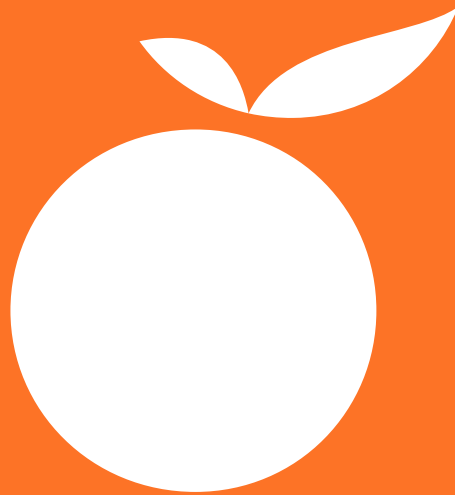


tt performance suite

Product Description



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knowledge matters.

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1 tt knowledge force – Quickstart Edition

1.1 Design top-quality e-learning

tt knowledge force is an all-embracing software solution aimed at complete and effective knowledge transfer in your corporation. No other authoring tool comes even close to so elegantly combining the functions of a professional documentation system with those of a powerful e-learning production tool. This allows you to efficiently document complex software applications for the rollout of IT applications and create interactive tutorials with stunning graphics for your blended learning concept. The basic functions for creating and designing content include:

Personal Workspace	Overview of all documents that are currently being worked on.
Content Editor	Editing tools for documents and interactive knowledge media.
Content Updater	For updating software recordings via ReRecording.
Effects Editor	For creating animation effects.
Dubbing Editor	For the dubbing of interactive knowledge media.
Path Editor	For adding parallel navigation paths to e-learning units.
Configuration Distributor	For transporting and distributing configuration and customizing packages.

1.2 Generate IT documentation in 35+ languages

tt knowledge force supports the creation of documents in different languages. AutoTexts and the integrated variant management system make light work of translating the documents' content.

Universal Application Recorder	For recording software applications.
Language Pack	Facilitates the creation, management and publication of content in over 35 content languages, please refer to the "tt performance suite – Available Content Languages" attachment. These include the AutoTexts for recording IT applications, for example (such as "Click the 'OK' button."). Please note: The tt knowledge force Client user interface is not available in all the 35 languages (see chapter 1.11).

1.3 Standardize design + layout (templates)

You can now ensure that the content you produce always fully conforms with your corporate identity by creating an appropriate template for pages or objects (e.g. textboxes) which are used on a regular basis. And best of all, the subsequent production of content will run like clockwork.

Global Template Designer	For the creation of page and object templates for e-learning units.
Template Assistant	Supports the filling in of templates.

1.4 Work together as a team

You can provide your project team with a common work platform, which facilitates a standardized view of all content and can be accessed from each workstation – if need be, in all corners of the globe. Comprehensive administration functions allow you to control the content creation process from start to finish.

Collaborative Information Store	Centralized document management (server application) Supports (among other things): <ul style="list-style-type: none"> • All types of file formats (not just tt knowledge force) • The checking in/out of documents
Report Engine	For analyzing the pool of information via reports. For exporting reports to Excel or displaying them as a search result.
Versioning Engine	For the versioning of documents.

1.5 Structure content in accordance with business processes

You can now gear your documentation and training material toward the pulse of your company – its processes. tt knowledge force facilitates the straightforward and intuitive depiction of business processes, along with the assignment of knowledge objects. It is therefore perfectly suited for adding specialist and handling know-how to a process model. This ensures that the process model is centrally documented, and that documentation keeps up with process development. The bottom line is that your company reaps the benefits of enjoying access to documentation that is always up-to-date and which fosters a deep understanding of processes among employees, while clarifying any issues that arise regarding process handling.

