

Performance Support – Providing content

Webinar session on tts performance suite





Agenda

1 Theory

- How does the QA work?
- PS Categories
- Signatures and concepts for keywords

2 In practice

- Getting a signature and assigning it to individual documents and structures
- Demo - assign PSC
- Notifications
- Field help

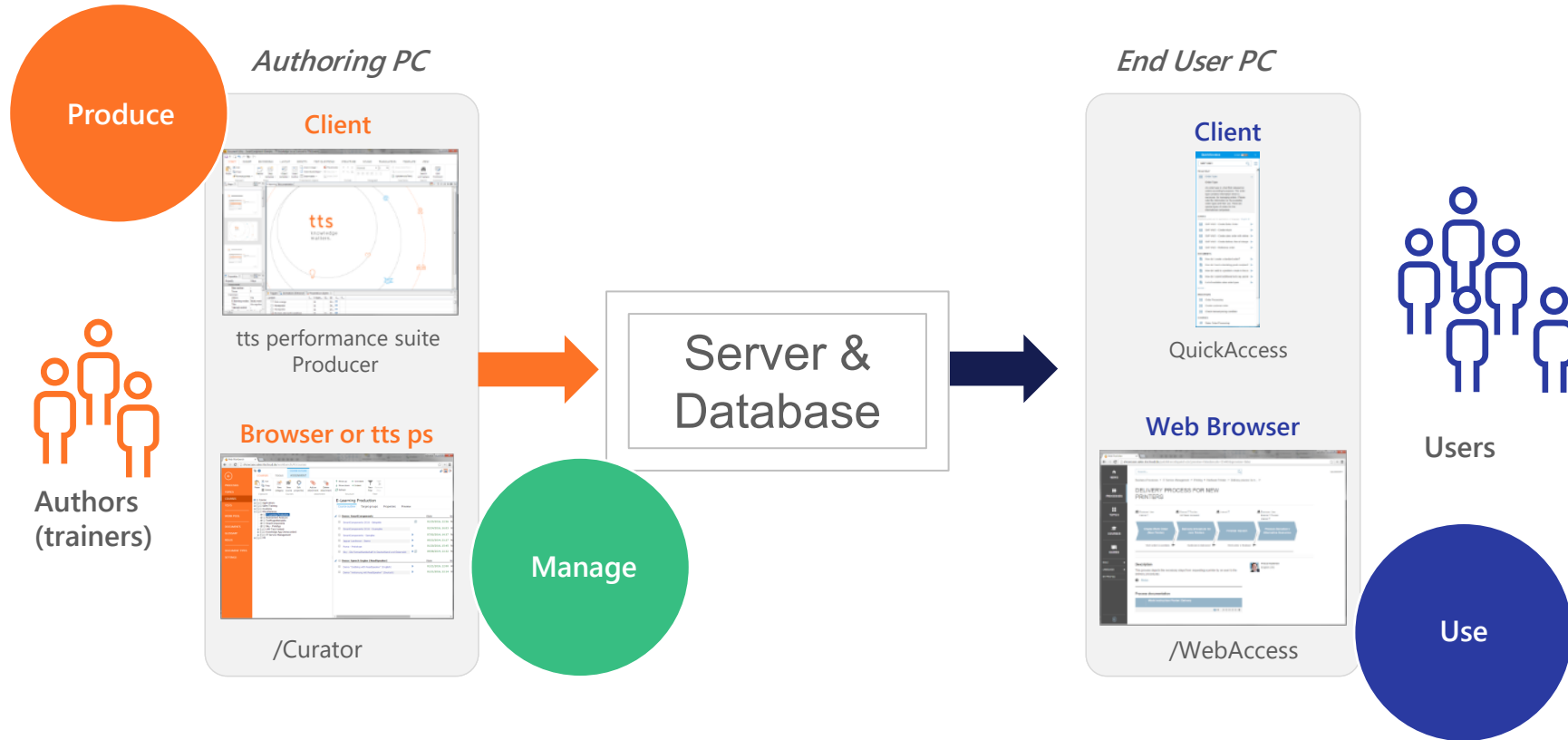
What does “working” Performance Support look like?



