



In the Moment of Need.

# Added Value Pack

tts performance suite 2022r2  
All highlights at a glance!

Speaker: tts

Date: October 2022

tts digital adoption solutions



# Added Value Pack

## tts performance suite 2022r2

On the following slides you will learn about the **highlights** of the **tts performance suite 2022r2**, which you will benefit from when you update your current version.

For a better overview we group the highlights in the categories **Performance Support**, **Content Creation** and **Technical Improvements & Support**.



# Important Information: Update & IT Security

## How regular software updates can protect you

From time to time, companies are threatened by IT security vulnerabilities, such as the so-called "Log4Shell" vulnerability. Through this gap, it is possible for third parties to gain unauthorised access to internal company networks and cause damage, e.g. through data misuse. This is not a marginal phenomenon - in fact, this IT security vulnerability is estimated to affect **almost one third of all web servers worldwide!** Commercial enterprises and public authorities are equally affected. So don't take any risks when it comes to your IT security!

The good news: security holes like "Log4Shell" and "Spring4Shell" can be closed by updating the affected software. It is crucial that the security measures are implemented quickly and also regularly by updating. Therefore, we recommend all our customers to regularly update their tts performance suite to prevent damaging cyberattacks.

We release two new versions of our tts performance suite every year, which contain new functions and performance improvements as well as security-relevant updates. In case of an emergency, we deliver patches for the currently supported versions of the tts performance suite (currently: 2022r2, 2022 and 2021r2), which are of course immediately implemented by us for our cloud customers.

We therefore recommend that you **keep your tts performance suite up to date at all times**, so that you can use our software in line with the latest IT security standards and do not take any risks. If you are still using a version 2021 or older, an update is even more urgently recommended.

Also, the end of support for Internet Explorer 11 since 15<sup>th</sup> June 2022, is another reason to update your tts performance suite on a 2022r2.



# New in tts performance suite 2022r2

# Content Creation

## Record step-list guides even faster in the browser

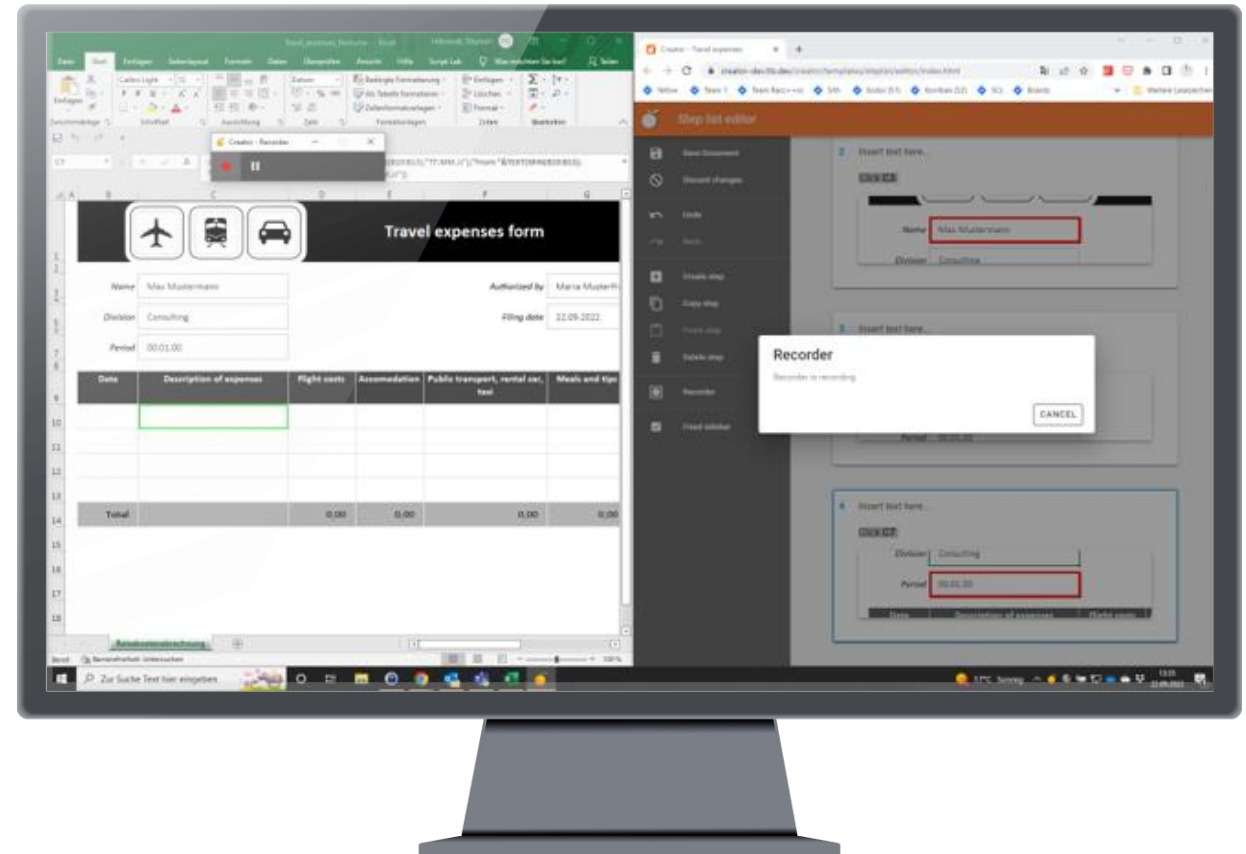
2022r2

### Record step-list guides even faster in the browser

Our Creator-Recorder can now be started directly from the browser to record applications for step lists. No more tedious down- and uploading of files. The result is displayed in the Creator and you can edit and publish the recording directly there.

And no matter whether you start the Creator via QuickAccess or the Curator: it always opens in your browser. The view is the same and the application quite intuitive.

This way, even your subject matter experts can easily create and edit recordings without having to be familiar with the client application - recording step lists has never been faster!



# Performance Support

## Search for help – even beyond QuickAccess

2022r2

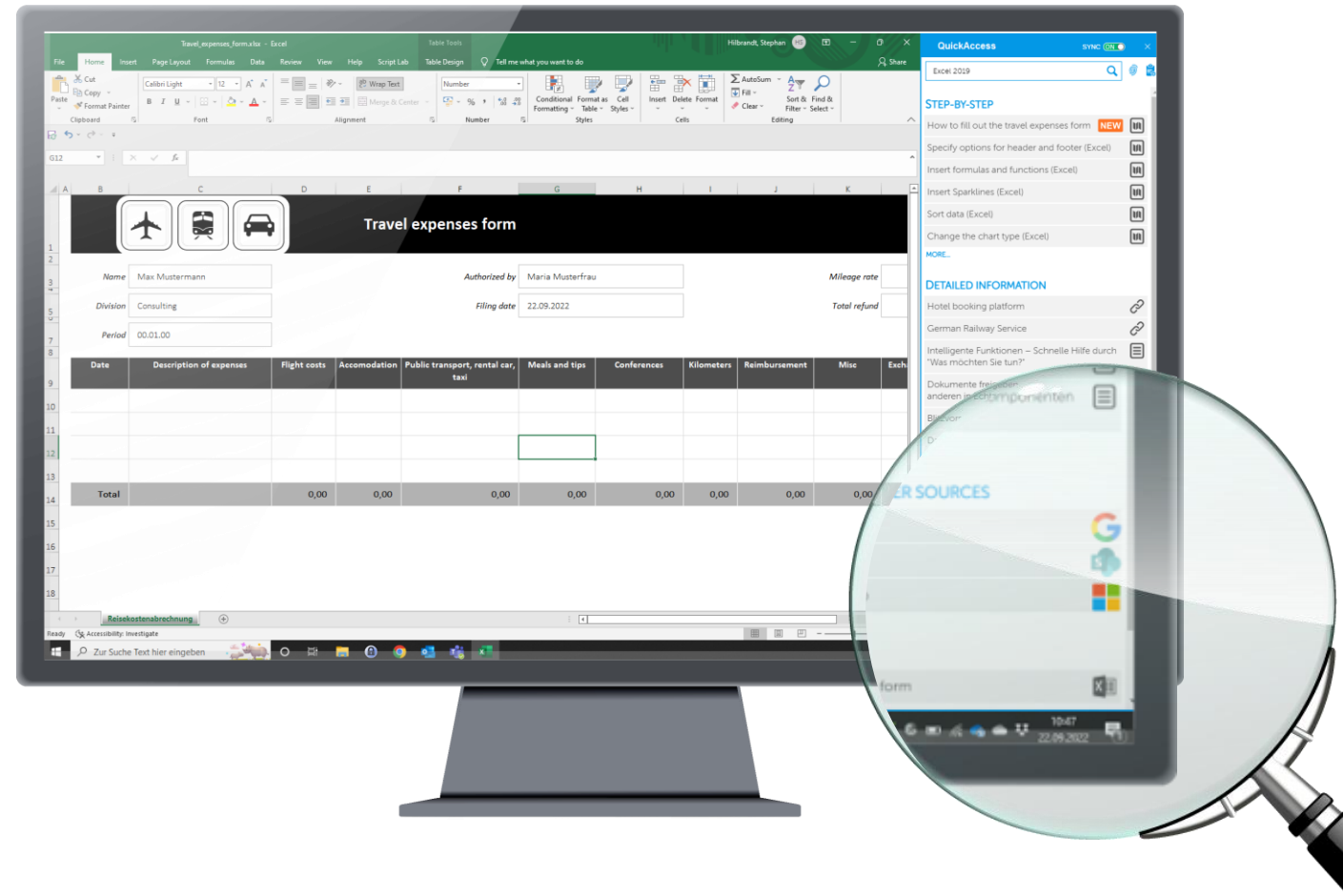
### Find help in other search engines

Can't find the right help for an app or process in QuickAccess?

Then pass your query on to other search engines with one click.

The suggestions for where to search always match what you want to know: For questions about Microsoft Office, the Office Help opens; for internal company information, you are directed to the intranet or SharePoint. Practical: You can see the results directly in QuickAccess, and the authors can pin the most relevant content on the topic there.

This way, your users also see relevant results in applications for which you have not previously created content, and they can continue their search with these results.



# Content Creation

## Highlighting in Producer recordings

2022r2

### Highlighting in Producer recordings

Green marking frames now highlight which object is being recorded in the Producer-Recorder.

On the one hand, this allows you to record nested objects in a more targeted way, and on the other hand, the recognition of dropdown menu items is significantly improved.



