



Added Value Pack

tts performance suite 2023
All highlights at a glance!

Speaker: tts

Date: May 2023



Added Value Pack

tts performance suite 2023

On the following slides you will learn about the **highlights** of the **tts performance suite 2023**, 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

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: 2023, 2022r2 and 2022), 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 2022 or older, an update is even more urgently recommended.

Also, the end of support for Internet Explorer 11 since 15th June 2022, is another reason to update your tts performance suite on a 2023.



New in tts performance suite 2023

Performance Support

Improve process support with deep-dive info, multimedia and clear priorities

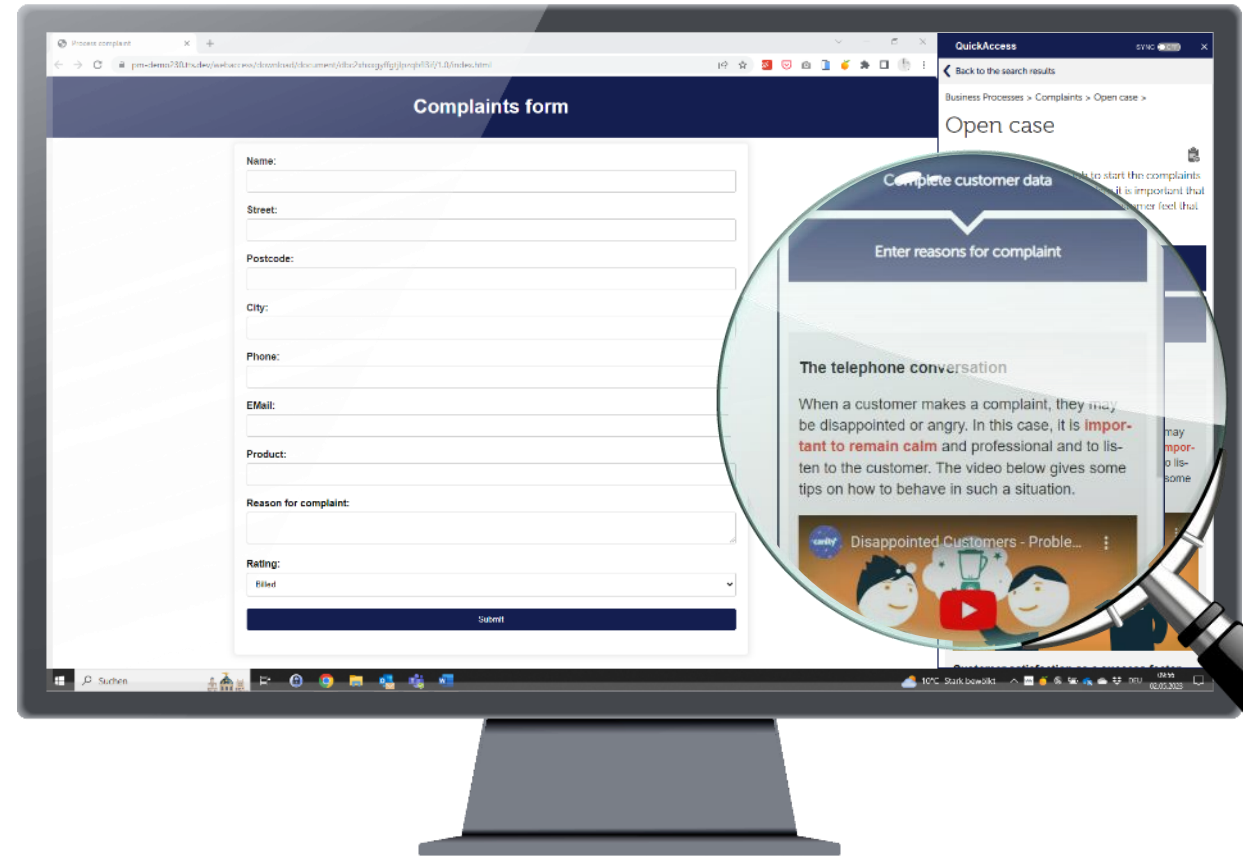
2023

Improve process support with deep-dive info, multimedia and clear priorities

The tts performance suite 2023 makes it even easier to provide your users with help on business processes, policies and procedures in the current context of work. And in a more versatile, attractive and time-saving way.

This is made possible by embedding Creator documents directly into the QuickAccess process view: videos, formatted texts and images with links to further information can be used to liven up your process descriptions in an attractive way. As this related content is displayed directly in the QuickAccess process view, no further clicks are necessary - all important information is visible to your users at a glance!

Find out on the next pages which possibilities you have in this respect with the tts performance suite 2023.



Performance Support

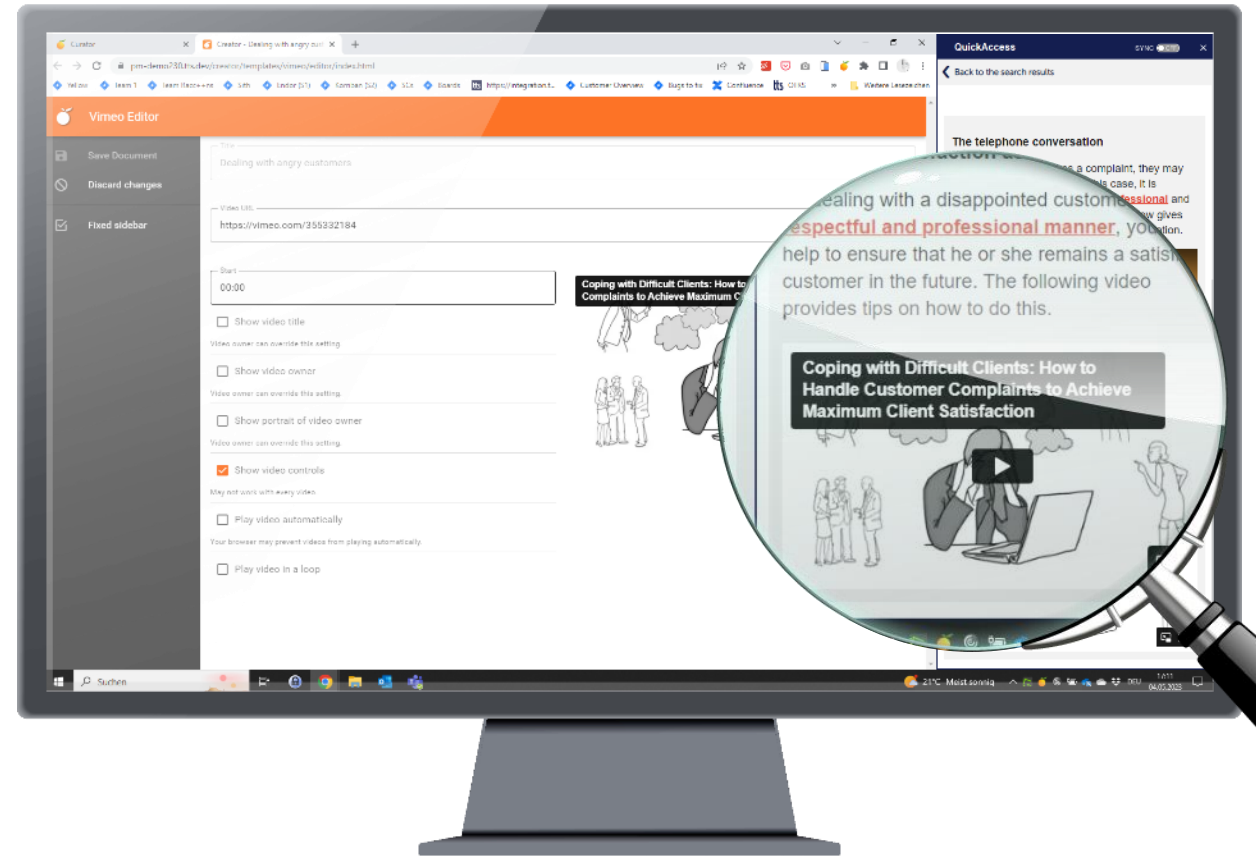
Embed videos in QuickAccess processes

2023

Embed videos in QuickAccess processes

You can now make the support for the processes in your organisation even more vivid in QuickAccess: Integrate videos from YouTube or Vimeo, for example, in the Creator and freely design your texts in the description, just as you like.

For example, you can use videos to create attractive introductions to process descriptions. You can simply copy and paste the video link and make the video directly available in the process. For example, you can provide your users with a video for a complaints process that clearly explains all the basics in summary.



Performance Support

Create formatted text in Creator

2023

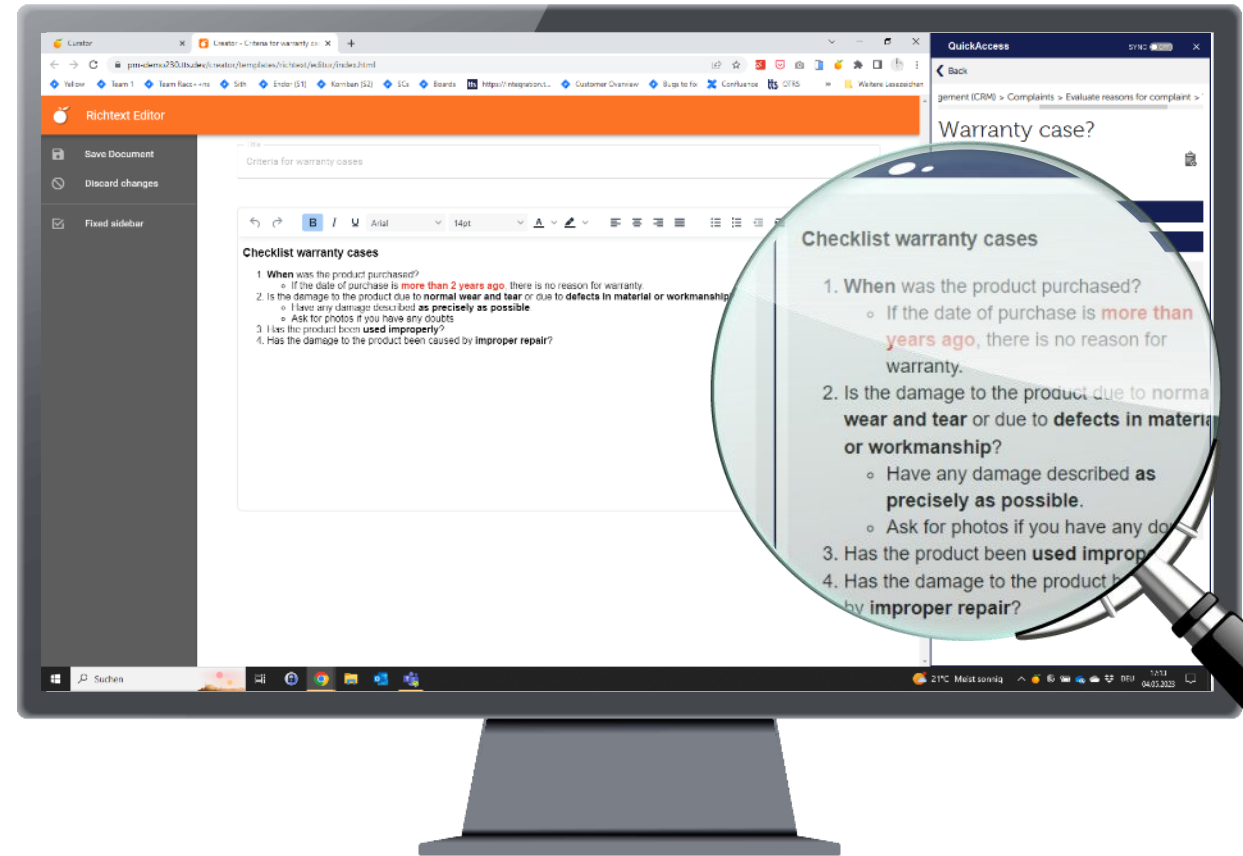
Create formatted text in Creator

In addition to the possibility of embedding videos directly in processes, you can now also format your text in the process description in a variety of ways.

