Added Value Pack

tts performance suite 2021r2

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Added Value Pack
tts performance suite 2021r2

On the following slides you will learn about the **highlights of** the **tts performance suite 2021r2**, which you will benefit from when you update your current version.

For a better overview we group the highlights in the categories Performance Support, Content Creation and Technical Improvements & Support.

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New in tts performance suite 2021r2

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Content Creation
Upload external documents with the Creator

2021r2

Upload external documents

Your end users and subject matter experts can upload third-party documents easily and template-controlled with this new feature - with just a few clicks and without having to open up the Producer client or Curator in the browser.

Sharing information has never been easier or faster!

Content Creation
Improved image editing in the Creator

2021r2

Image editing in the Creator

You now have options for marking or hiding areas of the image in non-IT steps.

For example, you can clearly highlight important aspects for your users with a frame in the image.

Another new feature is the "Blur" effect, which you already know as SmartComponent. With this effect, you can quickly make areas in the image unrecognizable if, for example, data protection guidelines require it.

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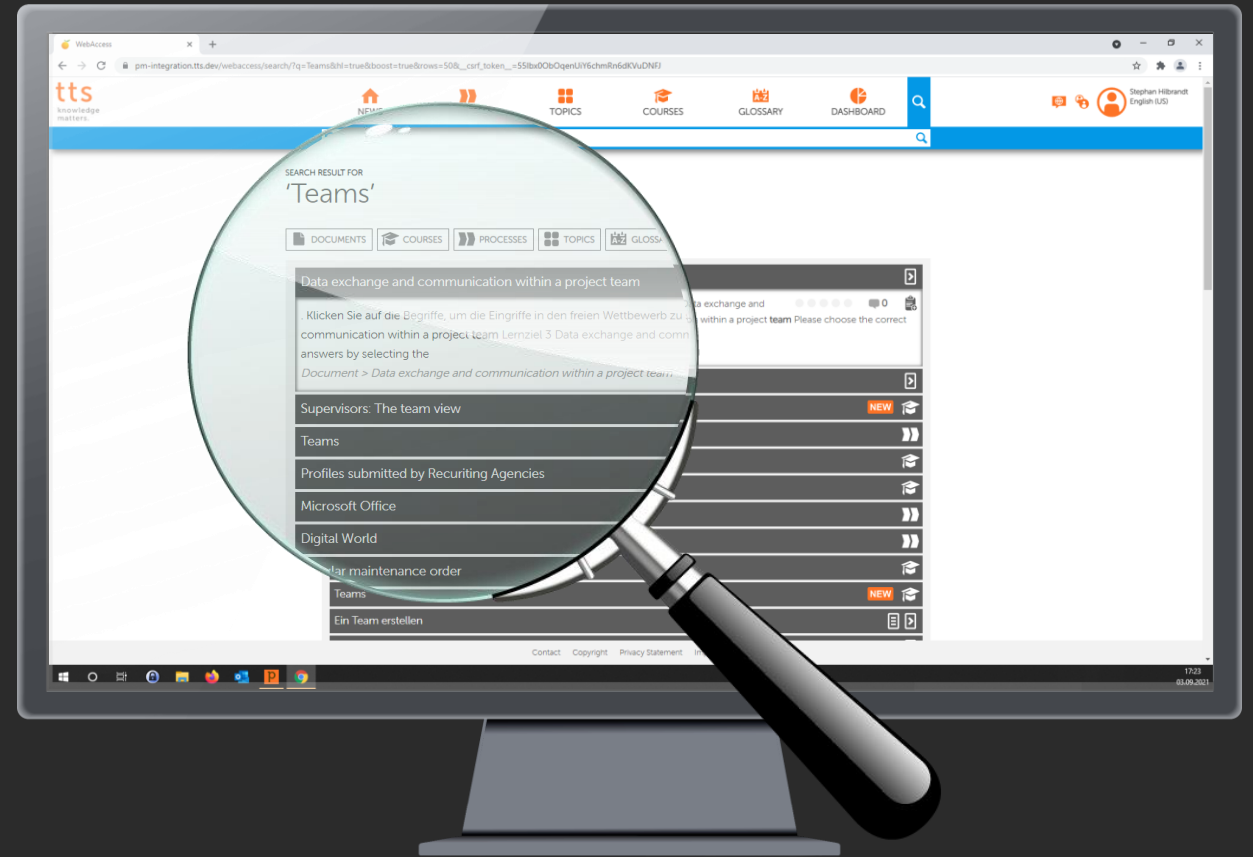# Performance Support

Improved search in the QuickAccess und WebAccess

Improved search

From now on, you will save valuable time when searching in QuickAccess and WebAccess:

If you search for a term, e.g. "teams" in the plural, the search also shows hits for the same term in the singular, i.e. "team".

You do not have to start a separate search.

Content Creation
Keyboard control for SmartComponents

2021r2

Keyboard control for SmartComponents

SmartComponents for navigation can now be operated by keyboard. The keys to be pressed for this are displayed next to the respective SmartComponents when the accessibility mode is activated.

You can enable the accessibility mode easily by pressing Alt Gr.

Performance Support

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Performance Support
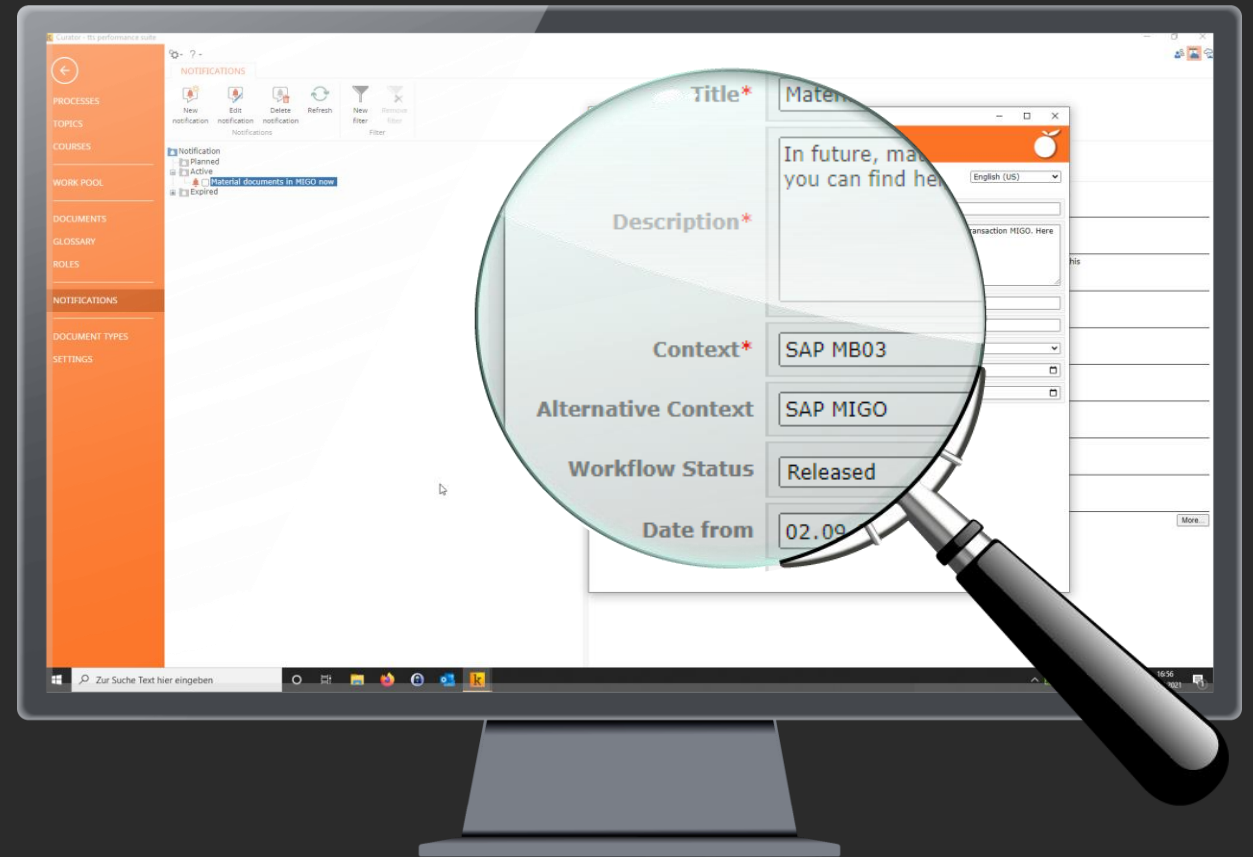## Extended Use for Push Notifications

2021

Extended Use for Push Notifications

Separate context for notifications from context for display of information with the new Alternative Context.