# Content Creation

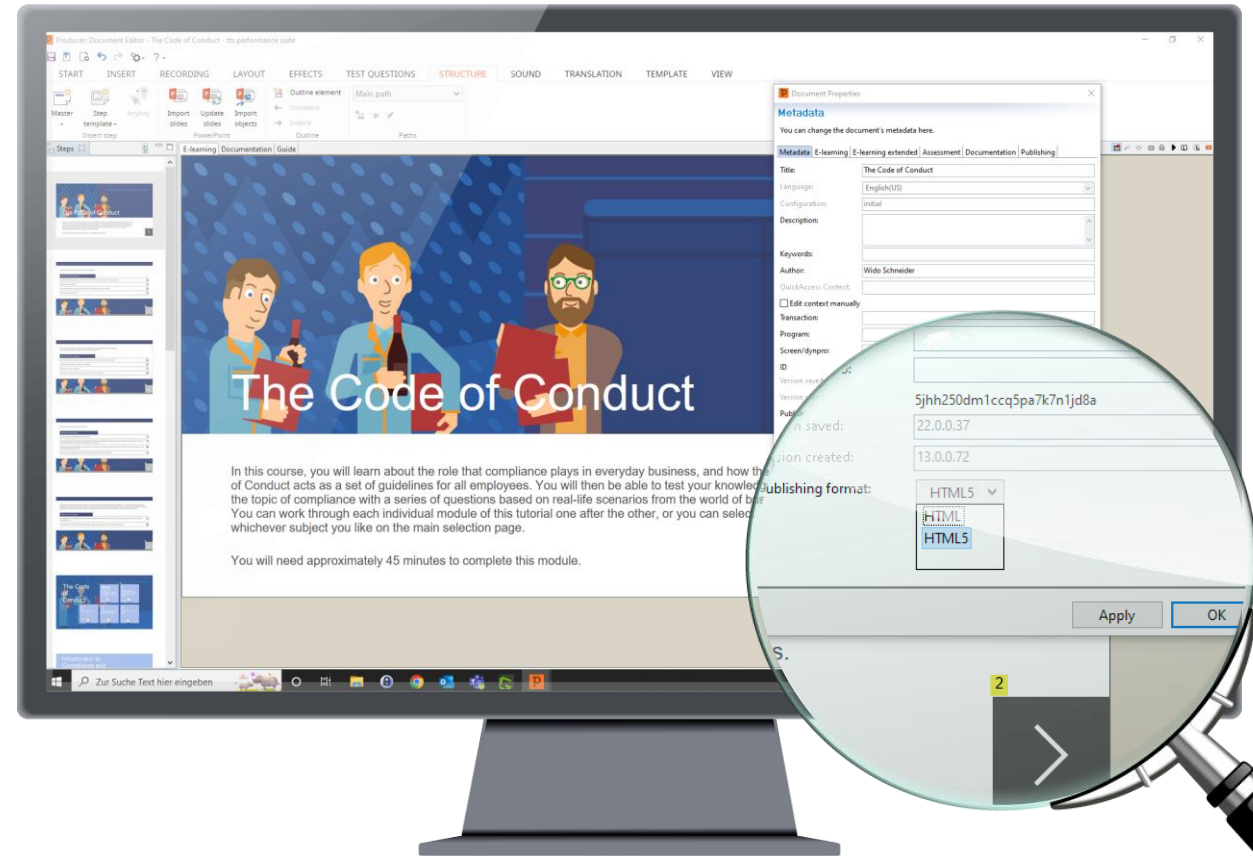
Create content in HTML5 even more easily

2022r2

## Create content in HTML5 even more easily

If you select HTML5 as the format in Producer, the user interface adapts automatically. Functions and buttons are now even easier to find and you can create and edit your content even more efficiently.

This ensures that all selected functions are also available in the desired export format.





# Performance Support

Push Notifications

# Performance Support

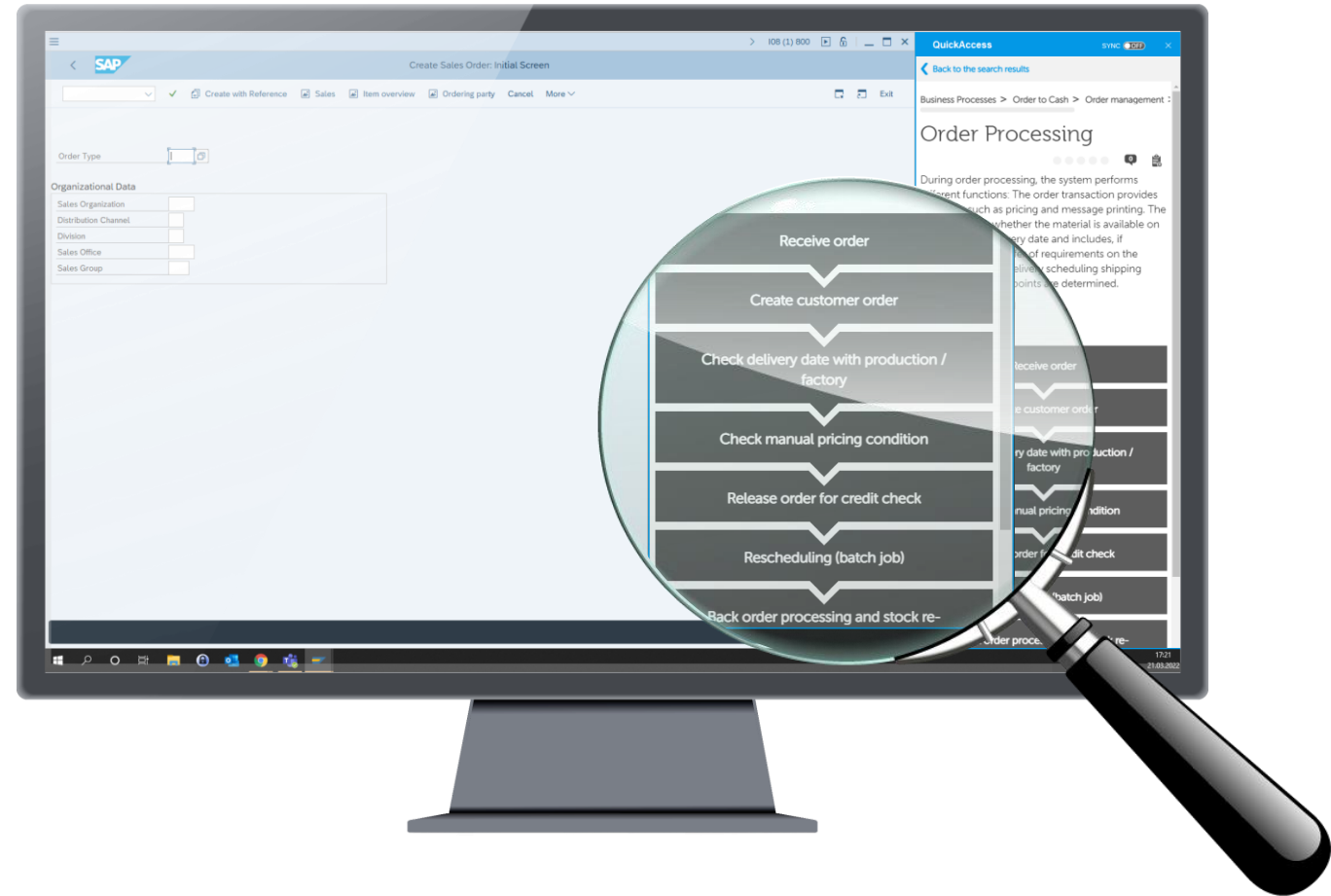
## Display processes directly in QuickAccess

**2022**

### Display processes directly in QuickAccess

You can open processes now directly in QuickAccess, side by side with your current work context. This makes it easier for you to see how the current work step fits into the overall process. However, the focus remains on your task without a browser window overlaying it in a disturbing way. Navigate comfortably within the processes in the QuickAccess window and keep an eye on everything in parallel.

With this option you can offer structured business guidance to all users in their daily work - based on their respective roles, of course.



# Performance Support

## Push Notifications

2019r2

### Push Notifications

Proactively inform your users about upcoming events and new information based on an application context, e.g. inform your users if they are currently trying to use an old SAP transaction and guide them to the newer transaction they are supposed to be using.

2020

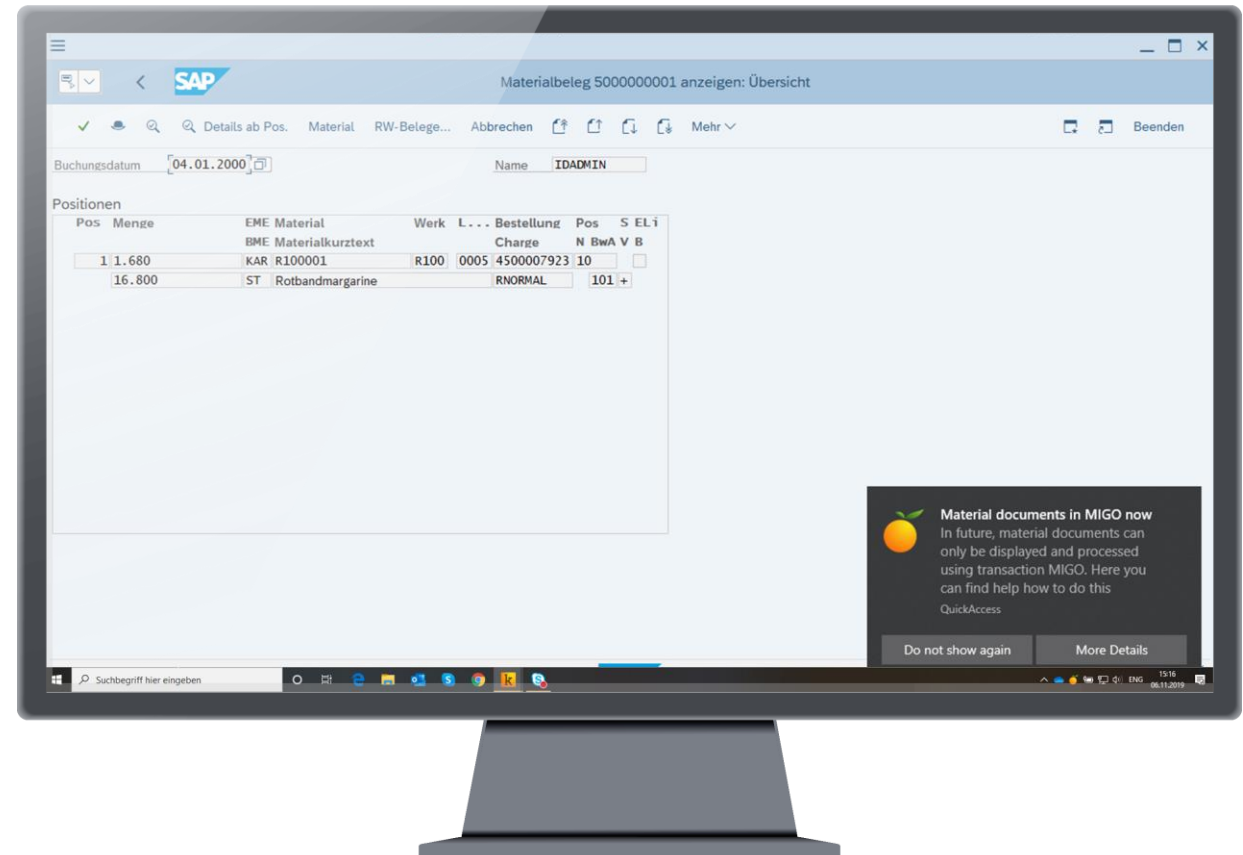
### Structured Push Notifications

See at a glance which notifications are currently displayed for your users, which are planned for the future and which have expired.