Create a structure which is clearer and quicker to grasp with the help of headings, highlighting in the text through colour or certain fonts and even bullet lists - optionally numbered or unnumbered.

Links to other content can also be integrated as easily as tables.

This gives you a wide range of design options to present processes to your users in a clear and precise way.



Performance Support

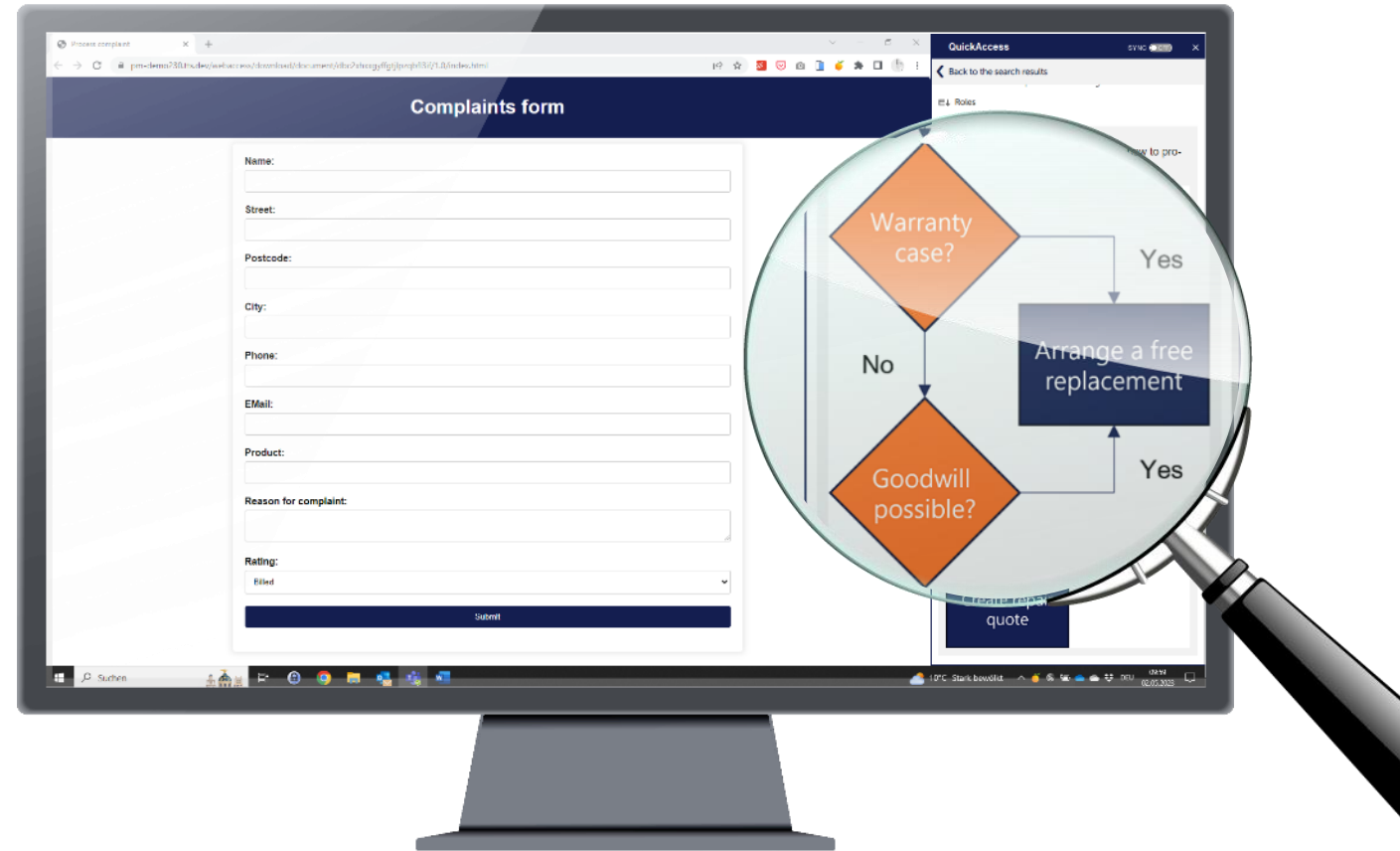
Display complex processes in QuickAccess

2023

Display complex processes in QuickAccess

The mapping of complex, branched process structures in QuickAccess is now also possible.

For example, you can divide a branched process into different areas and link them to the corresponding sub-processes. Your users can jump directly to the underlying process in QuickAccess with a click on the respective linked area, for example, to jump to the correct process in a complaint procedure or to order a specific technical spare part without a long search for the correct order form.



Performance Support

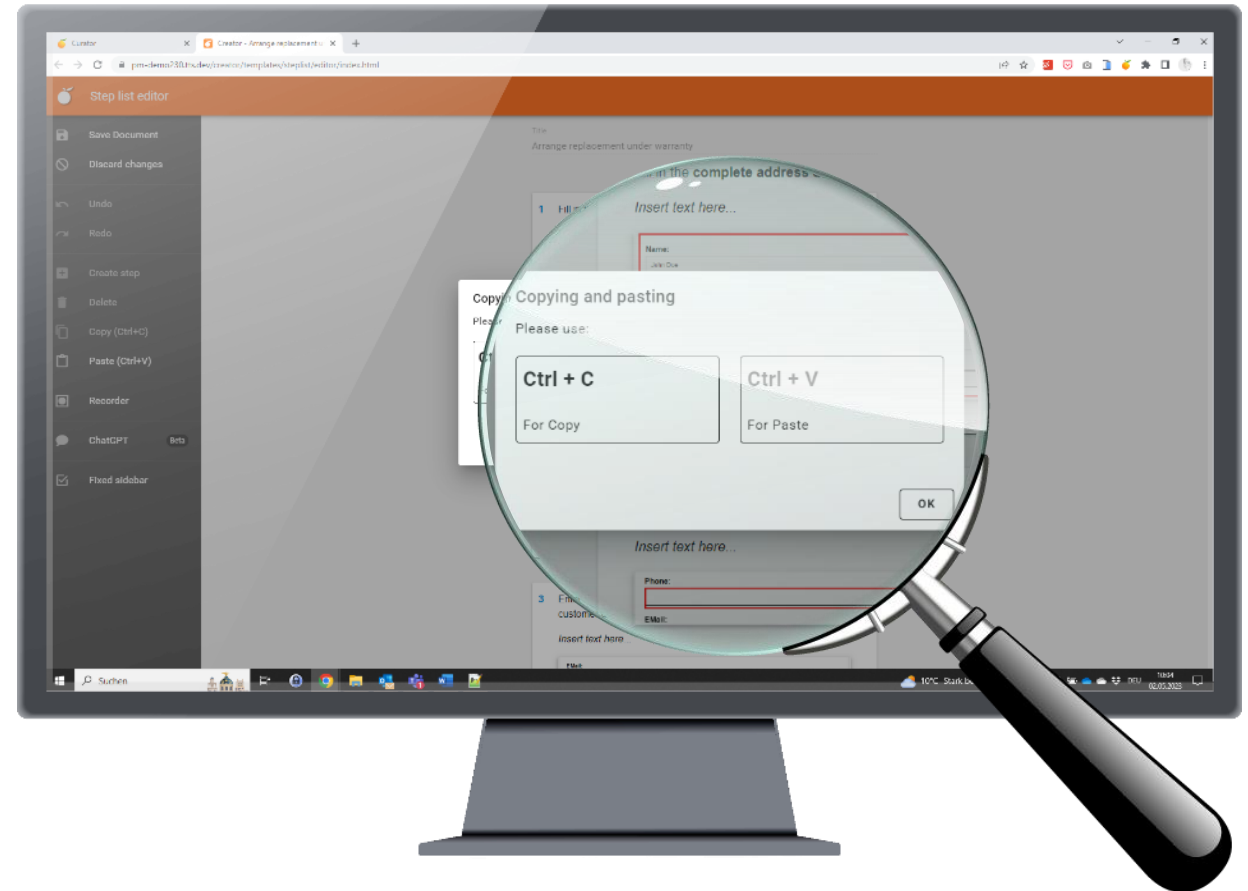
Copy recurring contents instead of creating new ones

2023

Copy recurring contents instead of creating new ones

If you work in several Creator documents in parallel, you can now easily transfer content from one editor to the other using copy-and-paste. For example, if you create step lists with recurring content, you do not have to create it twice, but can transfer it with little effort. This makes your work much faster.

All the content of one or more steps is copied, including formatting and image, along with all adjustments such as highlighting, image cropping or blur effect.



