In the Moment of Need.

tts digital adoption solutions

# Learn from the best

Examples of customer specific developments

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# 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

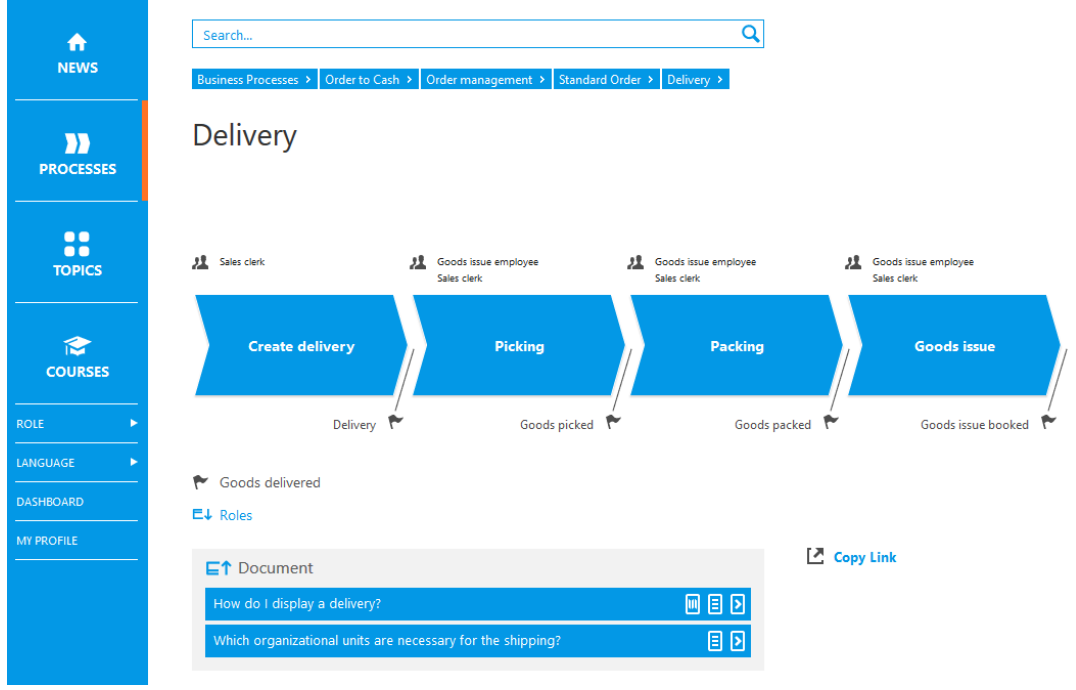
# Adapt

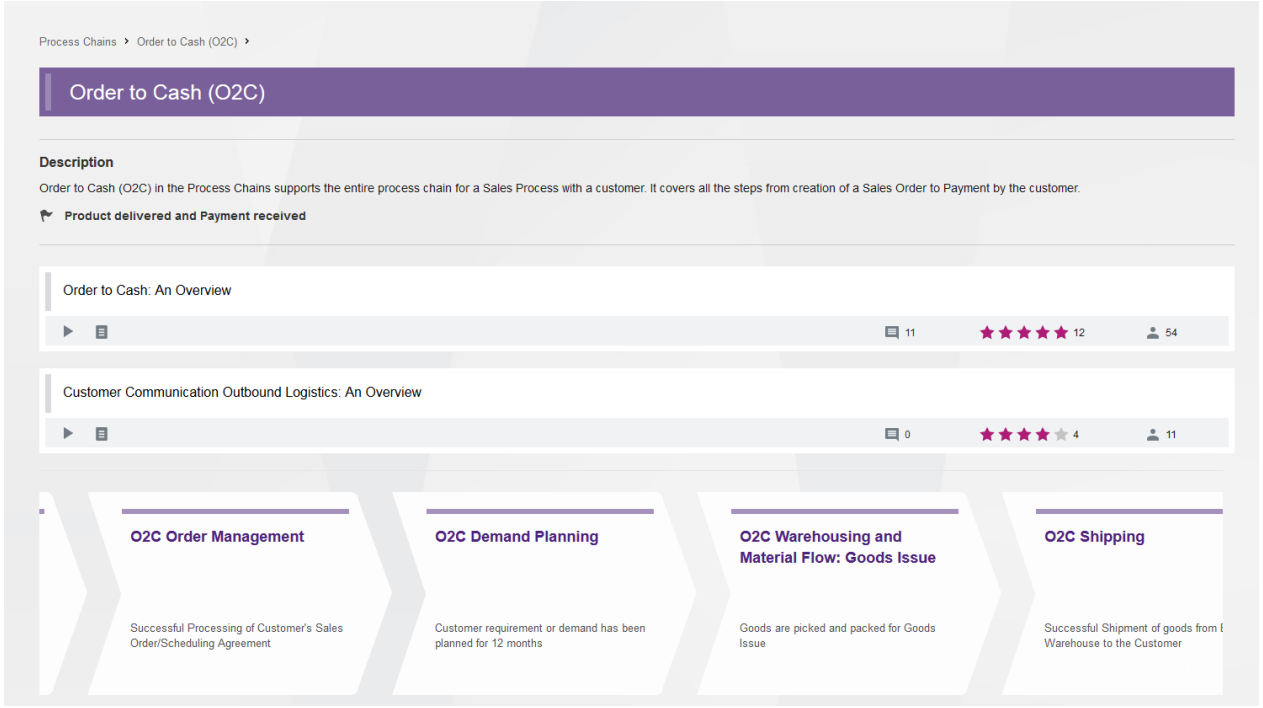
