

# 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

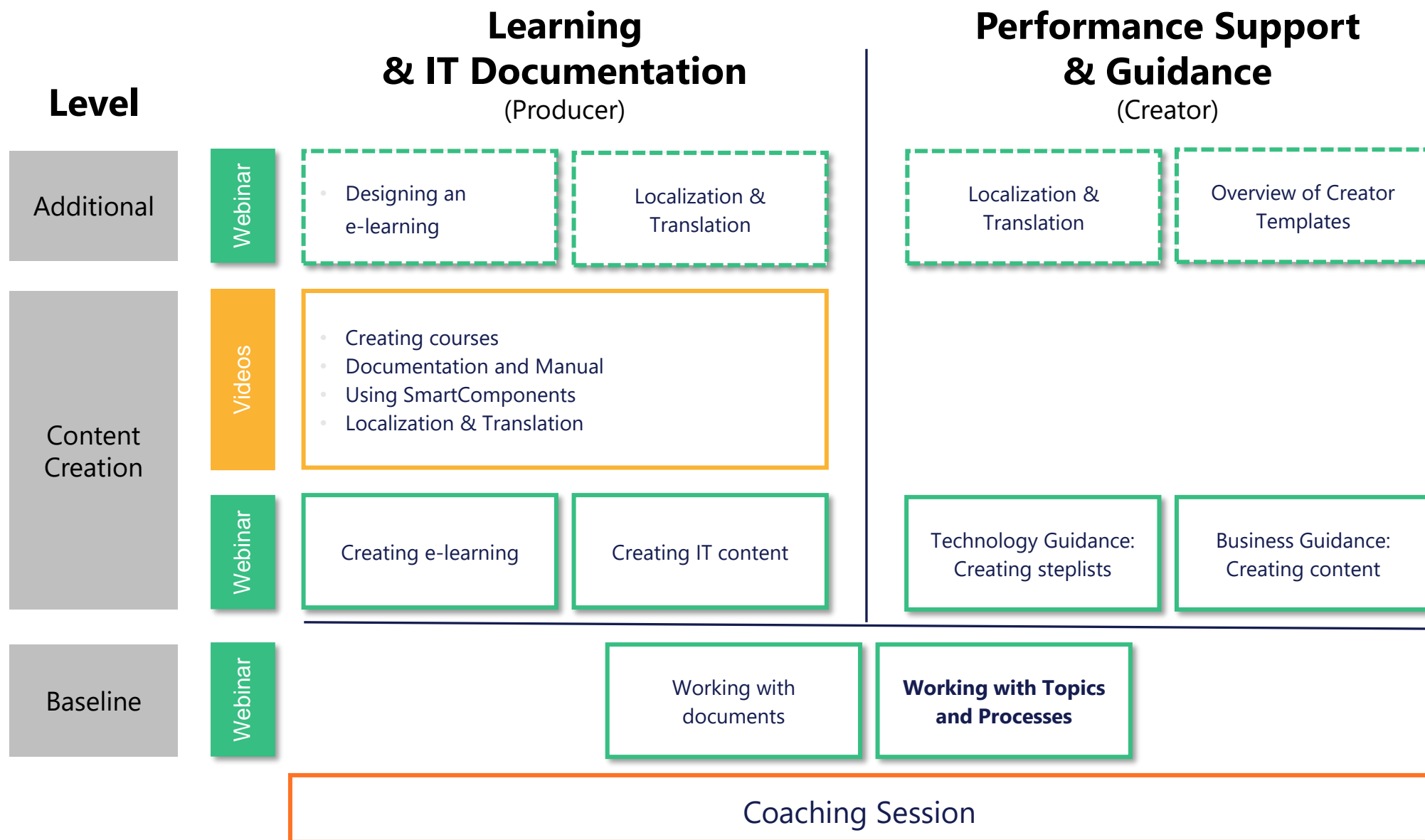
## ExCursus

4

## Outlook



# 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**

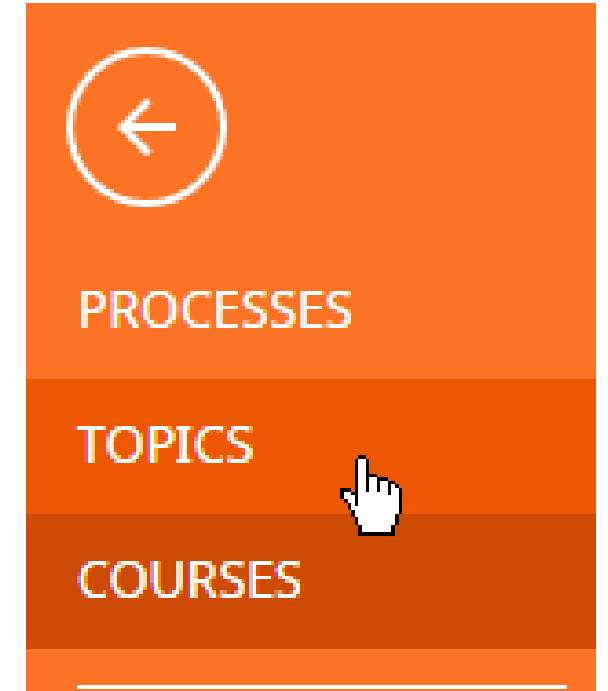
Allows for modelling business processes and linking documents to individual process steps.