Performance Support

Push Notifications

Performance Support

Search for help – even beyond QuickAccess

2022r2

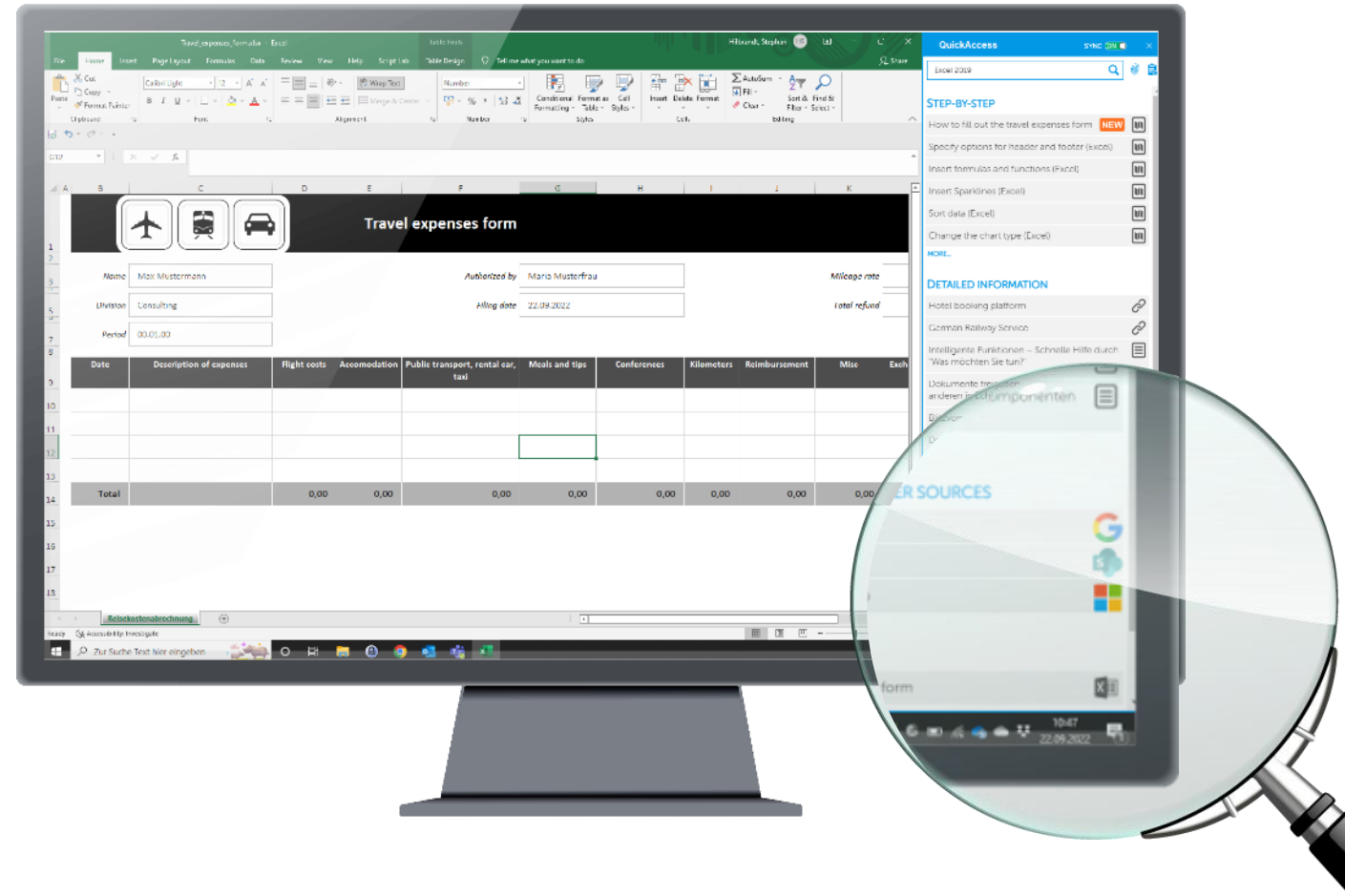
Find help in other search engines

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.



Performance Support

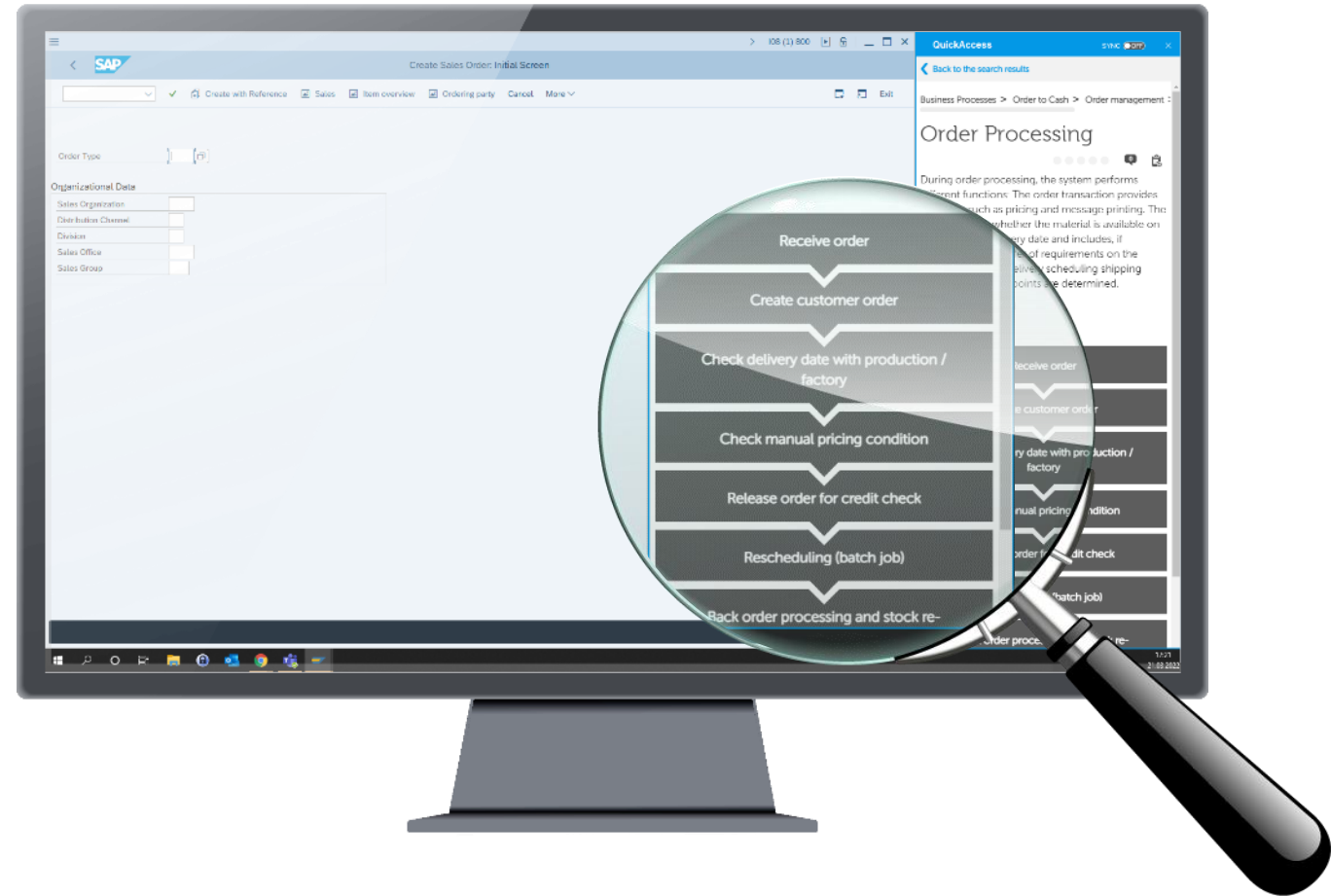
Display processes directly in QuickAccess