In case of a software application change, this allows you to first display a notification for the old application to the user and then, with a click on "More Details", show help for the new application.

If you have an unplanned server downtime you can now inform your users quickly about it while QuickAccess is running, since notifications are refreshed more frequently.
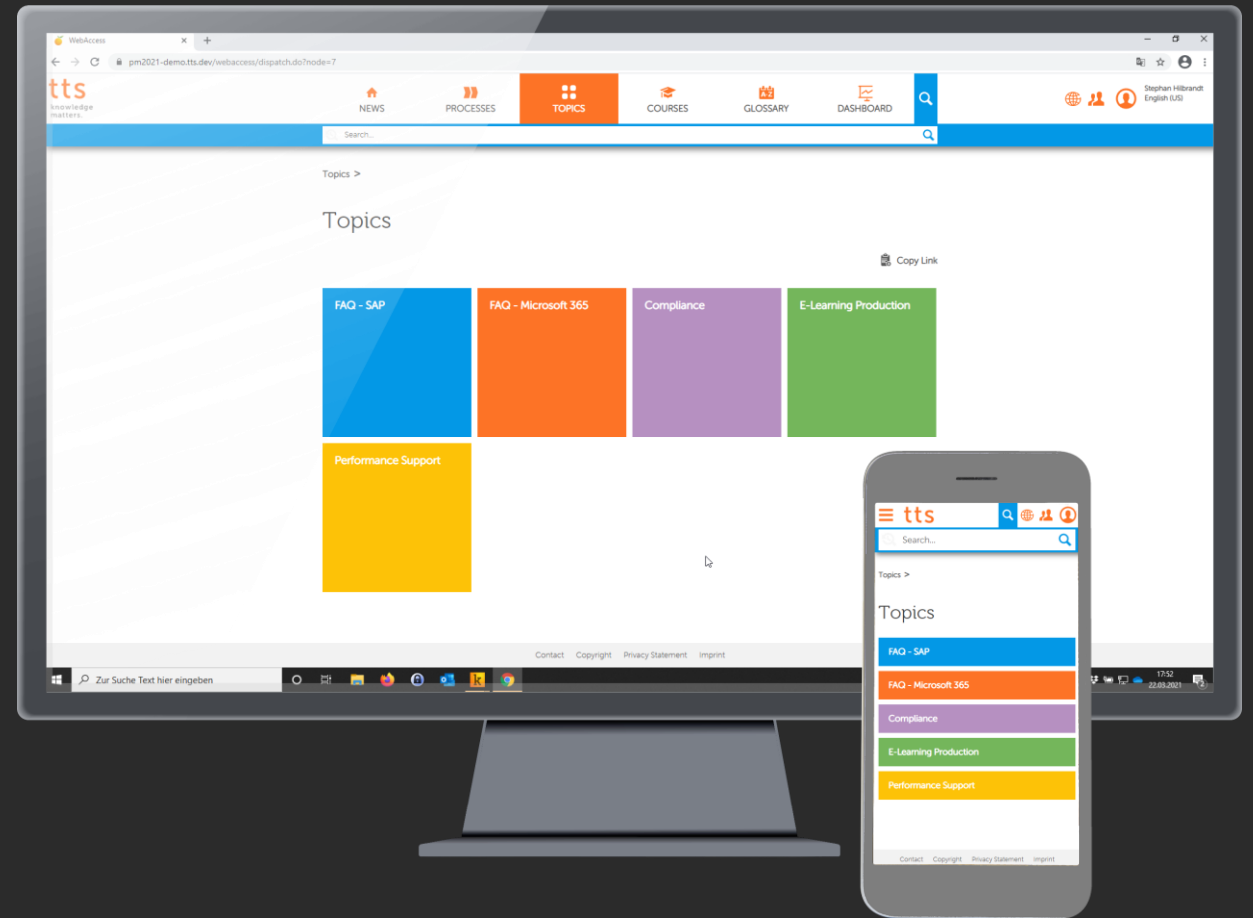

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Performance Support
Responsive Design in WebAccess

2021

Responsive Design in WebAccess

With the version 2021 comes the optional choice to display the WebAccess (formerly Publisher) in a responsive design. This allows the WebAccess and its content to adapt seamlessly to all screen sizes and devices.

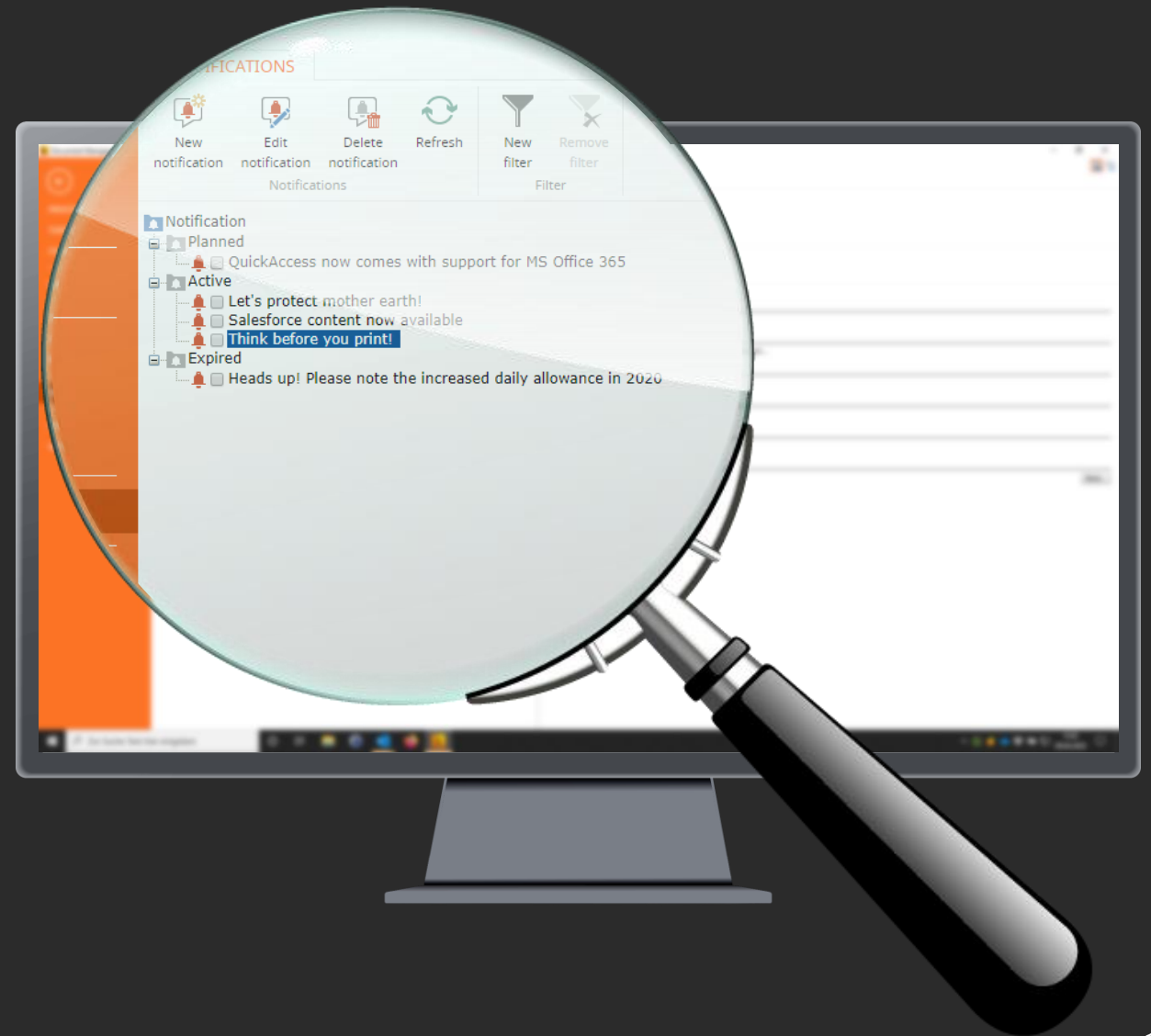**tts** knowledge matters.

Performance Support
Structured Push Notifications

2020

Structured Push Notifications

It is now much easier to administrate your Push Notifications: See at a glance which notifications are currently displayed for your users, which ones are planned for the future and which ones have expired.

