

tts performance suite

The Portal's interface elements



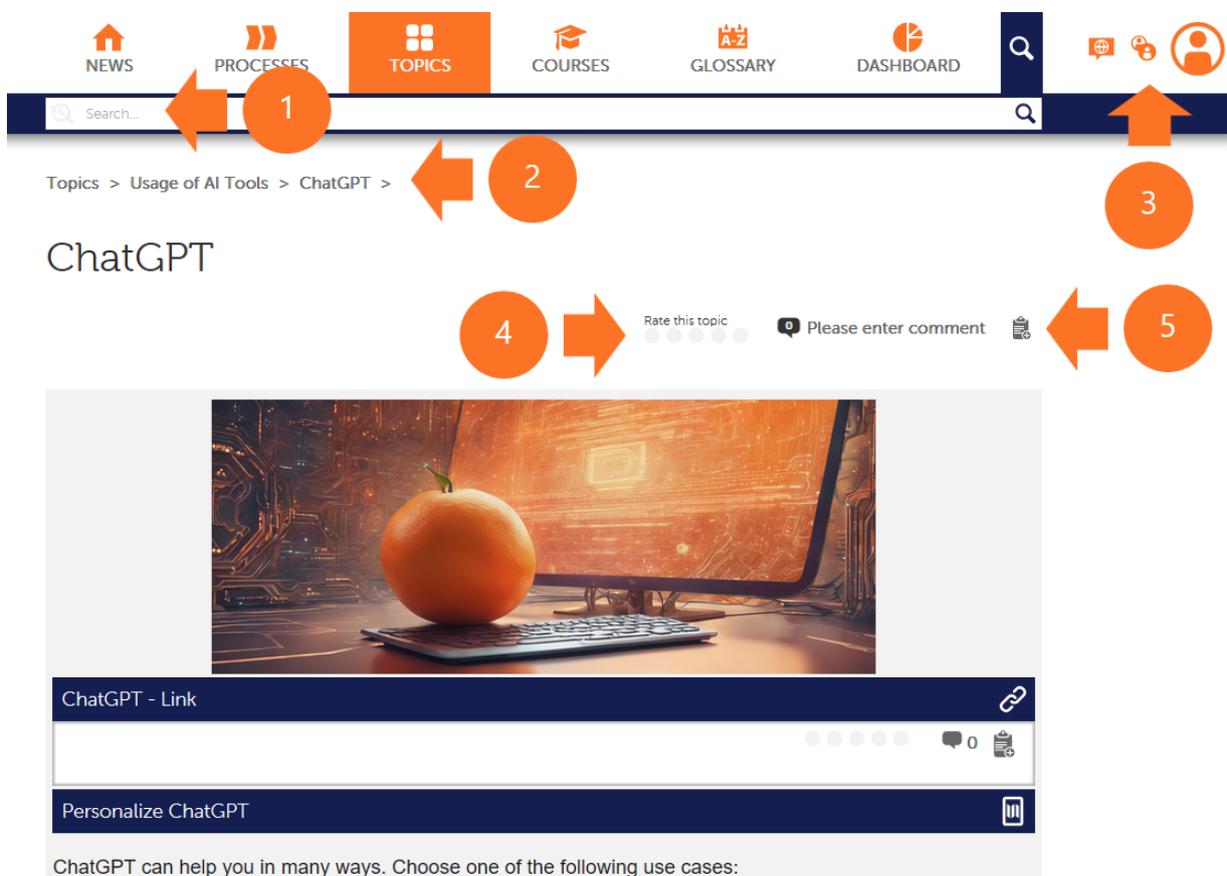
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The Portal's interface elements

The Portal is a central location where information and documents are stored, and from where they can be accessed by users. The following documentation gives you an overview of the structure of the Portal.

1 Content area



Every Portal view has a **content area**, as shown above. Some elements are visible in every view (Processes/Topics/Courses):

1. The **search bar**, with which you can search for desired content, is the uppermost element on the page. Please refer to the document titled **The search function in the Portal** for further details on the search function.
2. **Breadcrumb navigation** provides an overview of your current position within the structural tree of the respective process/topic/course. A simple click allows you to switch to the higher-level areas at any time. The arrows open a menu which allows you to easily navigate deeper.
3. The **profile area** displays your profile picture, name, role and system language.

4. The **evaluation and comments** section is where you can enter feedback on the respective content (in this example: "ChatGPT") in the form of an **evaluation** or **comment**.
In addition to processes, topics and courses, this function is also available for documents.
5. Furthermore, here you can also click the corresponding button to **copy the portal link** – for example to pass on the content that is currently visible to other users or to use it for other purposes.