Business Modeler	Process and role-oriented content modeling; supports (among other things): <ul style="list-style-type: none"> • The structuring of business processes, including the re-use of process elements for depicting process variants • The import of existing process structures from Excel tables • The definition of roles and organizational units • The assignment of roles to business processes • The assignment of documentation to business processes • A process-oriented analysis of the documentation model in conjunction with the Report Engine component • A process and role-oriented course design (in conjunction with the Course Builder component) • Multilingual Excel report of the process list
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1.6 Structure course content and transfer it to an LMS via SCORM

You can now structure your content via courses and divide it up into sections or chapters. With tt knowledge force by your side, you can then easily transfer it to a Learning Management System (LMS). To do so, you simply export your courses or lessons from ttkf to a ZIP package which automatically conforms with the SCORM and AICC standards. This package can then be imported into a regular LMS, from where learners can access it.

Course Builder	For the course-oriented structuring of content.
Courseware Publisher	Generates web-based training (WBT) based on content structures – compatible with the SCORM and AICC standards.

1.7 Export E-Learning with HTML5 Player

Export your e-learnings with the HTML5 player and in doing so you can publish your ttkf-documents to additional devices and platforms such as Android devices. Additionally you can take advantage of the latest generation web browsers and enjoy significant performance improvements as well as the scalability of your contents. The HTML5 export contains functions like textboxes, pictures, autoforms, animation-effects, forward/backward navigation (also as swiping gesture), SCORM tracking (version 1.2, 2004 3rd Edition, 2004 4th Edition), Single Choice and Multiple Choice testquestions in learning and assessment mode (as SmartComponent), Animation Trigger, IT recording, SmartComponents API, sound and also video (as SmartComponent).

HTML5 Export	HTML5 und CSS3 based runtime environment for e-learnings.
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1.8 Generate manuals at the touch of a button

You can compile your modularly structured content to suit your individual needs (within processes, courses or topics) and export it at the touch of a button to a ready-to-use manual. If you want, you can also add a cover page or table of contents.

Manual Publisher	For generating manuals based on content structures.
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1.9 Enhance functionality with SmartComponents

You can now develop your own functional elements for the e-learning view of tt knowledge force. This opens up whole new opportunities in the area of content production, allowing you to compile content that perfectly matches your needs.

SmartComponents Inserter	For adding SmartComponents via a selection dialog.
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Starting with Release 2016, a library is available comprising SmartComponents for navigation objects, animations and quizzes.

1.10 Update and localize content efficiently

tt knowledge force facilitates the highly efficient updating and translation of content in all the supported languages. Features such as AutoTexts, the XLIFF-based export of text and ReRecording automate the translation process.

Localization Manager	For the creation of localized document variants. Automatic translation of AutoTexts which were generated while recording software applications with tt knowledge force.
XLIFF Synchronizer	For the exchange of text with translation management systems based on the XLIFF standard.

1.11 Basic components

tt knowledge force Client	A work environment installed on the local PC (rich client) with enhanced functionality for the creation of documentation and e-learning units. It also incorporates the full range of functions of the Web Workbench. Authoring languages: The tt knowledge force Client is available in English, German, French and Spanish.
Web Workbench	Browser-based interface. It can be used as an alternative to the tt knowledge force Client for the structuring of content. This does not support the editing of documents. Authoring languages: The Web Workbench is available in English, German, French and Spanish.
User Manager	For managing user accounts and assigning authoring roles. Supports the export and import of user master records via an Excel file. Supports the usage of password policies.
Topic Outliner	For the thematic structuring of content.
Content Distributor	For the file-based transfer of documents, processes, topics and courses from one server system to another (content transport package).

2 tt knowledge force – Professional Edition

The components listed below are what transform the Quickstart Edition of tt knowledge force into the Professional Edition. Needless to say, all Quickstart Edition components (see chapter 1) are also included in the Professional Edition.

2.1 Control and manage teamwork via workflows

With tt knowledge force by your side, you can document an IT application in several languages, or get a complex e-learning project up and running, all this in next to no time. Project leaders, technical experts, authors and translators are all involved in the creation process, and the relevant managers just have to approve the content as the final step. All this can be controlled and managed via the tt knowledge force workflow function.

Workflow Engine	For defining document workflows.
Notification Engine	Notifies authors of changes to a document via e-mail.

2.2 Maintain individual metadata

You can now put your specific content management requirements quickly and easily into practice and attach individual properties (metadata) to a whole a range of object types (e.g. documents, processes and courses). These can be evaluated via reports.