Using the new filter also helps you to make just certain notifications visible which matter in this moment.
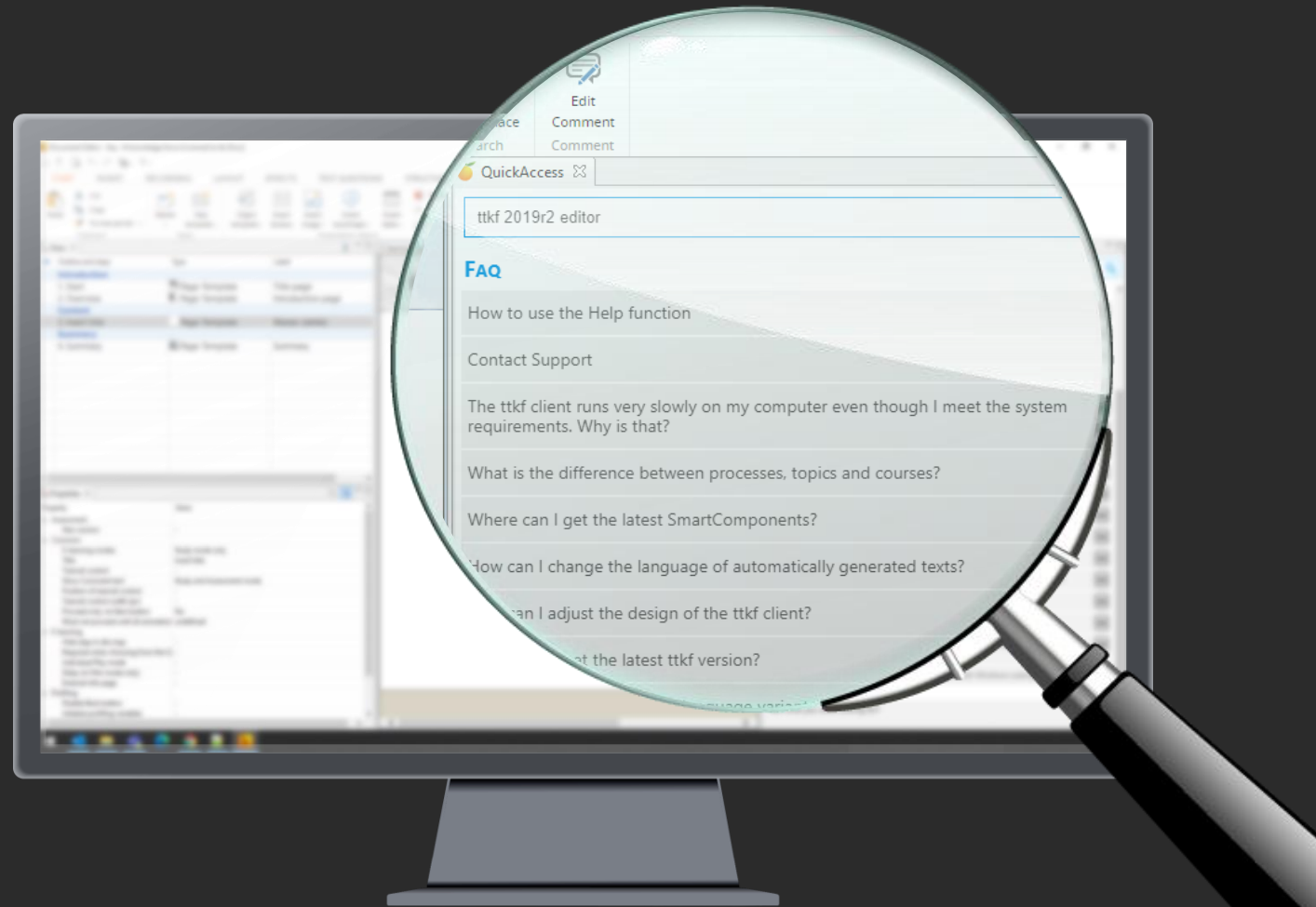

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Performance Support
Troubleshooting in F1 Help

2020

Troubleshooting in F1 Help

We added a troubleshooting section in our F1 help which includes the most common questions and answers with our tts performance suite.

This section is meant to provide you with essential information the fastest way possible if you need help with our software.
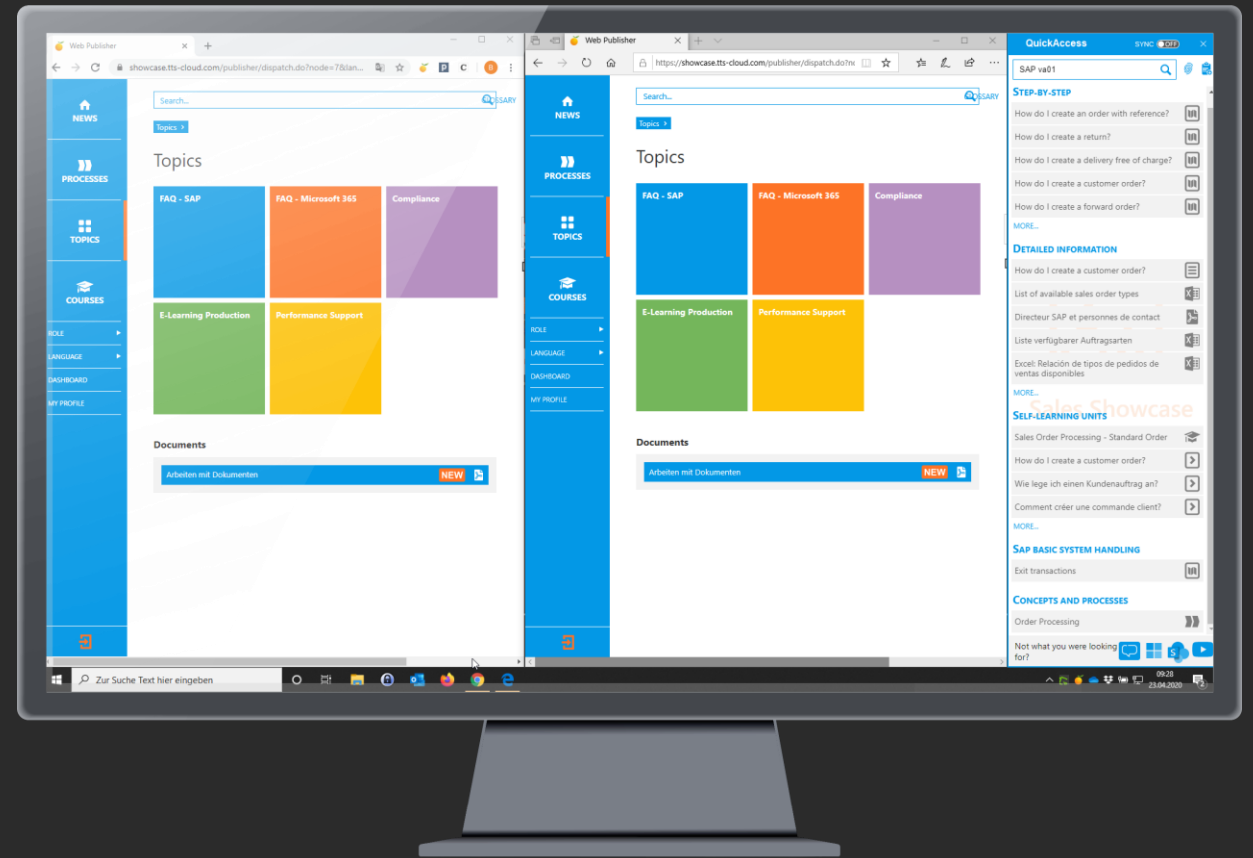

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Performance Support
Use Standard Browser for Content

2019r2

Use Standard Browser for Content

You can now use your standard browser to display content. This means you do not have to rely on Internet Explorer any longer to access your content and you do not have to work with multiple browsers simultaneously if Internet Explorer is not used by default in your organization.

