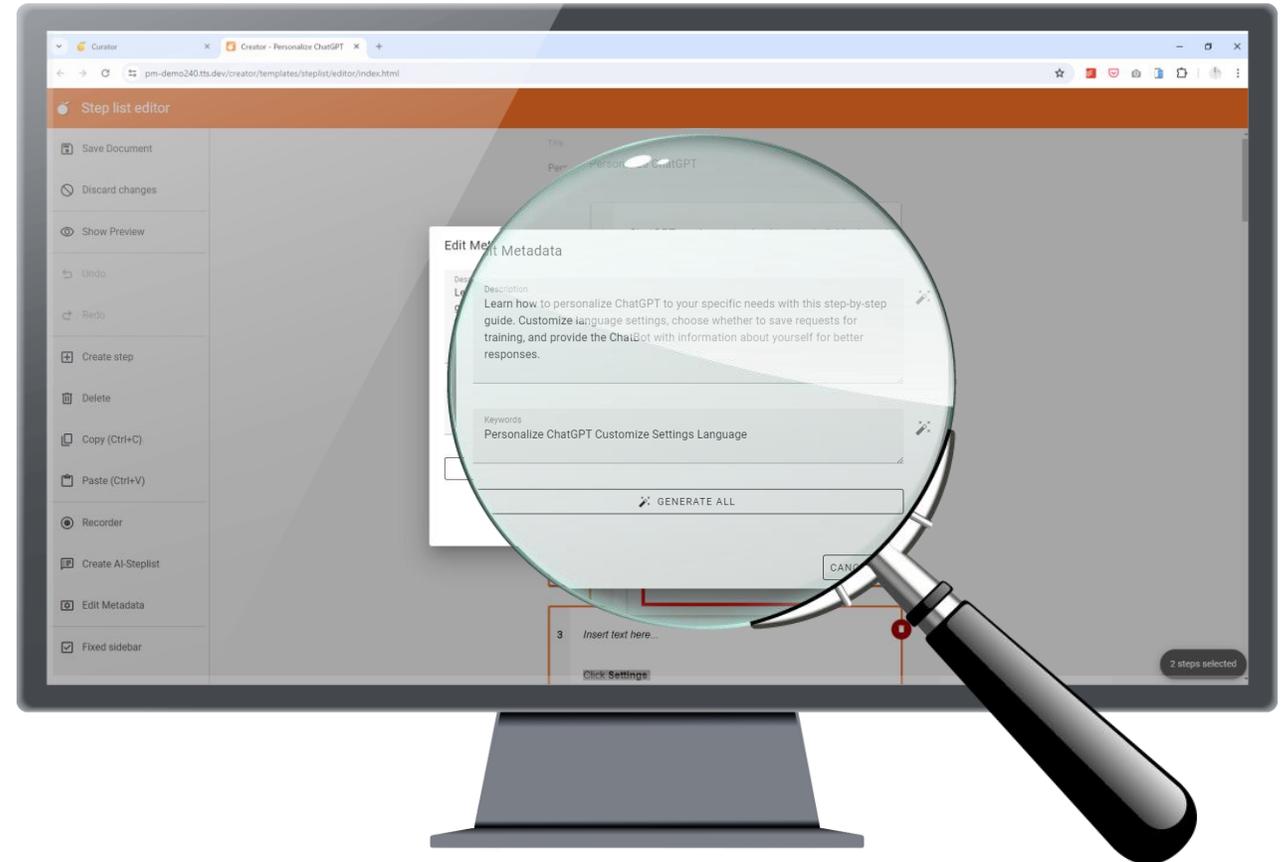
# Content Creation

## Producer – text to speech with Amazon Polly

**2024**

**Enhance complex E-Learnings, like the Code of Conduct, with an engaging listening experience using Amazon Polly.**

Amazon Polly offers an expanded array of options for converting text into natural-sounding speech within the Producer.
You can now take advantage of advanced neural voices, allowing users to immerse themselves in a more authentic and captivating learning environment.

Amazon Polly's neural voices bring your content to life and keep users engaged and attentive throughout their training sessions.