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

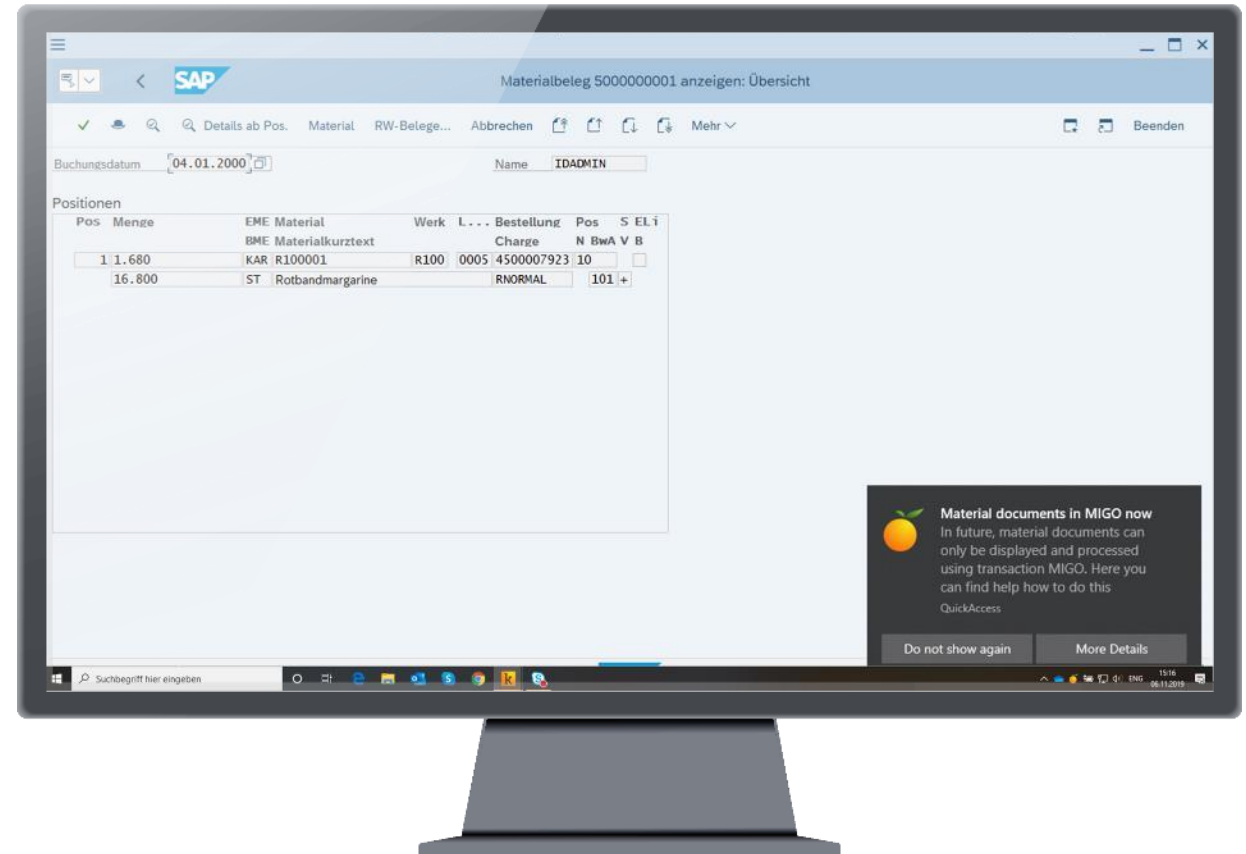
Structured Push Notifications

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

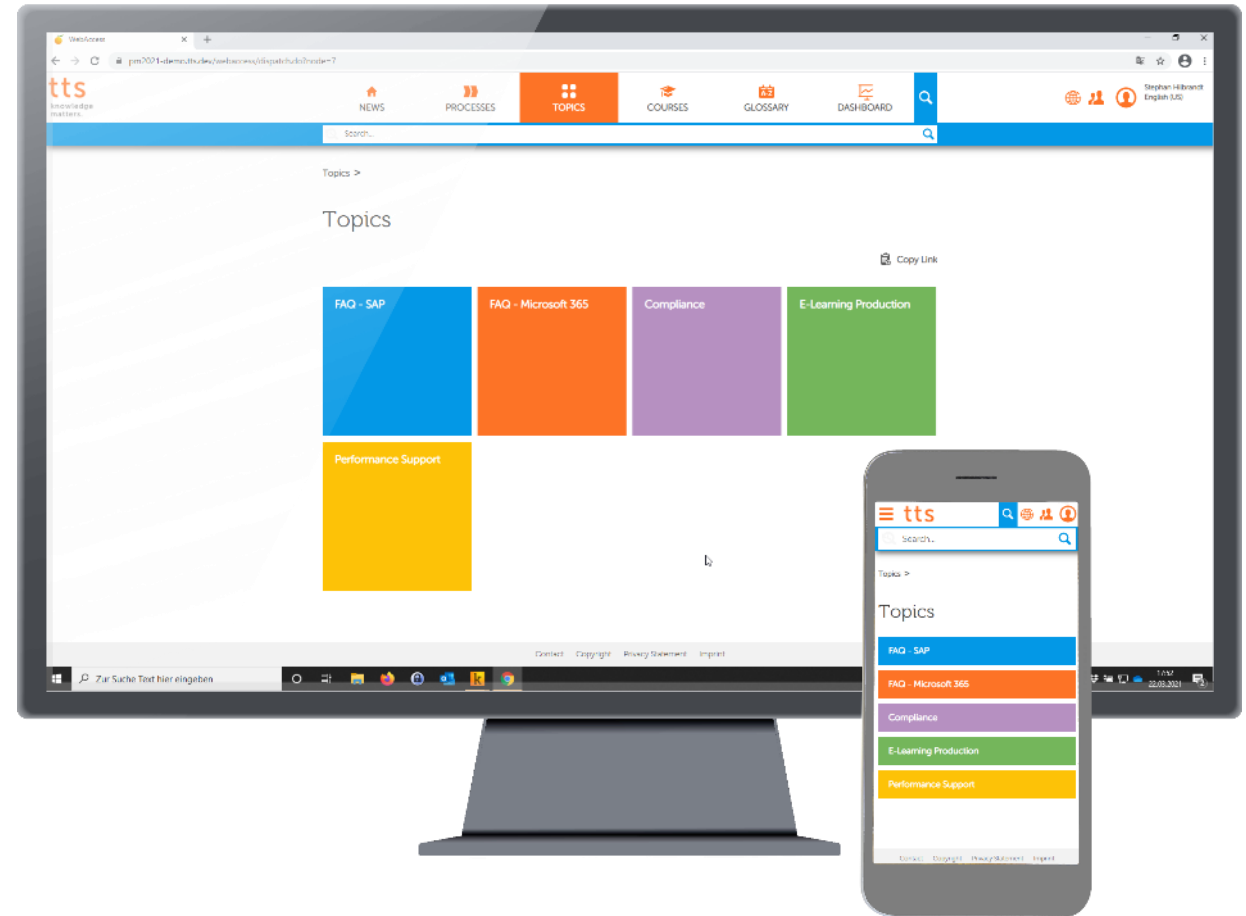
Responsive design in WebAccess

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

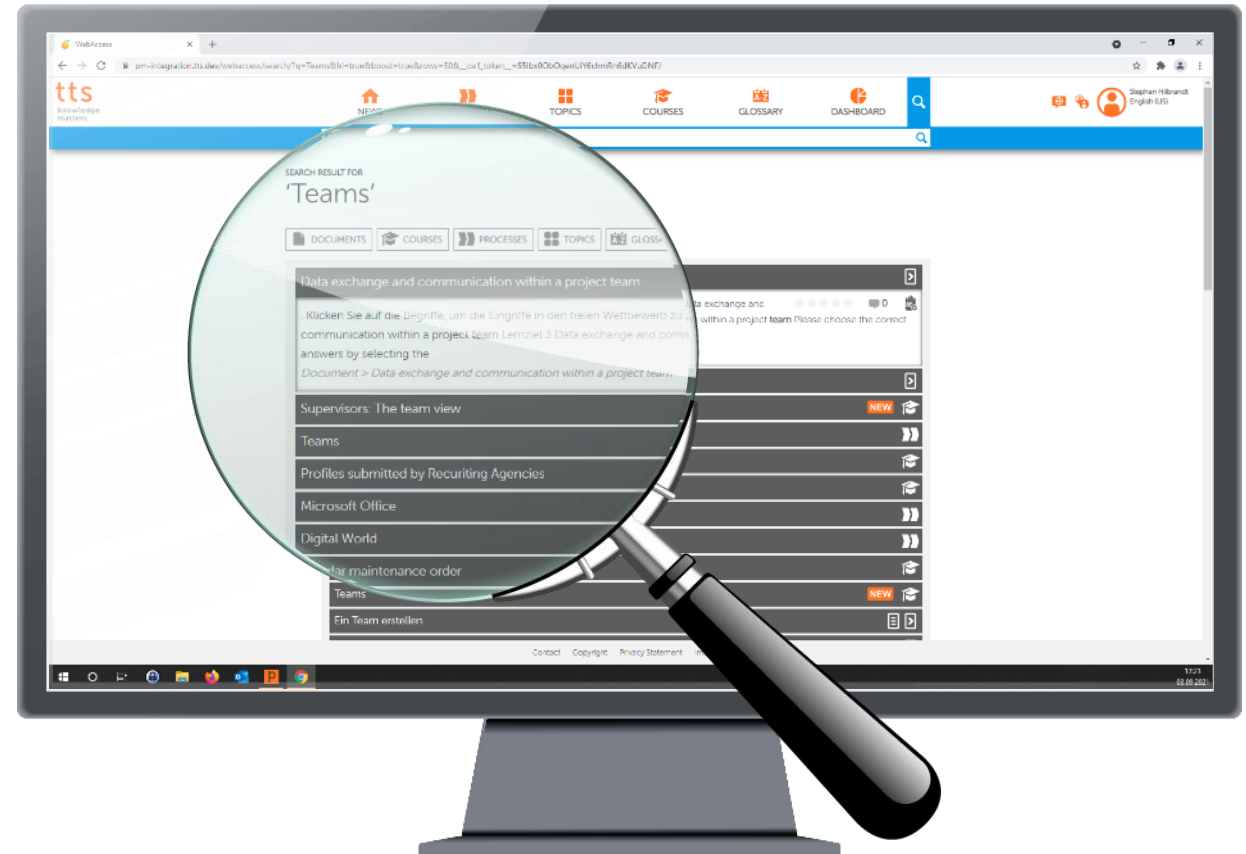
2021r2

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

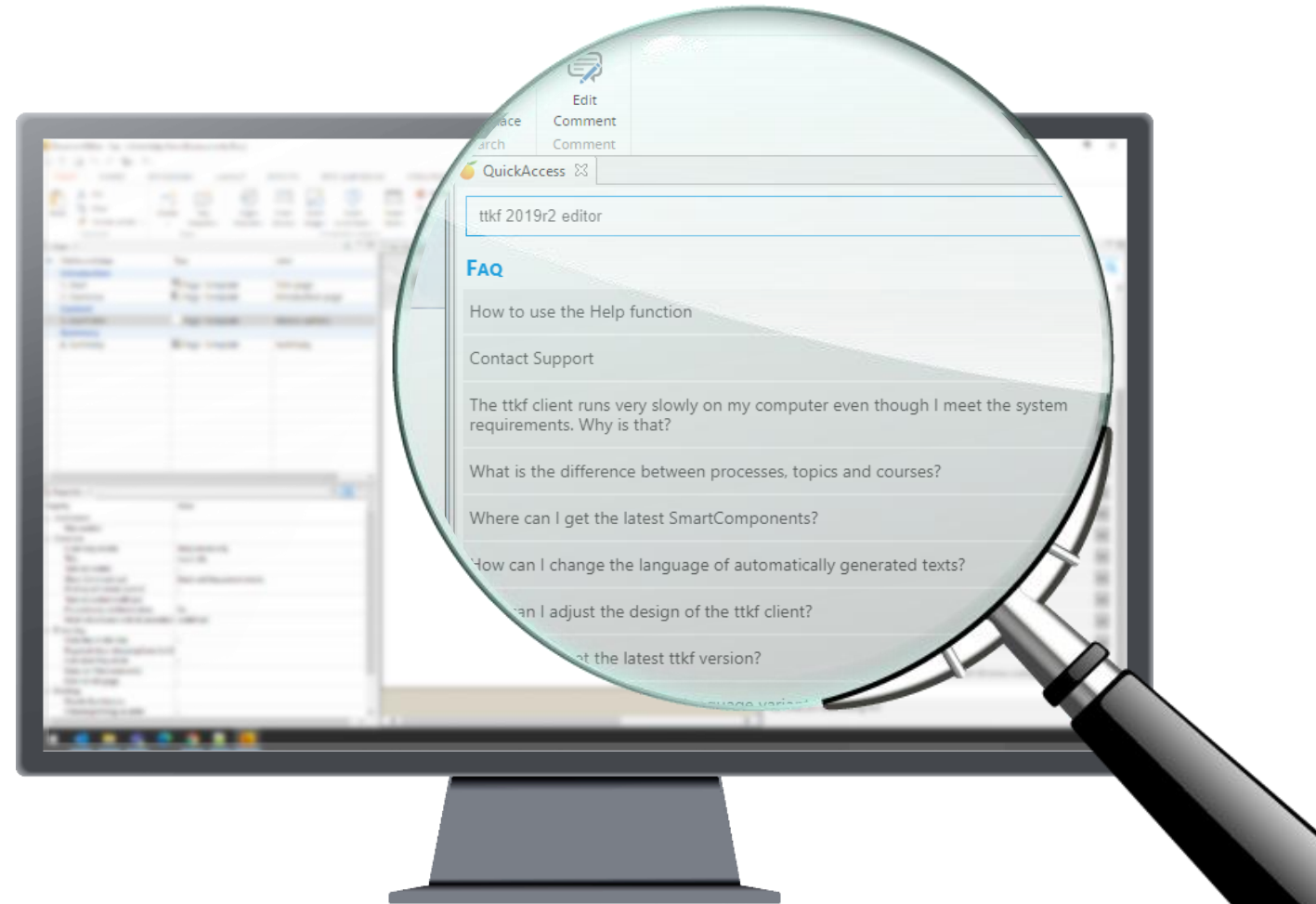
Troubleshooting in F1 help

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.



