tts digital adoption solutions

Processes and Topics

Open Training Session
on tts performance suite

Agenda

1 **Processes**
- Demo – Working with processes
- Best Practices and hints on processes

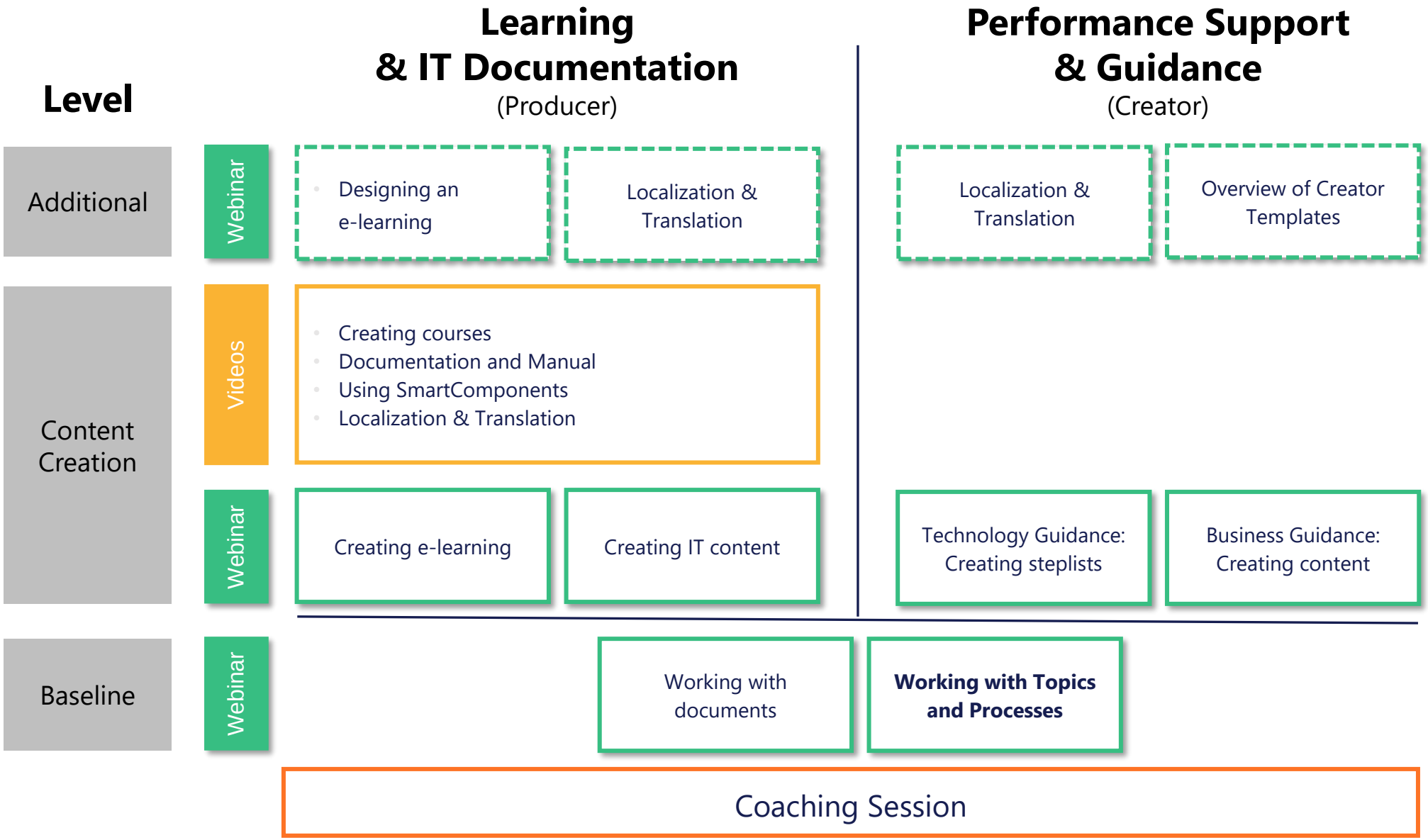
2 **Topics**
- Demo – Working with Topics
- Metadata of topics
- Assigning documents