tts knowledge matters.
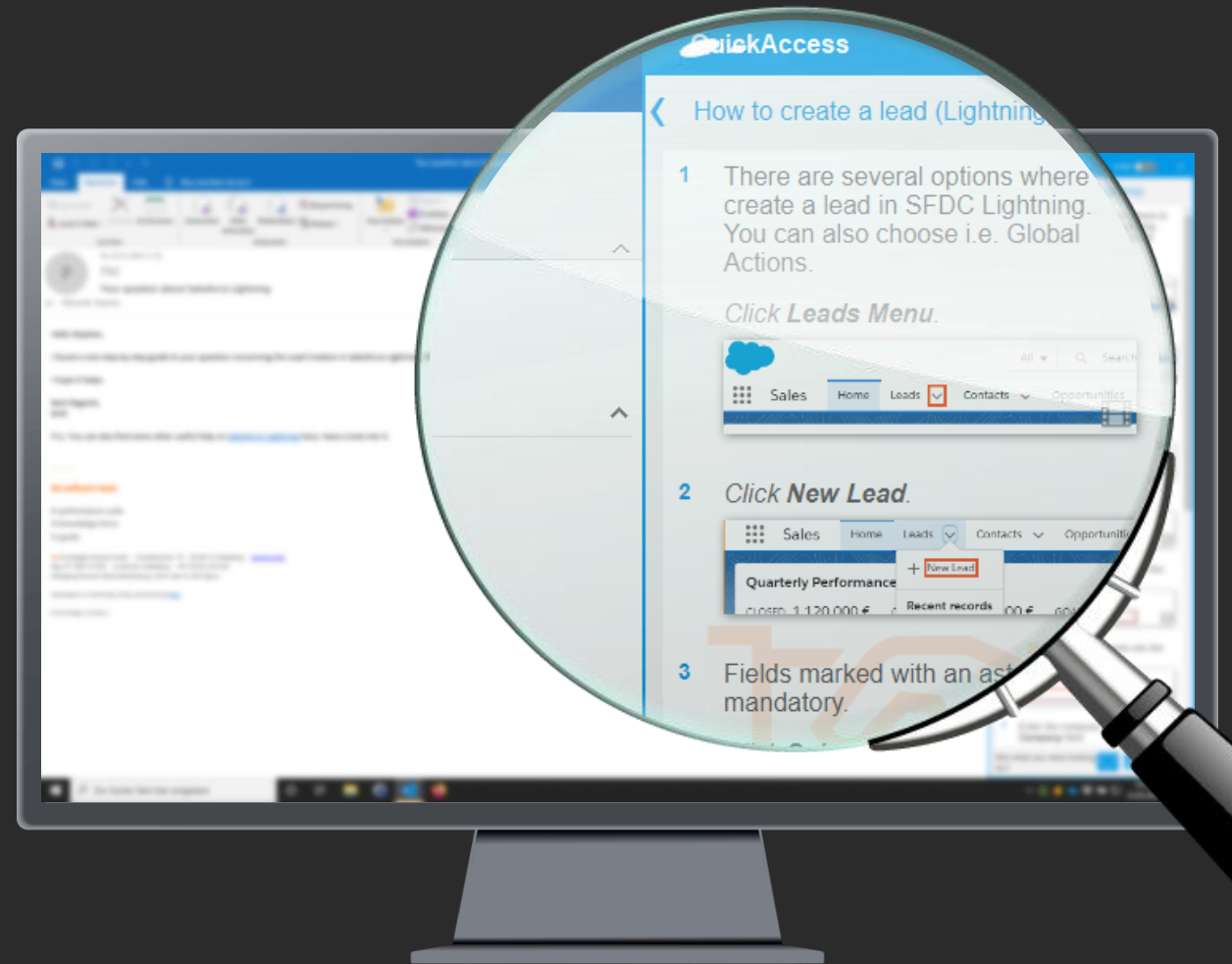
Performance Support
Open Content Directly in QuickAccess

2019r2

Open content directly in QuickAccess

Now you can open content that was shared as a link directly in QuickAccess.

This can be a great support for your help desk, since they can directly relate to matching help content in QuickAccess and push it in your employees' minds as the first best access point for help.
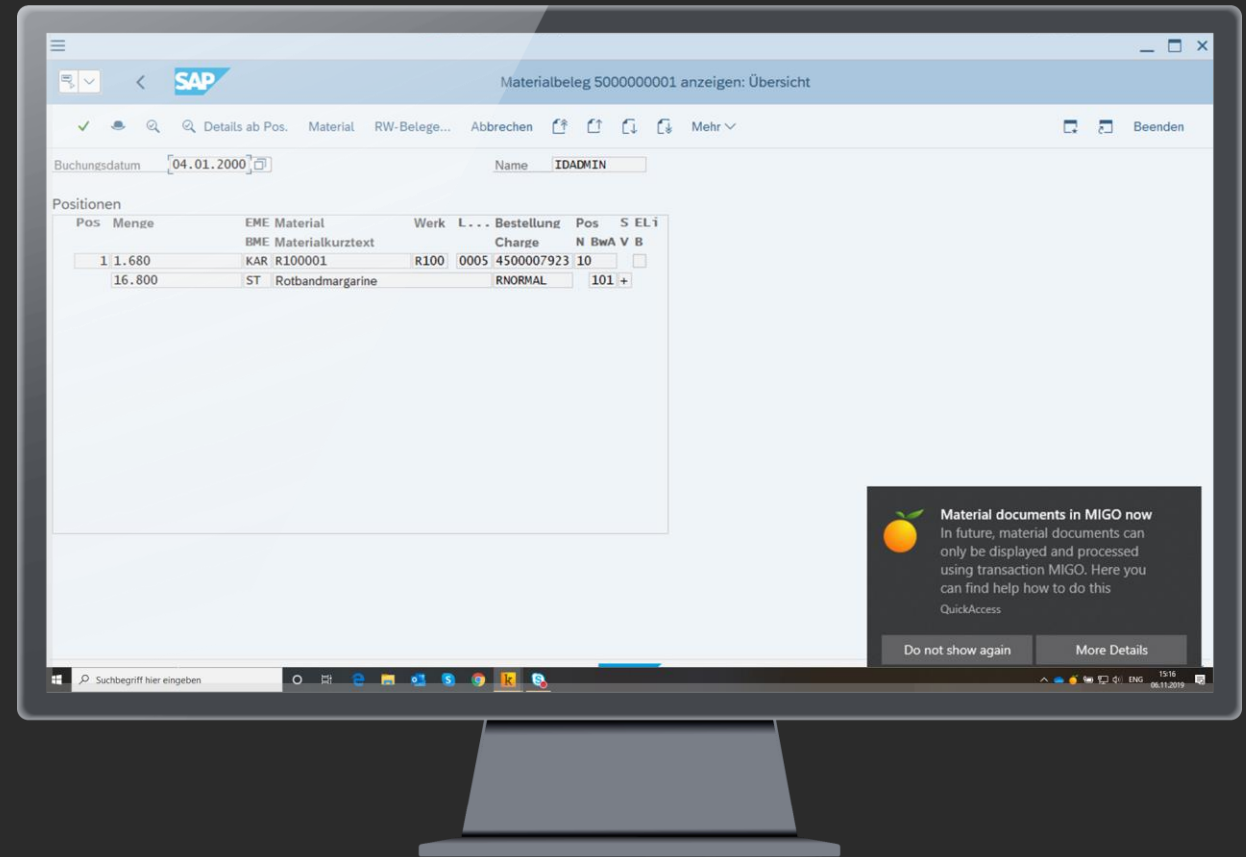
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Performance Support
Push Notifications