- **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

←

PROCESSES

TOPICS

COURSES

WORK POOL

DOCUMENTS

GLOSSARY

ROLES

NOTIFICATIONS

⚙️ ⓘ

DOCUMENTS

PROCESSES

TOOLS

PREVIEW

ASSIGNMENT

Paste

Cut

Copy

Delete

Clipboard

New process

Edit properties

Processes

Move up

Move down

Refresh

Structure

Unindent

Indent

New filter

Remove filter

Filter

Business Processes

Procure to Pay Process

Master Data Management

Requirements Determination

Source of Supply Determination

Vendor Selection

Order Processing

Order Monitoring

Goods receipt

Invoice Receipt

Payment to Vendor

Order to Cash Process

Forecast to Stock

Operational Support

Human Resources (HR)

Patient Management Hospital

Product Lifecycle Management (PLM)

Customer Relationship Management (CRM)

Time reporting

Jump Start Time Confirmation

Report time

Document time dedicated

Schedule time for reporting

Enter data

Check/validate report

Submit report

First steps MS Dynamics Business Central

IT Security

Time reporting

Documents

Roles

Properties









		State	Workflow status	Content language
<input type="checkbox"/>	Allgemeine Hinweise - RTF		03/11/2024, 16:05	Released German
<input type="checkbox"/>	Zeiterfassungssysteme		05/19/2023, 08:28	Released German
<input type="checkbox"/>	General recommendations-RTF		03/11/2024, 16:06	Released English (US)
<input type="checkbox"/>	Time Reporting - Video		03/11/2024, 16:08	Released English (US)

## 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).

### Define process levels

Settings

Process levels		Techn. name	Min.	Max.
	 Root	root	1	1
	 Area	area	0	1
	 Process	process	1	*
	 Process step	processstep	0	1



# DEMO

Creating and maintaining topics





## Working in the Topics view

←

PROCESSES

TOPICS

COURSES

WORK POOL

DOCUMENTS

GLOSSARY

ROLES

NOTIFICATIONS

TOPICS

TOOLS

PREVIEW

DOCUMENTS

ASSIGNMENT

Paste

Cut

Copy

Delete

Clipboard

New topic

Edit properties

Topics

Move up

Move down

Refresh

Structure

Unindent

Indent

New filter

Remove filter

Filter

Topics

FAQ - SAP

FAQ - Microsoft 365

Compliance

E-Learning Production

Performance Support

QuickAccess only

SAP S/4HANA

IT Security

Hospital Management

Public Sector

Usage of AI Tools

Important Aspects when using AI

Decision aid AI Tools

ChatGPT

DALL-E

Other AI-Tools

Newsletter

Trade Fairs

Archived

UTM Real Estate


Important Aspects when using AI

Documents

Properties

	State	Workflow status	Content language
Aspects when dealing with AI - RTF I	02/22/2024, 14:46	Released	English (US)
Aspekte beim Umgang mit AI Tools - RTF	03/05/2024, 12:29	Released	German
Data Protection-ImageMap	02/22/2024, 14:40	Released	English (US)
Datenschutz Image Map	03/05/2024, 12:53	Released	German
Data Protection- RTF	02/22/2024, 14:48	Released	English (US)
Datenschutz - RTF	03/05/2024, 12:54	Released	German
Privacy personal rights - Image Map	02/22/2024, 14:44	Released	English (US)

## Meta data for topics

Edit topic 

English (US) ▼

Properties

Performance Support categories

Title\*

Usage of AI Tools

Description

Artificial Intelligence rocks! It's like having a super-smart buddy helping out everywhere, from creating texts to create little movies. AI saves time, catches mistakes, making life smoother. But when using it in a business context you also need to consider a few things.