2021

### Extended use of Push Notifications

In addition to the context of the notification, there is now also an alternative search context for further help as well as a more frequent update of the notifications.



# Performance Support

WebAccess, QuickAccess, context and search

# Performance Support

## Responsive design & standard browser

**2021**

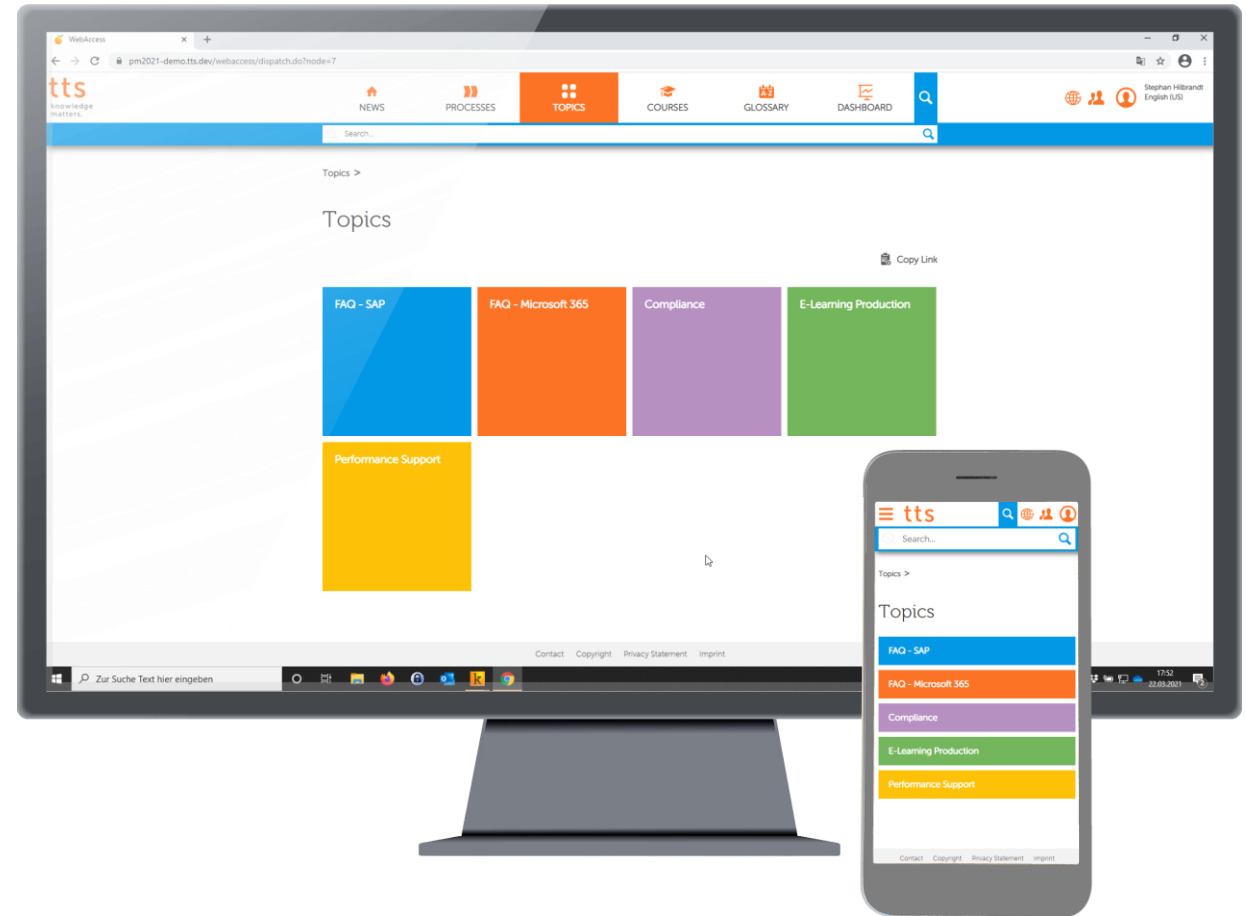
### Responsive design in WebAccess

Version 2021 gives you the option to display WebAccess (formerly Publisher) in responsive design. This allows WebAccess and its content to seamlessly adapt to the screen size of your end device.

**2019r2**

### Standard browser for content

You can now use your default browser to view content. This means you no longer have to rely on Internet Explorer to access your content, and you no longer have to work with multiple browsers at the same time if Internet Explorer is not used by default in your organisation.



# Performance Support

## Improved search in QuickAccess and WebAccess

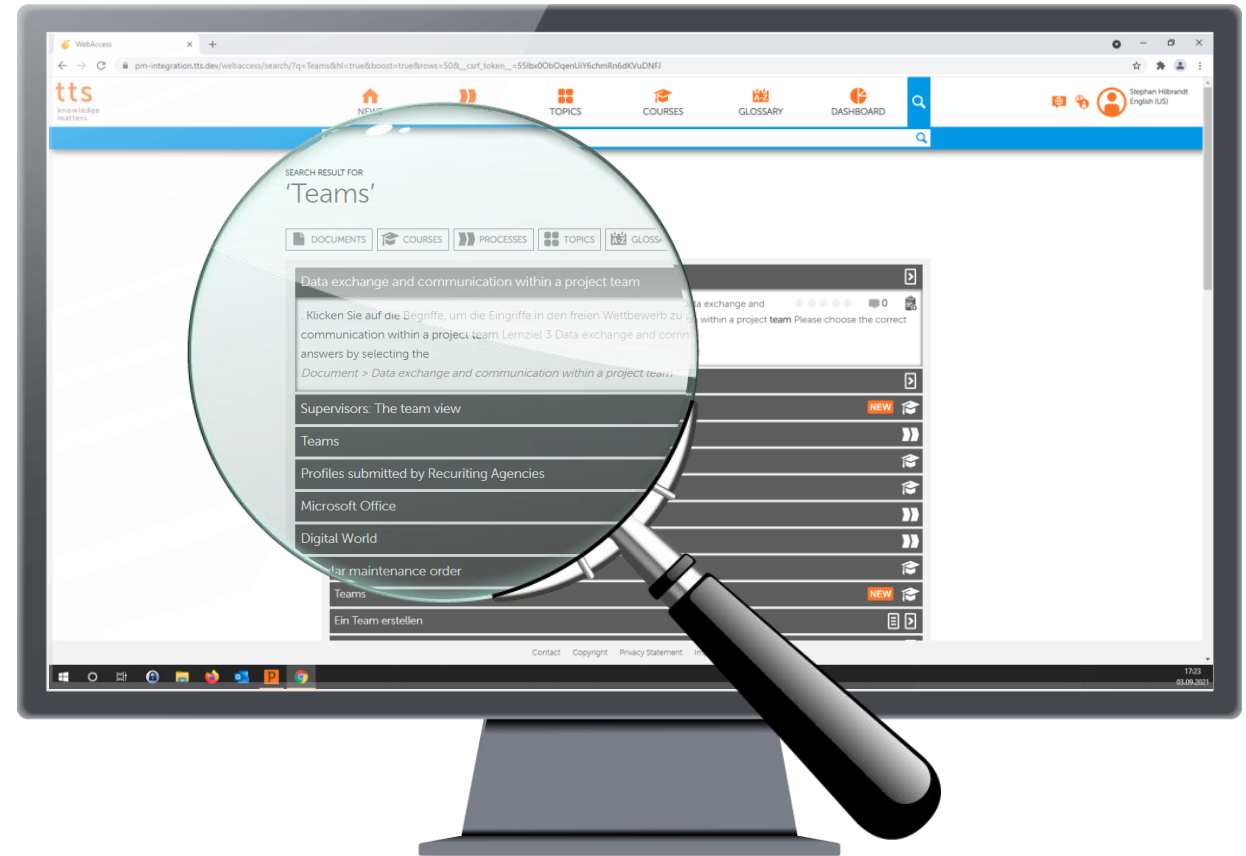
**2021r2**

### Improved search

From now on, you will save valuable time when searching in QuickAccess and WebAccess:

If you search for a term, e.g. "instruction" in the singular, the search also shows hits for the same term in the plural, i.e. "informations".

You do not have to start a separate search for this.