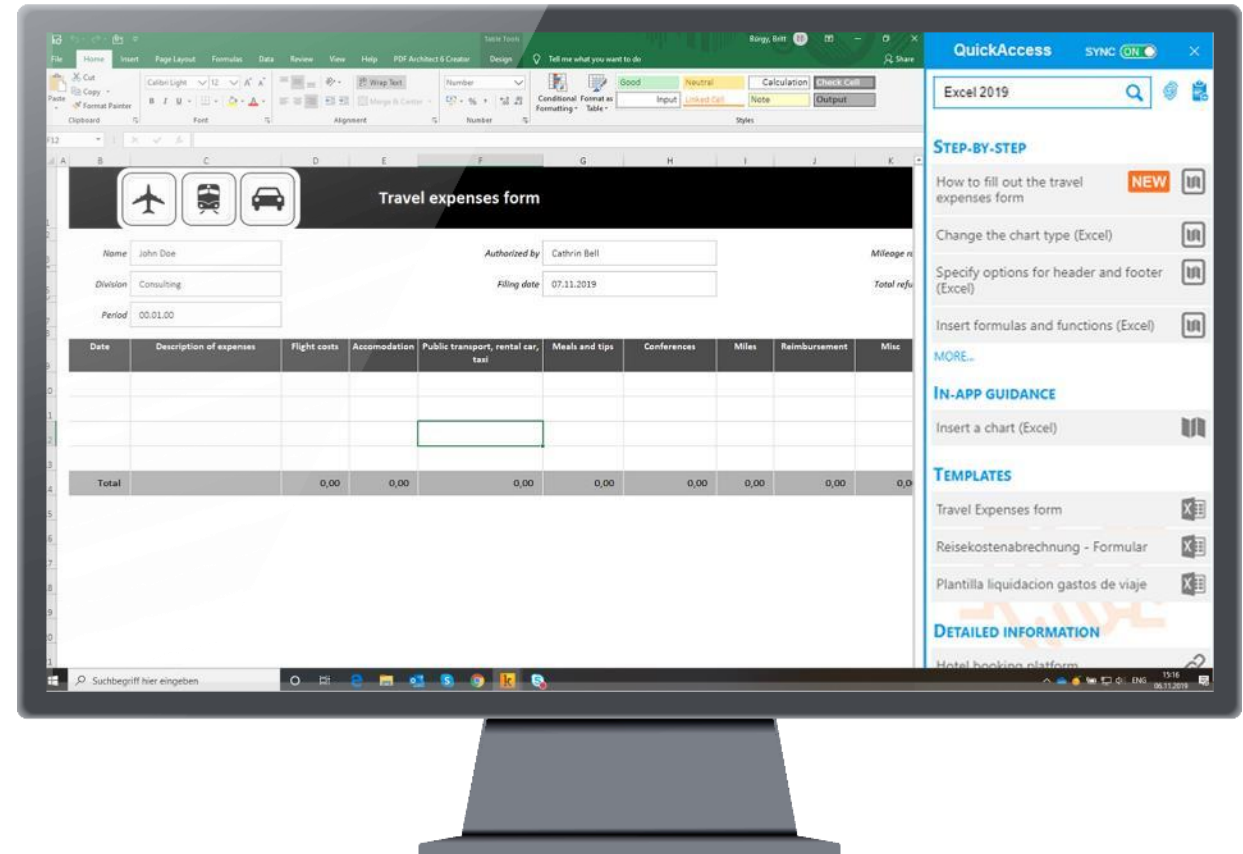
Performance Support

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

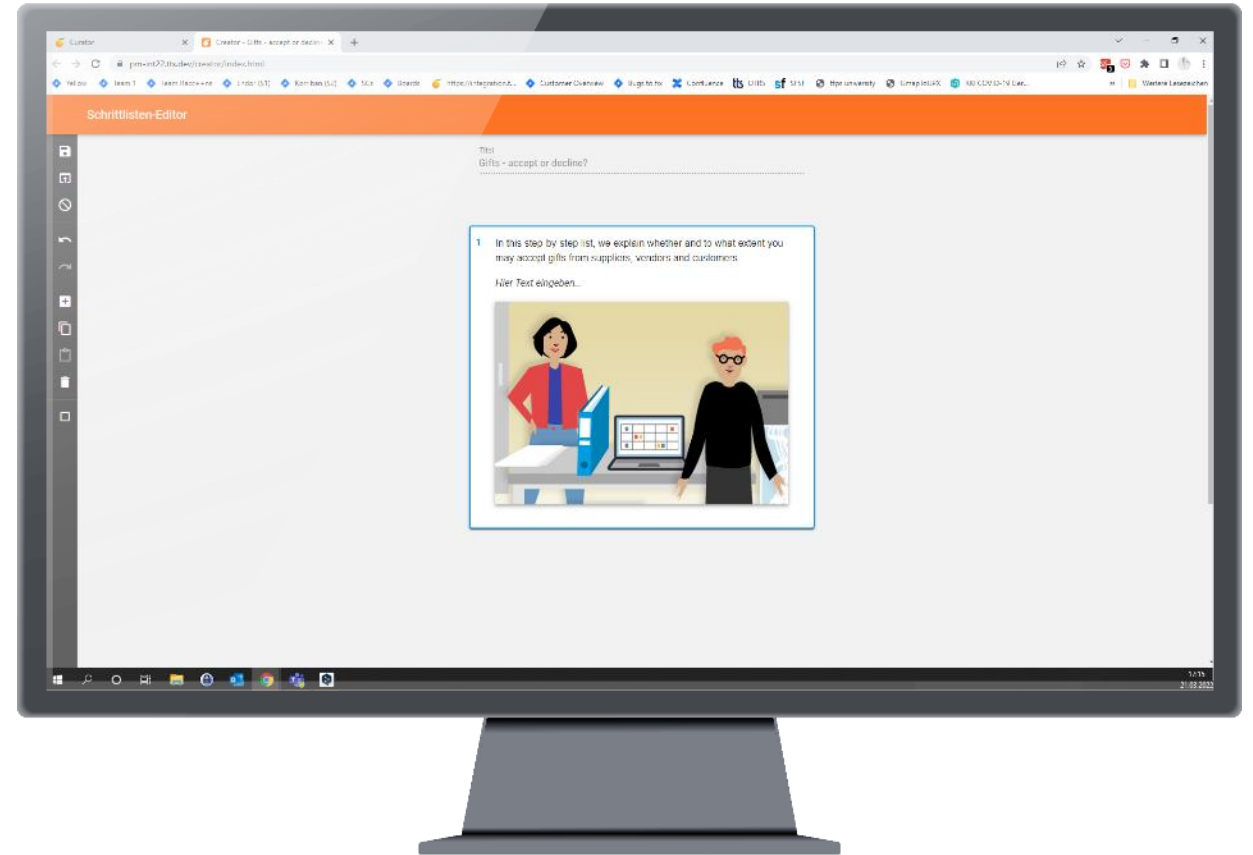
Step lists directly from the browser

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.



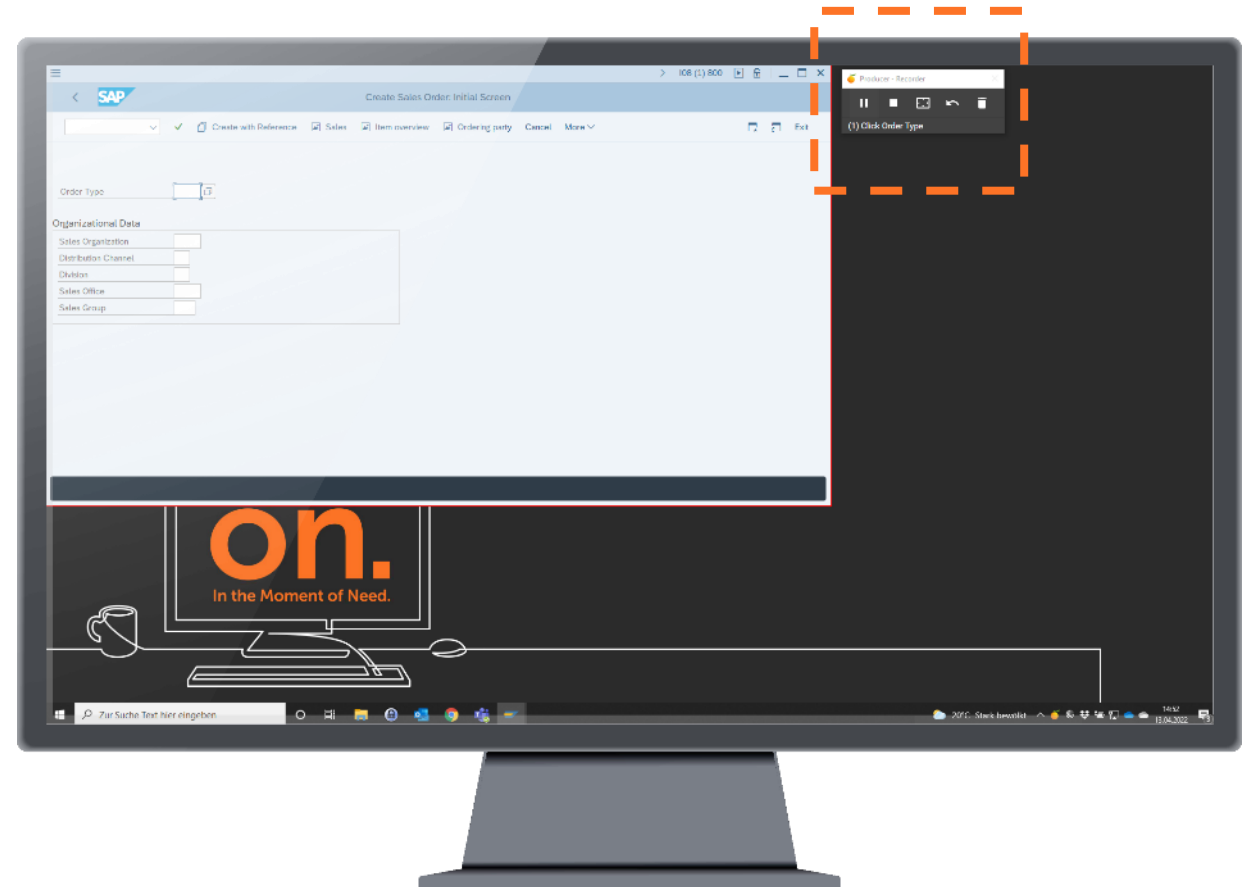
Content Creation

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 & Producer

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.



