



Digitale Assistant: De juiste informatie voor elke medewerker op het juiste moment!

Maximilien van der Vaeren

25.01.2024



Agenda

- 1 Wat is een DAS (Digital Adoption Solution) en wat zijn de voordelen voor uw organisatie
- 2 Kies een DAS oplossing met een complete visie over leren
- 3 De 4 componenten van **tts performance suite** die de gehele leer cyclus beheert
- 4 Praktijk demonstratie voor de eind gebruiker en auteur
- 5 Een anekdote die de grote behoefte aantoont van een DAS oplossing voor uw medewerkers

● Digital Adoption Solutions (Gartner)

Korte omschrijving:

- Een **digitale adoptie tool (DAS)** laat medewerkers toe om op één centraal punt steeds de juiste informatie te vinden op het juiste moment.
- De **DAS** zal herkennen met welke applicatie of transactie een medewerker aan het werken is. Op deze manier, op basis van de rol van de gebruiker, kan hem de juiste contextuele hulp aangeboden worden.
- Deze contextuele documentatie kan bestaan uit een proces, stappenplan, gids, een interactieve E-Learning of document. Er kunnen ook externe documenten aangeboden worden of links in alle mogelijke vormen.
- Wanneer een gebruiker een andere applicatie of een ander scherm in een applicatie opent, zal de **DAS** applicatie opnieuw de juiste informatie tonen.

Digital Adoption Solutions (Gartner)

Business Impact Areas

Het doel is om alle manuele informatie op papier te vermijden, en dat uw medewerkers op een correcte manier alle IT-applicaties van uw onderneming kunnen gebruiken.

Een DAS systeem is vooral relevant in de volgende gevallen:

- De gebruiker dient verschillende IT-applicaties te gebruiken voor het uitoefenen van zijn job
- Taken zijn complex
- Taken die op onregelmatige basis worden uitgevoerd

5 Moments of Need:

In het boek van Bob Mosher en Conrad Gottfredson, vermelden zij 5 momenten wanneer het leren het meest relevant is:

- Als iets nieuw is
- Als men meer wilt leren over een bepaald onderwerp
- Bij het toepassen en onthouden
- Als men een probleem wenst op te lossen
- Als het process verandert

Leren op het moment van behoefte:

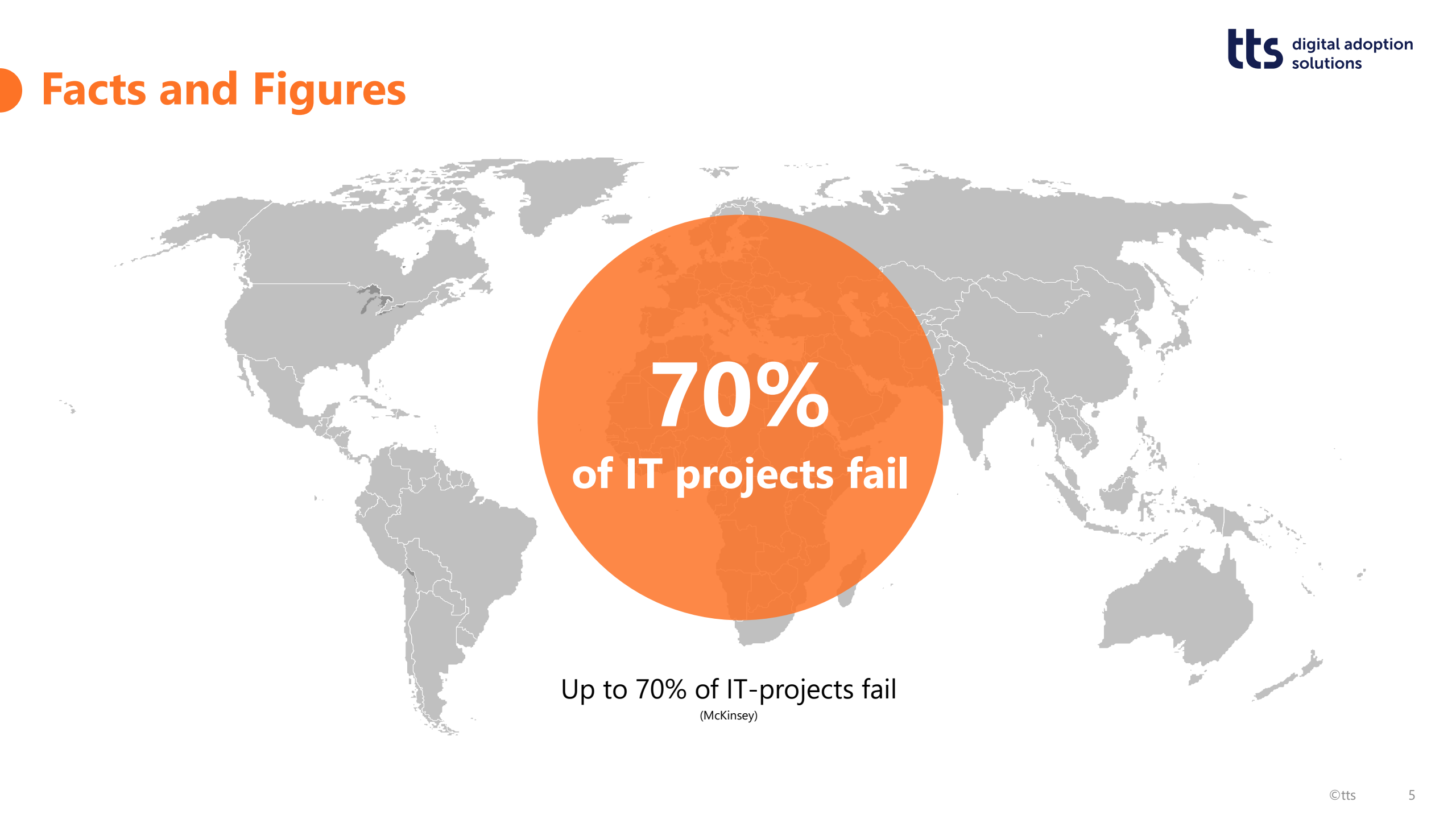
Dit is het concept van "innovative performance support" dat Bob Mosher en Conrad Gottfredson aanhalen in hun boek:

- Versterk de trainingsresultaten in de workflow
- Verkort de tijd om prestaties te bereiken
- Verhoogt de effectieve prestaties op het werk

Bron: Boek van Dr. Conrad Gottfredson en Bob Mosher:

<https://www.managementboek.nl/boek/9780071703116/innovative-performance-support-strategies-and-practices-for-learning-in-the-workflow-bob-mosher>

Facts and Figures



70%
of IT projects fail

Up to 70% of IT-projects fail
(McKinsey)

Facts and Figures

50%

of PLM projects fail

50% of PLM projects fail
(Industrieanzeiger)

49%

of CRM projects fail

49% of CRM projects fail
(Forrester Research)

75%

of ERP projects fail

55% to 75% of all ERP
projects fail
(Gartner)

Some more facts:

4h
50%

At least 4 hours a week looking for information needed to do their jobs!



50% Success rate at finding what they need.

76%

76% of application users fail with or have a substandard understanding of their mission critical applications and only 11% of users can be identified as highly skilled.



Pop Quiz!

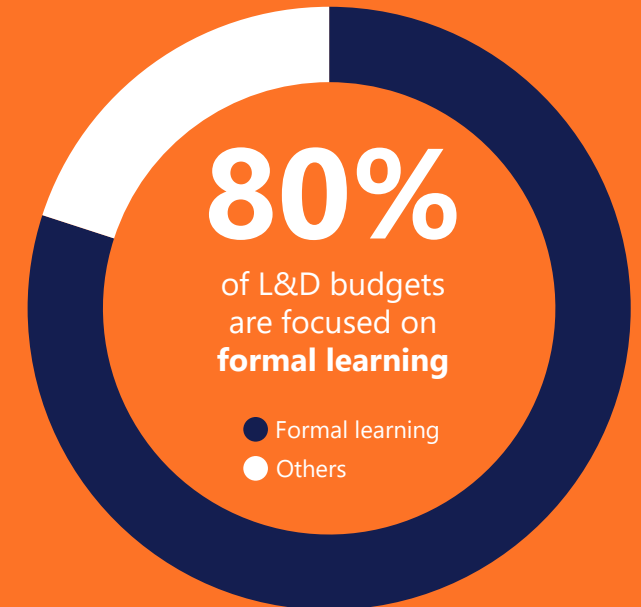
How much knowledge is lost **within 7 days of training?**



How much of your job knowledge is **learned on the job?**



What percentage of your L&D budget is **focused on formal learning**



Pop Quiz!

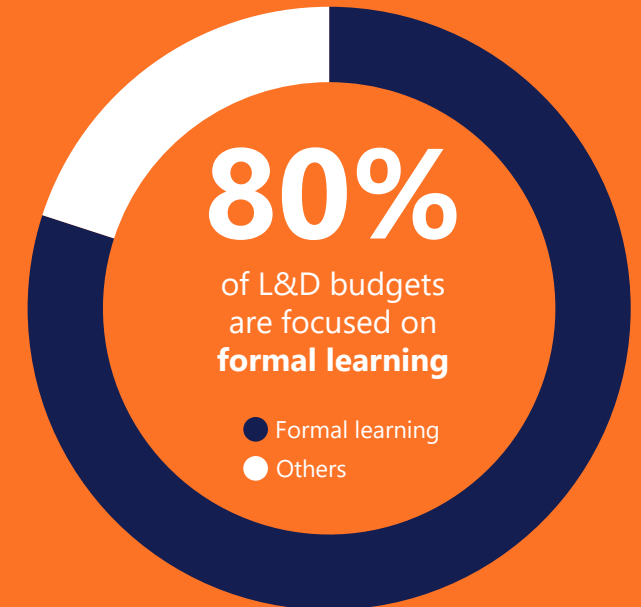
How much knowledge is lost **within 7 days of training?**