# Performance Support

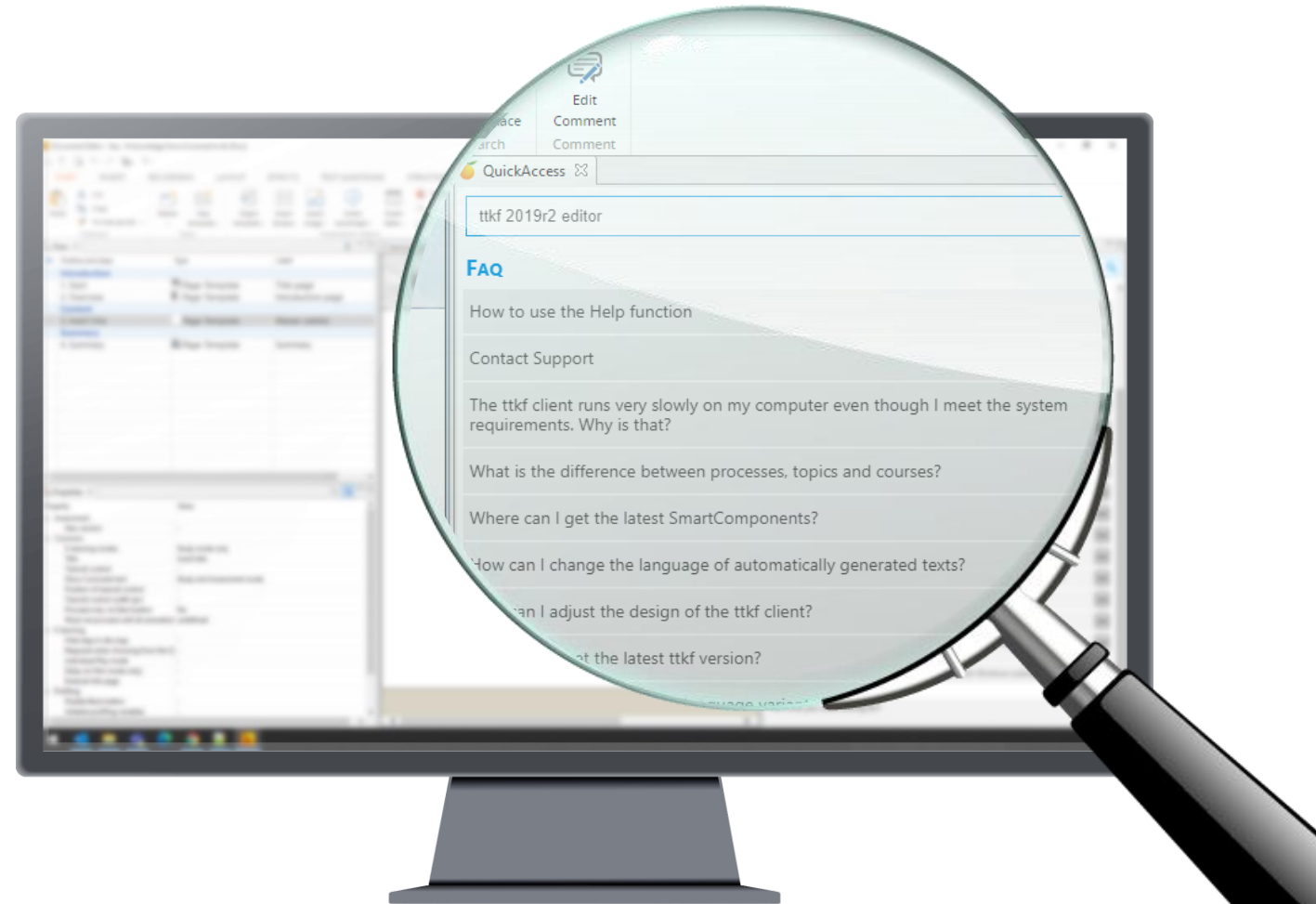
## Troubleshooting in F1 help

2020

### Troubleshooting in F1-Help

We have added a troubleshooting section to our F1 help, which contains the most frequently asked questions and answers about our tts performance suite.

This section is designed to provide you with important information in the quickest possible way when you need help with our software.



# Performance Support

## Open content directly in QuickAccess

2019r2

### Open content directly in QuickAccess

Now you can open content that has been shared as a link directly in QuickAccess.

This can be a great support for your helpdesk as they can refer directly to matching help content in QuickAccess and establish it with your staff as the first place they look for help.





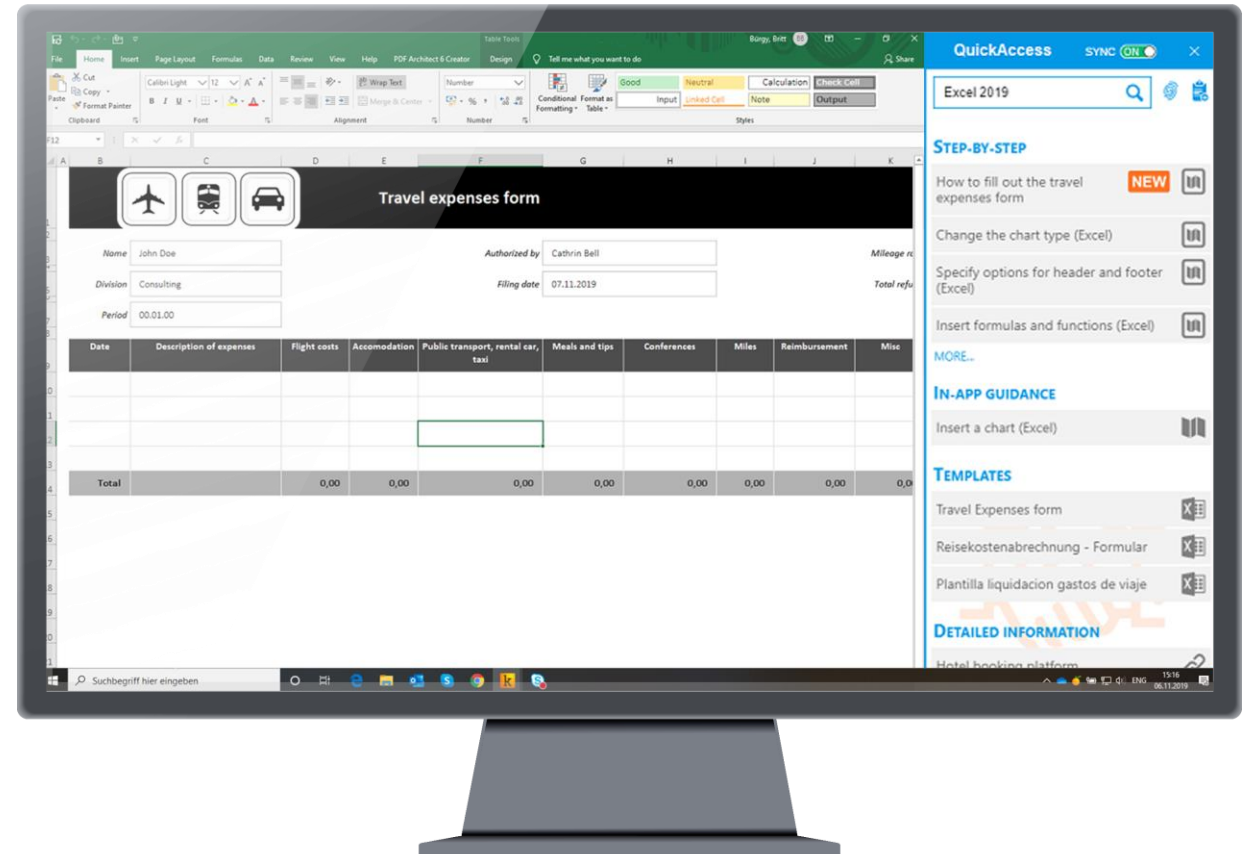
# Performance Support

## Advanced context recognition for MS Office documents

2019r2

### Advanced context recognition

Now you can add context to individual Microsoft Office documents, such as a travel expense document in Microsoft Excel, to give your users the help they need to complete the sheet or to notify them when there is a newer version of the document.



# Content Creation

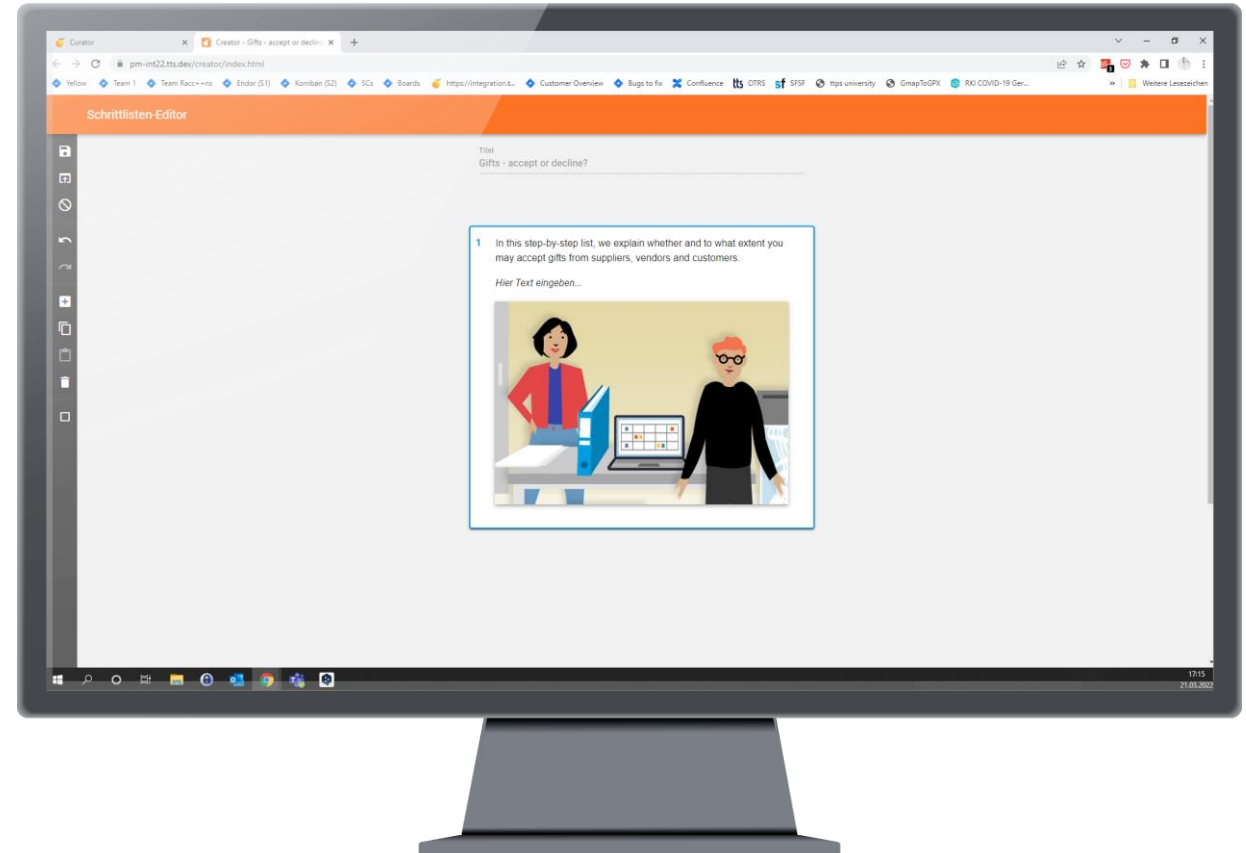
## Step lists directly from the browser

2022

### Step lists directly from the browser

Create and edit step lists now directly from the browser. You do not have to install Creator for the creation of non-IT step lists locally on your computer.

This new feature is particularly exciting for experienced authors. It combines the extensive functions of Curator, such as maintenance and curation of documents, with the fast, lean and simple usability of Creator.