Theory



tts performance suite – simplified architecture






Contextualize / provide keywords

Contextual search and / or free text search

How is the link established?

For Producer documents:

-  E-Learning
(IT-simulation, non-IT)
-  Documentation
(Word, PDF, HTML)
-  Editorial Guide

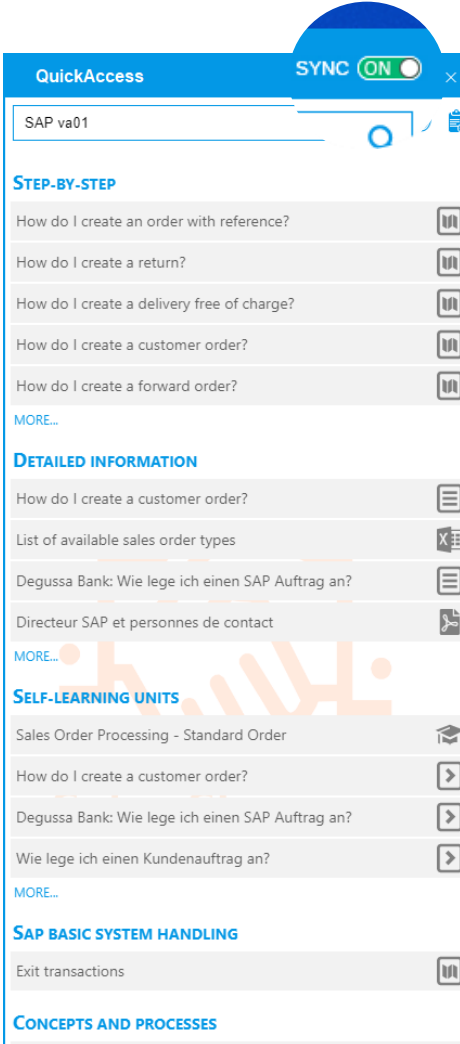
For links, 3rd-party documents and structures
(courses / topics / processes)

created automatically during recording

← Context →

read out (fingerprint) or added manually

QuickAccess



The screenshot shows a 'QuickAccess' window with a 'SYNC ON' toggle. Below the search bar, there are sections for 'STEP-BY-STEP', 'DETAILED INFORMATION', 'SELF-LEARNING UNITS', and 'CONCEPTS AND PROCESSES'. Each section contains a list of tasks or topics with corresponding icons.



Theory: Architecture

Whenever the QA is opened, it will determine the current context (given that the Sync button is set to ON) and query the publisher for it.

If the user activates the search field, the sync will be disabled and the QA will only query whatever is written in the search field.

Search results are organized via PSC (performance support categories). Within the PSC, the results are ranked depending on where the search found a match (title vs. description vs. keywords,...). The ranking is customizable.

Theory: PS Categories

- Performance support categories can be defined and changed to suit your needs. To define the available PSC, please avail of the [Administrator view](#).

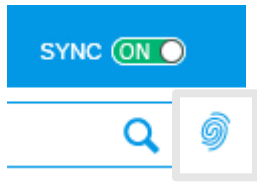
- You can [set the desired PSC](#) in the document properties - for Producer documents, you can even set a PSC per export format.

The authors are free to decide whether they would like to stick with a category's default values, or to assign a different one.

- It's also possible to define PSC that don't show up in the QA. Documents associated with such a PSC won't show up, either.

Theory: Signatures and concepts for keywords

You can assign a signature to any structuring element or document in tts performance suite. If an object has been “tagged” in such a way, the QuickAccess will deem it relevant for a certain application (context).



The context of an application can be found via the QA: Just bring the desired application into focus (clicking on it) with the SYNC function enabled. Then, copy the context via the dedicated button.