The content in the portal is either displayed directly inline (many contents created with Creator templates behave in this way) or can be accessed by simply clicking on the respective icon. Some icons are explained below:



Start e-learning



Display documentation



Open guide



Open link



Display work instruction



Display image



Display text



Display PDF

2 Views

2.1 News

News

Add new entry...

Important information ✕
Ulert Köppen / 1/10/25, 3:42 PM
<https://showcase.tts-cloud.com/webaccess/document/ebdcf1da-6ab9-49ea-b4b3-67e4e90278ea>

 **AI Employee Use Policy** / Document ← 1

 Please enter comment...

Get Stuff Done: Microsoft Planner Rocks Your Productivity World! ✕
Britt Bürgy / 5/15/24, 8:46 AM
Ditch the chaos and conquer your to-do list with Microsoft Planner's supercharged organization and collaboration features. Check out the new course and get yourself ready!

 **Planner** / Course ← 2
The learning units show you how you can use Microsoft Planner in your daily work to efficiently organize your task management. Planner is a web-based tool for managing tasks, setting deadlines, and displaying the progress of task processing in diagrams.

 Please enter comment...

Information Security - a hot topic ✕
Britt Bürgy / 3/24/21, 11:04 AM
Information Security, cyber security, data protection become more and more important. Don't miss out on the course and learn more about it.

 **Information Security** / Course
In this course, you will learn why information security is so important to your company and what you need to do to protect it.

The **News** tab contains information or news about the Portal's content. An entry here may refer to a document (1) or to a process, topic or course (2).

2.2 Processes

Business Processes > Order to Cash Process >

Order to Cash Process



Order to cash (OTC) refers to the business process for receiving and processing customer sales.

☰ Roles

» Order management

You can use this business process to create, issue, and monitor different types of sales orders. A sales order is a binding agreement between a sales organization and a sold-to party concerning the delivery of products or provision of services. It includes defined prices, product quantities, and delivery dates.

» Contract Management

Call center agents can use Contract Management to display a list of contracts for a business partner and to access details such as contract data, product information, status, bill information, and cancellation data.

» Customer Management

The aim of customer management is the sustainable management of customer relationships.

The **Processes** section is where you can access the available business processes. The display mode here can vary between a list display or a process display. The list display is selected in order to group processes (see above), whereas the process display shows the step-by-step sequence of the process (see below).

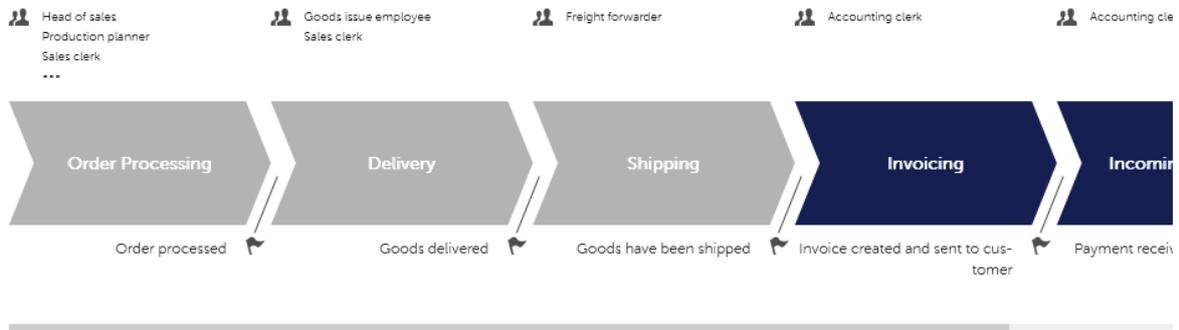
The process view can also be role-specific, meaning that you then only have access to the processes that are actually assigned to you. All the other processes are then inaccessible to you (shown in gray here).

Standard Order



Standard order generation

Roles



If you click the desired process, you can branch to the individual process steps and view the assigned content such as documentation and e-learnings. The entire process can therefore be tracked in stages and broken down into its various steps.

The roles (👤) involved in every process step are displayed just above the actual step. The result (🏆) that should be achieved after every process step can also be displayed.

All the roles involved in the entire process are listed just below the process.

2.3 Topics

Topics >

Topics



The **Topics** tab contains document compilations on specific topics involving frequently asked questions or other relevant topics.

IT Security

Rate this topic 0 Please enter comment

IT security should prevent attackers from spying on, manipulating, copying or destroying data and information. The three most important protection goals are confidentiality, integrity and availability.