**digital adoption solutions**
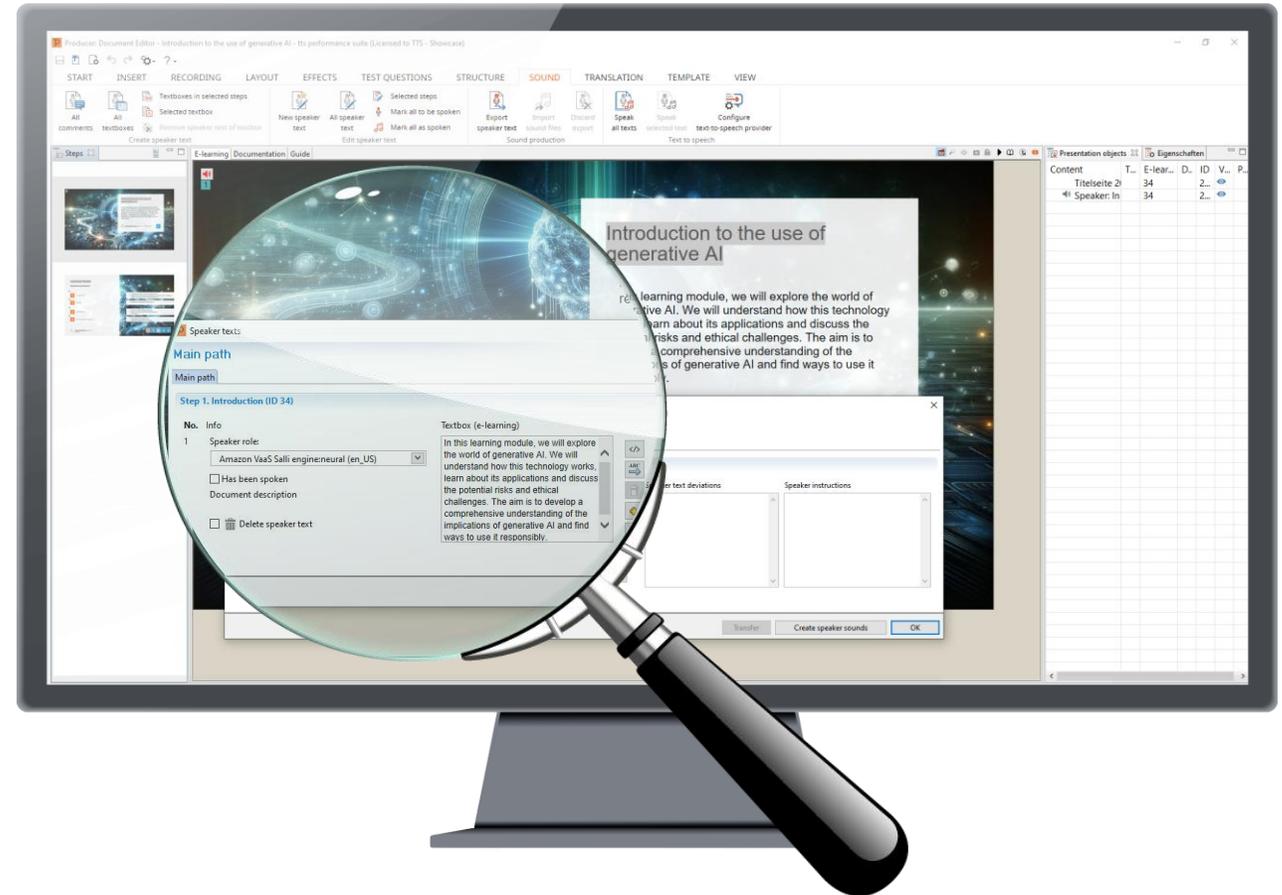
# Content Creation

## Creator – AI-generated images with DALL-E and DreamStudio

**2024**

**Increase compliance with more complex topics and processes, like IT-security, using AI-generated graphics.**

Images make large and complex processes visually appealing, keeping readers engaged and interested.

With just a few clicks using our predefined prompts in both DALL-E and DreamStudio, you can access images tailored to your needs. The generated images can range from high-resolution photographs to vector illustrations.

DreamStudio furthermore allows you to pick a preferred resolution and choose from 4 generated options to amplify satisfaction with the results.
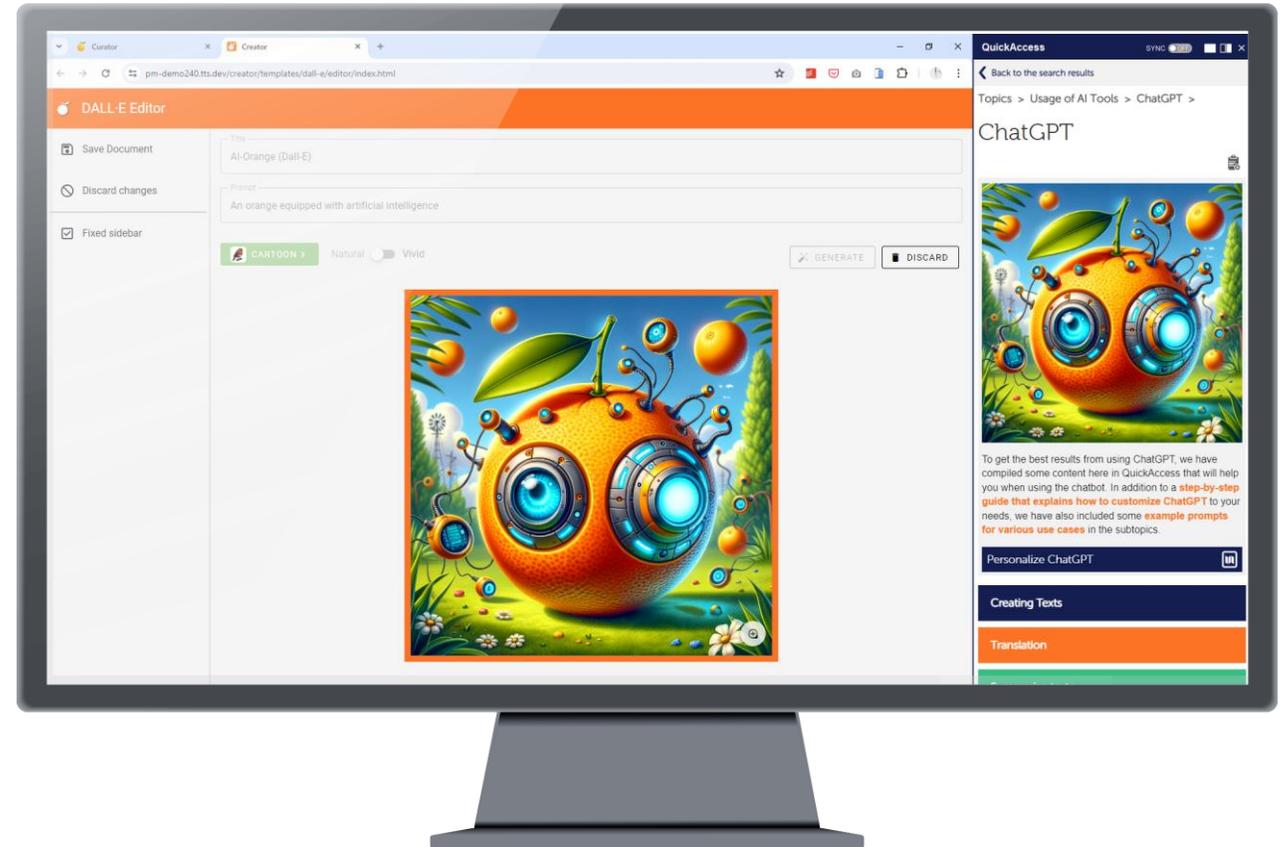
# Technical Improvements & Support

# Technical Improvements & Support

## QuickAccess / WebAccess - uniform hyperlinking

**2024r2**

**New link formats simplify the creation of links and forwarding of information to colleagues.**

Hyperlinks are now consistently created in https format throughout the tts performance suite. You will find the corresponding buttons in the new burger menu in QuickAccess.