Administration Workbench	Administration interface, e.g. for the creation and editing of metadata.
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2.3 Select designs on a project-specific basis

tt knowledge force Professional allows you to manage content with several design configurations whenever the need arises. This means you can produce web-based training for different projects using a distinctive set of templates and corporate design, and subsequently publish it for the appropriate end users.

Configuration Manager	For the creation and management of additional configurations.
Multi Configuration	For the production and distribution of content with an individual design.

2.4 Adapt the control elements to suit the design

The Professional Edition allows you to adapt the end-user views of tt knowledge force to suit your corporate design. This includes the portal pages, the tutorial control in web-based trainings and the documentation templates for the export of manuals. Please note that modifications of this nature may result in an additional service outlay.

Customizing Layer	Configuration layer for the implementation of customer-specific modifications.
DOT Converter	Facilitates the modification of documentation templates based on a Word document template (.dot file).

2.5 Display content as a web portal (Web 2.0 ready)

The Web Publisher portal allows you to make content available to your end users via their web browsers immediately upon its release. Up-to-date, end-user-friendly and – if desired – in your own corporate design. In doing so, content is embedded into processes, courses or topic structures. The portal is equipped with a powerful search engine, and can also be flexibly adjusted and integrated into your IT landscape via various interfaces.

Portal	Web-based knowledge portal (Web Publisher). User languages: The Web Publisher user interface is available in all the languages which are also supported as content languages (please refer to the "tt performance suite – Available Content Languages" attachment).
Search Service	Metadata-based search engine including suggest search feature. For contents created using the tt knowledge force a fulltext search is available.
Portal Personalization Engine	For personalizing content based on the respective user login.

2.6 Describe technical terms in a centralized glossary

Wouldn't you like to ensure that everybody involved in your project uses the same technical terminology? With tt knowledge force, you can manage technical terms, categorizing them according to topic.

Glossary Builder	For using glossaries (lists of terms and definitions) <ul style="list-style-type: none"> • Creating glossary entries
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- Creating glossary categories
- Providing a glossary window in the portal
- Adding a glossary to a manual export
- Automatic linking of the glossary terms used in e-learning units

2.7 Convert text to speech via the Speech Engine

The Speech Engine Adapter supports the conversion of multimedia-based training material into actual speech. All the text in an e-learning unit can be put to sound with the help of a text-to-speech engine. When used in conjunction with the high-performance multimedia functions, you can embed the synthetically produced speech passages in animated and interactive sequences. This means you can avoid the time-consuming process of going to a sound studio, and create audio training material at an astonishingly low cost.

In addition to the Speech Engine Adapter, you can also license a text-to-speech engine of your choice, e.g. from Acapela, Loquendo or comparable manufacturers (this is *not* included in the Speech Engine Adapter package).

Speech Engine Adapter

For connecting to an external text-to-speech engine via Speech Application Programming Interface (SAPI) or HTTP based API (for using Voice Service offerings in the cloud).

2.8 Integration into an organization's user management

Usage of tt knowledge force can be linked to a particular login, meaning that the content managed therein is only accessible to authorized users. Using the adapters provided, authentication can be carried out against directory services, for example (such as Microsoft ADS). This does away with the need for manual user maintenance via the User Manager.

To enable personalized access to content on the Web Publisher, other user properties (such as language and role) can also be read-out via LDAP. Users then only have access to the content that is actually relevant to them.

LDAP Adapter Portal

Interface for connecting the Web Publisher to LDAP directory services.

LDAP Adapter Workbench

Interface for connecting the tt knowledge force Client and Web Workbench to LDAP directory services.

SSO Adapter

Allows to embed the Web Publisher into an existing request based single sign-on infrastructure.

SSO Adapter Workbench

Allows to embed the tt knowledge force client and Web Workbench into an existing request based single sign-on infrastructure.

2.9 Integration with external systems via an adapter

Thanks to its open architecture and standardized interfaces, tt knowledge force can be optimally integrated into your company's IT landscape. The various options are discussed below.