Identify phishing	Call with unknown number	Evaluate website security	Fell into the trap?
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← 2

← 1

In today's digital age, the importance of corporate IT security cannot be overstated. With the increasing reliance on technology and the ever-growing threat of cyberattacks, organizations must prioritize safeguarding their sensitive data and systems.

A topic can include documents (1) as well as other sub-topics (2).

This way, you can inform yourself in a targeted manner via content such as documentation, e-learnings or links to further information.

2.4 Courses

Courses >

Courses



IT & Software

In this course area you will find all e-learnings on the various IT applications in use.



tts Business Skills

The e-learnings from tts offer you a variety of valuable training and further education opportunities. For example, courses on digitization and compliance, but also data protection and many other topics.

tts Workplace Learning

These courses offer insights into the ideas and concepts of performance support and mobile learning.

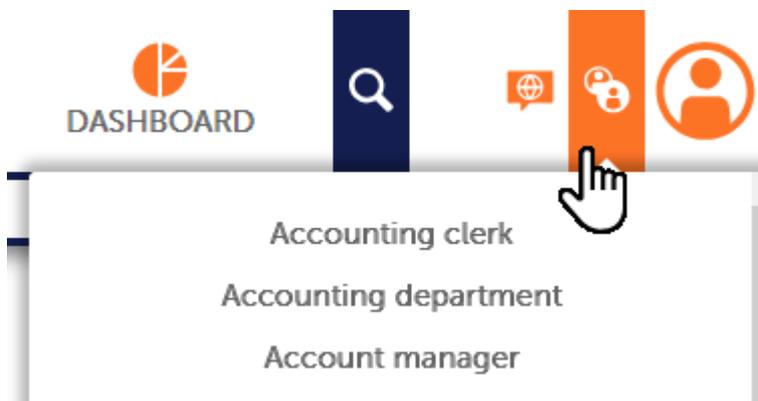
The **Courses** tab is where course categories and courses can be accessed. The Course view can also be role-specific, meaning that you only have access to the courses that are actually assigned to your role.

- Once you have successfully passed a course, this will be noted on the right side of the Portal. Here you also have the option of issuing a certificate to confirm course completion:

Passed the course
 You successfully completed the course. If you like, have the certificate issued.

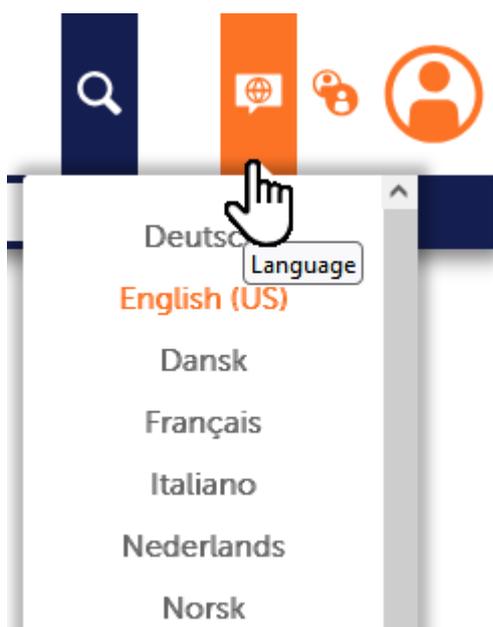
CERTIFICATE

2.5 Role



The **Role** tab allows you to switch between roles. The Portal is then automatically adapted to display only the content that is relevant to the specific role.

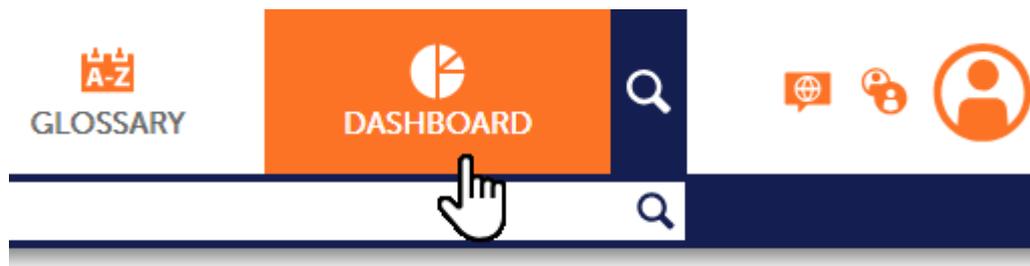
2.6 Language



The **Language** tab is where you can specify your preferred language for the Portal.