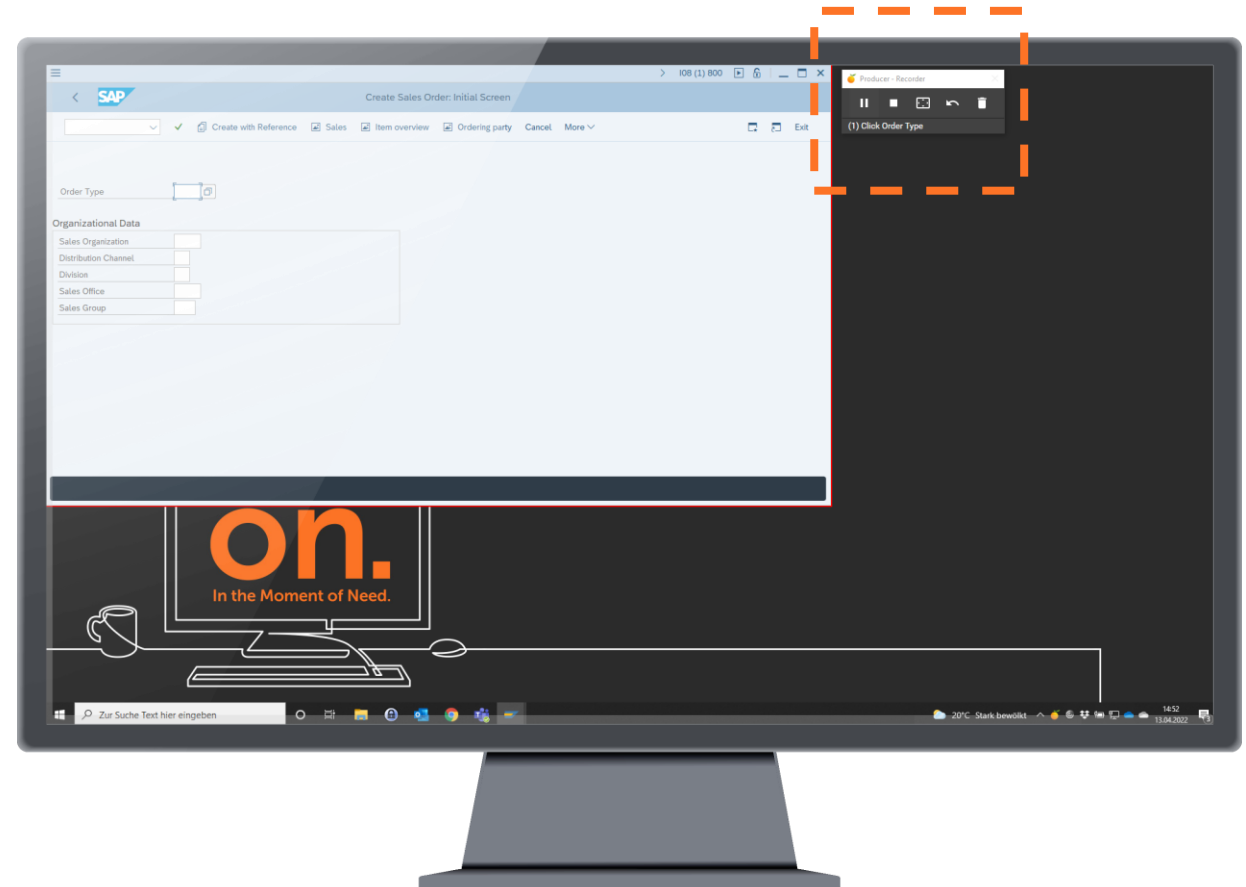
# Content Creation

## Enhanced recording in Producer

2022

### Enhanced recording in Producer

You may know our new recorder from Creator. Now it is also available in Producer. With better performance and a modernized graphical interface, recording content on screens at zoom level and high resolution is also quite effortless.



# Content Creation

## SmartComponent: Check quiz status

2022

### SmartComponent: Check quiz status

The "Check quiz status" component allows to check the result of one or more selectable question pages and to start trigger-based events depending on it. For example, so-called pre-tests can be implemented in which learners answer a few questions at the beginning of the learning unit in order to find out which chapters of the respective learning object they still need to work on according to their individual needs.

The component can carry out simple "right/wrong" evaluations as well as point and percentage-based result evaluations. Triggers can then be used to react to a positive or negative result of this test evaluation.



# Content Creation

Creator

# Content Creation

## Upload external documents in Creator

2021r2

### Upload external documents

Your end users and subject matter experts can upload third-party documents easily and template-controlled with this new feature - with just a few clicks and without having to open the Producer client or Curator in the browser.

Sharing information has never been easier or faster!



# Content Creation

## Improved image editing in Creator

2021r2

### Image editing in Creator

You now have options for marking or hiding areas of the image in non-IT steps.

For example, you can clearly highlight important aspects for your users with a frame in the image.

Another new feature is the "Blur" effect, which you already know from SmartComponents. With this effect, you can quickly make areas in the image unrecognisable if, for example, this is required by data protection guidelines.



# Content Creation

## Non-IT step list guides in Creator

2020r2

### QuickAccess Creator

With Creator, step lists can be created quickly and easily.

Creator is integrated into QuickAccess, you don't need any additional software.

The Workbench connection allows you to manage and curate content as usual.

2021

### Non-IT step list guides in Creator

You can now also insert pictures into step lists that do not come from a software recording and automatically adapt to the width of QuickAccess when displayed.

For example, you can help your staff to implement hygiene rules in the workplace, which has become much more important since the start of the Corona pandemic.





# Content Creation

SmartComponents

# Content Creation

## Improved control for SmartComponents

2021r2

### Keyboard control for SmartComponents

SmartComponents for navigation can now be operated by keyboard. The keys to be pressed for this are displayed on the respective SmartComponents when the "Accessibility" mode is activated.

You can activate the "Accessibility" mode simply by pressing Alt Gr.



# Content Creation

## SmartComponent: Blur

2020r2

### SmartComponent: Blur

With Blur, you can pixelate sensitive data for the e-learning user so that it is not recognisable.

However, the original screens remain in the editor so that the author can still adapt them afterwards.



# Content Creation

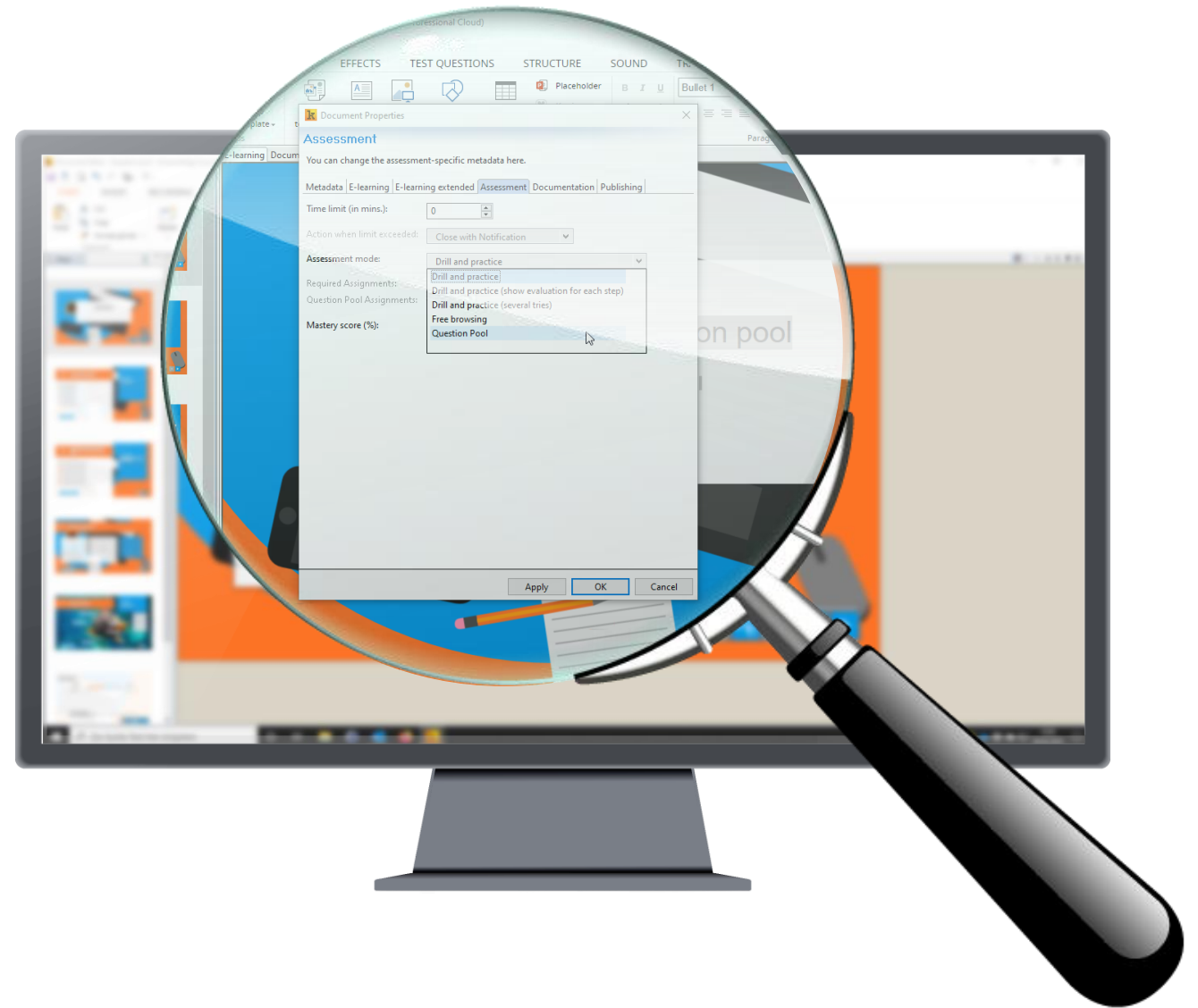
## Question pool in HTML5

2020

### Question pool

You can now display question pages with randomly selected questions from a predefined question pool in HTML 5.

This allows you to vary the questions users have to answer and keep interaction at a high level.