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

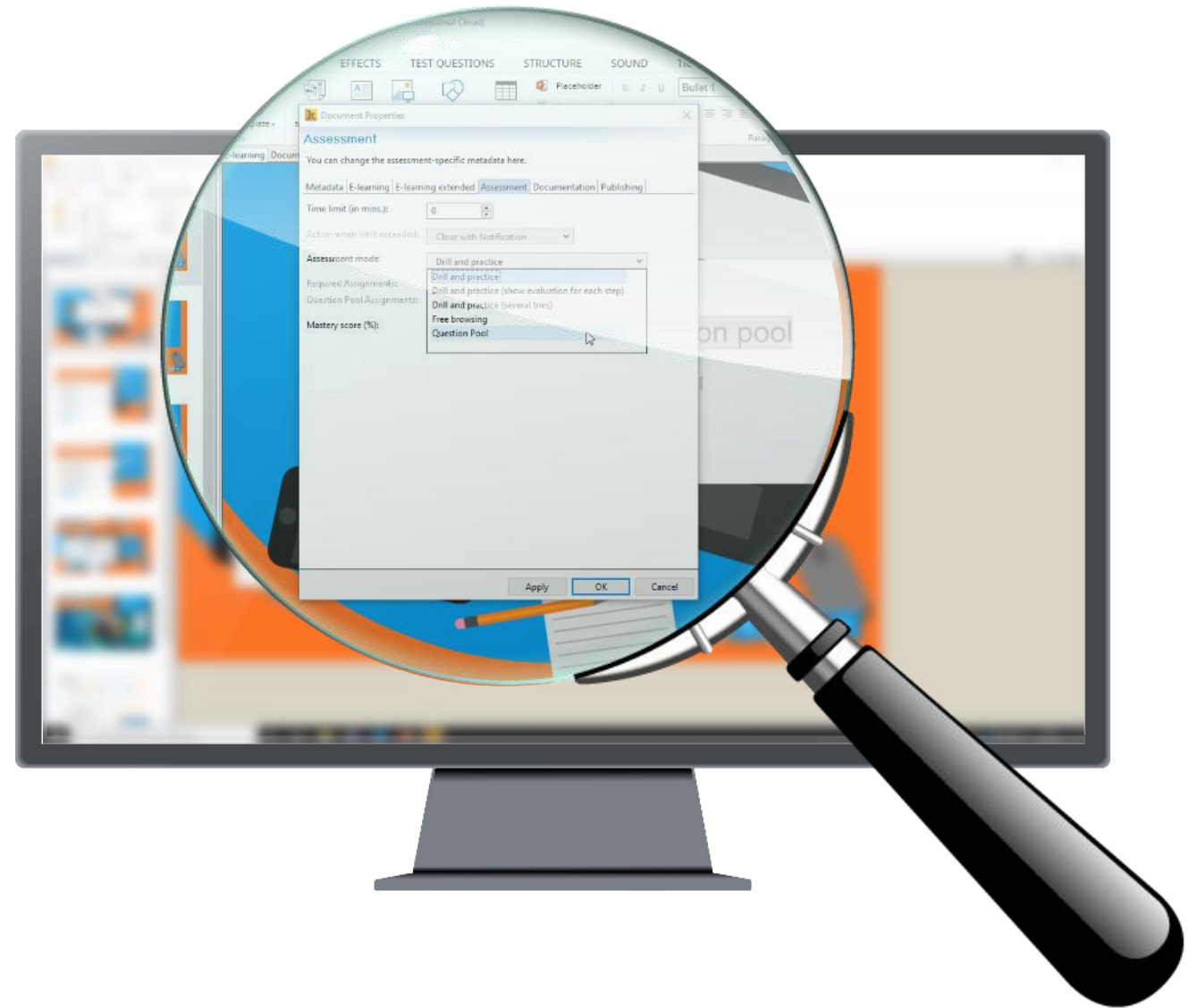
Question pool in HTML5

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

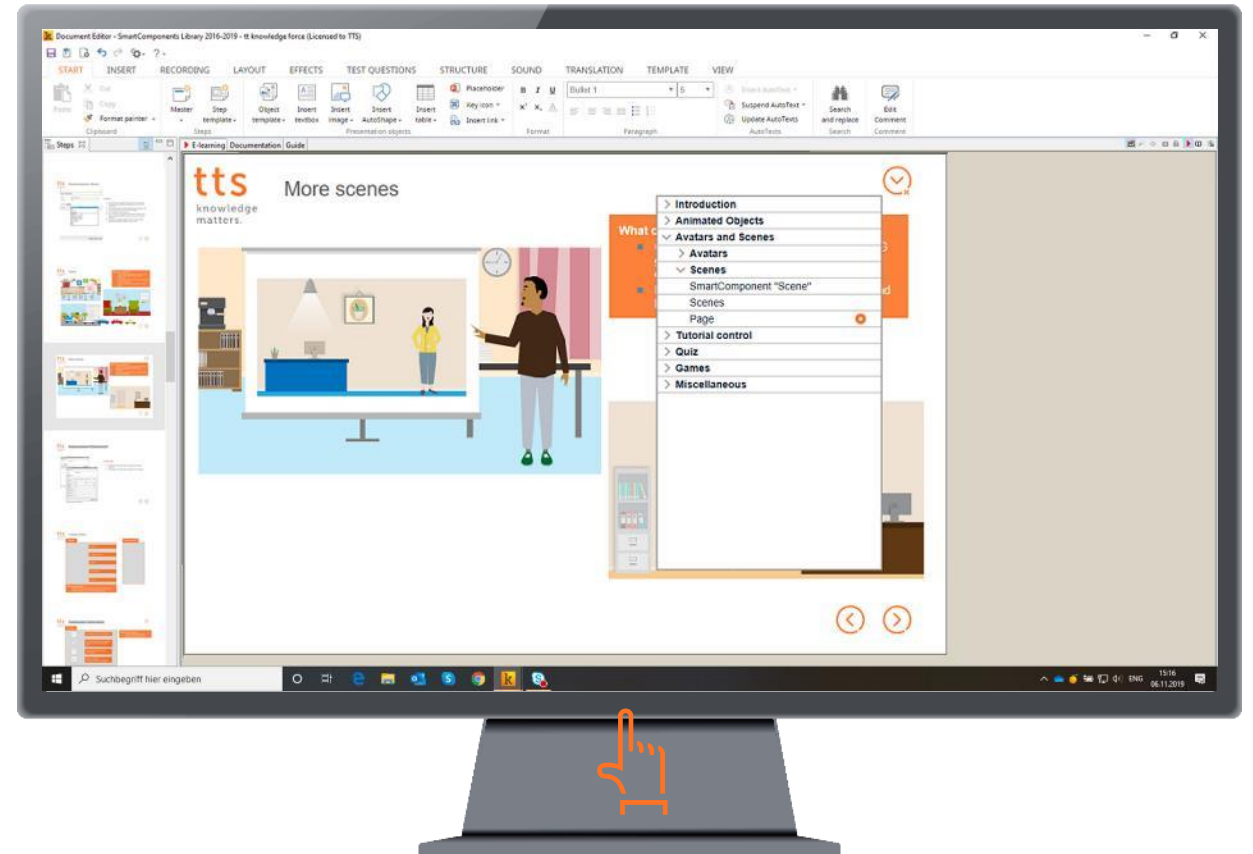
SmartComponents

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.