If a Producer document contains recorded steps, the context for those steps has automatically been added by the recorder.

Make up your mind: Are there additional keywords that users might try to find the information? Add those in the “keywords” field in the meta data.



In practice

Hands on 1: Getting a context... and assigning it

The screenshot shows the Deutsche Bahn website interface. At the top, there is a navigation bar with the DB logo and links for 'Startseite', 'bahn.de/aktuell', 'Hilfe & Kontakt', 'Sitemap', 'Deutsch', and a search bar. Below this is a red navigation menu with categories: 'Tickets & Angebote', 'Reise & Services', 'BahnCard', 'Geschäftskunden', 'Urlaub & Städte', 'Meine Bahn', and 'Login'. The main content area features a carousel of images showing people on a train. A search form is overlaid on the carousel, with tabs for 'Reiseauskunft', 'Sparpreis-Finder', 'Ist mein Zug pünktlich?', and 'Meine Buchungen'. The 'Reiseauskunft' tab is active, showing a search form with fields for 'von Bahnhof / Haltestelle / Adresse', 'nach Bahnhof / Haltestelle / Adresse', a date 'Di, 25.02.20', and a time '13:01'. There are radio buttons for 'Ab' (selected) and 'An', and a red 'Suchen' button. Below the search form, there is a promotional banner with an image of people and the text: 'Sichern Sie sich 500 BahnBonus Punkte für jede Bahn + Hotel Buchung.' and a link '> Punkten Sie jetzt'.

Hands on 2: Assign PSC

Edit course English (US) ▾

Properties **Performance Support categories**

Assignment Default value (Self-learning units) ▾

OK Cancel

- Default value (Self-learning units)
- Default value (Self-learning units)
- What's New**
- Software
- Learning
- Talent Management Consulting
- General
- Focus Areas
- Success Stories
- Step-by-step
- In-App Guidance
- Templates

Edit document properties

Properties **Performance Support categories**

Assignment

Documentation

| | |
|--------------------|--|
| Documentation | Default value (Detailed information) ▾ |
| Exercise sheet | Default value (Self-learning units) ▾ |
| Short instructions | Default value (Step-by-step) ▾ |

E-learning

| | |
|-----------------|---------------------------------------|
| Study mode | Default value (Self-learning units) ▾ |
| Assessment mode | Default value (Self-learning units) ▾ |





Guide



| | |
|-----------------|--------------------------------|
| Editorial Guide | Default value (Step-by-step) ▾ |
|-----------------|--------------------------------|

OK Cancel

Hands on 3: Notifications

NOTIFICATIONS

 New notification
 Edit notification
 Delete notification
 Refresh

 New filter
 Remove filter

Notifications

Filter

- Notification
 - Planned
 - Active
 - SuccessFactors content now available
 - Expired




Edit notification 

English (US) ▾

| | |
|--------------|--|
| Title* | SuccessFactors content now available |
| Description* | QuickAccess now also supports you when working with SuccessFactors |
| Kontext* | Successfactors |
| Edit status | Released ▾ |
| From | 12 . 03 . 2020 ✕ |
| To | 25 . 09 . 2020 ✕ |

OK Cancel

Hands on 4: Field help

A field help (e.g. related to an input field in SAP) is created using a glossary entry. You then have to manually add  the desired context.

Edit glossary term English (US) ▾

Properties

| | |
|------------------------|---|
| Title* | Division |
| Description | <p>B I U ↺ ↻ 📄</p> <p>A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service.</p> <p>Procedure Enter the number of a valid division.</p> |
| Edit status* | Released ▾ |
| Link in documentation* | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| qaContext | SAP VA01 SAPMV45A 101 ECC VBAK-SPART SPART |
| Technical name | |
| Glossary categories | <ul style="list-style-type: none"> Sales (SD) Purchasing (MM-PUR) Plant Maintenance (PM) Finance (FI) Sales (SD) <p>To select several... CTRL key</p> |