Push Notifications

Inform your users proactively on impending events and new information based on an application context, e.g. inform your users if they are currently trying to use an old SAP transaction and guide them to the more recent transaction which they are supposed to be using.
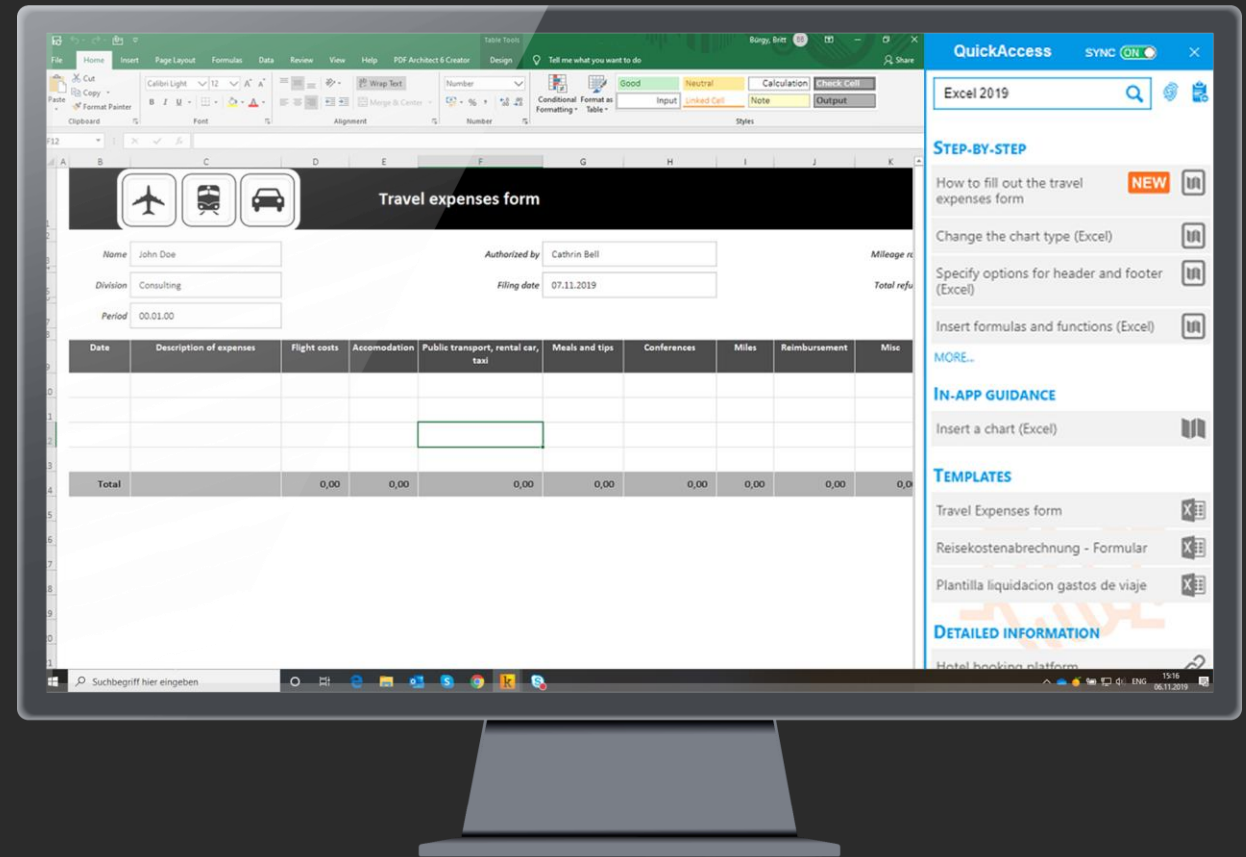

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Performance Support
Advanced Context Detection for MS Office Documents

2019r2

Advanced Context Detection

Now you can add context to single Microsoft Office documents, e.g. a travel expenses sheet in Microsoft Excel, to provide your users with the needed help on filling out the sheet or notify them if there is a more recent version.

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Content Creation

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Content Creation
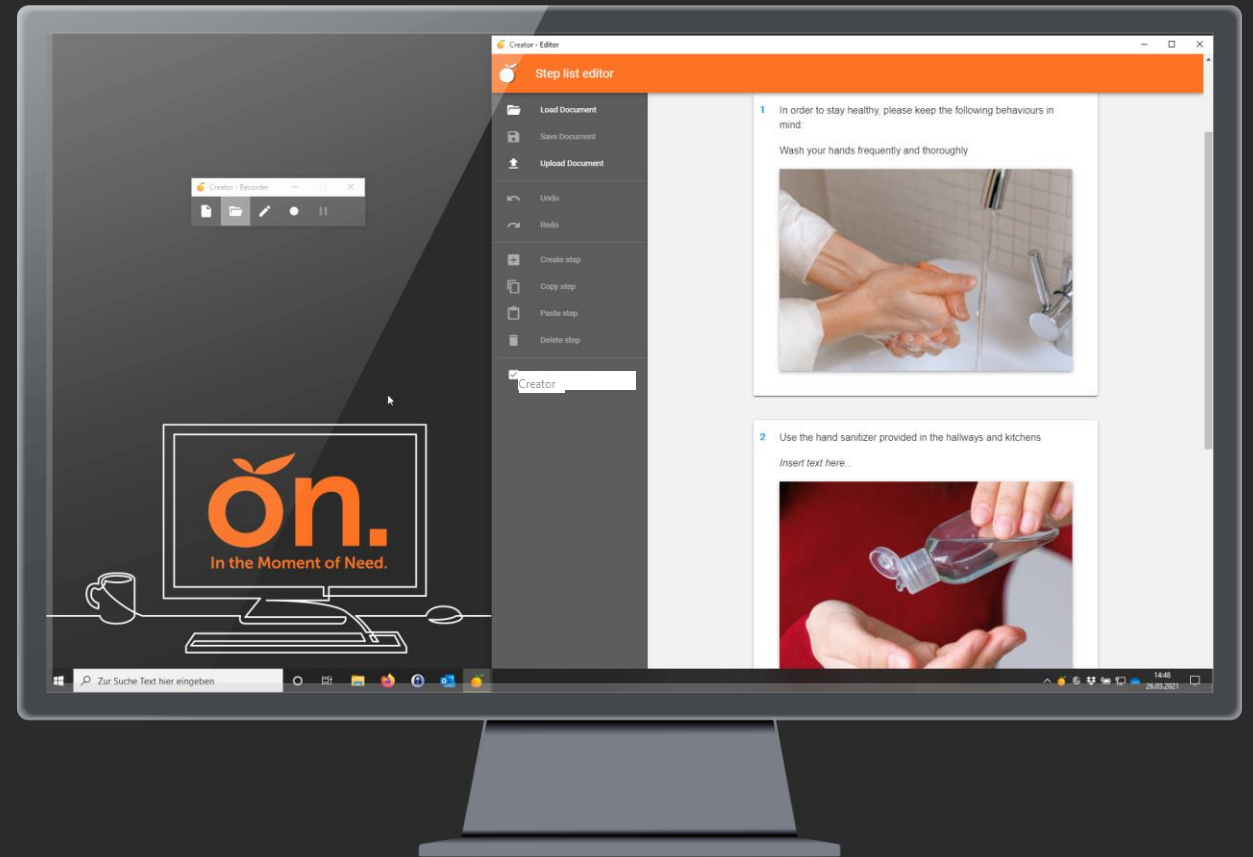## Non-IT Step List Guides with Creator

2021

Non-IT Step List Guides with Creator

You are now able to insert images, other than from software recordings, to illustrate your step-list guides easily in the Creator.

When displayed the images will adapt to the width of the QuickAccess and create a homogeneous look.

For example, it can be used perfectly to help employees to implement the hygiene standards at the workplace which has become even more important due to the Corona pandemic.

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Content Creation
MP4 Export

2021

MP4 Export

You are now able to export learning units as video in MP4 format and display them accordingly.

Content Creation
User Administrator

User Administrator

With the new User Administrator you are able to manage user administration without further and extensive authorization. This way you can easily add new users within (sub-)projects through User Administrators.
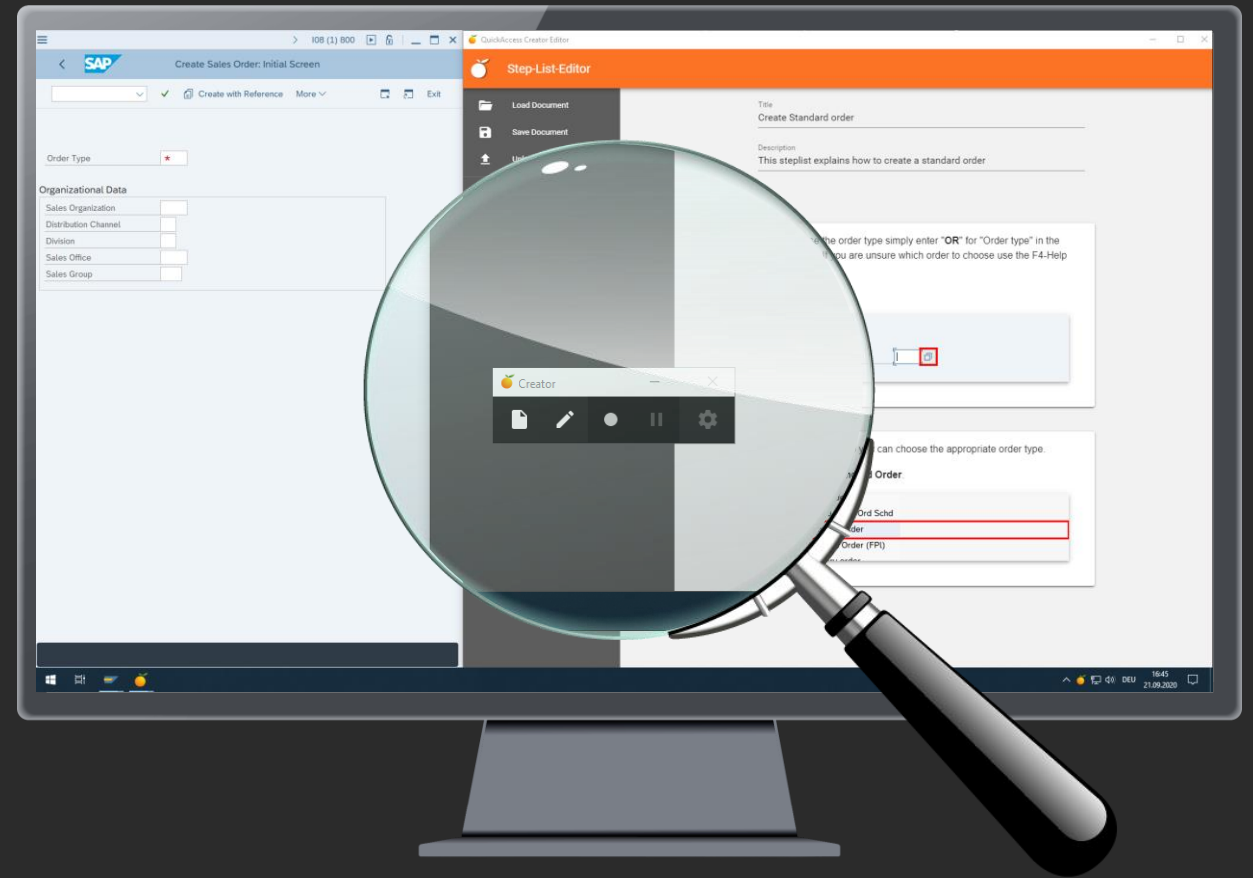
Content Creation
Creator