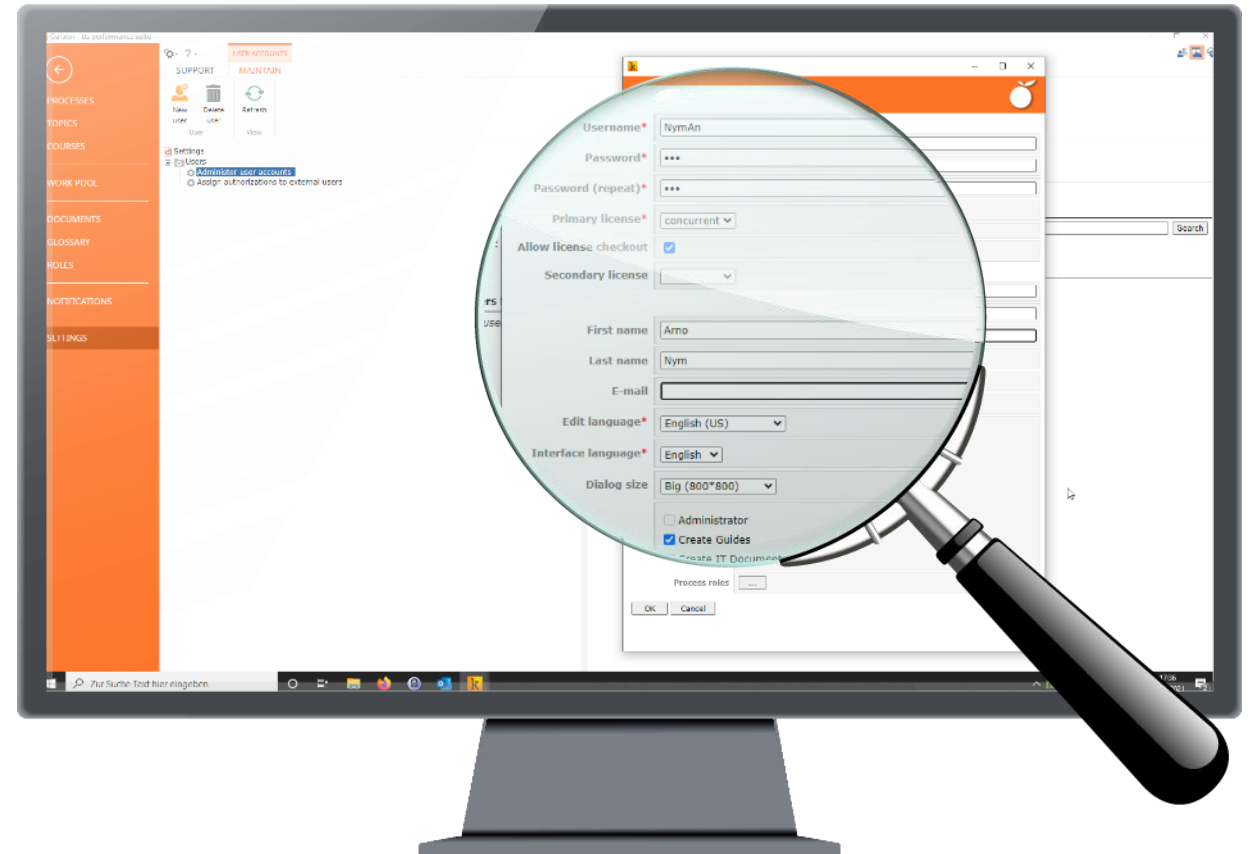
Content Creation

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

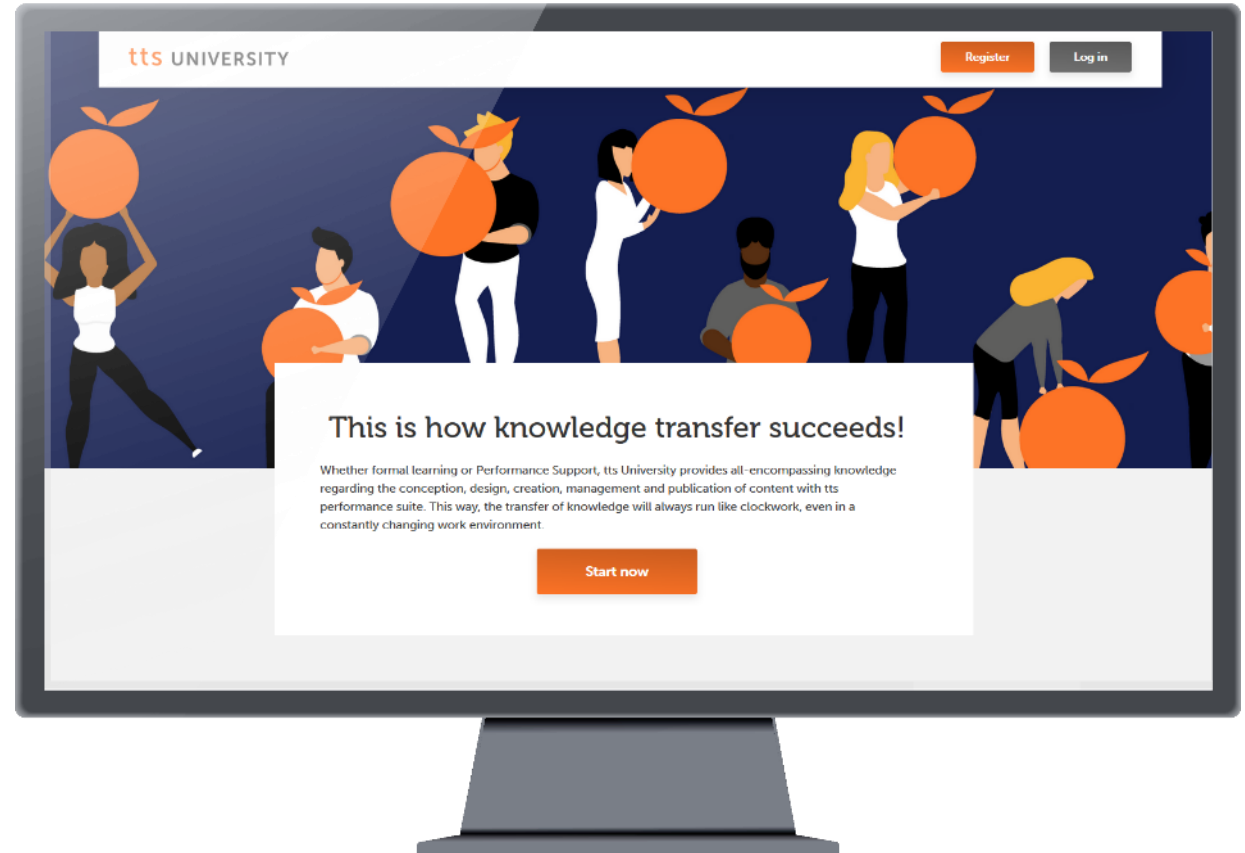
tts University

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



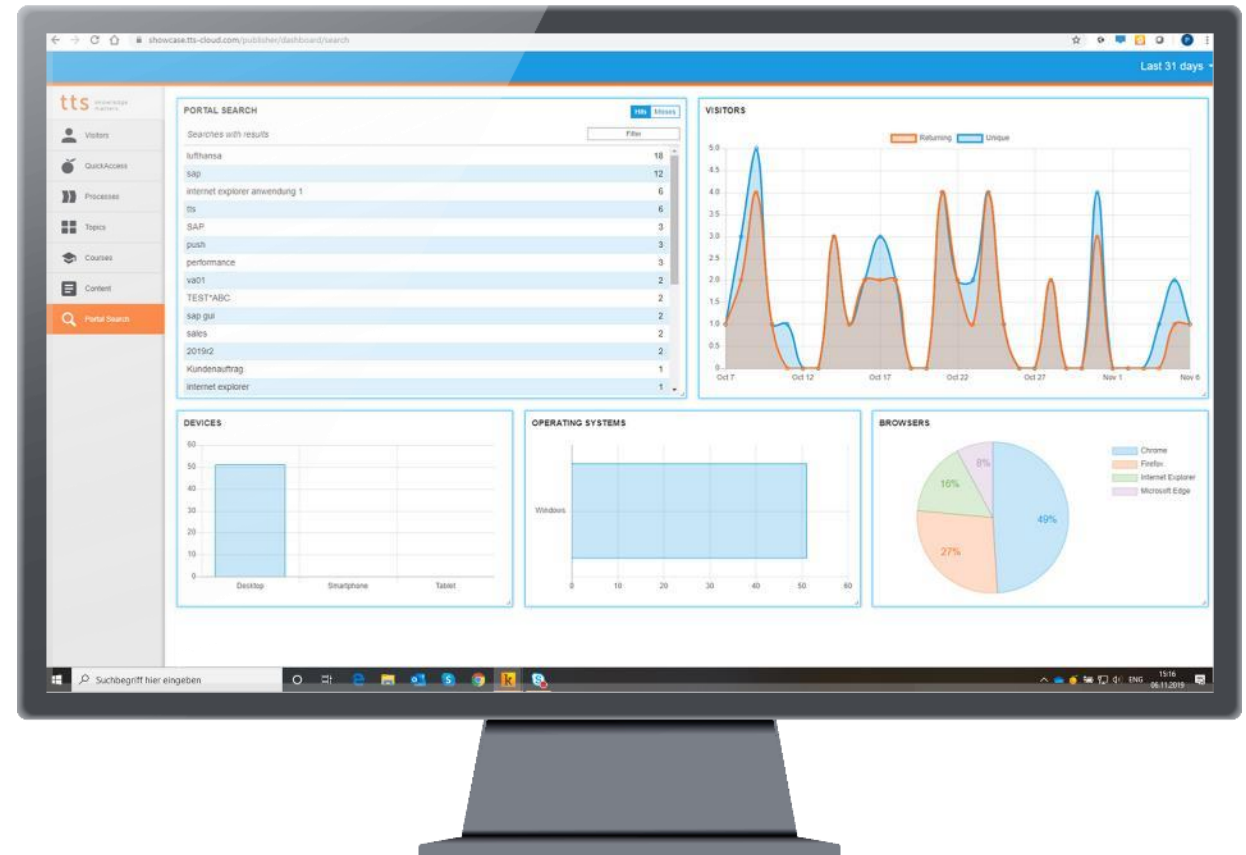
Technical Improvements & Support

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

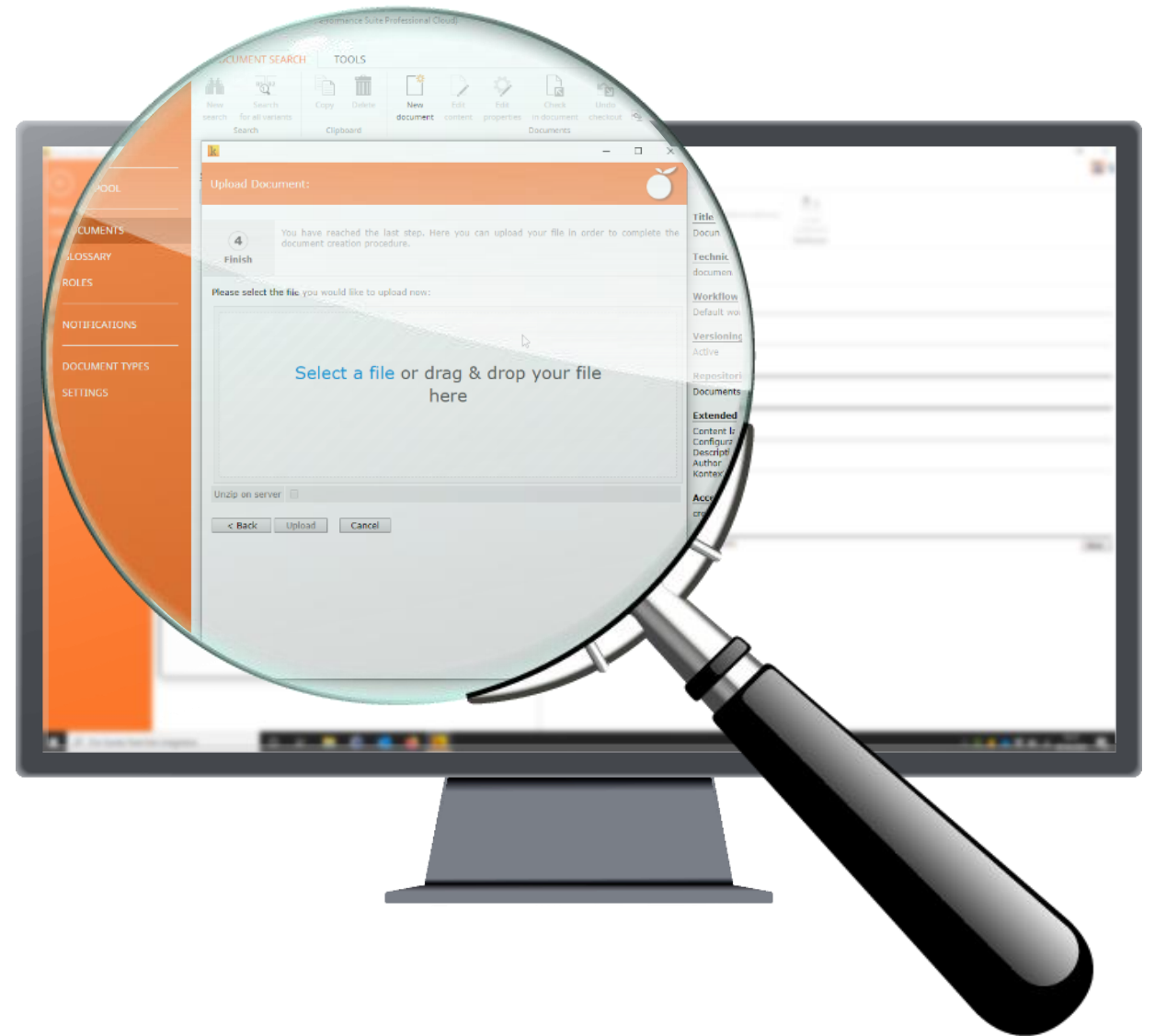
Modernized upload

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

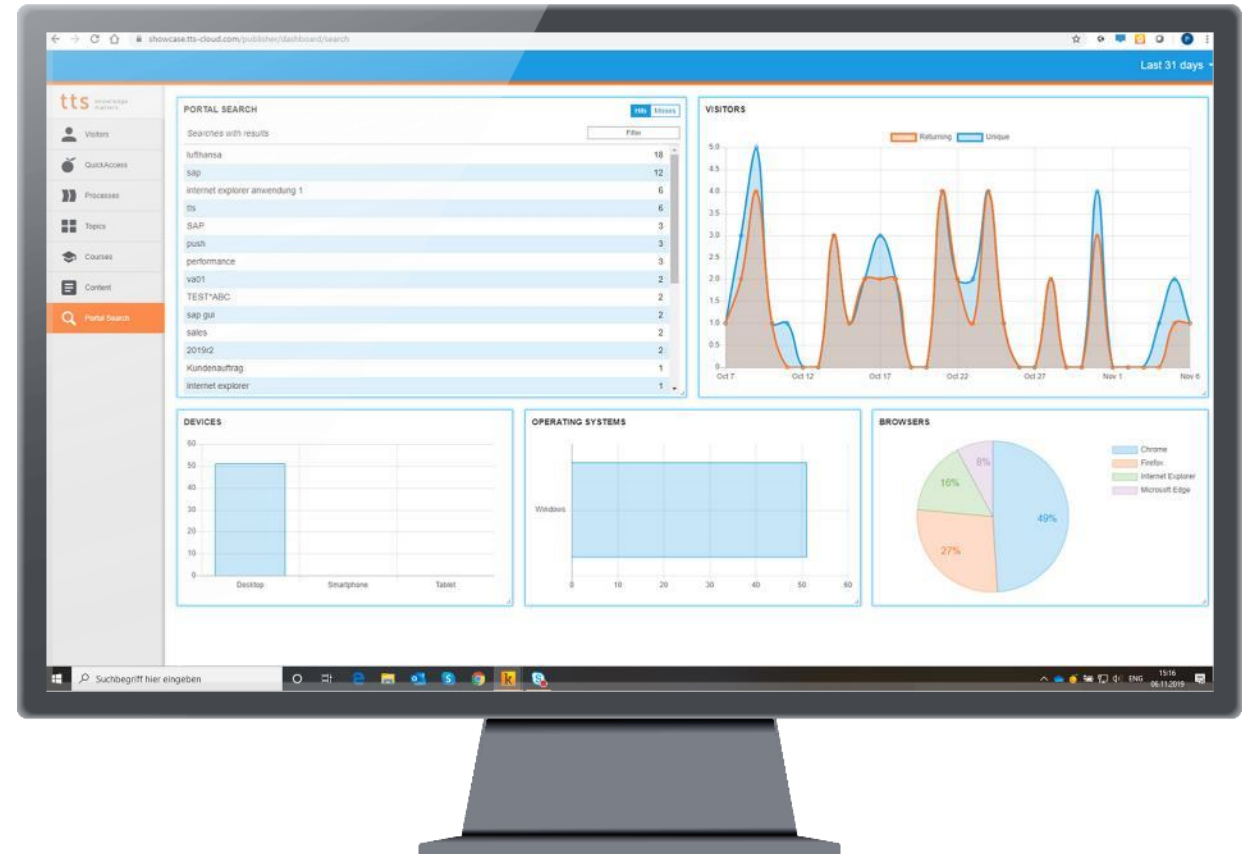
2020

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.



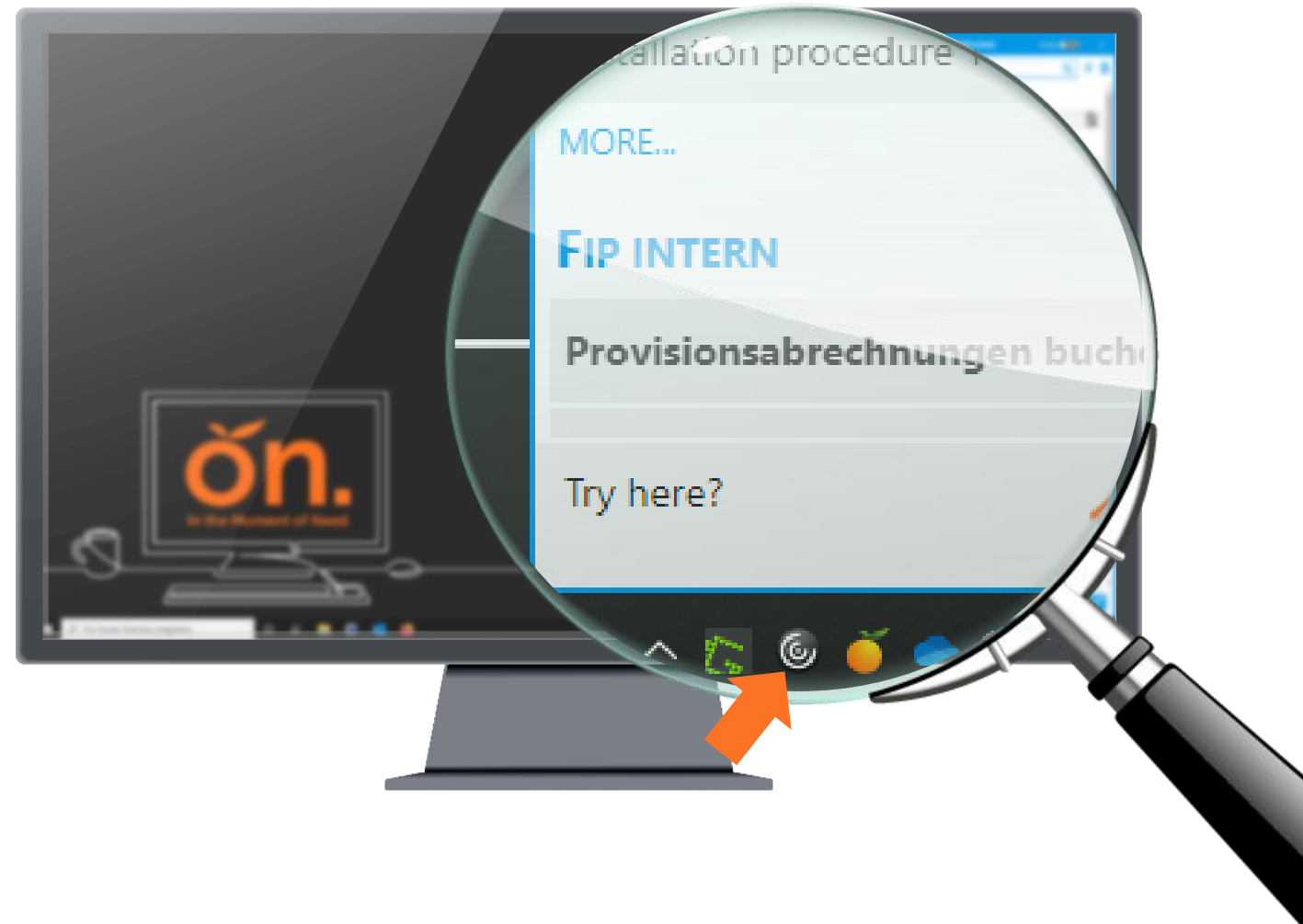
Technical Improvements & Support

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

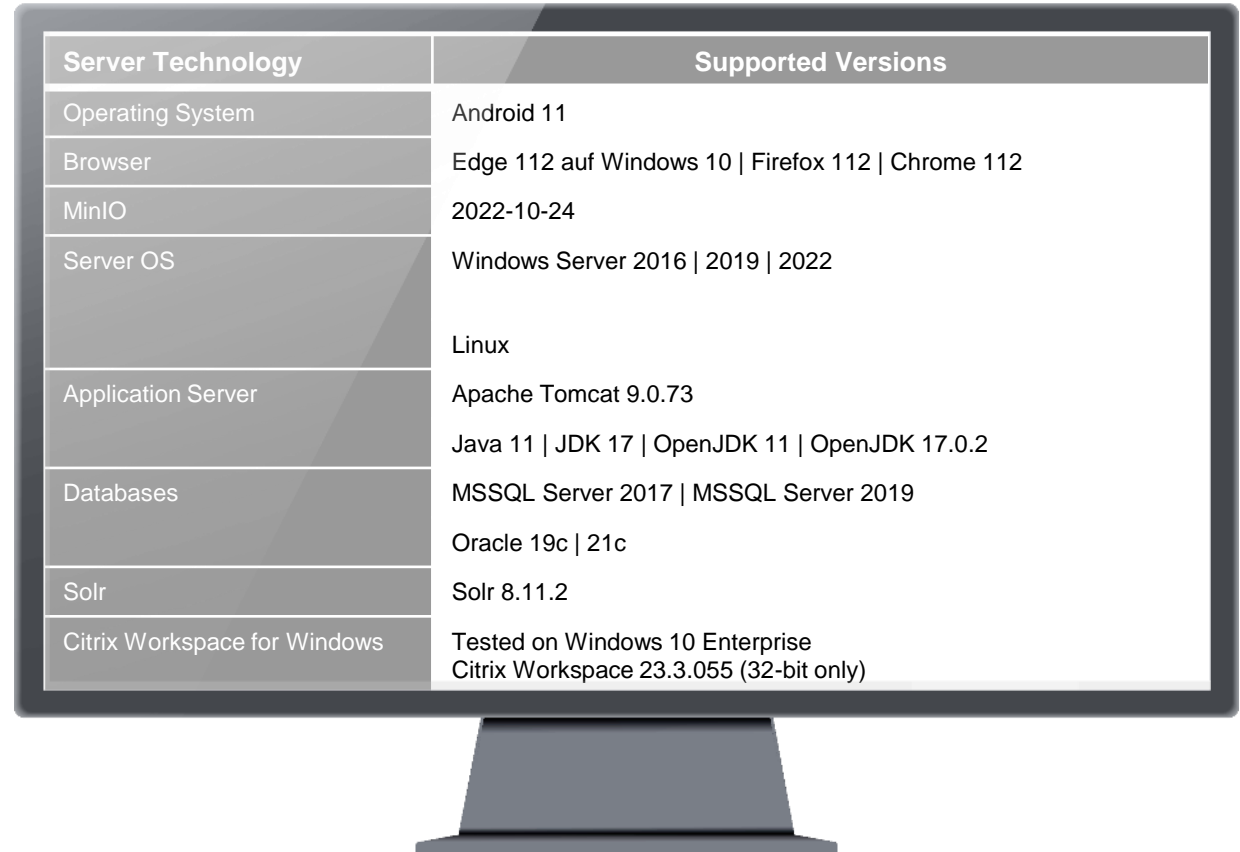
Supported software technology