3 **ExCursus**

4 **Outlook**

Online Tutorial

Open Trainings, Video Tutorials & Coaching Sessions



The structured views in tts performance suite

To put documents into a context and relate them to one another,

tts performance suite provides three structured views:

- **Processes**

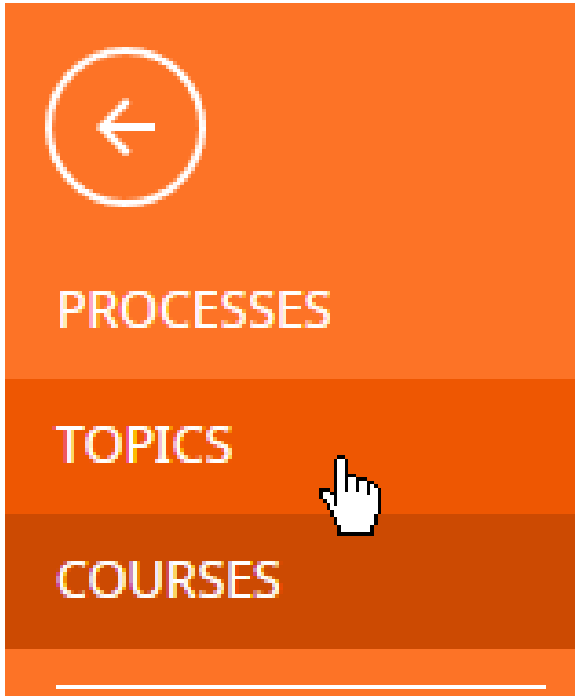
  Allows for modelling business processes and linking documents to individual process steps.

- **Topics**

  Allows you to store knowledge hierarchically, yet with lots of flexibility.

- **Courses**

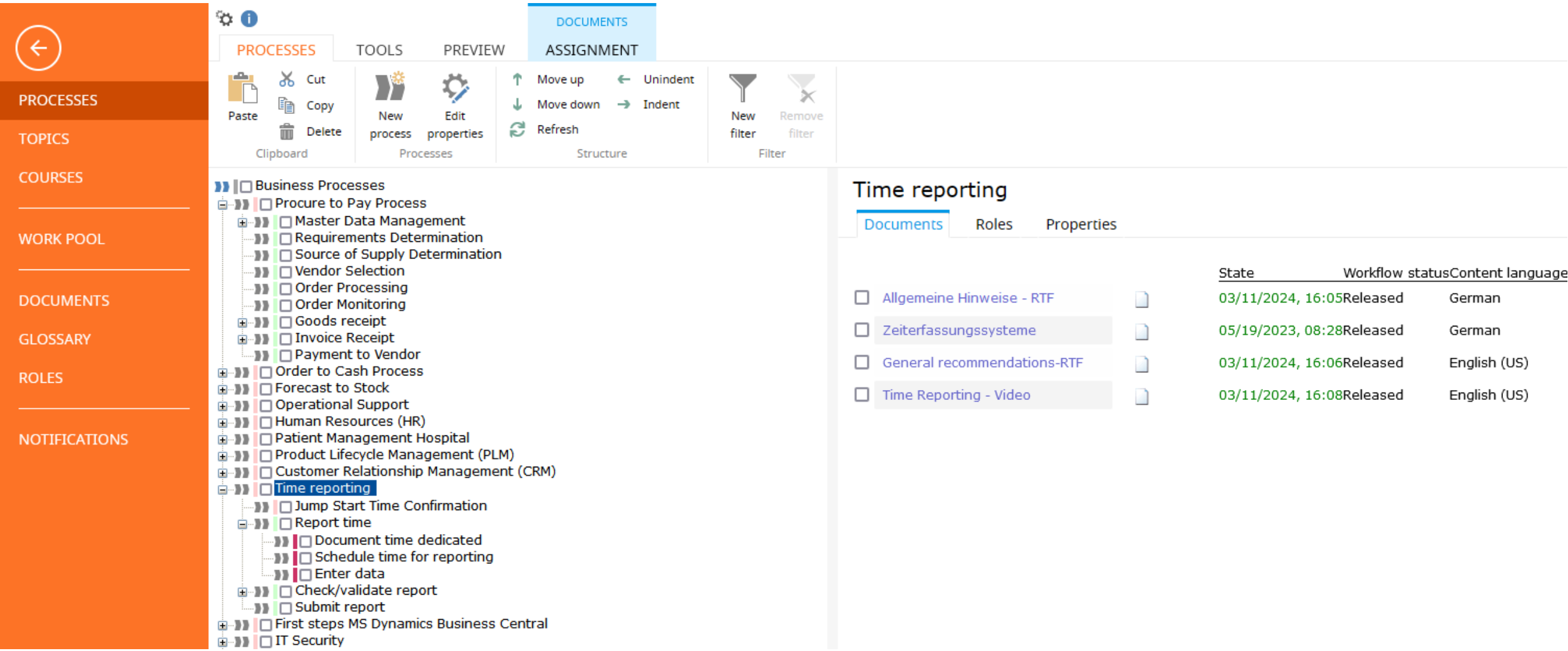
  Build learning curricula in chronological order, cluster courses using course categories (e. g. all courses on IT applications, soft skills, …).