Edit status\*

Released ▼

qaContext

chat openai auth ChatGPT Usage of AI Tools Nutzung von KI-Tools


New Topic


☐ Yes ☒ No


Display type

Tiles ▼

Subtopics

  
☒ Show before documents

  
☐ Show after documents

  
☐ Hide

Technical name

Owner

Hilbrandt, Stephan ▼

Assigned to

--- ▼

OK

Cancel

### 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.

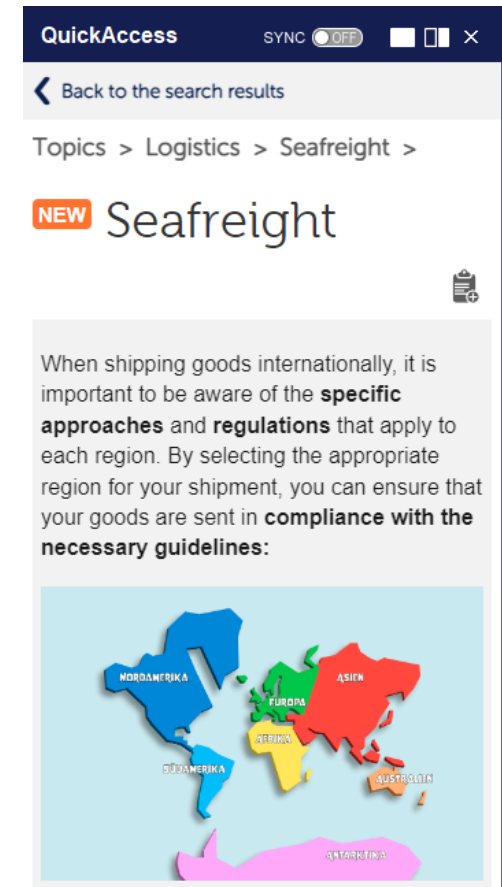


# Topics

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).



# ExCursus



## Courses versus processes and topics

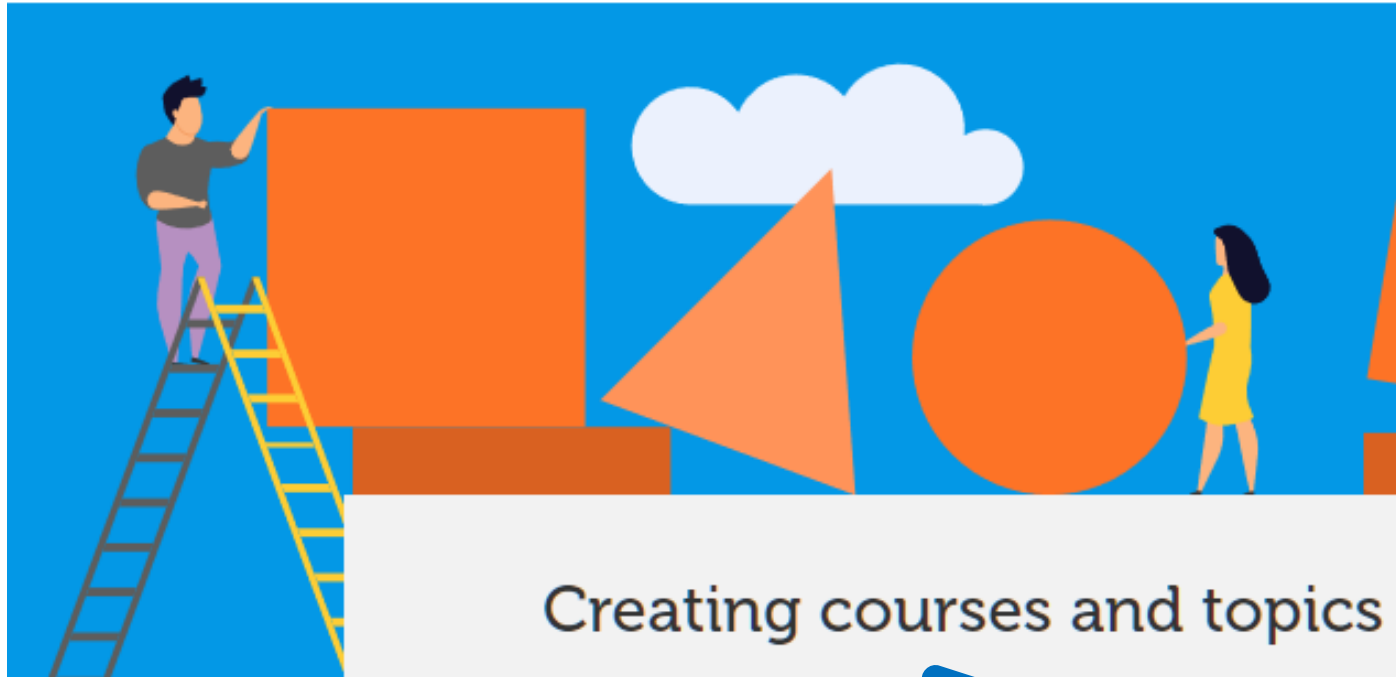
- Courses are used to define a curriculum, which can be subdivided using course sections.
- Due to their less flexible nature, courses are better suited to be turned into manuals.
- The new course wizard allows you to form variants based on existing courses, or create course structures based on existing 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



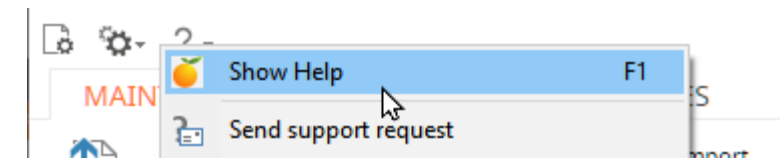


## Where do I find more information



## ... and help?

F1 help



Online help portal

[Knowledge Base](#)

Facing technical problems?

[support@tt-s.com](mailto:support@tt-s.com)

## Questions, anyone?





# Thank you

Ulfert Köppen  
ulfert.koeppen@tt-s.com

tt-s.com