2.9.1 LMS Adapter for SAP Learning Solution (LSO)

The LMS Adapter is an interface based on web services which allows you to merge all the advantages of tt knowledge force with those of the SAP Learning Solution (LSO): Training material (course metadata) can be automatically published as courses in the SAP Learning Solution, making it immediately available for use in formal learning processes. When doing so, it is not necessary to manually import the training material into the content repository of the SAP LSO: all content remains in tt knowledge force, where it can be maintained and managed in an easy manner. Please note that the implementation of this integration solution involves additional service expenditure on the corresponding modifications to the SAP Backend system.

LMS Adapter for SAP LSO

Adapter for connecting to the SAP Learning Solution (LSO).

2.9.2 LMS Adapter for SuccessFactors Learning

With the help of portal links, courses from tt knowledge force can be quickly and easily integrated into SuccessFactors Learning and published (in conjunction with the Web Publisher). This way, the actual training material remains in ttkf and you can avoid manual tasks such as importing and exporting. The publishing of ttkf content in SuccessFactors Learning therefore doesn't require any additional content server. Minor changes to course content are made directly in the ttkf user interface. The modifications are then immediately available in SuccessFactors Learning, meaning that the updating of content could not be more convenient.

Users' respective study progress and results are automatically transferred to SuccessFactors Learning – this level of integration is possible "out of the box" thanks to AICC HACP*.

LMS Adapter for SuccessFactors Learning

Facilitates the publishing of ttkf content in SuccessFactors Learning via a direct link. Also supports Single Sign-On (SSO) based on AICC (Aviation Industry CBT Committee).

* It may be necessary to update existing customizing for a fee.

2.9.3 Media Library Adapter

The Media Library Adapter allows you to integrate media resources which are managed in a database. This makes it possible to insert images from an image database into a document, for example, and to update them at the touch of a button – when necessary, in a large number of documents in one go. This way, content created with tt knowledge force is always fully up-to-date. Please note that the implementation of this integration solution may result in additional service or development expenditure on introducing the necessary modifications in the selected media database (not included in the tt knowledge force package).

Media Library Adapter	An API for connecting external media database systems.
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2.9.4 Webtracking Adapter

The Webtracking Adapter provides an interface for analyzing usage behavior on the Web Publisher portal. Analysis and evaluation are performed via a third-party product – such as WiredMinds, Webtrends, Google Analytics or Piwik – which is connected via the adapter (not included in the tt knowledge force package). These statistics can be used for purposes such as a cost-benefit analysis (ROI), or for supporting your in-house project marketing and offer an ideal foundation for the on-going optimization of portal content. Please note that the implementation of this integration solution may involve additional service expenditure on the corresponding modifications or on individual reports.

Webtracking Adapter	Interface for connecting an external web tracking product.
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2.10 Basic components

My Template Designer	For the creation of page and object templates for e-learning purposes – for each author individually and separate to the centralized sets of templates in the Global Template Designer.
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3 tt guide – Quickstart Edition

3.1 Offer interactive guided tours through the live system

tt guide allows you to assuredly guide your employees through your company's applications and business processes. tt guide supports them in filling in the correct fields in the correct sequence. It guides users safely through all the various steps and also acts as an "Electronic Performance Support System" (EPSS).

Guide Player	For playing guides (interactive guidance through business applications). Technically, the Guide Player is integrated into the tt guide Client application. The Guide Player user interface is available in all the languages which are also supported as content languages (please refer to the "tt performance suite – Available Content Languages" attachment).
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3.2 Create intuitive and self-explanatory guides

With an easy-to-use user interface, you can create and edit interactive guides with a minimum of effort. In just a few steps, you can save the guide centrally on the server and import/export the manually created text as part of your translation procedure.

Guide Creator	For the creation of guides and the recording of software applications. Technically, the Guide Creator is integrated into the tt guide Client application. The user interface of the Guide Creator – along with the following three authoring components – is available in German, English, French and Spanish.
Guide Editor	An editor which allows authors to enhance their guides – by adding additional information, for example. The Guide Editor is integrated in the tt guide client application.
Guide Publisher	Interface to the Web Publisher for uploading guides to the central repository. The Guide Publisher is integrated in the tt guide client application.
Guide Translator	For the export/import of all text which was created manually (Word interface). The Guide Translator is integrated in the tt guide client application.