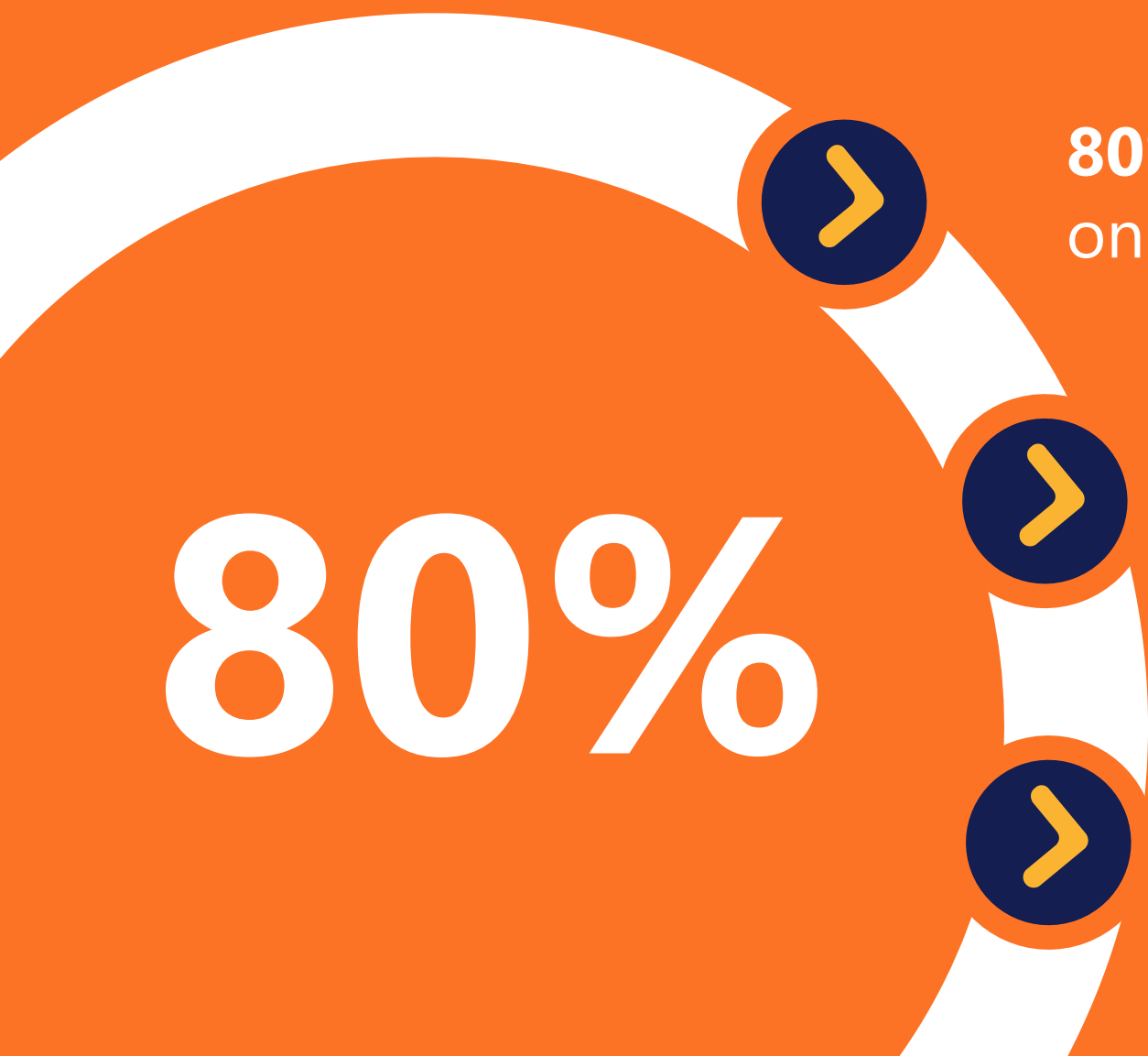
How much of required job knowledge is **actually learned on the job?**



What percentage of your L&D budget is **focused on formal learning**



Don't get stuck in the 80's



80%

80% of budgets spent
on **formal learning**

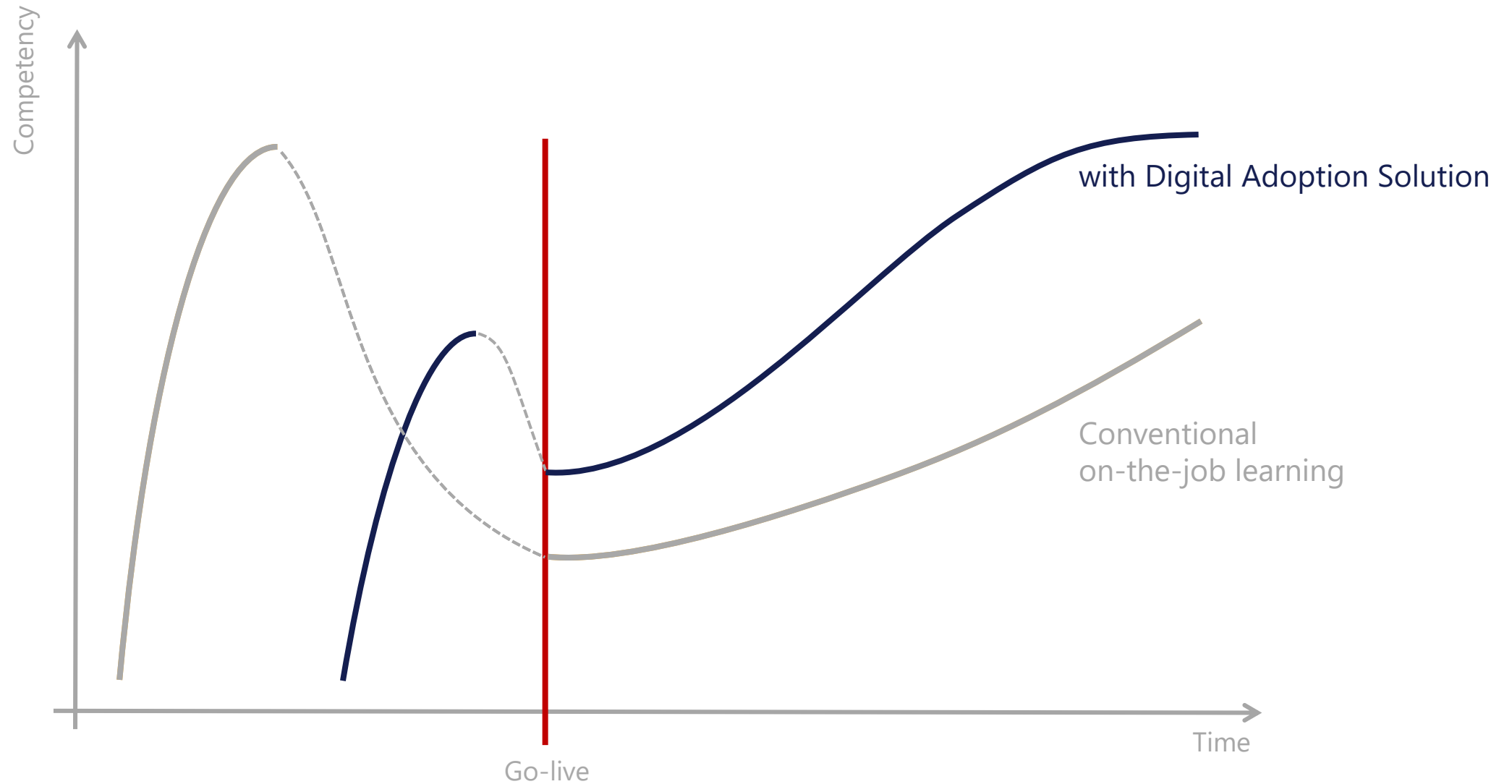
of which 80% is forgotten
after a **few days / weeks**

resulting in 80% of work
knowledge being learned on the
job, which is **not supported**