Hyperlinks to QuickAccess content will automatically open in QuickAccess via redirect after one-time activation. Accessing content in WebAccess remains unchanged.

Employees can now conveniently access the desired content using a smartphone, laptop, PC or handheld device.



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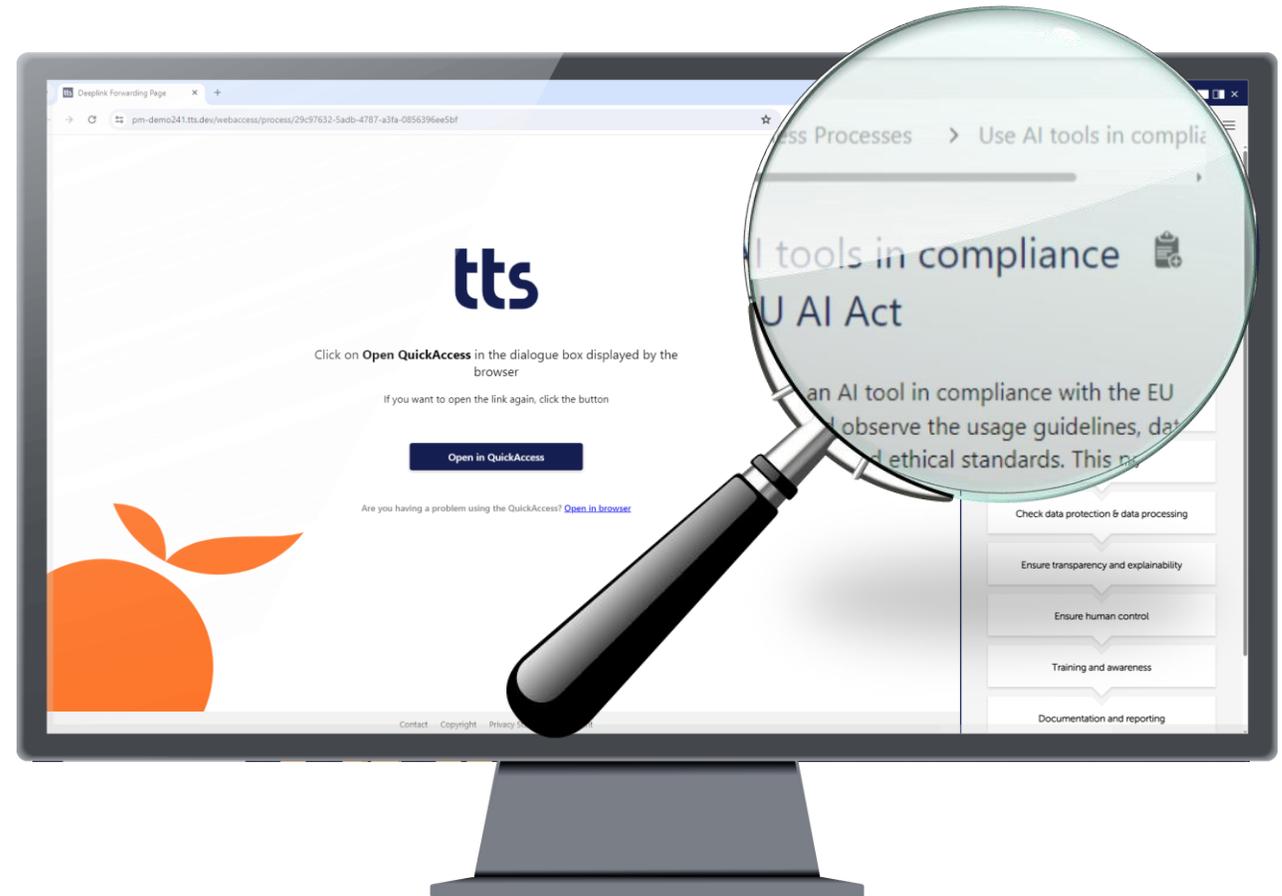
# Best practice examples from our customers

Business Guidance

# Shipment filings

Standard operation procedures (SOPs) and destination-specific regulations

## Customer situation and use case

The customer implemented CargoWise One in October 2021 to support personnel in shipment planning, execution, and tracking.

Employees must enter key shipment details, adhering to customer-specific Standard Operating Procedures (SOPs), such as uploading documents to designated portals or scheduling departures in advance.

Additionally, destination-specific regulations must be followed, e.g. certain documents may need to be submitted to customs before arrival.

# Shipment filings

## Starting point

During the initial usage of tts performance suite, they used Performance Support categories to structure nearly 150 guides.

This high number complicated the search for relevant content.

| Customer industry | Global transport and logistics |
|---|---|
| **Number of employees** | ~12.000 employees |
| **Number of end user** | 2.000 employees |

# Shipment filings

## Outcome: Standard operation procedures (SOPs) and destination-specific regulations

In addition to step-by-step lists, you will find information about the customer and the destination.

QuickAccess not only recognizes the CargoWise One application and the tab for processing the shipment reason registration, but also the information on controlling customer and destination (US) and now displays the corresponding information.

# Shipment filings

## Outcome: Standard operation procedures (SOPs) and destination-specific regulations

In addition to step-by-step lists, you will find information about the customer and the destination.

QuickAccess not only recognizes the CargoWise One application and the tab for processing the shipment reason registration, but also the information on controlling customer and destination (US) and now displays the corresponding information.

# Shipment filings

Outcome: Standard operation procedures (SOPs) and destination-specific regulations

# Human Resources

Pregnancy notification and risk assessment

## Customer situation and use case

Some HR processes tend to be extensive, complex, error-prone, and mapped in heterogeneous IT systems.
Our customer wanted to develop an efficient solution to support employees in complying with complex HR processes.

A particularly challenging example is the process for reporting a pregnancy and the subsequent risk assessment.

