



AuthorIt[®] Assist

Real Time **Performance Support**

One Source. One Solution.

- Context Sensitive Help
 - Constraints
 - What if?
 - A new way to create contextual support
- Contextual Learning – what's the problem?
- How does it work?
- Who is using it?
 - Metrics
 - Use cases



- Most users refuse to seek help even if they make multiple errors
- User Assistance is often not considered 'Help' by users
- Users are more likely to use help that is tightly integrated with an application

The following issues are commonly encountered:

- Requires access to the developers & source code
- Requires the developer to correctly apply context fields, and QA to test the links
- Updating the user assistance or context links requires a new build of the software to be distributed
- CHM's can not be accessed remotely
- What is the rise of web applications doing to context sensitive help?

- A contextual system could be used that didn't rely on Context ID's in the code
- Links are synchronised so content and context are updated independently of software releases
- The same system could provide contextual user assistance for any other vendor's application
- Supports multiple applications simultaneously
- Supports web applications and windows applications.

Contextual assistance is now delivered in two ways

- Pull the content when they enquire about what contextual support is available
 - Vendor help may not relate to the users requirements
- Push the assistance to the user when they appear in trouble





- Reduces complexity or steps required to perform a task
- Provides the information an employee requires
- Provides a decision support system
 - “Real time performance support is an integrated environment that is available to and easily accessible by each employee and is structured to provide immediate, individualized online access to the full range of information systems to permit job performance with minimal support and intervention by others.”
 - Gloria Gery in ‘Electronic Performance Support Systems’

- Learning and Support materials delivered to users on a 'just in time' basis as they work:
 - For business process support and learning (typically)
 - Call Centers
 - Back Office
 - Point of Sale
- Uses IT Application Context to ensure relevance of content
- Works for any and all enterprise IT applications without change
- Delivers any content - any purpose - anywhere
- Highly customisable, relevant and timely.



- Why do people need it?
- Pain points:
 - Large amounts of support content to deliver to the user
 - Training time increasing / more expensive
 - Expensive and time consuming to train new staff
 - Complex implementations difficult to support (need for custom support documentation)
 - Vendor support may be limited or not applicable
 - Risk – following correct procedures
 - Context ID's are not available to integrate your own training into a vendors system
 - Informal peer training requires a more experienced user to support the inexperienced.



- Content is growing up to 90% each year. – eContent Magazine, UC Berkeley, IDC and IBM et al
- Content Management is a high priority to keep track of this content
- Knowledge Workers spend 15 – 20 % of their time actively looking for information to do their job with only 50% success – IDC
- Organisations are increasing support for informal learning strategies



- IBM's guidelines to help narrow the gap between work and learning include
 - Think: learn to innovate not imitate
 - Think: flexible learning architectures
 - Think: enable learning while doing versus learning pre perform
 - Think: instructional strategies based on urgency and time
 - Think: just in time not just in case
 - Think: informal learning
 - Tony O ' Driscoll - 'Adapt or die – the strategic role of learning in the on-demand enterprise'



- 42% of knowledge professionals use to do their job comes from other people
- This effectively doubles the cost is searching for knowledge
- Organisations need to provide a complete learning solution together including informal strategies

- There are two categories to the application of context
 - Who is your audience?
 - Who is the individual?
 - What is their job role?
 - What is their experience?
 - Which is their preferred learning style?
 - How much industry knowledge does the individual have?
- What is their predicament?
 - Where does the employee perform their work?
 - What work is the employee doing now?
 - Which process is involved?
 - Which stage is the process at now?

- Apply support for processes that span several applications
- Retrofit any application with contextual learning
- Actively push content to the user – prompt for support for available tasks
- Provide a higher support contract to your client
 - Pre-empt users queries for specific pages or fields in a page
 - How do I perform this action?
 - What do I type in this field?
 - What is the next step?

- Removed requirement for developer input - expand the reach and significance of the writer / instructor
- Provide assistance at the moment of need for several tasks from a single context
- Replace irrelevant vendor context sensitive help
 - How we use this vs. How does this work?
- Significantly cut down training time requirement
- Provide new opportunities for enhanced support contracts (system implementations & roll outs)
- Remove the need to search for help

- Up to a 72% increase in revenue from the Customer Service Representatives in the first 6 months
- 14% increase in employee productivity
- 26% reduction in help desk inquiries
- 40% decrease in new employee training days
- Payback within 2-6 months

Verizon Communications

Call Centre applications

- Time to competency down by 50%
- Training reduced by 40% (10 to 6 days)
- 22% more calls handled
- 15% shorter calls
- 23% less abandoned calls

Major Global Manufacturer

Global SAP rollout

- Had existing content in place (eLearning, procedures, simulations)
- Needed JIT delivery
- 7 SAP Modules globally

Achieved:

- Reduced training and support costs
- Improved consistency
- Reduced errors
- A significant new IT offering that is welcomed by end users

Sprint

Nationwide rollout USA

- Multiple IT Applications
- Retail Stores
- Back office administration ERP CRM

Reporting:

- \$750k per annum ROI from time saved
- Increased revenues from CSR
- Improved customer service
- Reduced training by 3 weeks
- Net annualized benefit of 1,616 percent

- Enables ‘just in time’ and ‘workflow based’ learning
Integrates almost any application with content from ‘any source’
i.e., informal, CMS, LCMS, databases, e-learning objects
- Common approach to learning and support content delivery across all enterprise IT applications – developed by the same tech writing team



Q&A

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