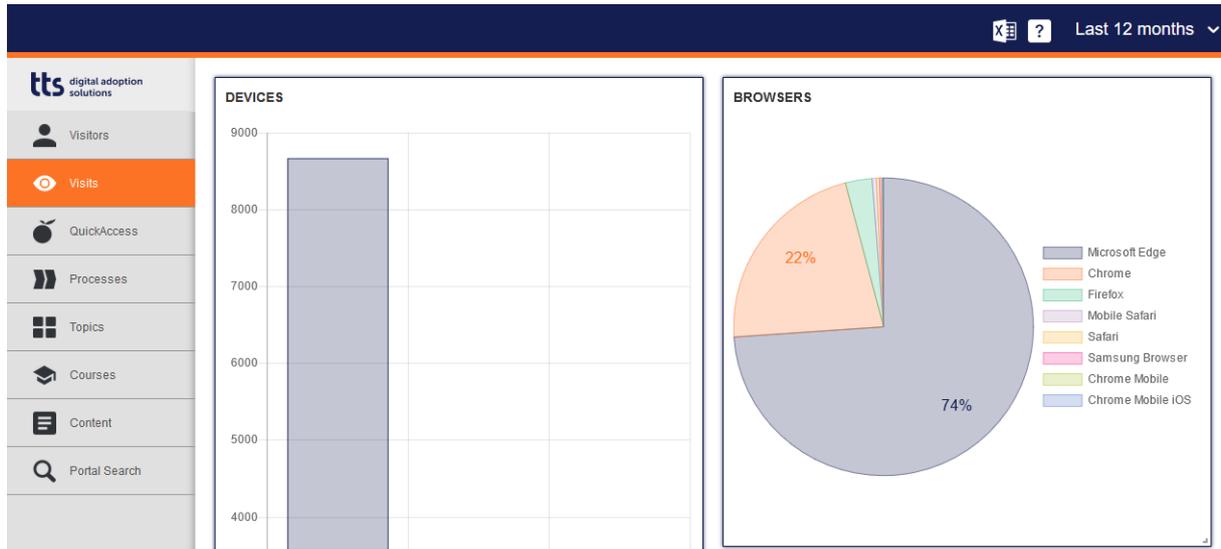
 Please note that only the content available in that language is then displayed. If the Portal has been configured accordingly, it's also possible that documents in your so-called fallback language will also be displayed. In concrete terms, this means: If the document you are looking for is not available in your preferred language, but does exist in the fallback language, this document will be displayed.

2.7 Dashboard

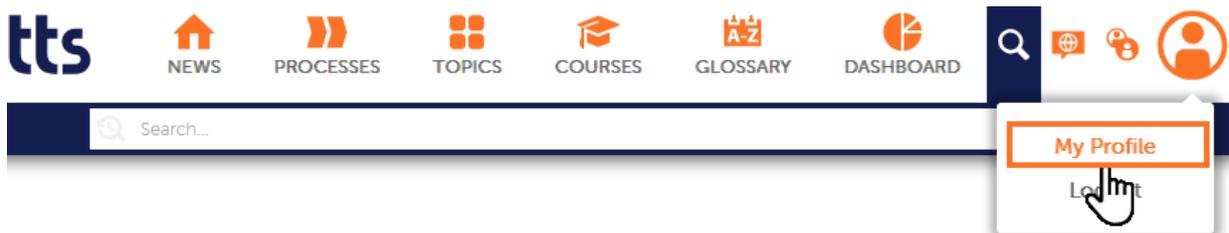


The Analytics Dashboard, which provides a visualization of usage data, can be opened via the Dashboard tab. The data are generated via the web-tracking interface of tts performance suite. These raw data are anonymously collected and saved during every user interaction within the WebAccess Portal and QuickAccess. The Dashboard offers a range of analysis options that are designed to check the effectiveness of portal usage or Performance Support initiatives, providing you with a basis for subsequent optimization activities.

Please refer to the document titled **Analytics Dashboard** for more information.



2.8 My Profile



My Profile

<p>Profile image</p>  <div style="border: 1px solid orange; padding: 2px; margin-top: 10px;"> <p>Image selection</p> <p>Change password</p> </div>	<p>First name</p> <input style="width: 100%;" type="text" value="Ulfert"/> <p>Last name</p> <input style="width: 100%;" type="text" value="Köppen"/> <p>Email</p> <input style="width: 100%;" type="text" value="Ulfert.Koepfen@tt-s.com"/> <p>Username:</p> <input style="width: 100%;" type="text" value="KoeppenUL"/>
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You can view your own profile in the **My Profile** section. Some parts of the profile, such as your first and last names, cannot be changed. The information that cannot be changed is marked with a **padlock** (🔒).

Needless to say, you can change your **password**. You also have the option of uploading a profile **image**.