# Human Resources

## Starting point

The current resources: A 16-page PDF with little structure and clarity. Important elements such as clearly defined roles, responsibilities and tasks were insufficiently elaborated.

| Customer industry | Retail and tourism |
|---|---|
| **Number of employees** | ~360.000 employees |
| **Number of end user** | 200.000 employees |
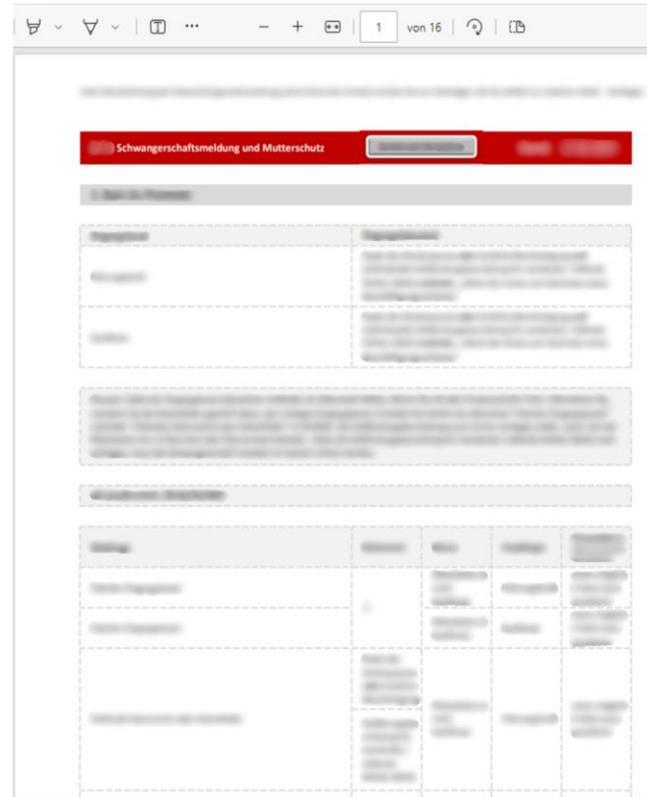
# Human Resources

## Outcome: Pregnancy notification and risk assessment

With the help of Business Guidance, the customer created a clear process overview that serves as a clear guide for employees, managers and HR staff.
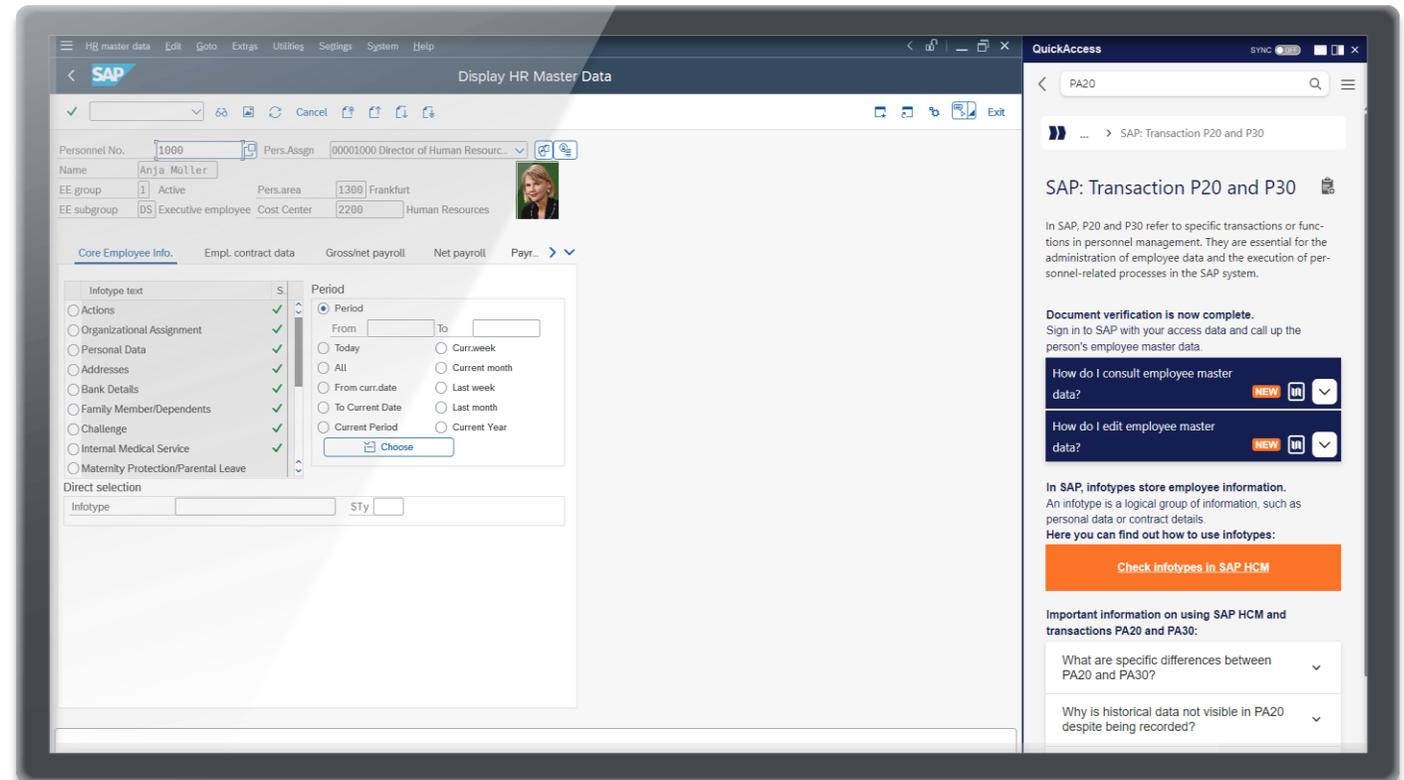
# Human Resources

## Outcome: Pregnancy notification and risk assessment

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**Panel 1**

QuickAccess — SYNC OFF

Pregnancy

… › Employee announces their pregn…

### Employee announces their pregnancy

**Notify your supervisor of your pregnancy via email or post.**
You require a certificate from your obstetrician or copy of your maternity record.

Guide to Maternity Protection

Why does my employer require these documents?

Which information is required?