DEMO

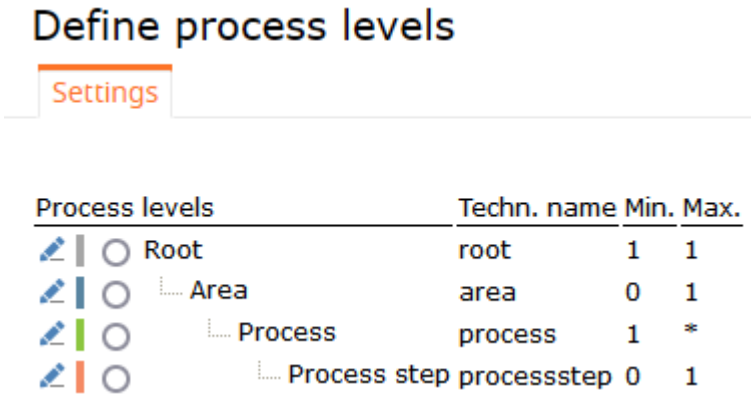
Creating and maintaining Processes

Working with processes



Good to know about processes

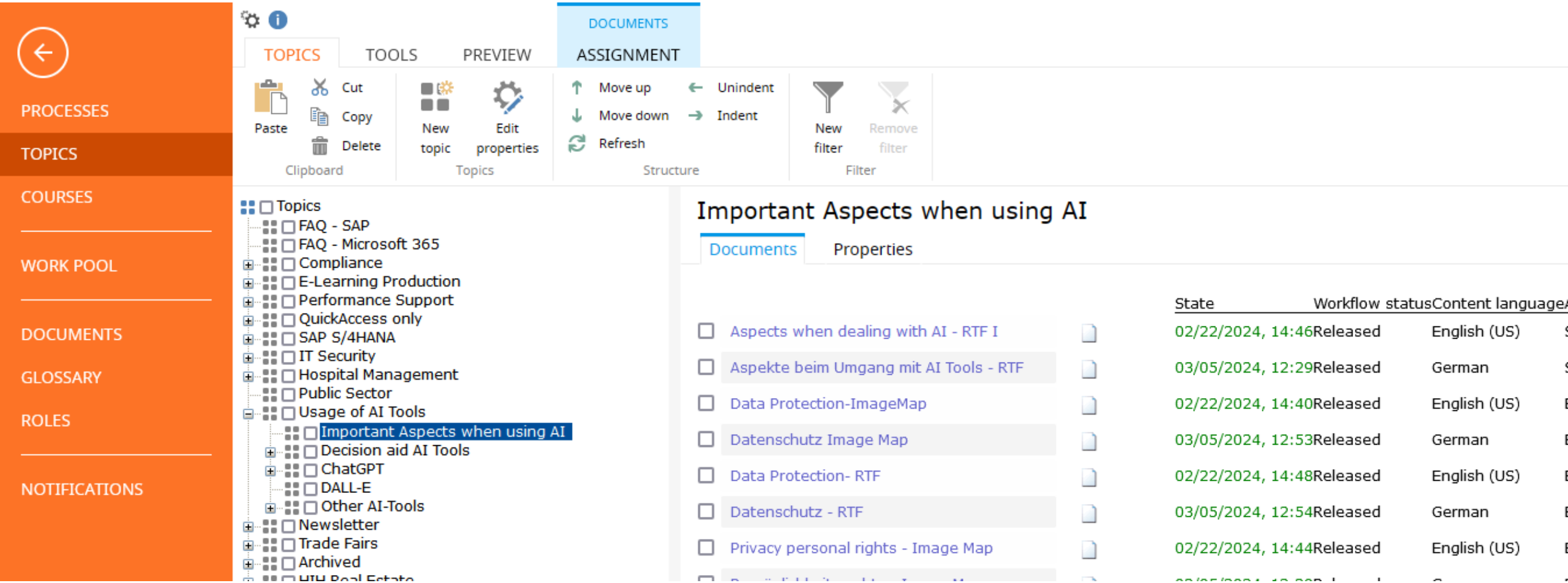
- The prerequisite for using the view is that a valid process level model has been created in the administration.
  - The process levels and the possible nesting are defined here.
- The following can be defined for the processes:
  - Results
  - Roles involved
  - Any documents per assignment (including inline content such as image maps or videos).
- Released processes are visible to end users. It is best to check the display both in QuickAccess and in the portal (Webaccess).



