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Does walkthrough navigation improve user adoption?

Time for the next IT rollout? To optimize user adoption, many companies use cutting-edge technologies such as step-by-step instructions that overlay the relevant application. Read on to discover the factors you should consider when selecting an appropriate tool and the vital functions ensuring you continue to benefit from your new software in the medium term.

If your staff are struggling to navigate new workflows, the prospect of an application that proverbially takes them by the hand and guides them click by click through the process will seem very appealing. Step-by-step navigation solutions of this kind cover the entire screen and "walk through" all the stages in an IT application – from start to finish.

Besides promising in-app assistance will boost staff productivity following the rollout of new software, such solutions are also designed to help speed up onboarding and automate the steps in a process. However, all this has little to do with the user adoption that is so vital for true efficiency.

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User adoption for efficient software utilization

Genuine user adoption goes far beyond simply performing the steps in a process. It's a combination of utilizing new software solutions to illustrate work processes and motivating users to apply these accordingly. User adoption aims to empower employees to understand the entire process (with technical support), because only once users comprehend why particular data is entered at a specific point can they also operate the software efficiently in the medium term. Companies must therefore explain changes in familiar work processes. They should also make a point of providing access to rules and

regulations that need to be complied with during transactions or processes, but this isn't an option with walkthrough navigations in overlay mode.

Providing relevant data

Walkthrough navigation solutions are simply designed to guide users through the application. They are unable to answer questions about which data needs to be entered where, what form the upstream/downstream process step takes and which regulations may need to be complied with. Users have to go to the trouble of obtaining all this information elsewhere. That's not the case with **QuickAccess**, your digital assistant in the **tt performance suite**. **QuickAccess** combines user-friendly step-

by-step guides in the margin with the option of providing relevant, context-sensitive data, documents and tips.

For example, users can jump to a process overview, read explanatory guidelines or have the very information they need about the correct data to enter displayed in the relevant field as required – all without interrupting the process.

Flexible response to changes

What if the user interface suddenly looks different or the process has been changed, though? Even the tiniest of changes to the software are a problem for walkthrough navigation solutions that overlay applications. They end up blocking actions or displaying explanations on top of the fields, for example, leaving users with no help whatsoever. Experiences of this kind have a hugely negative impact on user acceptance.

For security reasons alone, however, short release cycles that may entail changes to the interface are inevitable, and corresponding adjustments naturally need to be made to

the help content at some point. Even in the absence of complete clarity, **QuickAccess** still provides good user guidance. The step-by-step guides are displayed next to the relevant application, so they don't get in the way but still provide all the necessary details. At worst, no additional information is displayed about a step newly incorporated into the process.

Making each step in the process a starting point

With walkthrough navigation, it's impossible to pinpoint the stage in the process users have reached when they seek assistance. If they manage to start a transaction, for

example, and only get stuck after a few clicks, basic end-to-end technologies are no longer any help – unless users start the process again from scratch.

The step-by-step guides in **QuickAccess**, on the other hand, can be called up at any point in the process. They are displayed at the edge of the screen, providing the required information about the current transaction. This means users can follow the relevant steps only and avoid a tiresome restart.

What about step-by-step navigation as an interim solution?

Only in cases where no variable data input is required and a clear end-to-end process is specified do walkthrough navigation solutions provide reliable support. However, it's these very processes that can increasingly be automated in software applications. Such technologies are therefore without doubt a good interim solution prior to automation. They can also offer short-term assistance during a rollout and, if necessary, speed up onboarding, but they don't provide end-to-end user support.

QuickAccess as a central reference point

A key benefit of **QuickAccess** is that it serves as a central reference point for all sources of information. From eLearning and documentation to additional details and videos, learners will find the help they need with a click of the mouse. And if the specific learning content required for a particular process happens not to be available, users can also opt to access the company's other, linked sources of information with a single click.

In addition, **QuickAccess** allows users to provide feedback on individual step-by-step guides, rate these guides and share them with colleagues. On this basis, the learning team can adapt the help content if necessary, ascertain the quality of step-by-step guides and identify any remaining learning requirements at the company.

Last but not least, **QuickAccess** also offers a whole host of features that make everyday working life easier. Without it even being open, for example, users can be actively referred to new or updated content. This draws

particular attention to important information. Document managers also have permanent access to an analytics dashboard to check what use is being made of the help content they have prepared, evaluate search requests, identify learning requirements and respond promptly.

The tt performance suite's contribution to user adoption

The **tt performance suite** thus covers the entire learning content cycle – from preparation and management to publication. Users obtain the correct, relevant information they require exactly when they need it. The **tt performance suite's** incorporation into the

specific company context ensures they can complete their tasks efficiently, making IT frustration a thing of the past and improving user adoption.

Are you planning to introduce a new user adoption platform at your company?

Here are just some of the features you should look out for:

- ⊘ The help content does not completely cover the application.
- ⊘ The help content can be called up at any point in the process (not just end-to-end processes).
- ⊘ The help content provides further information (including multimedia content).
- ⊘ The help content can refer users to external sources of information.
- ⊘ Document managers can measure the success of the help content.

About tts

tts isn't merely a software supplier, but a full-service provider offering expertise and consulting in all areas of a customer project. As a driver of innovation, we develop the software, and our team of consultants are at our customers' side, supporting and advising them at the implementation stage. From standard technical requests to highly complex customized requirements, we pride ourselves on finding the ideal solution.

Our support team is always there for our customers, while the software's integrated help function and the **ttps University** provide additional, comprehensive self-service assistance whenever required.

tts GmbH

Schneidmühlstraße 19

69115 Heidelberg, Germany

T +49 6221 894 69-0

F +49 6221 894 69-79

E info@tt-s.com