↧ Roles

**Submit via e-mail**
Send the official proof AND the written notification by e-mail to your supervisor.

**Submit via post**
Send the official proof AND the written notification to your manager by post.

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**Panel 2**

QuickAccess — SYNC OFF

Pregnancy

… › Supervisor receives pregnancy no…

### Supervisor receives pregnancy notification

**Once you have received required documents, create a risk assessment (BAD).**
This ensures workplace and health protection for the employee.
The risk assessment must be available in any case, unless the person is on parental leave.
**Complete the entire form below.**

Template: Risk assessment

How do I create a risk assessment? NEW

**Note the following throughout the entire process…**

**General Data Protection Regulation (GDPR)**
Only collect mandatory data and disclose data only with consent.

What is data protection, and why is it so important? NEW

**Obligation to provide information**
Inform employees about their rights and protection periods.

Guide to Maternity Protection

**Hand over the risk assessment and employee documents to HR.**

**The supervisor informs HR about the pregnancy**

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**Panel 3**

QuickAccess — SYNC OFF

Pregnancy

› Notice of pregnancy to HR › Supervisor notifies HR

### Supervisor notifies HR

**The supervisor submits the notice of pregnancy.**
The report must be sent to HR Services with the corresponding documents containing…
…the **surname** and **first name** of the employee,
…valid **personnel number**, and
…the **expected date of delivery.**.

Please note: Privacy policy for maternity records

Sections A and B of the maternity pass contain health data of the person in question.
These can be redacted with no reason provided.
Inform the person about this right in accordance with the duty to inform.

**The individual risk assessment (BAD) should be submitted as well.**
The purpose of the assessment is to make an employee's workplace safe and compliant with legal requirements.

Click here for more information on preparing the risk assessment.

↧ Roles

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**Panel 4**

QuickAccess — SYNC OFF

Pregnancy

… › HR reviews the report and emplo…

### HR reviews the report and employee master data

**Once all data is in order, the subsequent process begins.**
Firstly, analyse all documents received.
Secondly, check employee master data in SAP and trigger further processes as necessary.

What should I do if documents are incomplete?

**Analyse the individual risk assessment.**
In the job designation, look for stock management and transport (logistics) or administrative tasks such as bookkeeping and office organisation (administration).

**Is the person employed in logistics or administration?**

Yes | No

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# Human Resources

Outcome: Pregnancy notification and risk assessment

# Production in opencast mining

Carrying out safety inspections and maintenance for crawler loaders

## Customer situation and use case

To ensure safe operation of heavy-duty equipment in opencast mining, our customer developed internal training programs.

However, retirement of experienced colleagues, inadequate driver manuals and incomplete onboarding led to improper operation, causing increased wear and machine downtime.

To improve safety and efficiency, they developed Business Guidance for various machines.

# Production in opencast mining

## Starting point

The internal training programs include a theory phase with web-based training (WBTs), classroom instruction and an extensive field training phase for each machinery.

The retirement of experienced colleagues, inadequate instruction of new employees and poorly suited driver manuals caused an increase in wear and tear and machine downtime.

| | |
|---|---|
| **Customer industry** | Renewable energy |
| **Number of employees** | ~20.000 employees |
| **Number of end user** | 1.400 employees |



Image was generated using AI

# Production in opencast mining

## Outcome: Safety instructions and maintenance

To improve safety and efficiency, our customer developed Business Guidance for various machinery and equipment.

QR codes on critical components provide instant access to relevant content via handheld devices, ensuring safe use and significantly reducing errors.

