

# on.

In the Moment of Need.

# Learn from the best

Examples of customer specific developments

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tts digital adoption  
solutions





# Topics

## Adapt ...your user base

- Extended Personalization
- Enriched User Profiles
- Topic & Content Promotion

## Integrate ...with your existing environment

- Enterprise Search
- Customer Cloud Extensions
- Reduce Ticket Resolution Time

## Grow ...your success

- Role Based Content Exploration
- Anti Aging Workflow
- The Future is here: Watson & ChatGPT

# Adapt

...your user base



# Extended Personalization

- Multiple corporate divisions
  - with different portal designs
  - and division-specific content
  - in different locations
- ✓ User experience increased through fitting content and design

Search...

Business Processes > Order to Cash > Order management > Standard Order > Delivery >

## Delivery

Sales clerk: Create delivery → Goods issue employee Sales clerk: Picking → Goods issue employee Sales clerk: Packing → Goods issue employee Sales clerk: Goods issue

Delivery Goods picked Goods packed Goods issue booked

Goods delivered

Roles

Document

- How do I display a delivery?
- Which organizational units are necessary for the shipping?

Copy Link

Process Chains > Order to Cash (O2C) >

## Order to Cash (O2C)

**Description**

Order to Cash (O2C) in the Process Chains supports the entire process chain for a Sales Process with a customer. It covers all the steps from creation of a Sales Order to Payment by the customer.