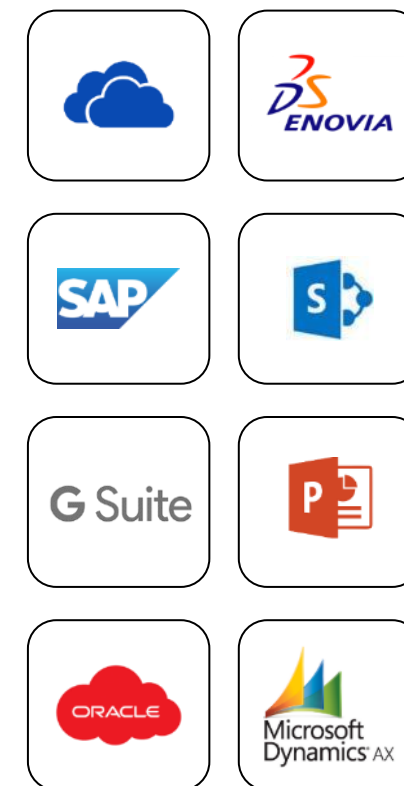


“User adoption is the key to any successful software operation.”

Preparation and Support of Change



End user access





Demo End User



tts
digital
HR experts

QuickAccess

SYNC ON

Microsoft Windows Operating System

STEP-BY-STEP

Add a file printout (OneNote)

NEW

Print a page (OneNote)

NEW

Send a page per e-mail (OneNote)

NEW

Show a print preview (OneNote)

NEW

Borrar hipervínculo (Excel)

Iniciar sesión con una cuenta de Microsoft (Excel 365)

DETAILED INFORMATION

Action Center – Receive Notifications and Access Important Functions

NEW

Edge – Use the Web Capture Function of the New Browser

NEW

PC Settings – Personalize Your PC

NEW

Sync Your Settings - Feel at Home

NEW

The New Windows Explorer and Search Box – Manage Your Files

NEW

MORE...

SELF-LEARNING UNITS

Action Center – Receive Notifications and Access Important Functions

NEW

Edge – Use the Web Capture Function of the New Browser

NEW

PC Settings – Personalize Your PC

NEW

Sync Your Settings - Feel at Home

NEW

The New Windows Explorer and Search Box – Manage Your Files

NEW

Not what you were looking for?

9°C Bewolkt

ENG

12:38

©tts

15

©tts 16

Printscreen examples from the tts QuickAccess application

The screenshot displays the tts QuickAccess application interface. On the left, a Microsoft Excel spreadsheet titled "Travel_expenses_form" is open, showing a form for entering travel expenses. The form includes fields for Name, Division, Period, Authorized by, and Filing date, along with a QR code. Below the form is a table with columns for Date, Description of expenses, Flight costs, Accommodation, Public transport, rental car, taxi, Meals and tips, Conferences, Miles, Reimbursement, and M. The table is currently empty, with a total row showing zeros.

On the right, the QuickAccess application window is open, displaying a guide titled "How to fill out the travel expenses form". The guide consists of six steps:

- 1 Enter your Name in the field "Name".
Name: Helga Schustereit
Division: Accounting
- 2 Enter the Name of your supervisor in the field "Authorized by".
Authorized by: Niklas Gasper
Filing date: 16.08.2019
- 3 Enter the name of your division in the field "Division".
Name: Max Mustermann
Division: Accounting
- 4 Please enter 15.08.2019.
Division: Consulting
Period: 00.01.00
- 5 Start a new line for each day of your trip and enter the costs related to that day.
Table with columns: Date, Description of expenses, Flight costs. Row 9: 14.08.2019, [empty], [empty]
- 6 Describe the cost position.
Table with columns: Date, Description of expenses, Flight costs. Row 9: 14.08.2019, [empty], [empty]

The bottom of the screenshot shows the Windows taskbar with various application icons and system tray information.

Printscreen examples from the tts QuickAccess application

AutoSave ON

Travel_expenses_form

Search (Alt+Q)

Maximilien van der Vaeren

File Home Insert Page Layout Formulas Data Review View Help

Paste

Clipboard

Font

Alignment

Number

Styles

Cells

Editing

Analysis

G3

X ✓ f =

A B C D E F G H I J

✕

✕

✕

✕

✕

✕

✕

✕

✕

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

Name

Maximilien van der Vaeren

Division

Consulting

Period

TT.01.JJ

Date

Description of expenses

Flight costs

Tips

Conferences

Miles

Reimbursement

M

Total

0,00

0,00

0,00

0,00

0,00

0,00

0,00

Insert Function

?

✕

Search for a function:

Type a brief description of what you want to do and then click Go

Go

Or select a category: Most Recently Used

Select a function:

SUM

AVERAGE

IF

HYPERLINK

COUNT

MAX

SIN

SUM(number1;number2;...)

Adds all the numbers in a range of cells.

Help on this function

OK

Cancel

QuickAccess

SYNC ON

✕

Excel 365 Insert Function

STEP-BY-STEP

Insert formulas and functions (Excel 365)

Expand

Not what you were looking for?