# Production in opencast mining

Outcome: Safety instructions and maintenance
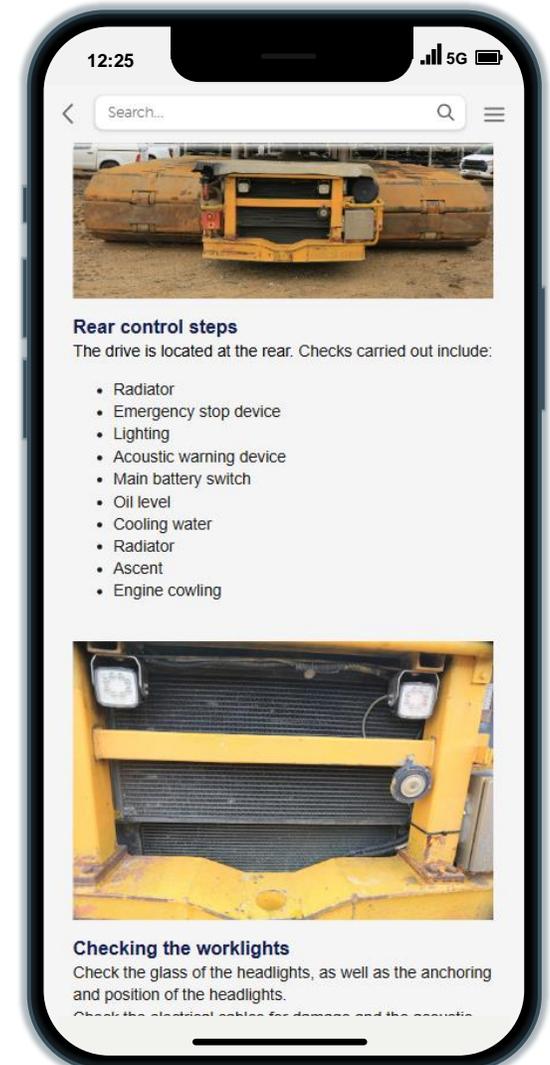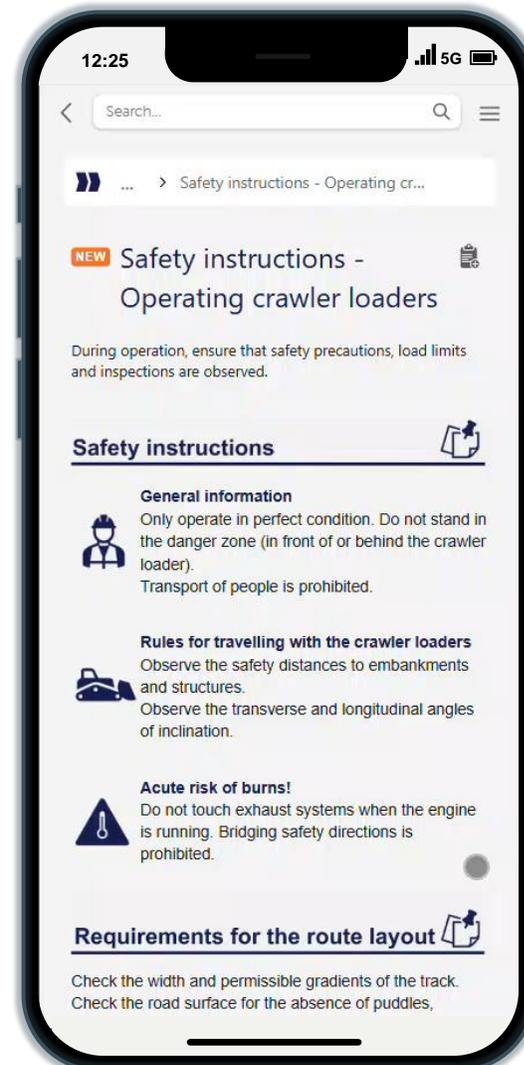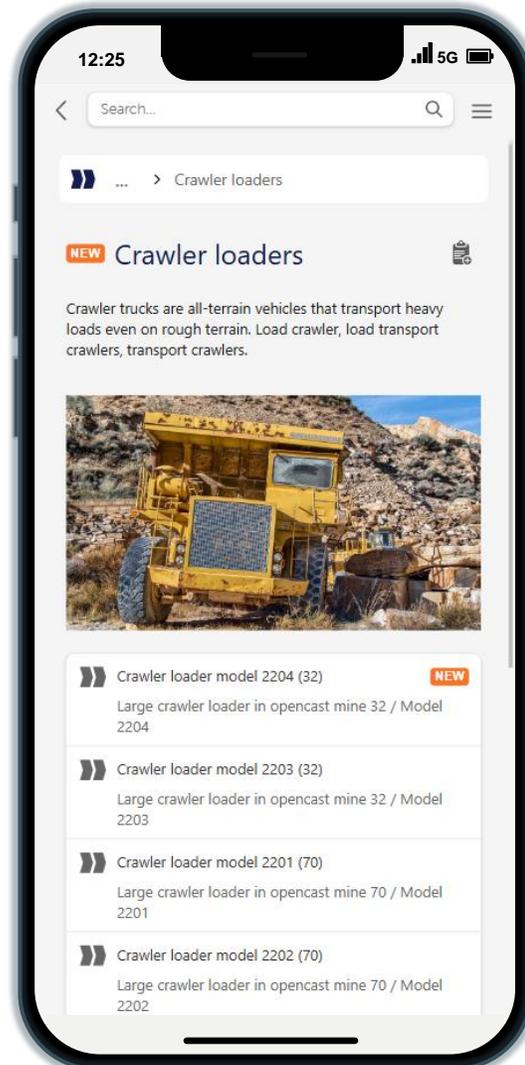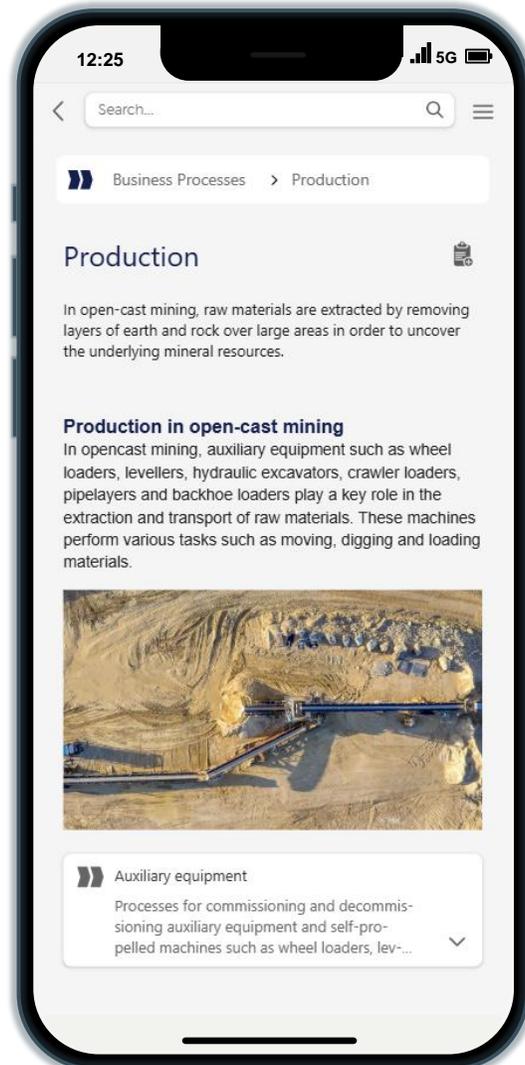
# Invoice processing procedure

Determining the correct tax code

## Customer situation and use case

The customer is processing invoices in SAP S/4HANA, where the tax code must be manually entered to ensure correct VAT offsetting.

Despite extensive training and documentation, the error rate remains high due to the complexity of applicable tax regulations, especially when multiple countries are involved.

This creates a risk of incorrect tax filings and delays in payments.

# Invoice processing procedure

## Starting point

The internal training consist of classroom sessions, as well as detailed manuals and documentations.