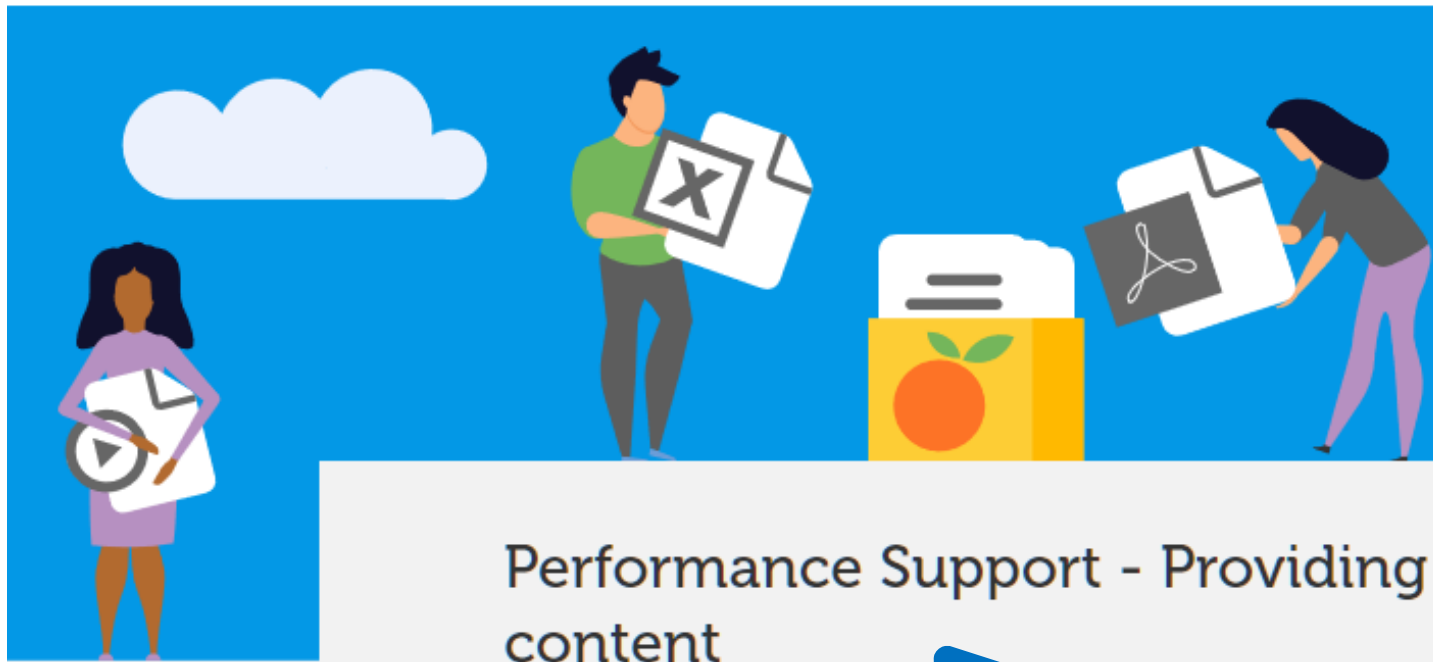
Outlook



Outlook

- The next session will already be the last in this series:
Localization

Where do I find more information

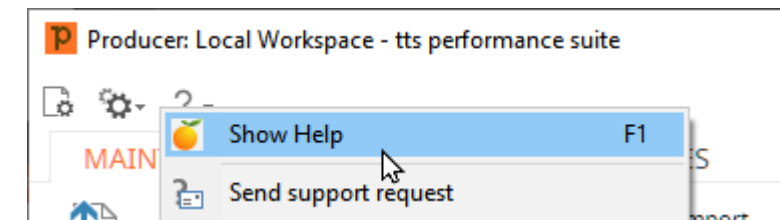


Performance Support - Providing content



... and help?

QuickAccess inside tts performance suite (F1)



Online help portal

[Online Help](#)

Facing technical problems?

support@tt-s.com