Printscreen examples from the tts QuickAccess application

The screenshot displays the Microsoft OneNote application interface. The main window shows an 'Untitled page' with a ribbon menu at the top containing 'File', 'Home', 'Insert', 'Draw', 'History', 'Review', 'View', and 'Help'. The 'Home' tab is active, showing options for text formatting (Font, Paragraph, Styles), tags (To Do, Important, Question, etc.), and other features like Email and Meetings. The left sidebar shows the notebook structure with 'Maximilien @ FERN' and 'New Section 1'. The right sidebar, titled 'QuickAccess', is a tts application overlay. It features a search bar at the top with 'OneNote 365' entered. Below the search bar, there are several sections of recommendations:

- STEP-BY-STEP**: A list of tasks with 'NEW' badges and icons, including 'Create a note during a conversation, an audio- or video call (Skype for Business)', 'Create a OneNote-Note (Skype for Business)', 'Send link to notebook, section or page as web view (OneNote)', and 'Cr  er une annotation OneNote (Skype for Business)'.
- DETAILED INFORMATION**: A list of topics with 'NEW' badges and list icons, including 'Plan a virtual meeting (Teams)', 'Task and Time Management', 'Discover OneNote - Create a collaborative notebook', and 'Collaborating with others – The integrated use of OneNote, Outlook and MS Teams'.
- SELF-LEARNING UNITS**: A list of topics with 'NEW' badges and play icons, including 'Plan a virtual meeting (Teams)', 'Task and Time Management', 'Office 365', and 'Discover OneNote - Create a collaborative notebook'.
- OFFICE WORKPLACE VIDEOS**: A list of video titles with play icons, including 'General overview', 'Next steps', 'The ideal day with Office 365', and 'Work in the future'.

At the bottom of the QuickAccess sidebar, there is a search bar with the text 'Not what you were looking for?' and icons for chat, Teams, and other applications. The Windows taskbar is visible at the bottom of the screen, showing the time as 12:53 and the date as Friday, 4 February 2022.

Printscreen examples from the tts QuickAccess application

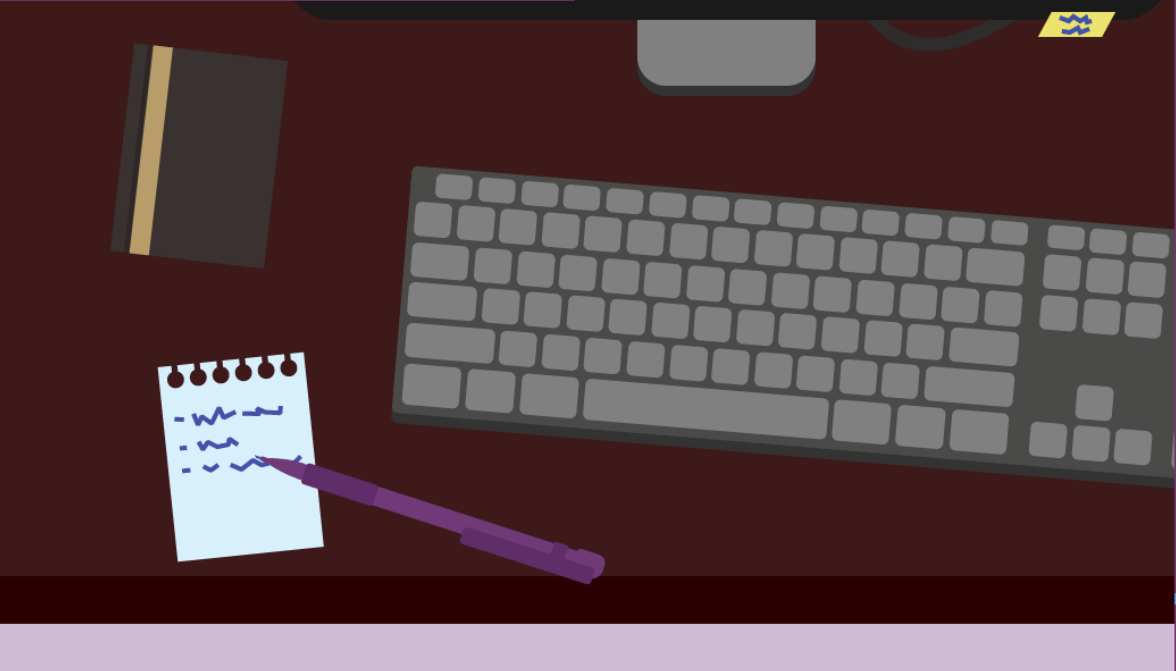
Discover OneNote - Create a coll... x +

showcase.tts-cloud.com/webaccess/download/b8cced1d-f5cd-4aab-a151-d14c685b17ef/cre/initial/21.0/0.0.0.5000090/com.tts.player/start.htm?contentPath=...

Apps Google Google Maps Zoho CRM - Home... LinkedIn Bookboon Analytics Google Translate MVDV Consultancy WhatsApp YouTube >> Andere bookmarks Leeslijst

Discover OneNote

Create a Collaborative Notebook



This learning unit covers some of the key functionalities of the OneNote app available in the Microsoft Office store.

After completing this learning unit, you will be able to...

- create a notebook,
- name sections and pages,
- enter and format texts, and
- insert videos.

This unit should take about 9 minutes to complete.

QuickAccess SYNC OFF x

OneNote 365

STEP-BY-STEP

Create a note during a conversation, an audio- or video call (Skype for Business) NEW

Create a OneNote-Note (Skype for Business) NEW

Send link to notebook, section or page as web view (OneNote) NEW

Cr  er une annotation OneNote (Skype for Business)

MORE...

DETAILED INFORMATION

Plan a virtual meeting (Teams) NEW

Task and Time Management NEW

Discover OneNote - Create a collaborative notebook NEW

Collaborating with others – The integrated use of OneNote, Outlook and MS Teams NEW

MORE...

SELF-LEARNING UNITS

Plan a virtual meeting (Teams) NEW

Task and Time Management NEW

Office 365

Discover OneNote - Create a collaborative notebook NEW

MORE...

OFFICE WORKPLACE VIDEOS

General overview

Next steps

The ideal day with Office 365

Work in the future

Not what you were looking for?

Windows taskbar with various application icons and system tray showing 9°C Bewolkt, ENG, and 12:54.

Printscreen examples from the tts QuickAccess application

The screenshot displays the tts QuickAccess application interface. The main area features a video player showing a tutorial for OneNote. The video content includes a stylized illustration of a desk with a monitor, keyboard, and a small notebook. The monitor displays the OneNote application with a 'Recent Notes' pane and a central text area that says 'Start taking notes! Tap or click here to create a new notebook. You can also open one of your existing notebooks from the notebook list.' A purple sidebar on the right contains text about a company's Summer Event and the benefits of using OneNote. The sidebar also includes a progress bar and playback controls.