...your user base

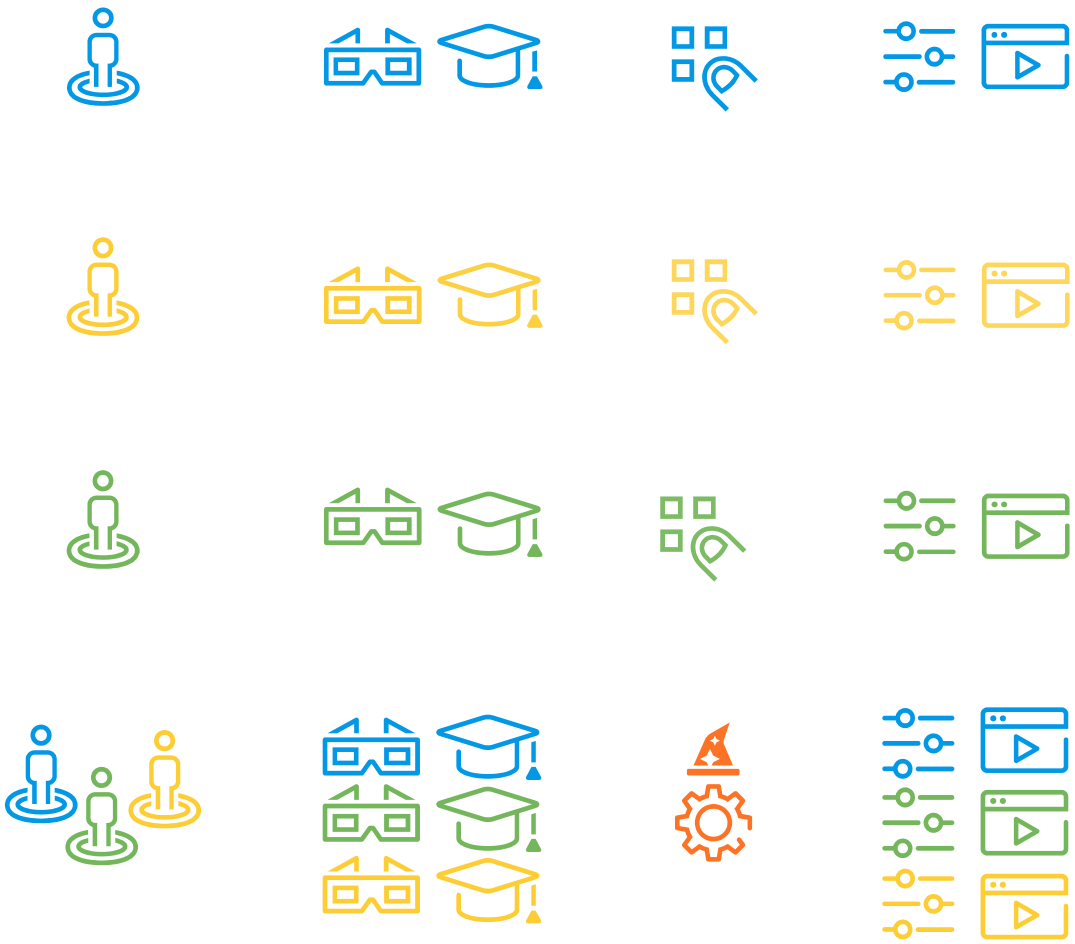
# Extended Personalization

- Multiple corporate divisions
  - with different portal designs
  - and division-specific content
  - in different locations

✓ User experience increased through fitting content and design



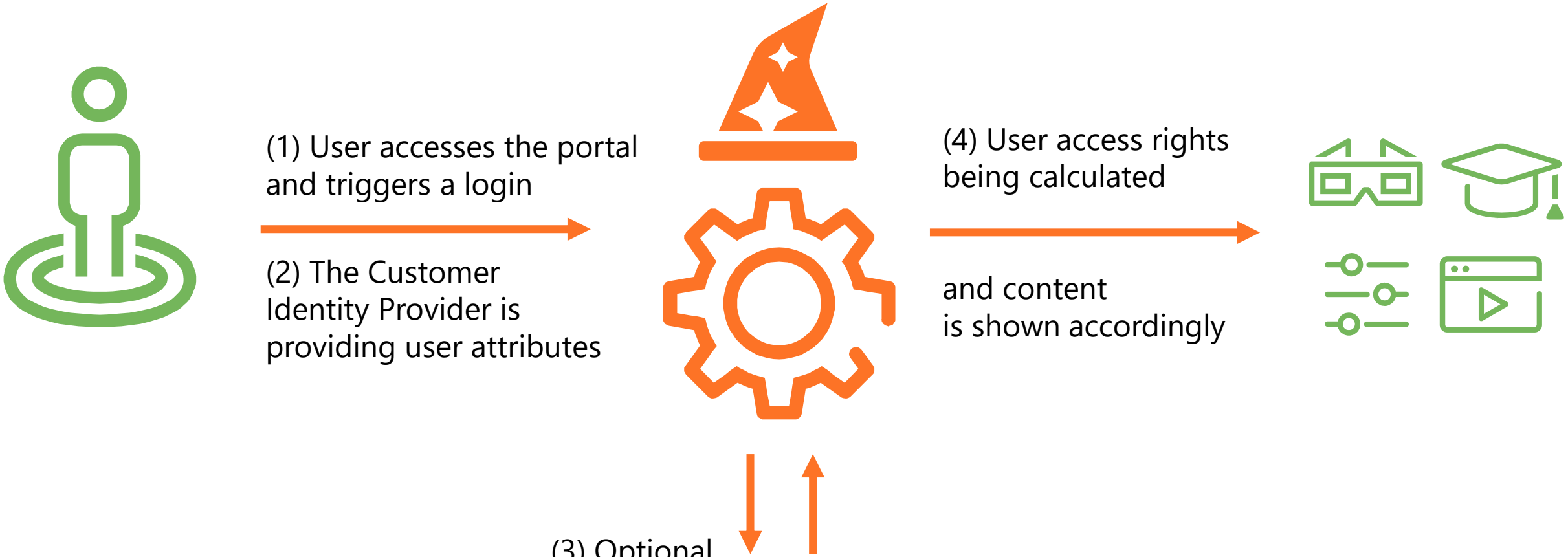





# Enriched User Profiles

- 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

# 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 ttsps
- Support the enterprise knowledge pool with your ttsps 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 ttsps 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