However, due to complex regulations, especially across multiple countries, errors in entering the tax code are common. This leads to financial losses, administrative fines and further audits.

| Customer industry | Pharmaceuticals |
|---|---|
| **Number of employees** | ~60.000 employees |
| **Number of end user** | ~50.000 employees |
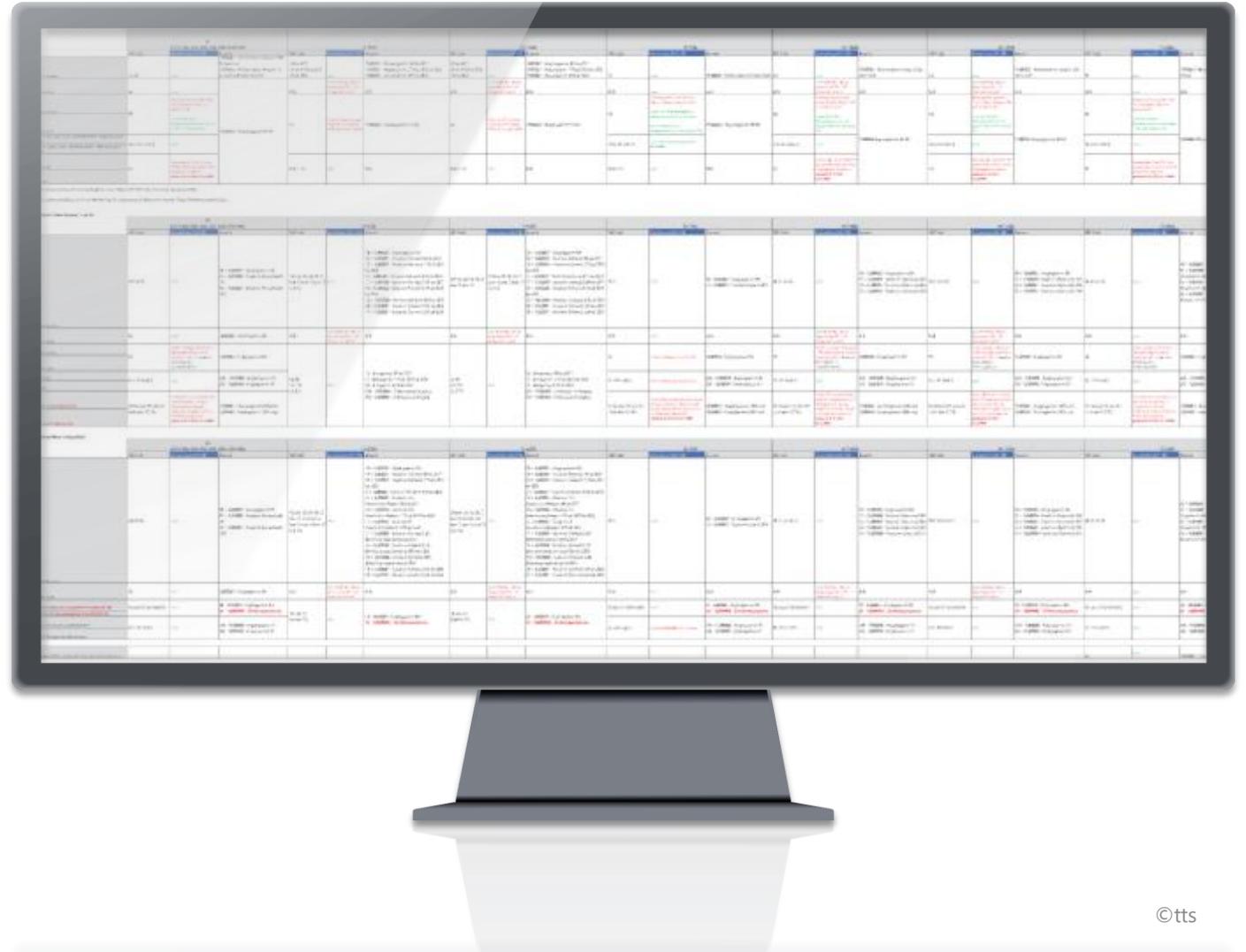
# Invoice processing procedure

## Outcome: Determining the correct tax code

Business Guidance ensures that users can efficiently create the supplier invoice in the system, improving processing speed and reducing the risk of mistakes.

# Invoice processing procedure

Outcome: Determining the correct tax code

# Infection guidelines

Diagnosis and treatment for infectious diseases.

### Customer situation and use case

Hygiene is of crucial importance in the healthcare sector. Therefore, healthcare management and staff must adhere to strict hygiene standards.

Treating infectious diseases in patients requires following these protocols very closely to prevent cross-contamination and increased risk to staff and patient health.

These guidelines and standards are part of a wide-ranging and complex group of treatment guides in clinics and wards.

# Infection guidelines

## Starting point

The internal training programs consist of extensive manuals covering all necessary guidelines.

However, the documentations are lengthy and complex, making it difficult for staff to absorb key information effectively. This leads to gaps in knowledge and an increased risk of healthcare-associated infections.

| Customer industry | Healthcare |
|---|---|
| Number of employees | ~12.000 employees |
| Number of end user | 8.500 employees |

# Infection guidelines

Outcome: Diagnosis and treatment for infectious diseases.