QuickAccess SYNC OFF

OneNote 365

STEP-BY-STEP

- Create a note during a conversation, an audio- or video call (Skype for Business) **NEW**
- Create a OneNote-Note (Skype for Business) **NEW**
- Send link to notebook, section or page as web view (OneNote) **NEW**
- Cr  er une annotation OneNote (Skype for Business)

MORE...

DETAILED INFORMATION

- Plan a virtual meeting (Teams) **NEW**
- Task and Time Management **NEW**
- Discover OneNote - Create a collaborative notebook **NEW**
- Collaborating with others – The integrated use of OneNote, Outlook and MS Teams **NEW**

MORE...

SELF-LEARNING UNITS

- Plan a virtual meeting (Teams) **NEW**
- Task and Time Management **NEW**
- Office 365
- Discover OneNote - Create a collaborative notebook **NEW**

MORE...

OFFICE WORKPLACE VIDEOS

- General overview
- Next steps
- The ideal day with Office 365
- Work in the future
- Not what you were looking for?

9°C Bewolkt 12:55

Printscreen examples from the tts QuickAccess application

Login | Salesforce

login.salesforce.com/?locale=eu

AppsGoogleGoogle MapsZoho CRM - Home...LinkedInBookboon AnalyticsGoogle TranslateMVDV ConsultancyWhatsAppYouTubeAndere bookmarksLeeslijst

salesforce

Username

Password

Log In

☐ Remember me

Forgot Your Password?

Use Custom Domain

Not a customer?

Try for Free

dreamforce

SEPTEMBER 21-23

Success anywhere, Dreamforce everywhere.

Join us for a global family reunion streaming live on the all-new Salesforce+.

WATCH ON DEMAND

dreamforce

INTERACTIVE DEMO

QuickAccess

SYNC ON

Salesforce

WHAT'S NEW

New field: Lead SourceNEW

FOCUS AREAS

CRM - Realize the full potential of your CRM system

STEP-BY-STEP

How do I create a lead?

How do I add Leads or Contacts to a campaign?

How do I convert a lead (Lightning)?

MORE...

DETAILED INFORMATION

How do I create a lead?

How do I convert a lead (Lightning)?

Minimum lead criteriaNEW

MORE...

SELF-LEARNING UNITS

Salesforce Lightning - Overview

How do I create a lead?

MORE...

CONCEPTS AND PROCESSES

tts Lead Process

Lead Management

MORE...

CONTACT

Contact the Sales Manager

Not what you were looking for?

9°C Bewolkt

ENG 12:45

©tts 22

Printscreen examples from the tts QuickAccess application

The screenshot shows the Salesforce login page with the Dreamforce logo and a login form. The tts QuickAccess application is overlaid on the right side, providing a guided workflow for adding leads or contacts to a campaign. The workflow includes steps for selecting contacts, clicking 'Add to Campaign', selecting a campaign, clicking 'Update to the selected Member Status', and clicking 'Submit'.

QuickAccess SYNC OFF

Add Leads or Contacts to a campaign

- This guide shows you how to add several Leads or Contacts to an existing campaign out of a view list.
- Select the contacts or leads by ticking the box in front of their names.

	NAME ↑	ACCOUNT NAME
1	☐ Andy Young	Dickenson plc
2	☐ Arthur Song	United Oil & Gas Corp.
- Click **Add to Campaign**.

New Import **Add to Campaign**

Search this list...
- Click .

tts Release 2019R2

User Conference - Jun 17-19, 2020

+ New Campaign
- Click **Update to the selected Member Status**.

Existing campaign member

☒ Keep existing Member Status

☐ Update to the selected Member Status
- Click **Submit**.

er Status

ed Member Status

Cancel **Submit**
- You receive a confirmation message.

Not what you were looking for?

Printscreen examples from the tts QuickAccess application

SAP

SAP Easy Access

✓

Other menu

★

Create role

More

Favorites

SAP Menu

Agricultural Contract Management

Financial Services Network Connector

Office

Cross-Application Components

Logistics

Accounting

Human Resources

Information Systems

Tools

WebClient UI Framework

Log off

QuickAccess

SYNC ON

SAP

STEP-BY-STEP

How do I display a material document (MIGO)? NEW

How do I create a delivery free of charge?

How do I create a forward order?

MORE...

DETAILED INFORMATION

How do I display a material document (MIGO)? NEW

What status exist for a customer order and where can I see them?

How do I post a goods receipt to a purchase order?

MORE...

SELF-LEARNING UNITS

How do I display a material document (MIGO)? NEW

What status exist for a customer order and where can I see them?

How do I post a goods receipt to a purchase order?

MORE...

SAP BASIC SYSTEM HANDLING

Switch between sessions

Navigation with transaction codes

MORE...

CONCEPTS AND PROCESSES

SAP Create a ticket

Order management

MORE...

Not what you were looking for?

9°C Bewolkt

ENG 12:47

Printscreen examples from the tts QuickAccess application

The screenshot displays the SAP 'Create Sales Order: Initial Screen' interface. The main area shows the 'Order Type' field set to 'OR' (Standard Order) and a section for 'Organizational Data' with input fields for Sales Organization, Distribution Channel, Division, Sales Office, and Sales Group. The top navigation bar includes a search bar with 'va01' and buttons for 'Create with Reference', 'Sales', 'Item overview', 'Ordering party', 'Cancel', and 'More'. The right sidebar, titled 'QuickAccess', features a search bar with 'SAP VA01' and several sections: 'FIELD HELP' (Order Type), 'STEP-BY-STEP' (How do I create a delivery free of charge?, How do I create a forward order?, How do I create a return?, How do I create an order with reference?), 'DETAILED INFORMATION' (List of available sales order types, How do I create a customer order?, Pfalzkrlinikum), 'SELF-LEARNING UNITS' (How do I create a customer order?, Pfalzkrlinikum, Sales Order Processing - Standard Order), 'SAP BASIC SYSTEM HANDLING' (Exit transactions), and 'CONCEPTS AND PROCESSES'. The bottom of the screen shows a Windows taskbar with various application icons and a system tray with weather, time, and language information.