3.3 Make information available in a context-sensitive manner

Thanks to QuickAccess (client application in the notification area on the Windows desktop), you can transport guides and more complex content – such as processes, courses, topics, third-party documents and hyperlinks – to the employees' workstation. In doing so, only the content which specifically matches the respective application context will be displayed, meaning that unnecessary

ballast can be avoided. Furthermore, it also allows employees to carry out an individual search in the QuickAccess window.

QuickAccess	Application for the context-sensitive availability of guides and other content including an additional search function with suggest search mechanism. Integrated into the notification area of the Windows operating system. The QuickAccess is part of the tt guide client. The QuickAccess user interface is available in all the languages which are also supported as content languages (please refer to the "tt performance suite – Available Content Languages" attachment). Content will be shown prioritized according to the selected language. Additionally, a secondary language can be configured to further influence the sorting of results in the search result list.
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3.4 Centralized guide management

The created guides are managed via a web interface. No matter whether you want to store, publish or edit a guide – all actions are performed via an easy-to-use user interface.

Guide Manager	User interface in the Web Publisher for the management of guides. Allows to maintain the metadata and the export/import of Guide transport packages as well as to create guide reports.
Guide Repository	Centralized, server-based storage area for guides in the Web Publisher.

3.5 Import and manage external documents

The tt guide is also of major benefit when it comes to the handling of external documents as it can be used to make existing documents, such as process manuals or procedural guidelines, available to users via QuickAccess and the Web Publisher.

Collaborative Information Store	Centralized document management (server application). Supports (among other things): <ul style="list-style-type: none"> • All types of file formats • The checking in/out of documents
Web Workbench	Browser-based user interface for document management.
Report Engine	For analyzing the pool of external documents via reports. Also for exporting reports to Excel or displaying them as a search result in the Web Workbench.

3.6 Incorporate links to websites or intranet pages

The tt guide also allows you to make further information available to employees in the form of hyperlinks. These can be published both in the Web Publisher portal and in QuickAccess.

3.7 Structure additional information using processes, courses and topics

Additional information can also be depicted in the form of process, course or topic structures. You can assign external documents and hyperlinks and make them available in a bundled manner via the context-sensitive QuickAccess or the Web Publisher.

Business Modeler	<p>Process and role-oriented content modeling; supports (among other things):</p> <ul style="list-style-type: none"> • The structuring of business processes, including the re-use of process elements for depicting process variants • The import of existing process structures from Excel tables • The definition of roles and organizational units • The assignment of roles to business processes • The assignment of documentation to business processes • A process-oriented analysis of the documentation model in conjunction with the Report Engine component • A process and role-oriented course design (in conjunction with the Course Builder component) • Multilingual Excel report of the process list
Course Builder	For the course-oriented structuring of content.
Topic Outliner	For the thematic structuring of content.
Courseware Publisher	For generating web-based exports with the help of content structures.

3.8 Explain input fields via Field Helps

Give your users the opportunity to access specific help on defined fields within a business application. Enter the help text as a glossary term and then make it available to users in a context-sensitive manner via QuickAccess – exactly at the moment when an end user activates the particular field in the business application.

Glossary Builder	For compiling glossary terms and making them available both as part of a regular glossary and in the form of a context-sensitive Field Help function.
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3.9 Provide an alternative form of access via a web portal

The Web Publisher portal can be used to make guides, processes, topics, courses and external documents available to end users. Up-to-date, end-user-friendly and in your own corporate design. The portal (Web Publisher) can be integrated into your IT infrastructure and, needless to say, comes with a powerful search engine.

Portal	Web-based knowledge portal (Web Publisher) for displaying guides, documents or content structures that were created via the Topic Outliner, Course Builder or Business Modeler components.
Search Service	Metadata-based search engine including suggest search feature.

3.10 Obtain evaluations and feedback

Your end users can use the corresponding functions in the web portal to evaluate, and comment on, the content provided.