Product delivered and Payment received

Order to Cash: An Overview

Customer Communication Outbound Logistics: An Overview

O2C Order Management

O2C Demand Planning

O2C Warehousing and Material Flow: Goods Issue

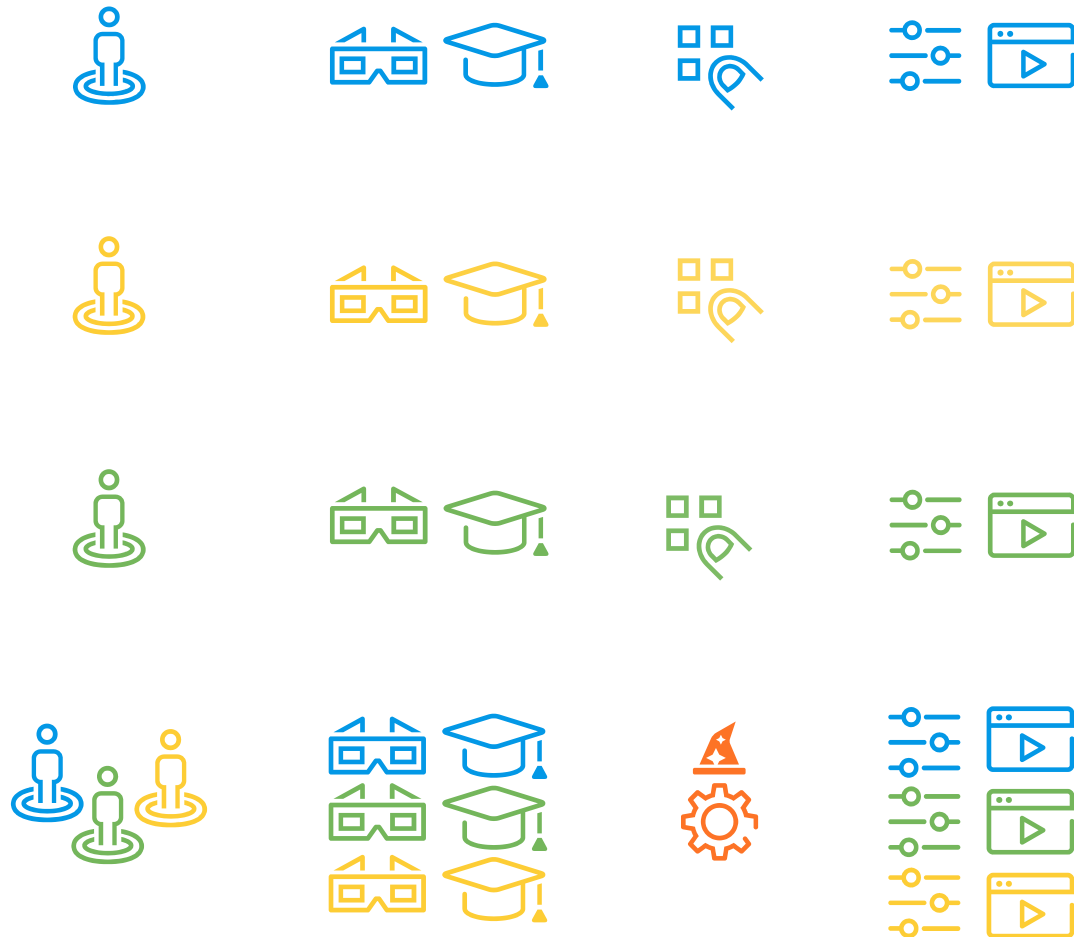
O2C Shipping

Successful Processing of Customer's Sales Order/Scheduling Agreement

Customer requirement or demand has been planned for 12 months

Goods are picked and packed for Goods Issue

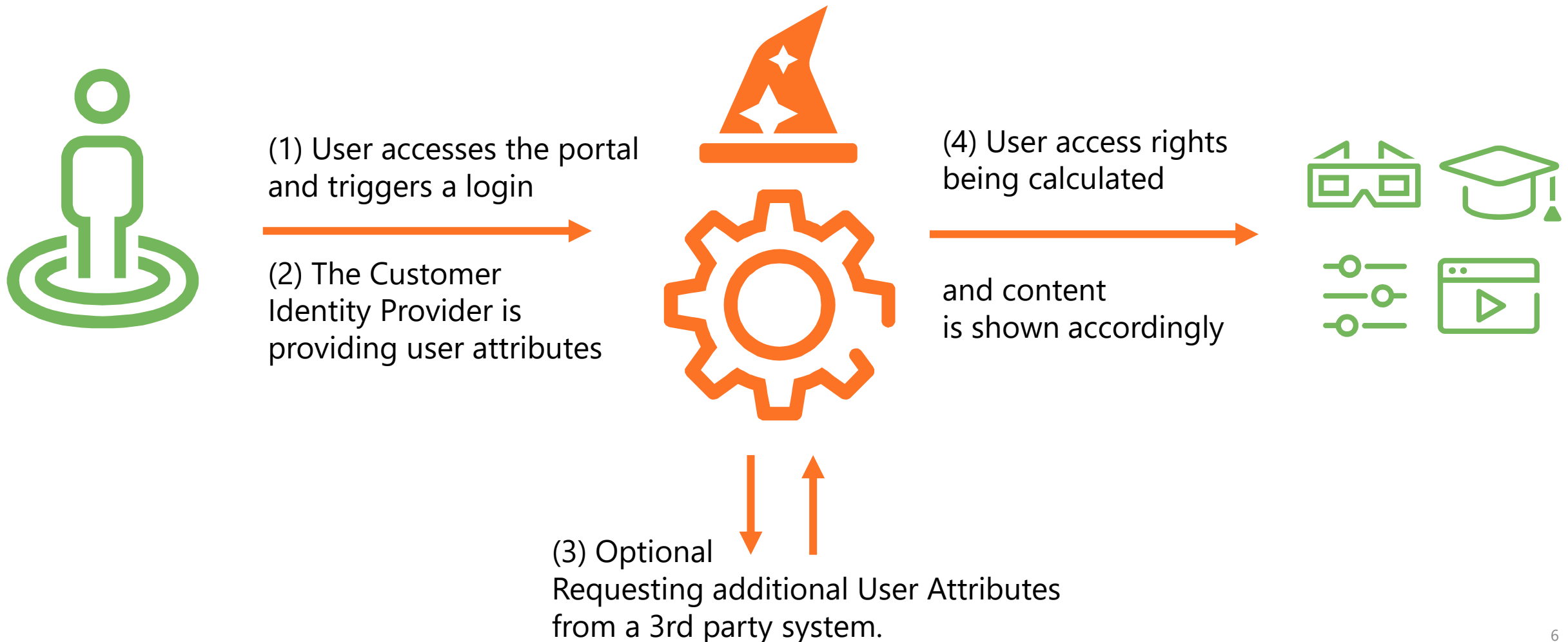
Successful Shipment of goods from Warehouse to the Customer