# Content Creation

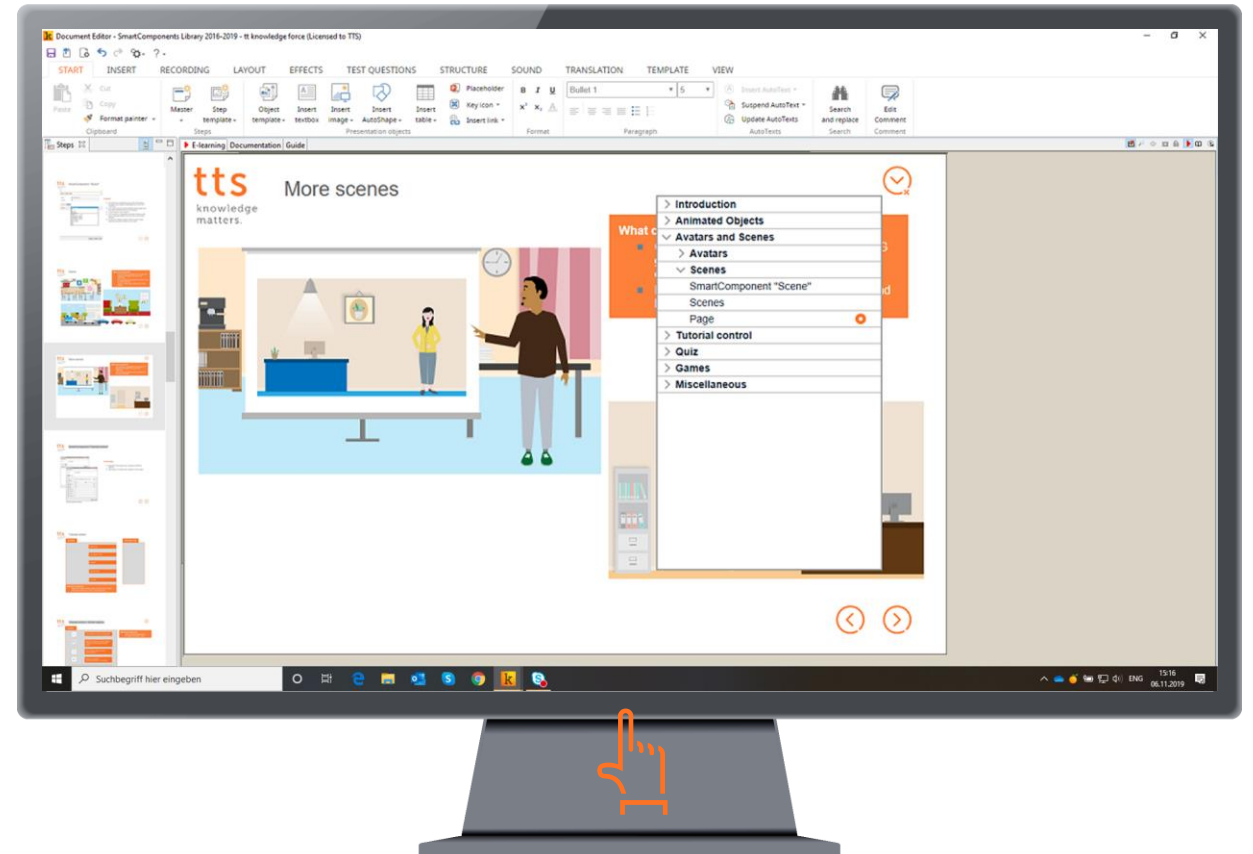
## SmartComponents

2019r2

### SmartComponents

We have developed SmartComponents to enhance the user experience, such as avatars and scenes, sitemap, icon library and many others.

To explore all our SmartComponents, simply click on the screen to the right.



# Content Creation

Dateiexport und Verwaltung

# Content Creation

## MP4 export

2021

### MP4 export

Now you can export your learning units as video in MP4 format and display them accordingly.



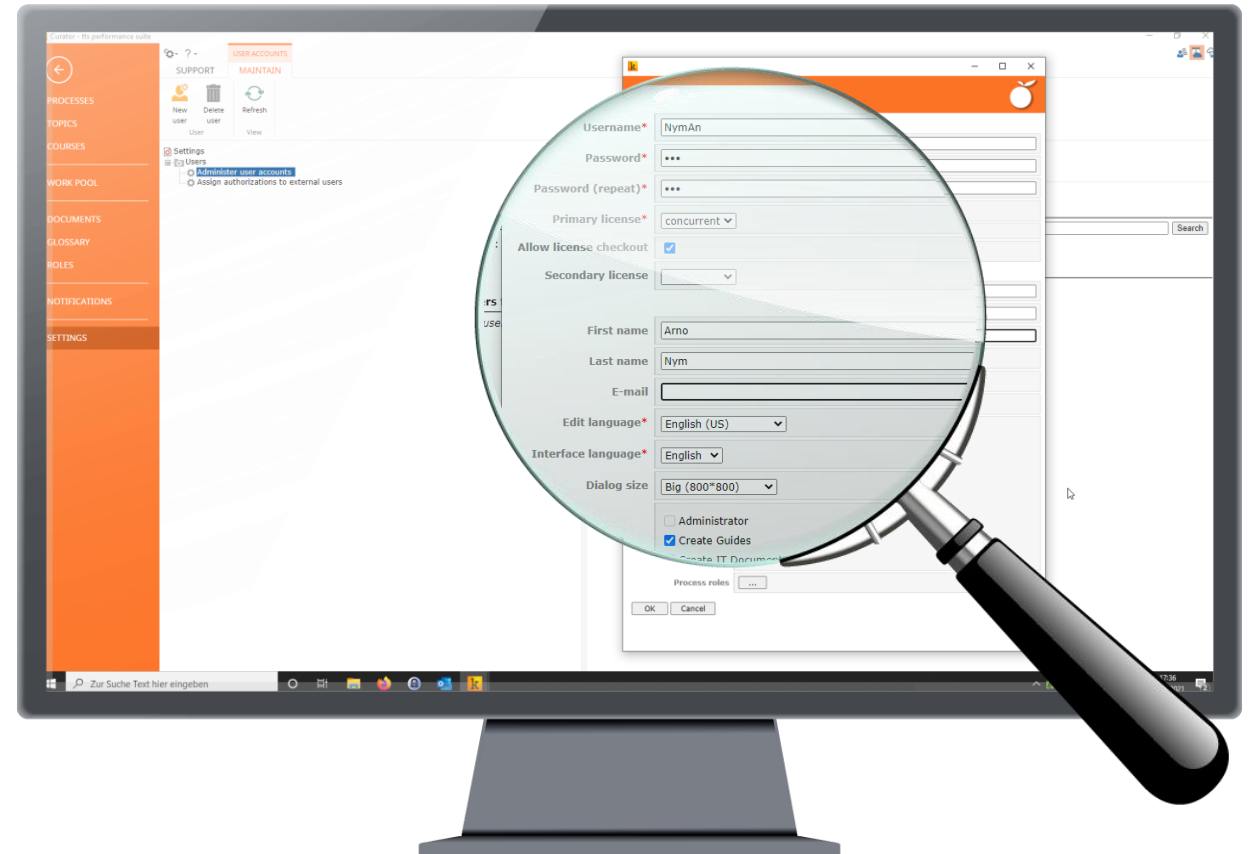
# Content Creation

## User Administrator

2021

### User Administrator

With the new User Administrator, you are able to manage users without requiring extensive authorisations. This way you can easily add new users within (sub)projects.





# Technical Improvements & Support

# Technical Improvements & Support

## tts University

April 2022

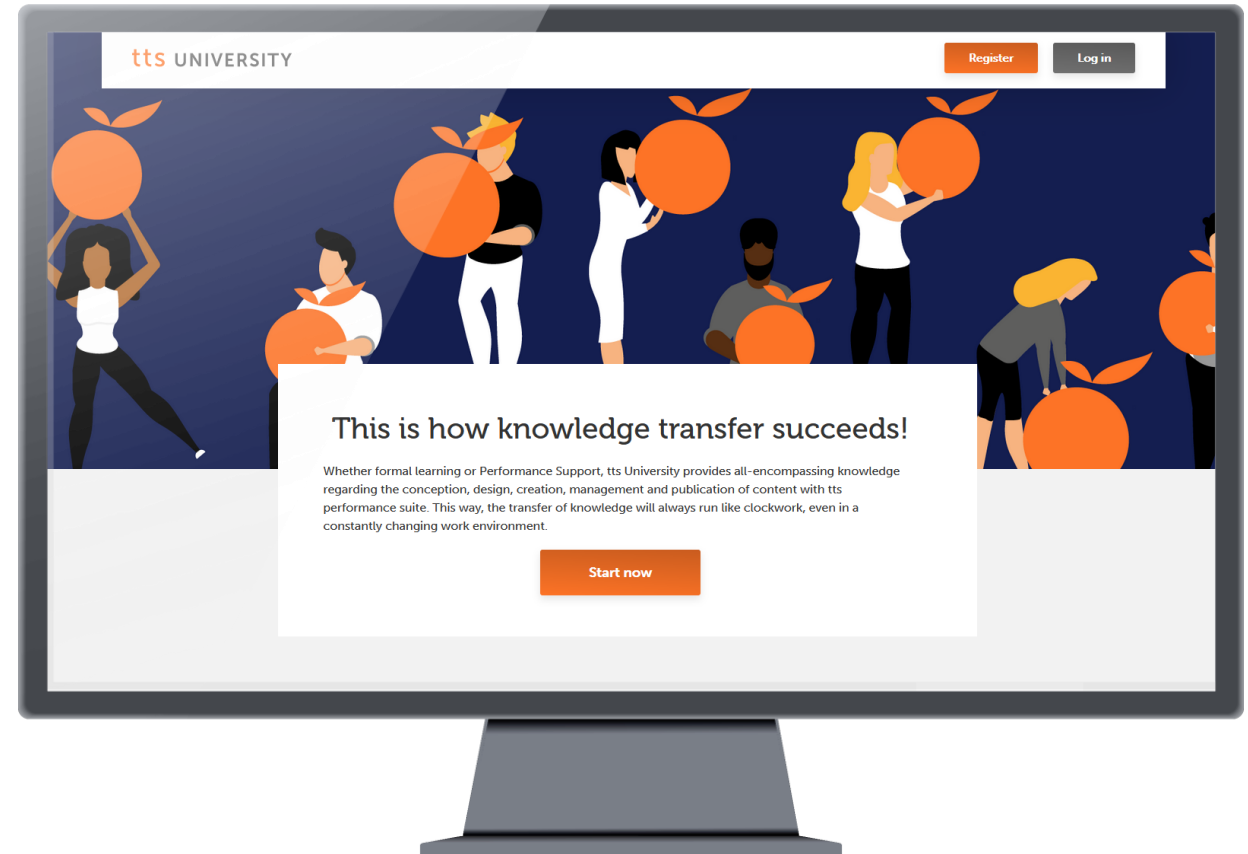
### tts University

Get started even faster and easier in our tts University and become a tts performance suite professional! The tts University is our free training offering to help you and your users learn how to use the tts performance suite - all packaged into specific roles to prepare users according to their use cases. Choose from 20 online tutorials, 9 role-based webinars and more than 300 e-learnings, documentations and guides!

