

End-user view of QuickAccess

Keep reading to find out more about the design and workings of the end-user view in QuickAccess.

The particular work scenario is the first factor that needs to be considered when trying to identify the right amount of workplace support: *Why do employees require support?* Here are three examples:


- If, for example, an experienced employee encounters a change in the user interface of a particular software due to a release upgrade, they will probably only need step-by-step instructions to familiarize themselves with the new interface.
- Whereas a new employee may possibly require a complete course aimed at providing an in-depth introduction to the software.
- And yet another employee may suddenly realize that their fundamental business processes have changed (perhaps due to restructuring or legal changes), meaning that this employee faces the challenge of having to relearn familiar activities. This explains why direct access to a process flow chart (for example) can be a great help in this scenario.

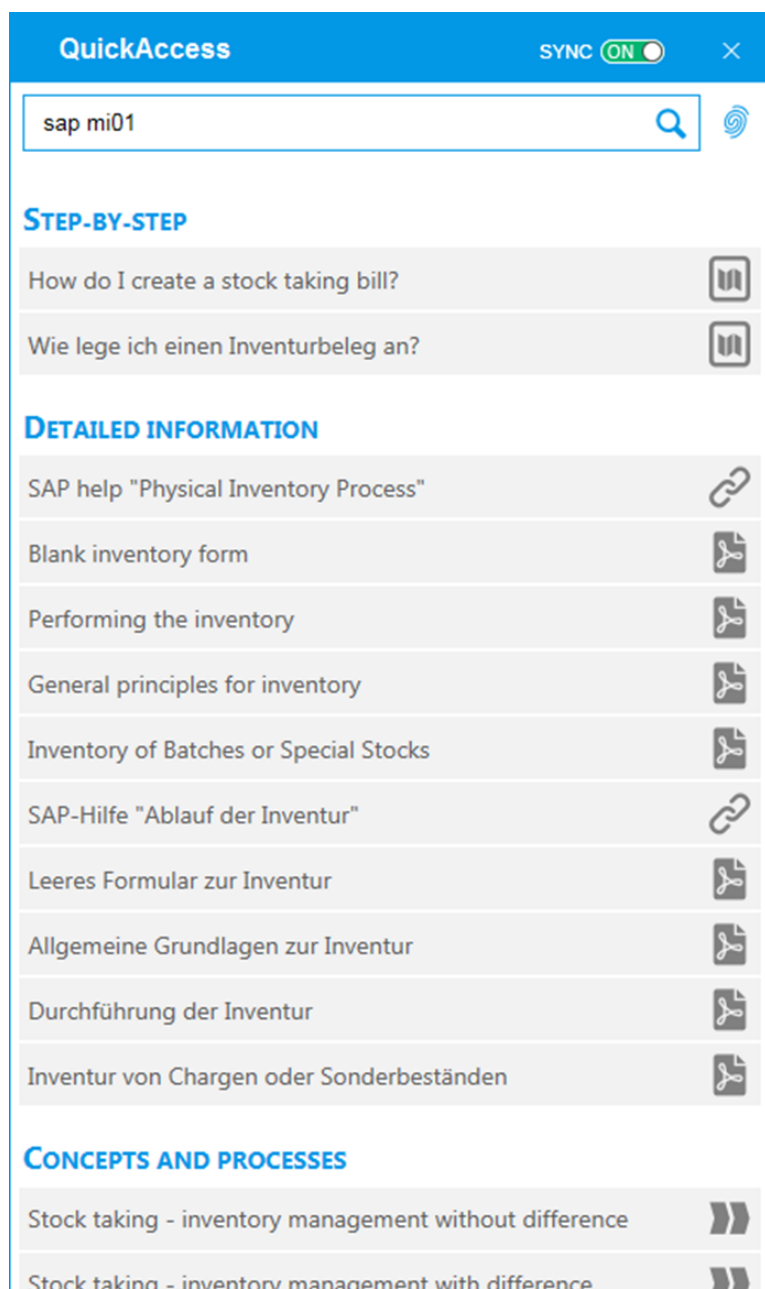
All three employees start looking for assistance that is geared toward their personal situation: One of the employees turns to the intranet in their search for a process description which is possibly not even available there due to the fact that process modeling is done with a separate tool. The new employee turns to the Learning Management System to try to find a course dedicated to their application, while their experienced colleague is frustrated by the fact that they got four different answers from the three different people they asked about the sudden disappearance of a particular button from the application, and how on earth they're supposed to complete their task without it.

Employees therefore don't just require **different types of information**, but above all **easy access** to such information. QuickAccess supports precisely this type of effortless access. The document management principle used in tts performance suite allows both content produced via tts performance suite, along with external content, to be made available to employees via QuickAccess. End users can access such information via an icon (the Orange) in their taskbar.



Clicking the Orange leads to the appearance of a window with a list of contents. Whenever end users require assistance with a particular IT application, QuickAccess automatically supplies content regarding the application currently being used. However, it's also possible to use an input field to search for non-IT-related content, and this even includes an auto-suggest function.

-  The content relating to the application that is currently activated will only be automatically provided if the SYNC button is active, or green in other words.



Content is divided by default into the categories "Field help", "Step-by-step", "Detailed information", "Self-learning units" and "Concepts and processes". However, these categories may have different titles due to the fact that they can be customized to suit the customer's specific requirements.

The use of the context, search function and Performance Support Categories ensures that the end users can find exactly the help they require for their respective current work scenario.