Creator

With the new Creator, step lists can be created quickly and easily.

The Creator is integrated into the QuickAccess, so you do not need any additional software.

The workbench connection allows you to manage and curate content as usual.

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Content Creation
SmartComponent: Blur

2020r2

SmartComponent: Blur

With Blur you can pixelate sensitive data for the e-learning user so that it is not visible.

However, in the editor the original screens remain in place so that the author can edit them later.

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Content Creation
Question Pool in HTML 5

2020

Question Pool

You can now display question pages with randomly picked questions from a predefined pool of questions in HTML5.

So you can vary the questions users have to answers and keep interaction on a high level.
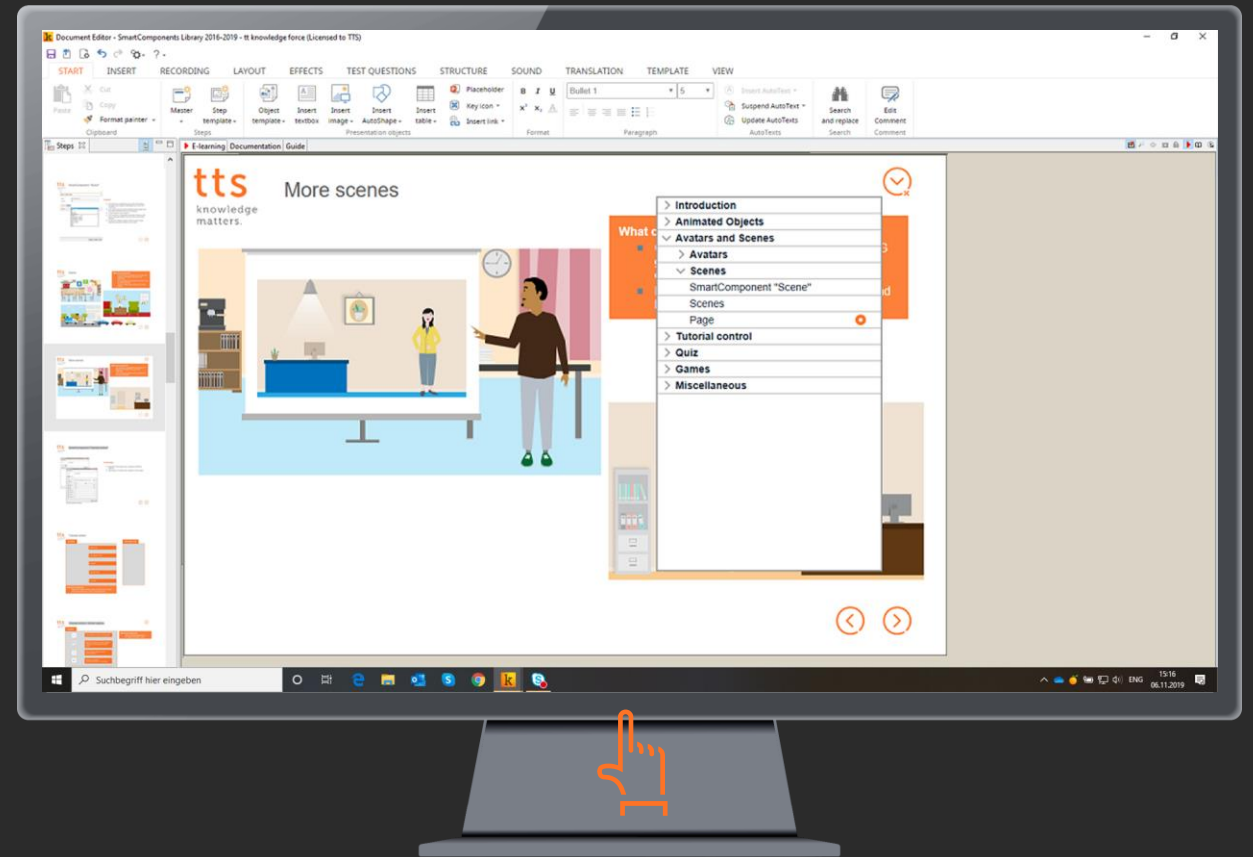
Content Creation
SmartComponents

SmartComponents

We built SmartComponents for the ease of use, such as Avatars and Scenes, Sitemap, Icon Library and many more.

To explore all our SmartComponents please just click on the screen on the right-hand side.

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Technical Improvements & Support

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Technical Improvements & Support
ttps University

ttps University

Get started even faster and easier in our ttps University and become a tts performance suite professional! We have improved design and structure for a more intuitive learning experience.

The ttps University is our free training offer that will help you and your users learn how to use the tts performance suite - all packed into specific roles to prepare users according to their use cases. Choose from 20 online tutorials, 9 role-based webinars and more than 300 e-learnings, documentations and guides!
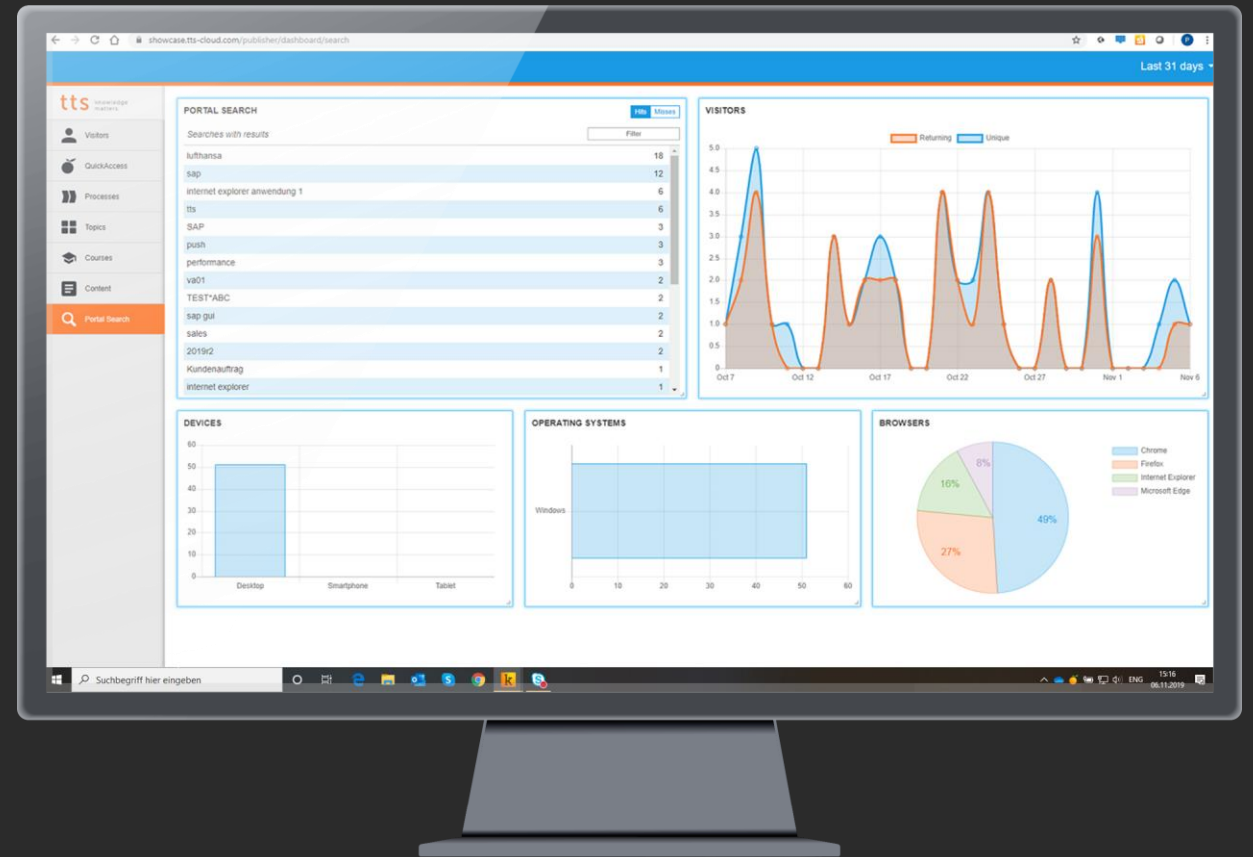