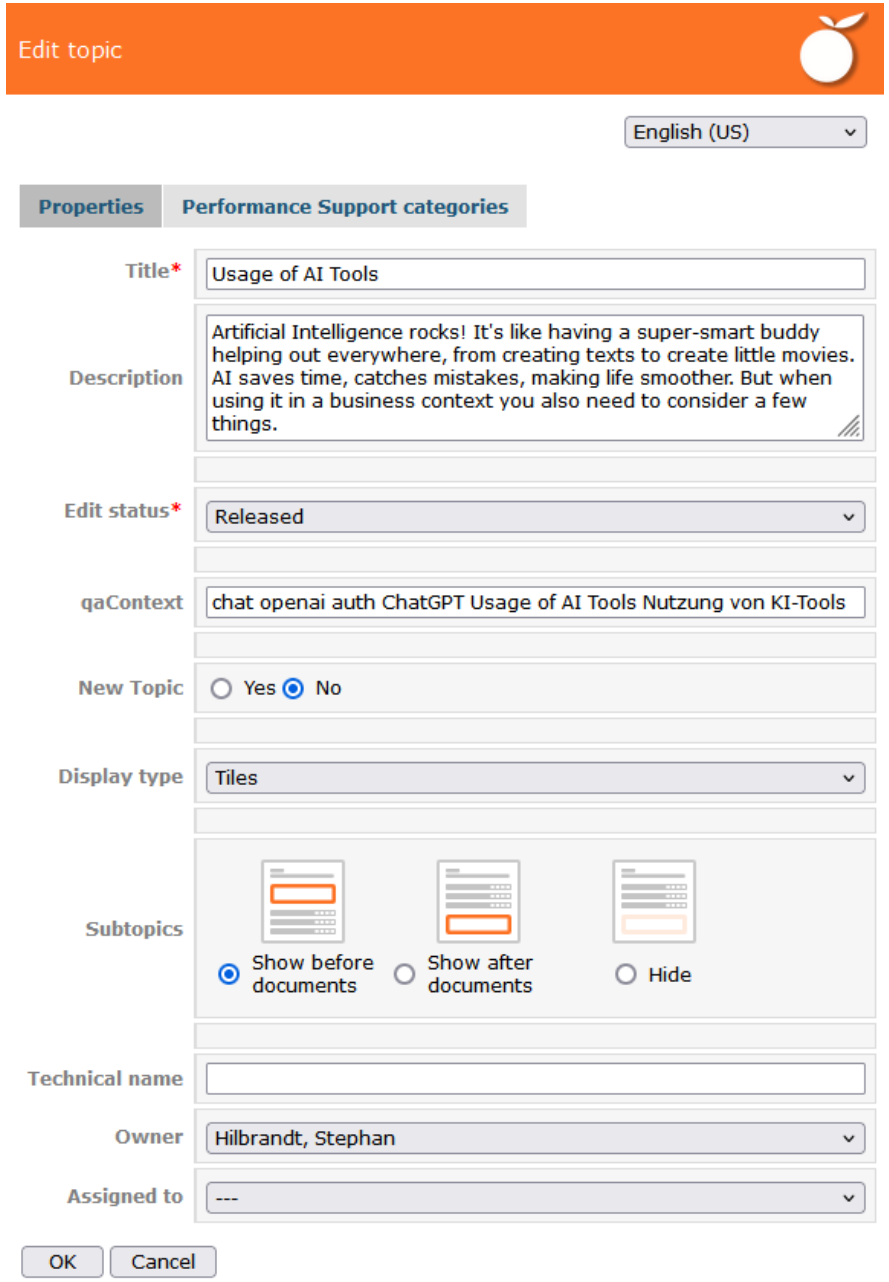
DEMO

Creating and maintaining topics

Working in the Topics view



Meta data for topics



Performance Support categories

Setting this has a direct impact on how the topic is displayed in QuickAccess

Title

Mandatory when creating a topic
Multilingual

Description

Tell the end users what the topic is about.
Multilingual field.

Edit status

Mandatory – set it according to the current status.

tts digital adoption solutions

Topics

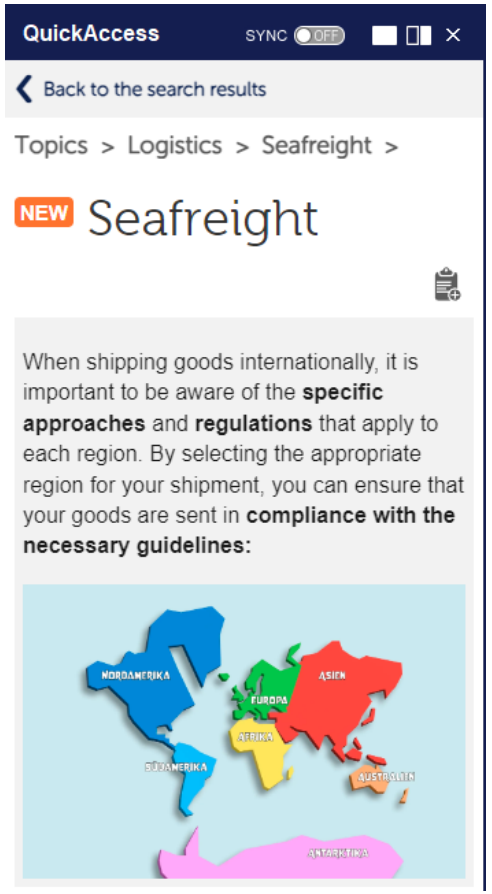
Best Practices and hints

Noteworthy tidbits on topics

- Topics can be nested to your liking – they work like folders that may contain as many sub-folders as you need
  - You may add documents to any level (even the root node) of the topics tree
    (in the courses view, you may not add documents to course categories, only to courses)
  - Topics cannot be sub-divided into sections (cf. courses) – but you may create as many sub-topics as needed

- Topics may contain documents in as many languages as you wish – we would advise against doing the same with courses. Variants in other languages are filtered.

- Since the 2023 releases of tts performance suite, topics now allow for displaying content **inline** in the QuickAccess - so no need for extra clicks to open up a browser window (the same applies to processes, by the way).