Create Sales Order: Initial Screen

Order Type TA

Organizational Data

Sales Organization	
Distribution Channel	
Division	
Sales Office	
Sales Group	

QuickAccess

How do I create a forward order?

1 Enter VA01 into the Transaction code field.

Menu Edit Favorites Extras System Help

VA01

SAP Easy Access

2 Click Enter.

Menu Edit Favorites Extras System Help

VA01

SAP Easy Access

3 Please enter TA.

Order Type

T

4 Enter the desired value for the sales organization and press the tab key.
For example: 0001 for Germany.

Organizational Data

Sales Organization	
Distribution Channel	
Division	

5 Enter the desired value for the distribution channel and press the tab key.
For example: 01 for direct sales.

Organizational Data

Sales Organization	0001
Distribution Channel	
Division	

6 Enter the desired value for the division and press the tab key.

Not what you were looking for?

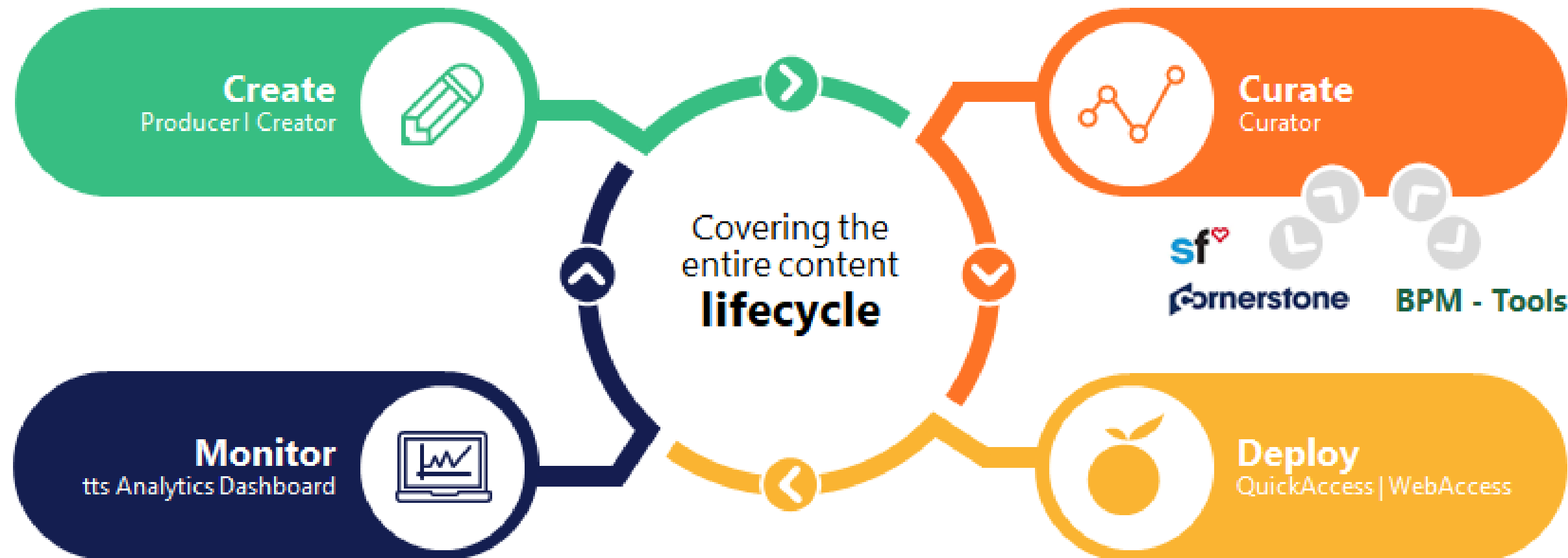
9°C Bewolk

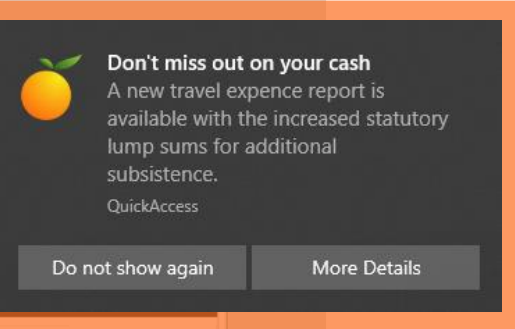
ENG 12:47

Major benefits of the Digital Adoption Solution:

- 1 3 x accelerated time to employee productivity in all your IT applications
- 2 65-80% savings in training costs
- 3 45-65% Reduction in support tickets
- 4 60% Completion time saving by offering contextual help
- 5 High ROI with € 950.000,- savings per year for 1.000 employees
- 6 40% Launch time saving