Feedback Engine	Evaluation and comment functions.
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3.11 Basic components

User Manager	For managing user accounts. It also facilitates their export and import via an Excel file.
Language Pack	tt guide facilitates the playing, creation, management and publication of guides in over 35 content languages (please refer to the "tt performance suite – Available Content Languages" attachment). This includes the instruction texts created during IT recordings, for example.
Versioning Engine	For the versioning of documents.
Customizable Web Context	Configuration option which allows to improve the recognition of context attributes in web applications. Available in Guide Creator and QuickAccess.
tt guide Client	Windows application running in the system tray including the Guide Player, Guide Creator, Guide Editor, Guide Publisher, Guide Translator, and the Quick Access function. Please note: The license file included in the respective setup program for the tt guide Client, which can also be distributed independently of the setup program, is used to differentiate between those users who are authorized for the Guide Creator and those who are not.

4 tt guide – Professional Edition

The components listed below are what transforms the Quickstart Edition of tt guide into the Professional Edition. Needless to say, all Quickstart Edition components (see chapter 3) are also included in the Professional Edition.

4.1 Adapt design to match the company's CI

The Professional Edition allows you to adapt the end-user views of tt guide to suit your corporate design. This includes portal pages, the QuickAccess window and guide control. Please note that modifications of this nature will result in an additional service outlay.

Customizing Layer	Configuration layer for the implementation of customer-specific modifications.
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4.2 Integration into an organization's user management

Usage of tt guide can be linked to a particular login, meaning that the content managed therein is only accessible to authorized users. With the help of the LDAP adapter, for example, authentication can be carried out against an LDAP-based directory service (such as Microsoft ADS). This means that you are not required to manually maintain users within the tt guide.

LDAP Adapter Portal	Interface for connecting the Web Publisher to directory services via LDAP (Lightweight Directory Access Protocol).
LDAP Adapter Workbench	Interface for connecting the Workbench to directory services via LDAP (Lightweight Directory Access Protocol).
SSO Adapter	Allows to embed the Web Publisher into an existing request based single sign-on infrastructure.
SSO Adapter Workbench	Allows to embed the Web Workbench into an existing request based single sign-on infrastructure.

4.3 Integration with external systems via an adapter

Thanks to its open architecture and standardized interfaces, the tt guide Professional Edition can be optimally integrated into your company's IT landscape. The various options are discussed below.

4.3.1 Webtracking Adapter

The Webtracking Adapter provides an interface for analyzing usage behavior on the Web Publisher portal. Analysis and evaluation are performed via a third-party product – such as WiredMinds, Webtrends, Google Analytics or Piwik – which is connected via the adapter (not included in the package). These statistics can be used for purposes such as a cost-benefit analysis (ROI), or for

supporting your in-house project marketing and offer an ideal foundation for the ongoing optimization of portal content. Please note that the implementation of this integration solution may involve additional service expenditure on the corresponding modifications or on individual reports.

Webtracking Adapter	Portal interface for connecting an external web tracking product.
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4.4 Basic components

Workflow Engine	For defining document workflows.
Administration Workbench	Administration interface, e.g. for the creation and editing of metadata.
Performance Support Category Manager	The grouping categories in QuickAccess can be defined individually by element. Default values determine the initial assignment which can be changed in the objects' properties. The Performance Support Categories can be extended, changed, deleted or changed in sequence.

5 tt performance suite – Quickstart Edition

The following features are only available to customers which licensed tt knowledge force and tt guide and are therefore using tt performance suite as a whole.

5.1 Single Sourcing & Workflow for Guides - Editorial Guides

tt guide	A part of the tt performance suite license step-by-step instructions ("Editorial Guides") can be created in the tt knowledge force client as an additional export format in conjunction with E-Learning and Documentation.
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6 tt performance suite – Professional Edition

The components listed below are what transforms the Quickstart Edition of tt performance suite into the Professional Edition. Needless to say, all Quickstart Edition components (see chapter 5) are also included in the Professional Edition.

6.1 Visualize usage data - ttps Analytics Dashboard

Dashboard	The ttps Analytics Dashboard provides a special visualization of usage data of the Web Publisher Portal and QuickAccess. It includes information such as the amount of accesses, an overview of the invoked export formats and a depiction of context search without hits.
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