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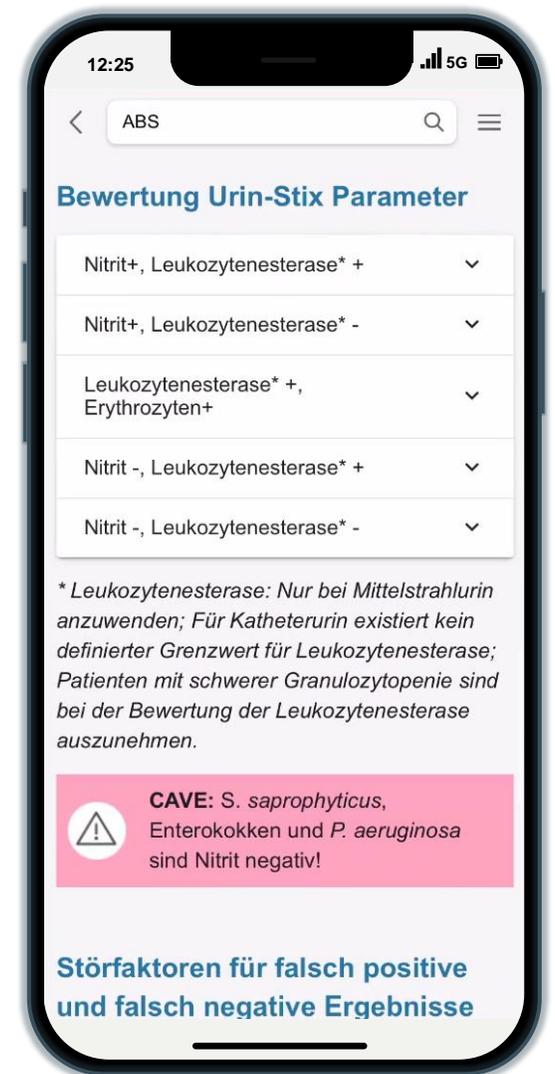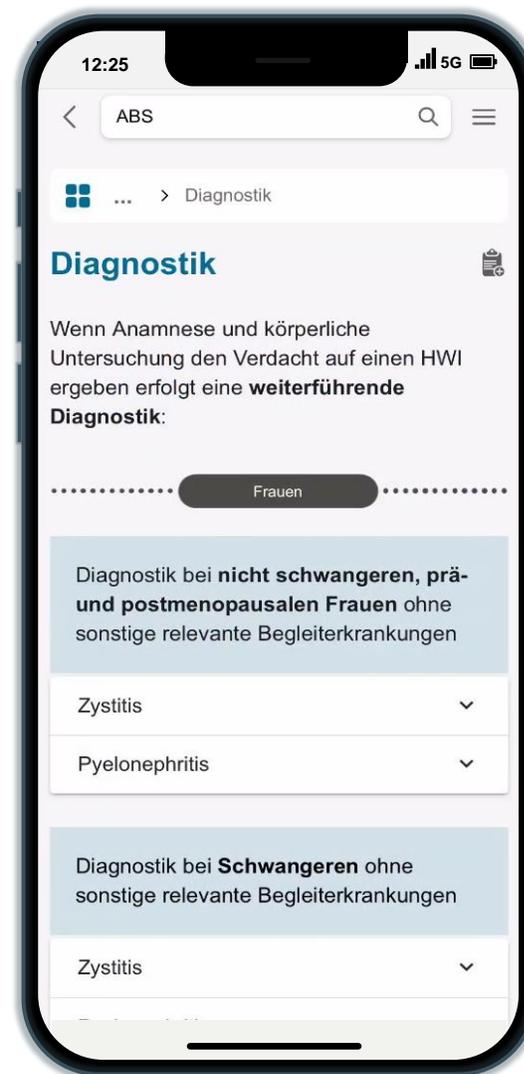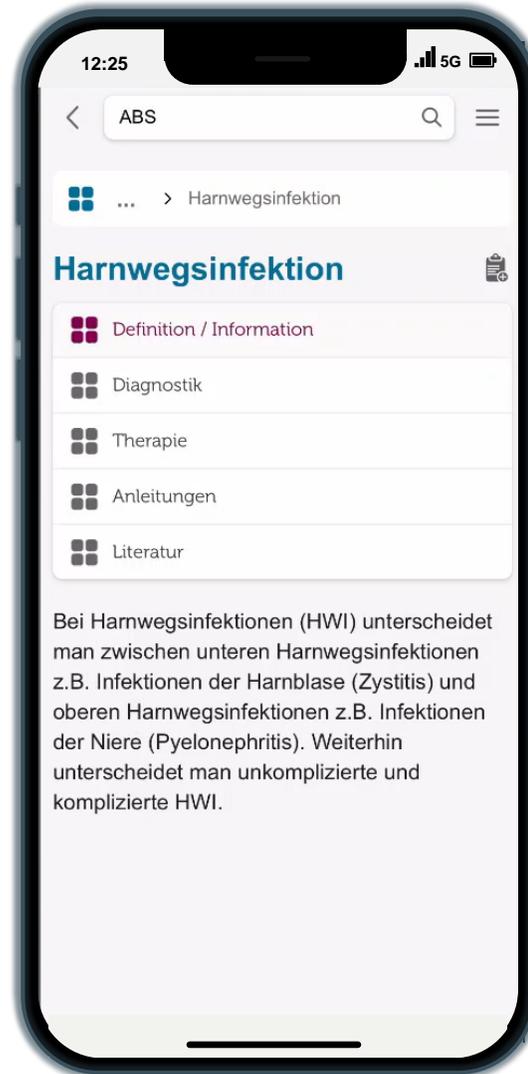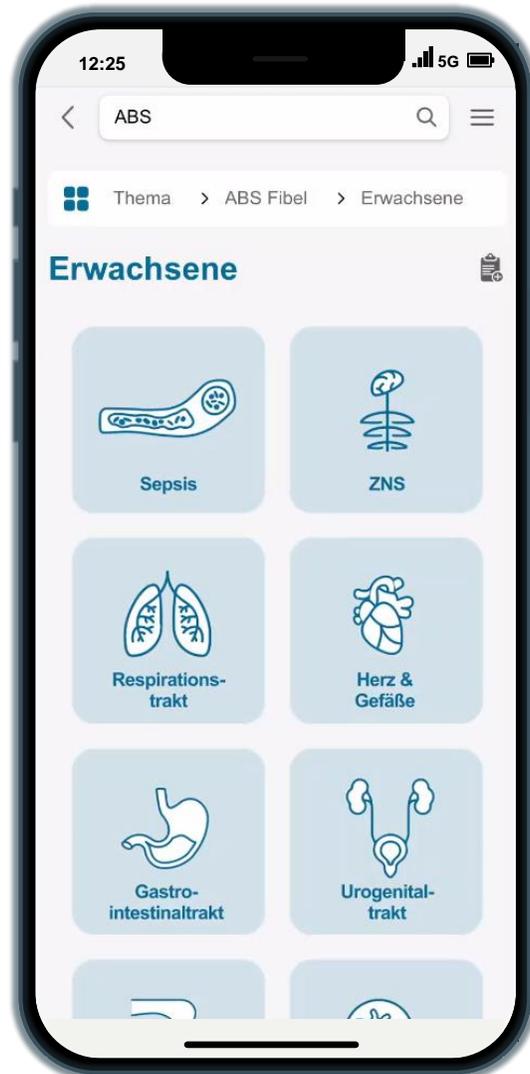
# Do you have any questions?

Please find all information about tts performance suite 2025 here.

If you have any more questions about our tts performance suite 2025, please contact us!

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# Thank you

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