



Digital Acceleration Solution: User Guide

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DAS User Guide

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USER GUIDE: DIGITAL ACCELERATION SOLUTION

This guide has been designed and developed with DAS and Fiori users in mind. It provides an overview of Baton's, Digital Acceleration Solution (DAS), a Fiori-based suite of system adoption and enablement tools.

For an overview of DAS features, values and benefits, see the sections labelled "DAS Value and Benefits" and "DAS Features Overview" (p. 6).

Terminology Used in this Guide

Course: When used in training scenarios, a course is the curriculum you are building. For example, our ERPsim course is an in-depth overview of Baton's ERPsim Water Distribution Simulation.

Tutorial: Tutorials (can be referred to as modules, sections, chapters and so on) are the building blocks for courses. For example, our ERPsim course is composed of four separate tutorials, "Introduction & Sales", "Profitability", "Replenishment" and "Strategy". Each of these tutorials provides key details on how to use the simulation as well as information on key business processes.

Guider: A guider is a pop up that contains meaningful information for the user. Individual guiders can be chained together to create step-by-step learning scenarios. Combining multiple guider sequences are the backbone of Tutorials.

Notification: Notifications alert users to performance or system issues which require attention and can be linked to guiders.

Evaluation: An evaluation is similar to a quiz, comparing the user's responses with correct answers.

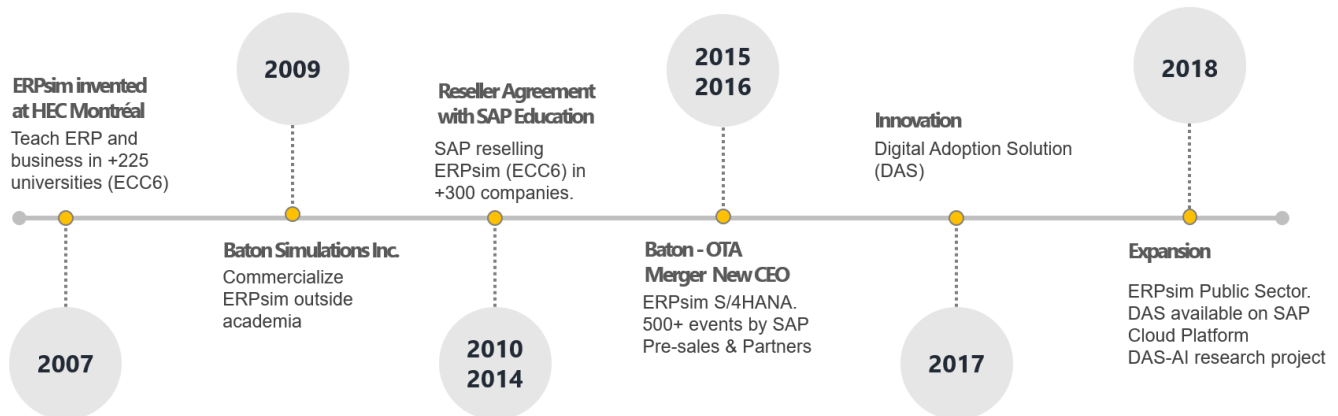
Survey: A survey is designed to collect feedback from the user, either in the form of open-ended commentary or Likert-scale assessments.

TABLE OF CONTENTS

USER GUIDE: DIGITAL ACCELERATION SOLUTION	3
TABLE OF CONTENTS	4
BATON SIMULATIONS.....	5
DAS VALUE AND BENEFITS.....	6
DAS FEATURES OVERVIEW.....	6
DIGITAL ACCELERATION SOLUTION.....	7
PROCESS & IOT VIEWER	8
FIORI MAGIC	10
TRANSLATION MANAGEMENT	11
AUDIT TRAILS.....	13
GUIDERS	14
GUIDED LEARNING	15
TUTORIALS	15
GUIDED TOURS	16
INTELLIGENT ASSIST.....	17
CHAT.....	18
NOTIFICATIONS	19
FREQUENTLY ASKED QUESTIONS.....	20
SEARCH	20
USER SETTINGS	21
SUBMIT COMMENTS, SUGGESTIONS OR REPORT A BUG.....	21
SHARE NOTES	22
SCREENSHOTS	23

BATON SIMULATIONS

We help organizations ***fuel their digital transformation*** by engineering software solutions that are beautifully designed, effective and simple to use.