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Technical Improvements & Support
Miscellaneous

2021

SAML IDPs & Dashboard

Many more improvements, such as the possibility to configure several SAML IDPs for log-in or an enhanced view and reporting of the tts performance suite Dashboard complement the new release 2021.

Technical Improvements & Support
Modernized Upload

2020

Modernized Upload

Upload documents faster and more comfortable in the workbench.

External documents can now be uploaded easily via drag and drop.

Technical Improvements & Support
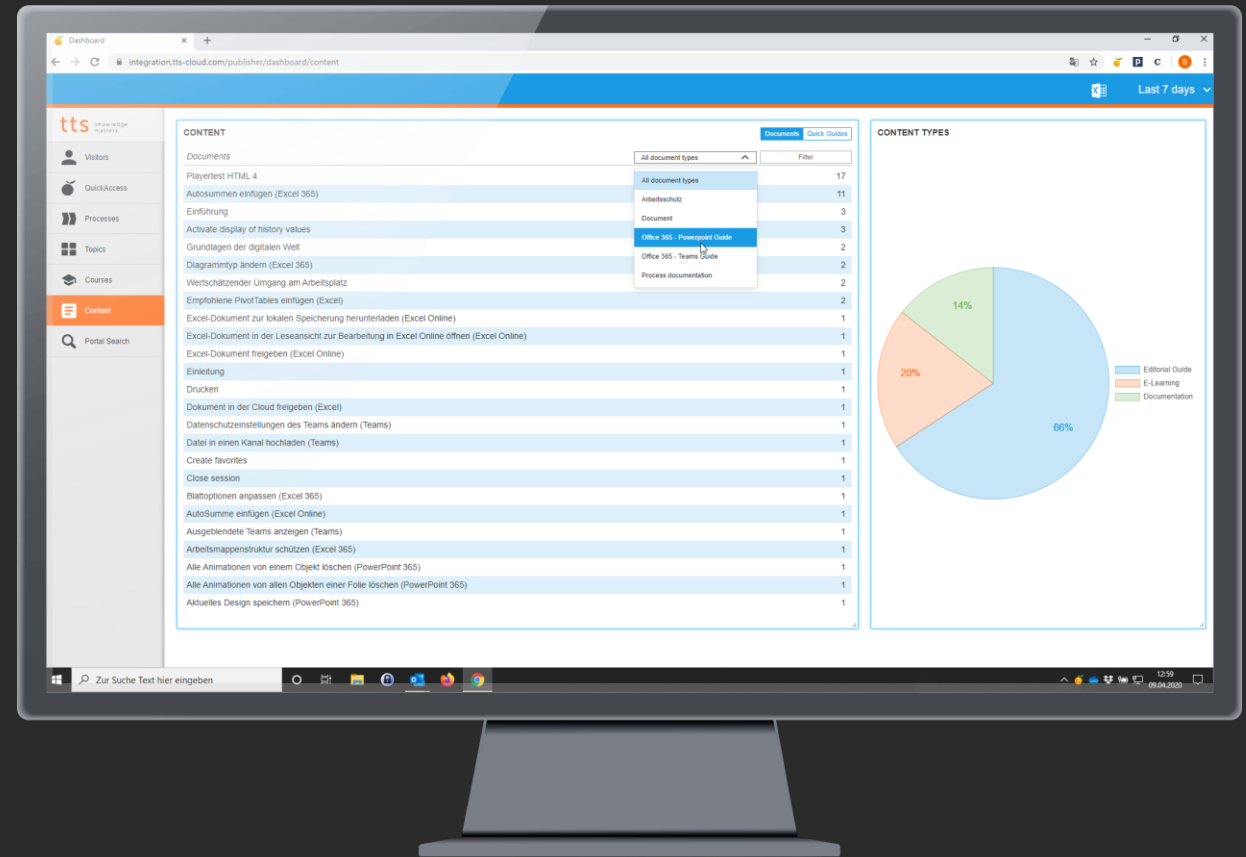## ttps Analytics Dashboard – Filter and Export

2020

Filtering by document type

Use the new filter to get the access numbers of particular documents in your project or working area.

Export data as CSV file

You can download now all data of the dashboard in processed form or as raw data to build reports tailored to your project with minimum effort.
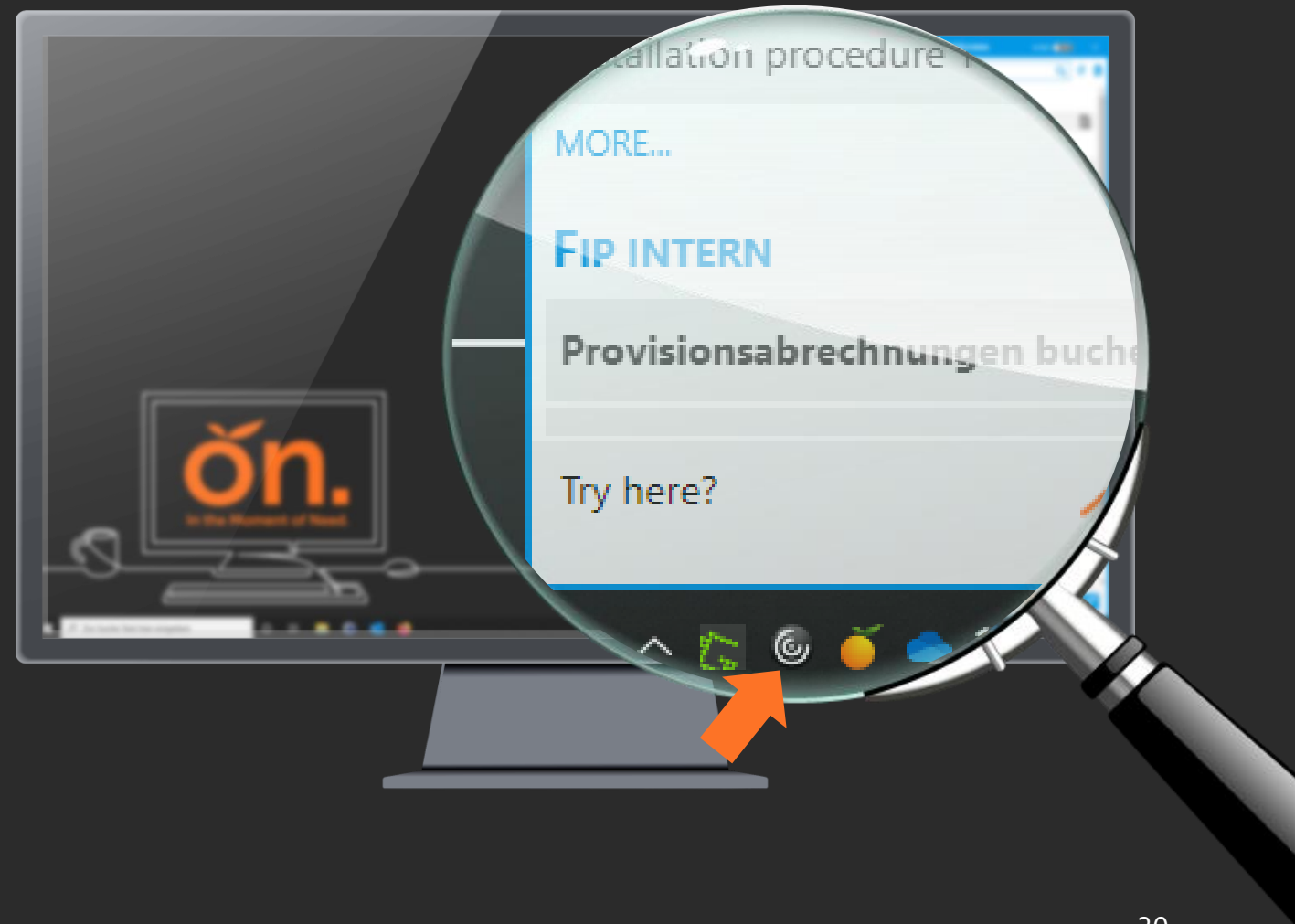
Technical Improvements & Support
Citrix Support