Online Tutorial
Working with Topics

tts digital adoption solutions

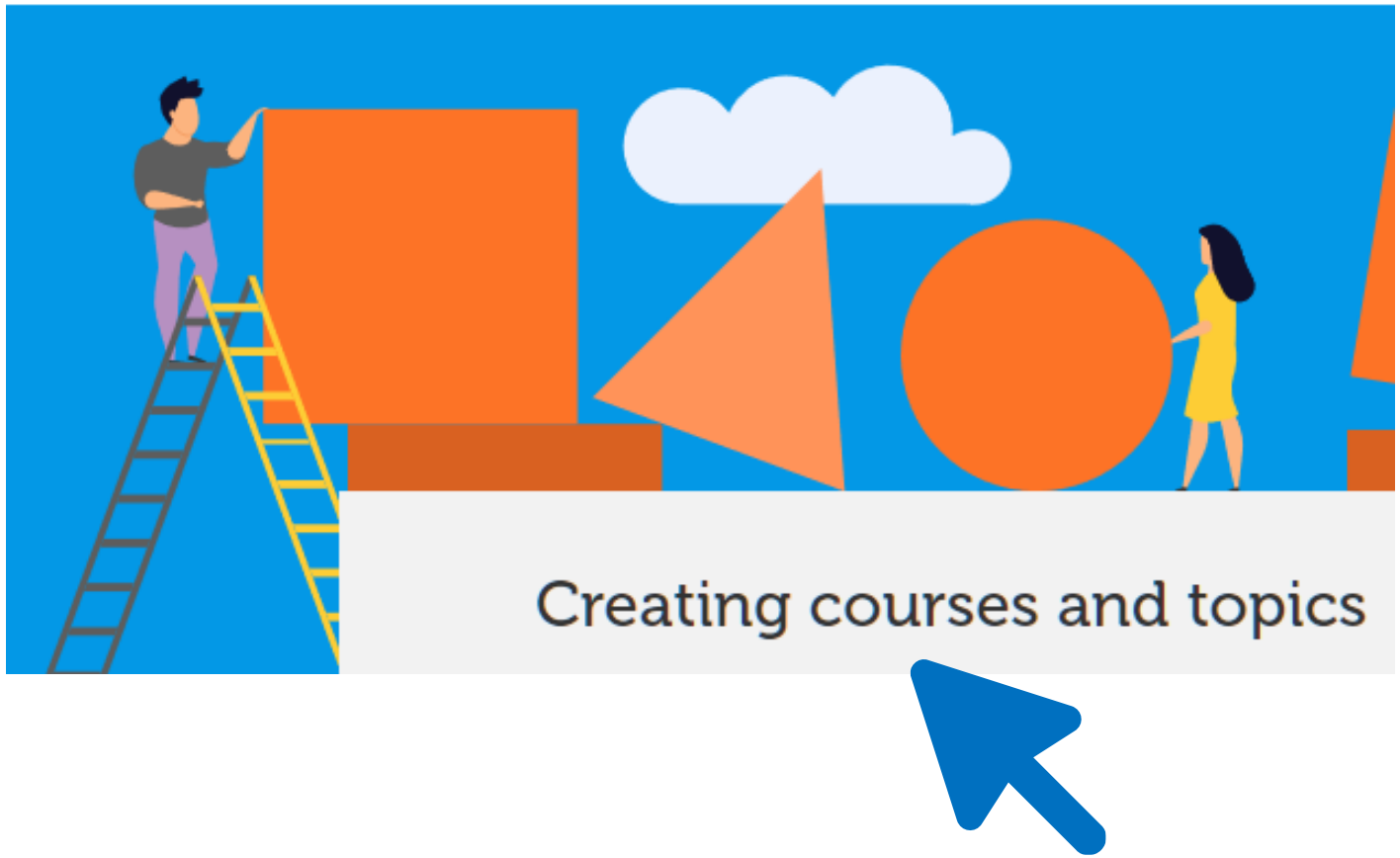
ExCursus

Courses versus processes and topics

- Courses are used to define a curriculum, which can be subdivided using course sections.
- Due to their less flexible nature, courses are better suited to be turned into manuals.
- The new course wizard allows you to form variants based on existing courses, or create course structures based on existing structures (e. g. a course containing all documents associated with a certain role).
- Courses should be monolingual (if you need the same content in a different language, create a course variant). Topics and Processes are designed to be multilingual.
- Would you like to find out more about the Courses view? Check out this Video resource.

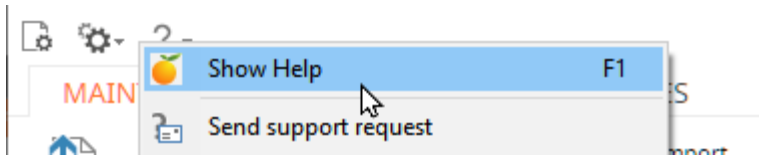
Outlook

Where do I find more information



… and help?

F1 help



Online help portal

Knowledge Base

Facing technical problems?

support@tt-s.com

Questions, anyone?

tts digital adoption solutions

Thank you

Ulfert Köppen
ulfert.koeppen@tt-s.com