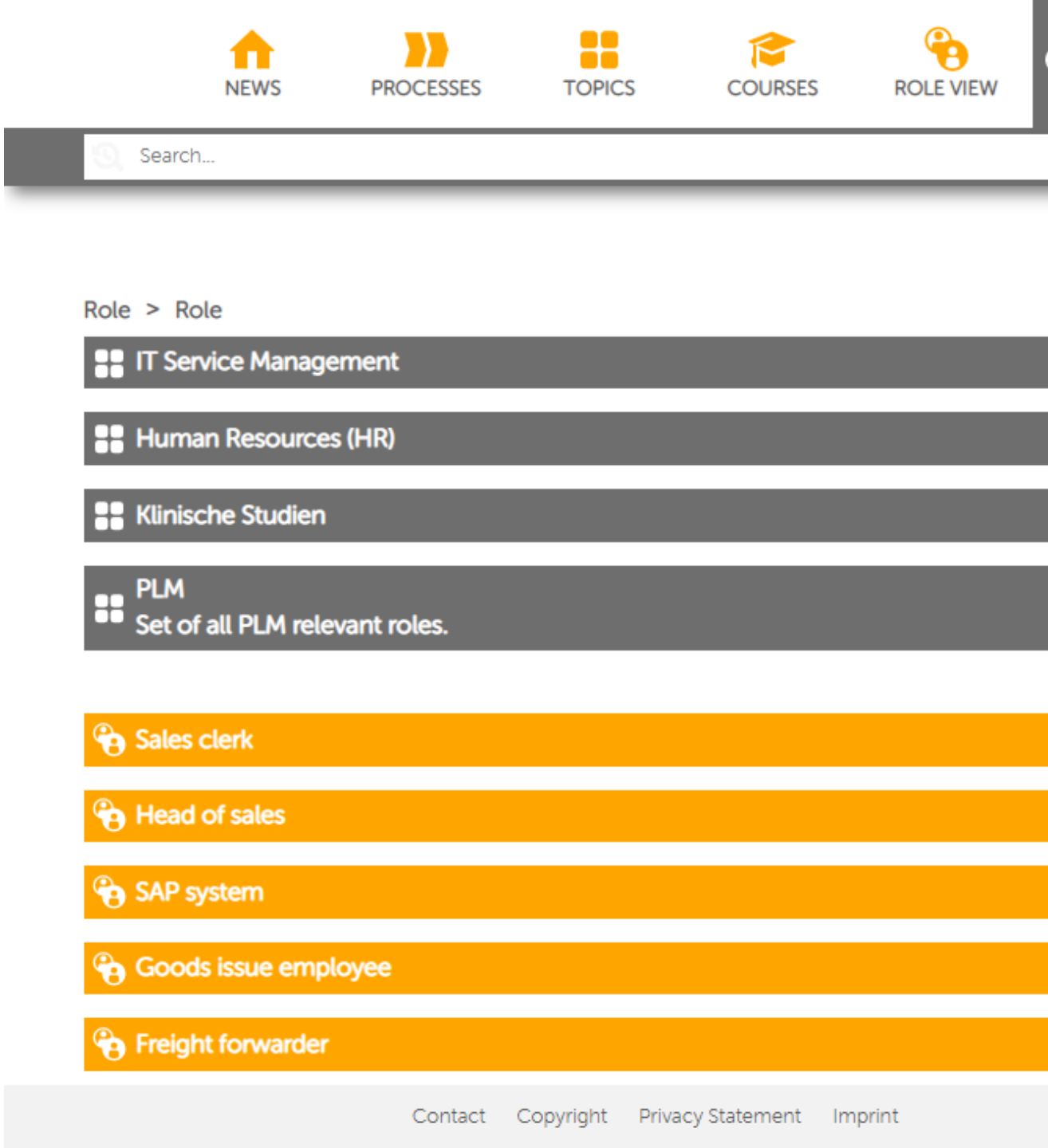
# Grow

...your success

# Role Based Content Exploration

- ttsps 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?



# 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 ttsps

# Thank you

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