2020

Citrix Support

QuickAccess can be used now as Published Application to support your users if you are working with Citrix XenApp.

Installation procedure

MORE...

FIP INTERN

Provisionsabrechnungen buche

Try here?

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Technical Improvements & Support
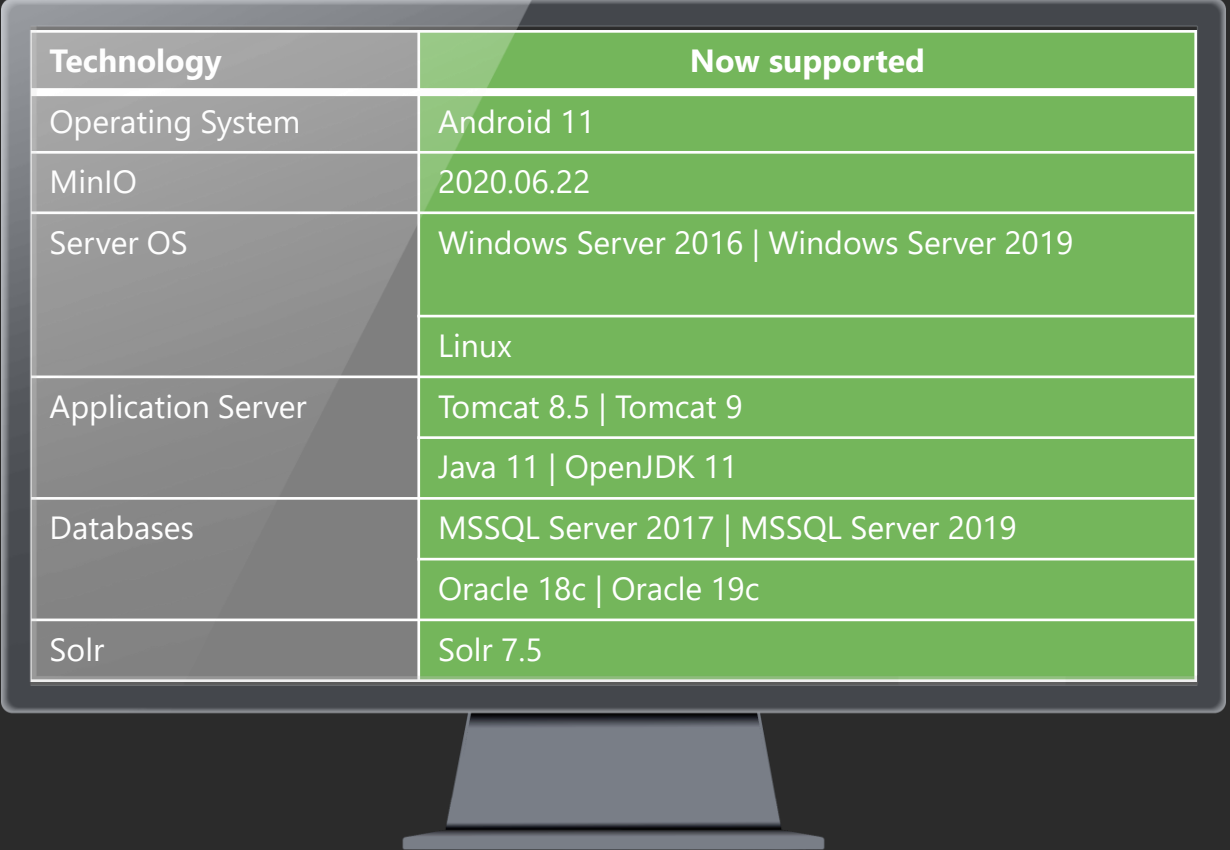## Supported Software Technology

2021r2

Supported Software Technology

We constantly improve our software to support the latest server/client technology.

2019

Accessibility Optimization

QuickAccess is now completely controllable via keyboard and accessible by screen readers.

Technology	Now supported
Operating System	Android 11
MinIO	2020.06.22
Server OS	Windows Server 2016 | Windows Server 2019
	Linux
Application Server	Tomcat 8.5 | Tomcat 9
	Java 11 | OpenJDK 11
Databases	MSSQL Server 2017 | MSSQL Server 2019
	Oracle 18c | Oracle 19c
Solr	Solr 7.5

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Highlights of former tts performance suite Versions

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Highlights of former tts performance suite Versions
Performance Support

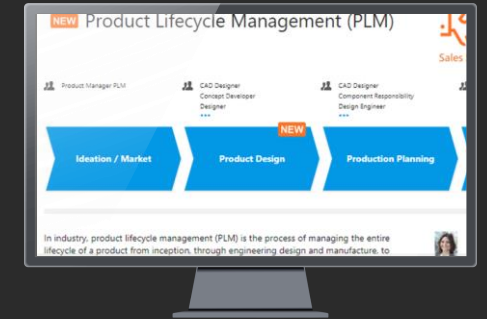### Highlight Your NEW Content 2019

Make your users aware of new or updated content through visual markers.

Hiding of Content and Content Formats 2018

Select which particular output should be viewable in QuickAccess, e.g. display Editorial Guides but hide print documentation. Optimize different outputs by hiding screenshots selectively, e.g. hide scroll-down in print documentation but show it in e-learning.
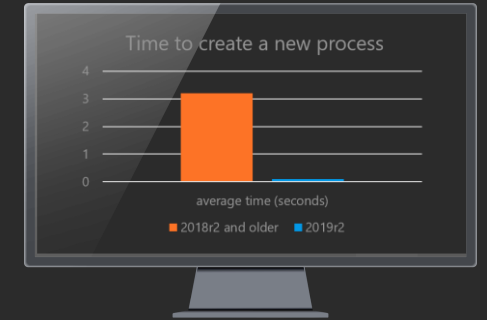

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Highlights of former tts performance suite Versions
Content Creation

Faster Performance `2019r2`

Through constant technical improvements we could enhance the overall performance of tts performance suite significantly. You will be able to create processes or delete documents much faster now.
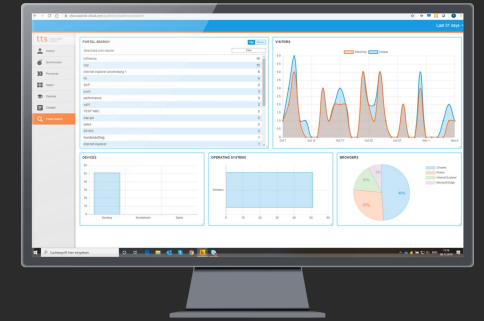
Faster Search Results `2019`

Lets your QuickAccess users find the right support at the moment of need even quicker, especially with general search terms.

Time to create a new process

average time (seconds)
- 2018r2 and older
- 2019r2

Highlights of former tts performance suite Versions
Technical Improvments & Support

ttps Analytics Dashboard   `2018`

Receive reports on the usage of ttps by end users with our integrated ttps Analytics Dashboard.

Updated Portal Design & Enhanced Performance Support   `2018`

Improved portal design and QuickAccess usability based on user experience.

Enhanced Performance Support   `2018`

Extended ttps internal help system now including French and Spanish language.

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Questions?

If you have any questions or need more information about tts performance suite 2021 please contact us!

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Austria | France | Germany | Netherlands | Romania | Spain | Switzerland | United States | United Kingdom