### NEW:

As a Tool Owner, new topics and courses are available to you:

- With individual services to the perfect learning offer
- Content and lifecycle management
- Administer Curator, Producer and QuickAccess
- Promotion and marketing materials for QuickAccess



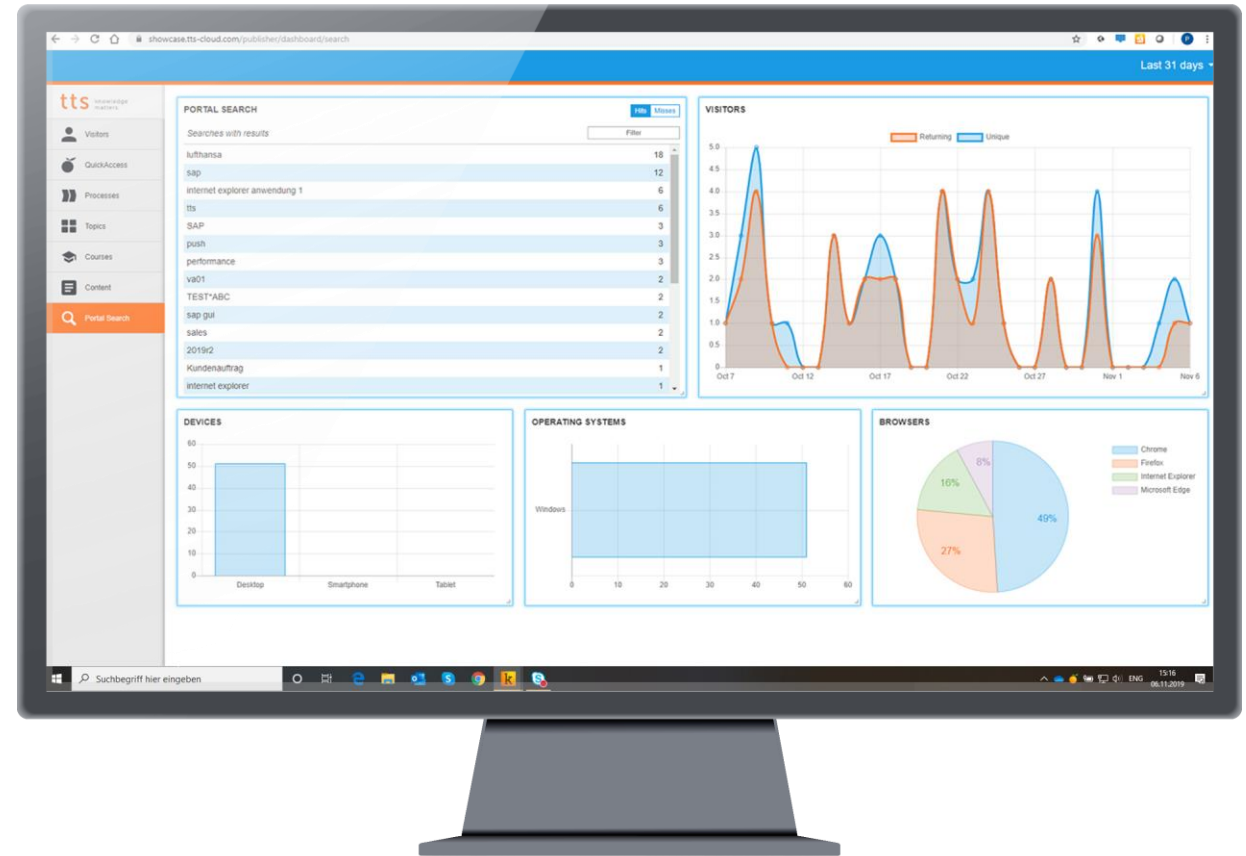
# Technical Improvements & Support

## Miscellaneous

**2021**

### SAML IDPs & Dashboard

Many other enhancements complete the 2021 release, such as the ability to configure multiple SAML IDPs for logon or enhanced display and reporting in the tts performance suite dashboard.



# Technical Improvements & Support

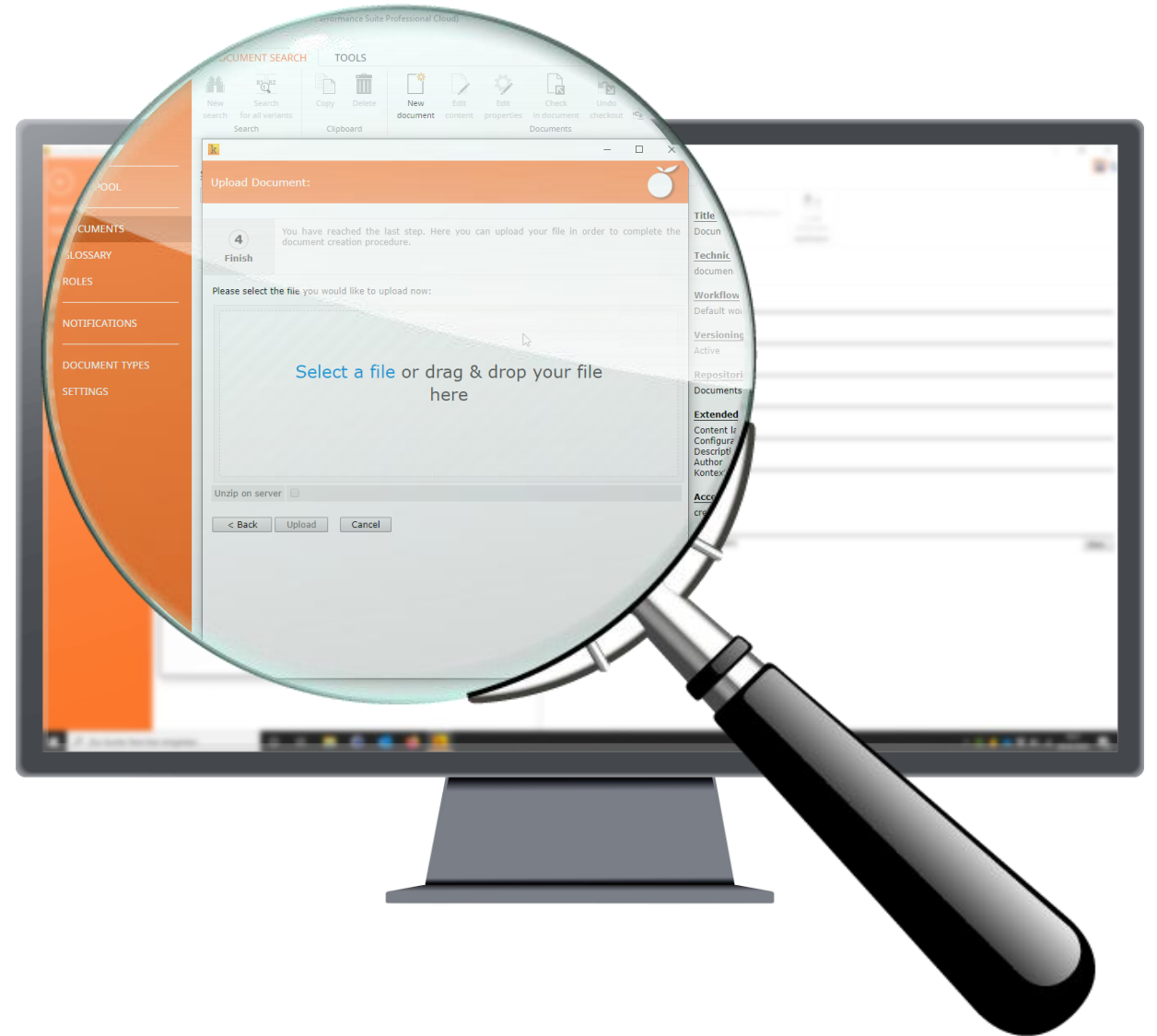
## Modernized upload

2020

### Modernized upload

Upload documents to the Workbench faster and more conveniently.

External documents can now be uploaded simply by drag & drop.



# Technical Improvements & Support

## tts performance suite Analytics Dashboard – filter and export

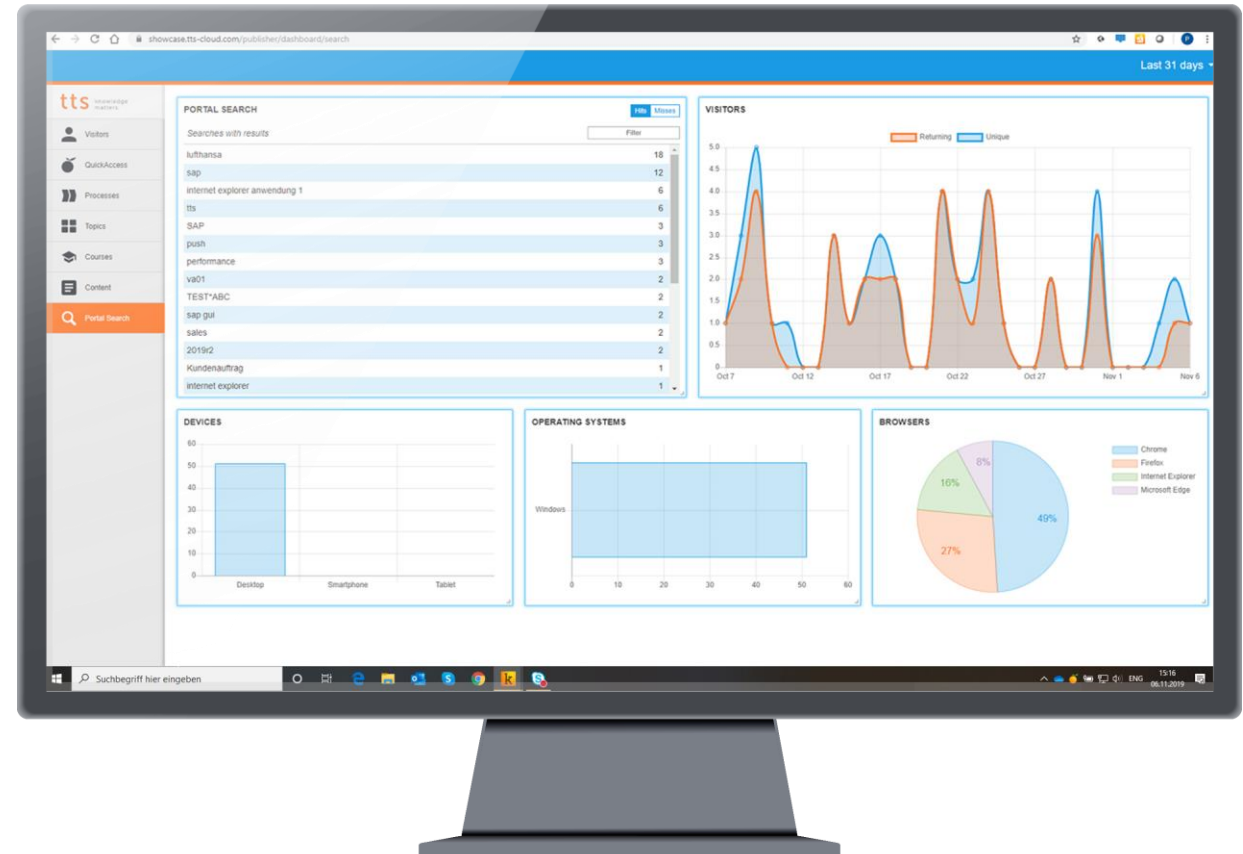
2020

### Filter by document type

Use the new filter to get the number of times certain documents in your project or workspace are called up.