## Enriched User Profiles

- Many enterprises face the challenge of controlling which user has access to what content
- Often requirements cannot be met by the internal Identity Management System
- Especially if different target audiences need to access the same system
- tts Solution: Providing a powerful transformation layer which enables access rights calculation based on user attributes

# The Hat Waring Cogwheel





## Topic & Content Promotion

- Show of what is new and shiny on the front page
- Guide user to brand new or must-know content
- Enable the user to notice more recent and noteworthy content faster

### Popular Topics

IT & Software >

Microsoft 365 >

LMS Test Content >

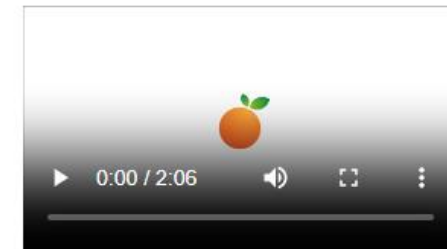
Editorial Guides >

de-de >

Technical test courses  
and additional  
information >

### This is TTKF

Welcome to the TTKF portal! TTKF allows you to access instructions for various IT applications at any time, independently and directly at your workstation.



### IT Services

You couldn't solve your problem? Create a ticket for the IT support desk and the colleagues will help you.

Contact the IT Support

Missing some content or need to provide new instructions to your colleagues? Contact us, we will gladly advise you.

Feed the Orange



# Integrate

...with your existing environment



## Enterprise Search

- You got the Enterprise Search let us bring the data!
- Get tailor made metadata exports to aid enterprise search systems to find content within the ttsp
- Support the enterprise knowledge pool with your ttsp created content
- Provide an easy pathway for additional projects to provided content for the enterprise search
- Guide users to QuickAccess while using quickaccess:// links



## Customer Cloud Extensions

- Integrate third-party systems with specifically build solutions by tts
- Running on the same cloud environment as your regular ttsp instance
- Providing services like
  - Import and Export of Data,
  - Reporting mails about user finishing a course
  - Or many other things we have not thought about yet.



## Reduce Ticket Resolution Time

- Integrate with your API enabled ticketing system
- Provide meaningful information to the first responder
- Make sure tickets are automatically created in the right queue

QuickAccess SYNC OFF

coche

Smarthelp Ticketing

 **MAPFRE**

Hola PPRAFA2@pre.mapfre.net, a continuación vas a poner un ticket de la aplicación qalogin. Rellena los campos que a continuación muestran. Si no quieres poner un ticket, simplemente cierre la ventana.

Título

Asunto

Descripción:

Describe el motivo...

Nicht das Richtige dabei? SmartHelp 

# Grow

...your success



# Role Based Content Exploration

- ttsp features a powerful role implementation.
- The knowledge curator is enabled to attach structural elements and content to specific personas
- Why not explore course and process structure by roles and personas?

The screenshot displays a navigation menu at the top with icons and labels for NEWS, PROCESSES, TOPICS, COURSES, and ROLE VIEW. Below the menu is a search bar with the placeholder text "Search...". The main content area shows a breadcrumb "Role > Role" followed by a list of roles, each with a grid icon and a text label: IT Service Management, Human Resources (HR), Klinische Studien, and PLM (Set of all PLM relevant roles). Below this list are six orange horizontal bars, each containing a person icon and a role name: Sales clerk, Head of sales, SAP system, Goods issue employee, and Freight forwarder. At the bottom of the page, there is a footer with links for Contact, Copyright, Privacy Statement, and Imprint.



## ▶ Anti Aging Workflow

- Content needs to be up-to-date
- Responsibilities and structures change
- Projects evolve
- Automate the content management
  - Check “best before date” of content
  - Call for action: contact responsible owners
  - Archive or change metadata



## ▶ The Future is here: Watson & ChatGPT

- *Great Scott!*  
Development is moving along at lighting speed
- New technologies like machine learning, natural language search and AI becoming more present in our work life
- See two example integration of IBM Watson and ChatGPT with ttsp



# Thank you

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