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 112 auf Windows 10 Firefox 112 Chrome 112
MinIO	2022-10-24
Server OS	Windows Server 2016 2019 2022 Linux
Application Server	Apache Tomcat 9.0.73 Java 11 JDK 17 OpenJDK 11 OpenJDK 17.0.2
Databases	MSSQL Server 2017 MSSQL Server 2019 Oracle 19c 21c
Solr	Solr 8.11.2
Citrix Workspace for Windows	Tested on Windows 10 Enterprise Citrix Workspace 23.3.055 (32-bit only)



Highlights of former tts performance suite Versions

Highlights of former tts performance suite Versions



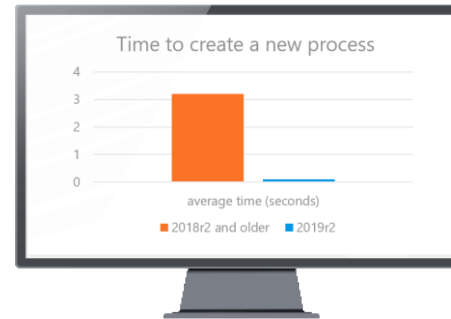
Performance Support

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 2023 [here](#).

If you have any more questions about our tts performance suite 2023, please [contact us](#)!





Thank you

tts Deutschland

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