### Export data as CSV files

You can now download all dashboard data in edited form or as raw data to create reports tailored to your project with minimal effort.



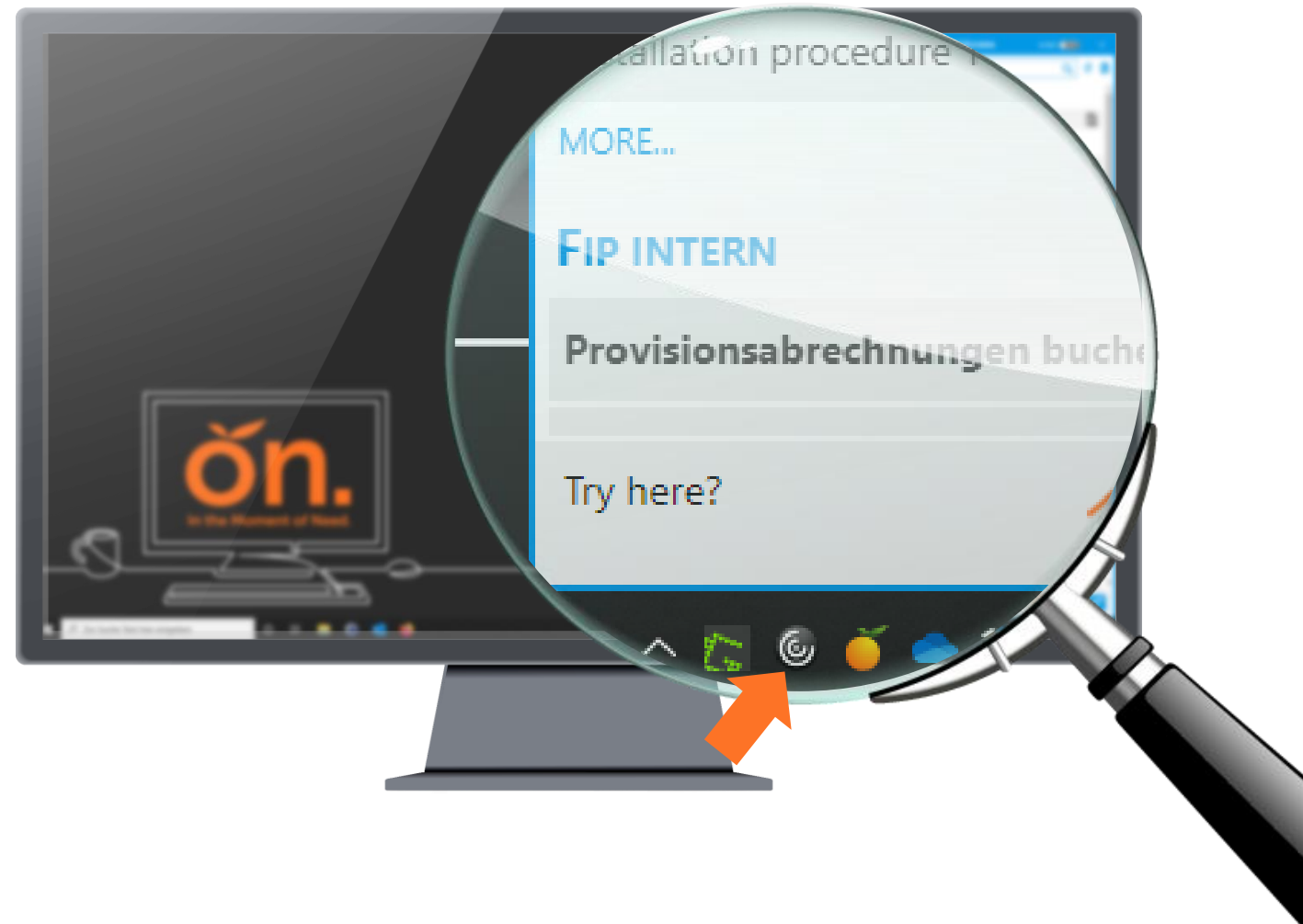
# Technical Improvements & Support

## Citrix support

2020

### Citrix support

QuickAccess can now be used as a Published Application to support your users when working with Citrix XenApp.



# Technical Improvements & Support

## Supported software technology

2021r2

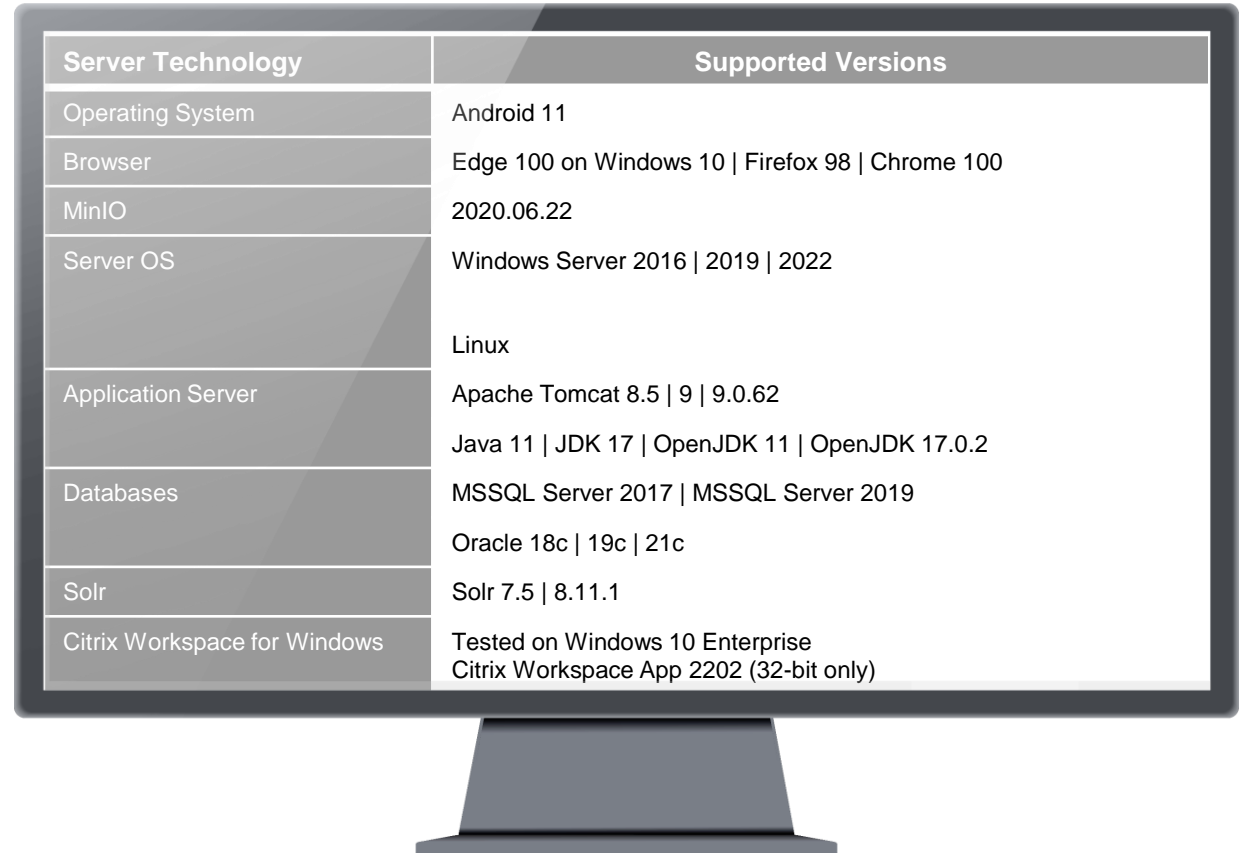
### Supported software technology

We are constantly improving our software to support the latest server/client technology.

2019

### Improved control

QuickAccess is now fully keyboard controllable and accessible via screen readers.



Server Technology	Supported Versions
Operating System	Android 11
Browser	Edge 100 on Windows 10   Firefox 98   Chrome 100
MinIO	2020.06.22
Server OS	Windows Server 2016   2019   2022  Linux
Application Server	Apache Tomcat 8.5   9   9.0.62  Java 11   JDK 17   OpenJDK 11   OpenJDK 17.0.2
Databases	MSSQL Server 2017   MSSQL Server 2019  Oracle 18c   19c   21c
Solr	Solr 7.5   8.11.1
Citrix Workspace for Windows	Tested on Windows 10 Enterprise Citrix Workspace App 2202 (32-bit only)

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**Highlights of  
former tts  
performance suite  
Versions**



# Highlights of former tts performance suite Versions



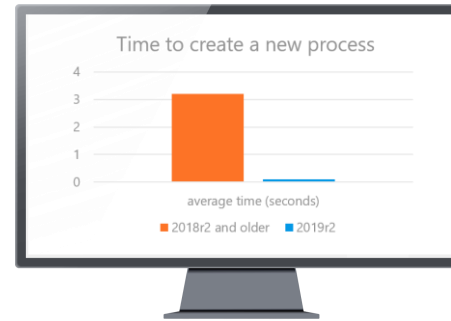
## Performance Support

### Highlight content as **NEW**

Make your users aware of new or updated content through visual markers.

### Hide content and formats

Now you can choose which specific publications to show in QuickAccess, e.g. show editorial guides but hide printed documentation. Optimise different publications by selectively hiding screenshots, e.g. hide scrolling in printed documentation but show in e-learning.



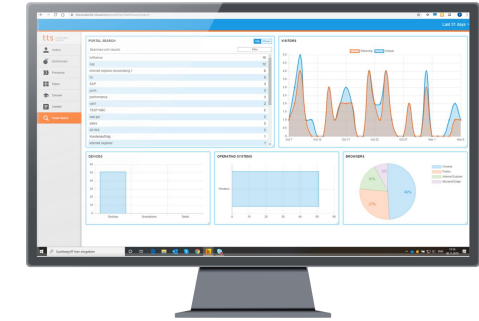
## Content Creation

### Faster performance

Through constant technical improvements, we have been able to significantly increase the overall performance of the tts performance suite. You can now create processes or delete documents much faster.

### Faster search results

Enables your QuickAccess users to find the right support even faster when they need it, especially for common search terms.



## Technical Improvements & Support

### tts Analytics Dashboard

Get reports on end-user usage of tts with our integrated tts Analytics Dashboard.

### Improved design

Updated portal design and improved QuickAccess user experience based user experience.

### Extended performance support

Extended tts internal help system now also available in French and Spanish.

# Any questions?

Please find all information about tts performance suite 2022r2 [here](#).

If you have any more questions about our tts performance suite 2022r2, please [contact us](#)!





# Thank you

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