tts performance suite





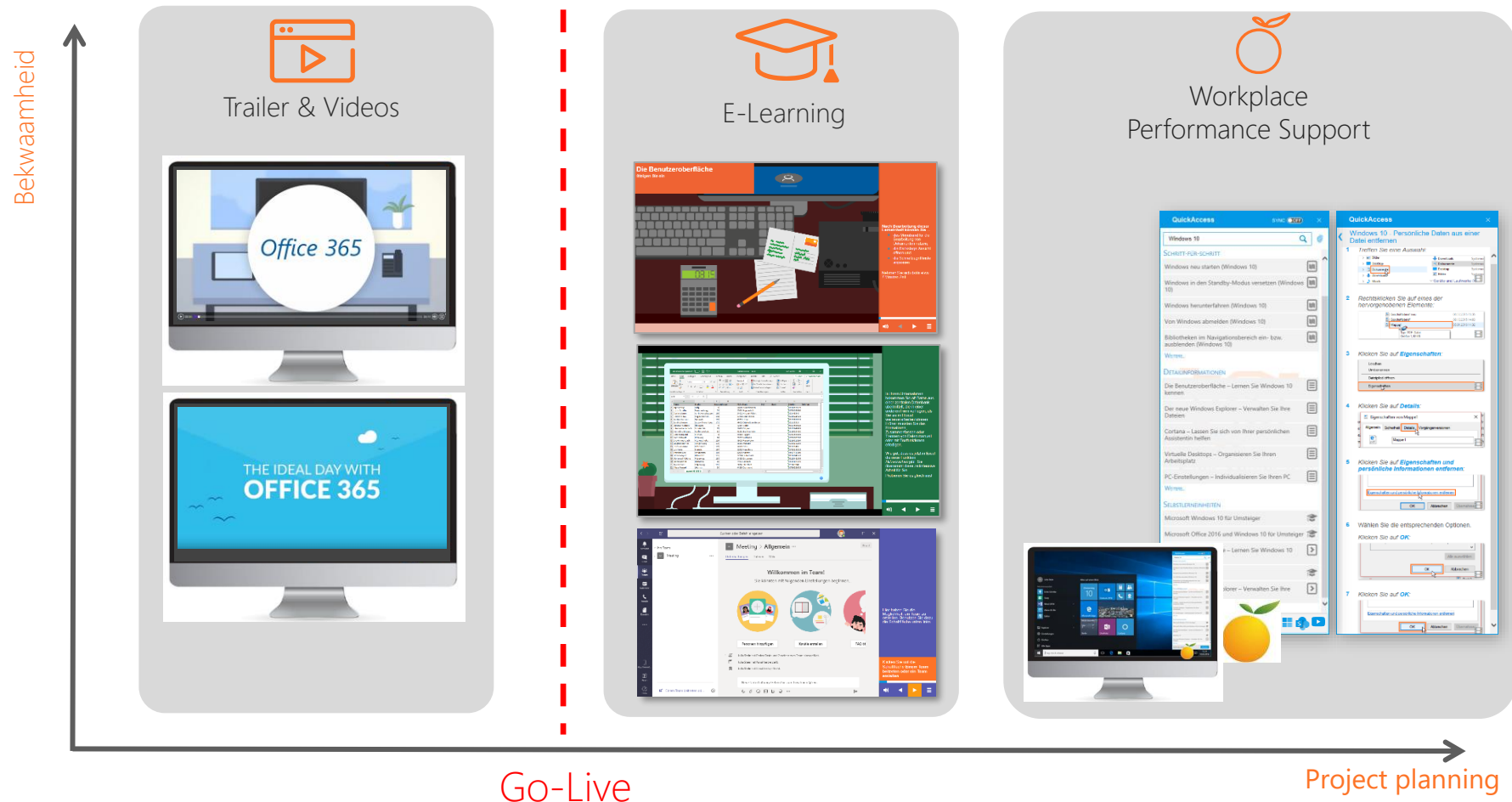
Push Notifications appear for defined applications or documents and provide actual business or IT knowledge

● The QuickAccess at a glance:



Geïntegreerde tts digitale leeroplossing voor Microsoft Office 365:

Klik op de tegels om onze product videos te bekijken



14 Locations in Europe and North America



Hello World

tts in figures



14

LOCATIONS



22

YEARS' EXPERIENCE



500

CUSTOMERS



>5 Mio

tts SOFTWARE USERS



>350

EMPLOYEES



21

NATIONNALITIES



Ø5

YEARS WORKING FOR tts

More than 500 customers:



BOSCH



BNP PARIBAS



GMAC Bank



DAIMLER



Lufthansa

Lenze



COMMERZBANK



RAIFFEISEN

SIEMENS



LIEBHERR



BOSS HUGO BOSS



Frankfurter Bankgesellschaft



Linde



REWE GROUP



Awards

Confirmation of our leading position



E-Learning
Journal



Brandon Hall
Award



Amazon Partner
Award



Comenius
Award



SAP REX
Certification



MMB
Institut



HR Excellence
Award



Learning & Performance
Institute

illustration: DAS technology



illustration: DAS technology

85% of car drivers use a GPS



Only 5% of professional PC users have a DAS solution

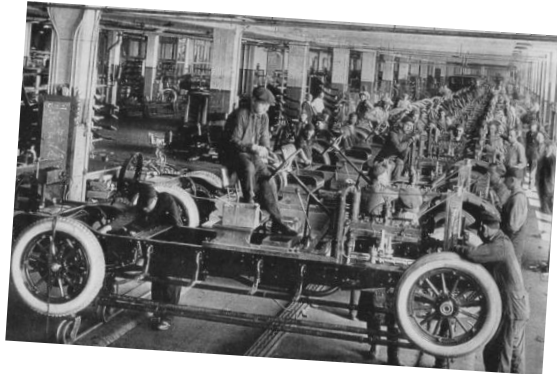


Less training upfront.

More training on the job in the moment of need.



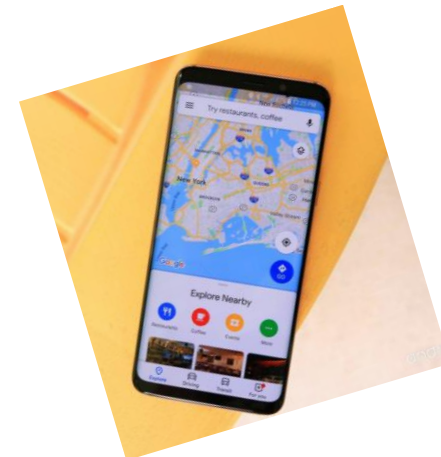
THE FUTURE IS DIGITAL!



We are entering a world of digital competition. The most digital and automatized companies are the most successful.



Is your company ready to go digital ?





Are you ready to jump in?

Uitnodiging voor 3 info sessies via MS Teams:

- Donderdag 08/02 om 14u00
- Woensdag 21/02 om 10u00
- Dinsdag 27/02 om 11u00

Hartelijk dank

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tts digital adoption
solutions