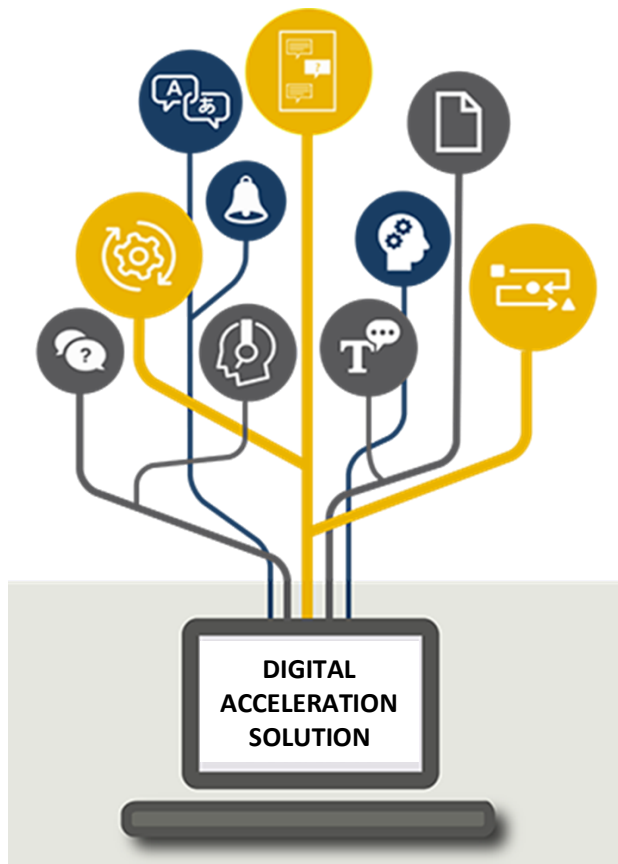
Since 2009, Baton Simulations has been providing organizations with cost-effective ways to introduce employees to the power and possibilities of enterprise software. Thousands of people worldwide have played our games, with results that have helped organizations make informed software decisions, improve user adoption and engagement, increase understanding of business processes and improve cross-silo communication.

Baton Simulations' partner and sister organization, the ERPsims Lab at HEC Montreal, continues to provide innovation and research capabilities, with some of the premier thought leaders in the industry. Together, we can provide off-the-shelf or custom-designed simulation solutions to help you get full value from your enterprise software.

DAS VALUE AND BENEFITS

Facilitate Adoption	Improve Proficiency	Speed up Deployment	Reduce Costs
• Create user specific courses and training materials • Integrate existing Visio process flow diagrams • Intuitively designed and simple to use • Learn on a live SAP S/4 HANA system	• Receive contextual guidance based on user specific roles • Easily collaborate across groups and departments • Reach out to support in the Fiori Launchpad	• Plug & Play - SaaS Architecture, no complex implementation • Author Content in minutes and reduce re-work effort • Seamlessly transport from training to production environments	• Reduce support staff requirements • Remove 3rd party communication software • Software maintenance free • Always run on the latest version of DAS (SaaS)

DAS FEATURES OVERVIEW



Process & IoT Viewer: Interactive overviews of organizational processes, roles and assets



Translation Management: Manage translations in any language with in-app repository



Fiori Magic: Improve usability of Fiori apps: hide or highlight fields, pre-populate data.



Audit Trails: Capture proof of transaction execution with Blockchain option



Organization Board: Access unstructured data or corporate & project web sites



Notifications: System state notifications and alerts that trigger guiders



Guiders: Quickly add rich contextual help for users



Guided Learning: Assemble guiders into tutorials and courses with exams



FAQ: Integrates with guiders, tutorials and notifications



Sticky Notes: Add and share electronic sticky notes with colleagues



Text-to-Speech: Reads any text



Collaboration & Support: Built-in text, voice, video and screen sharing



Intelligent Assist: Speech recognition and natural language processing

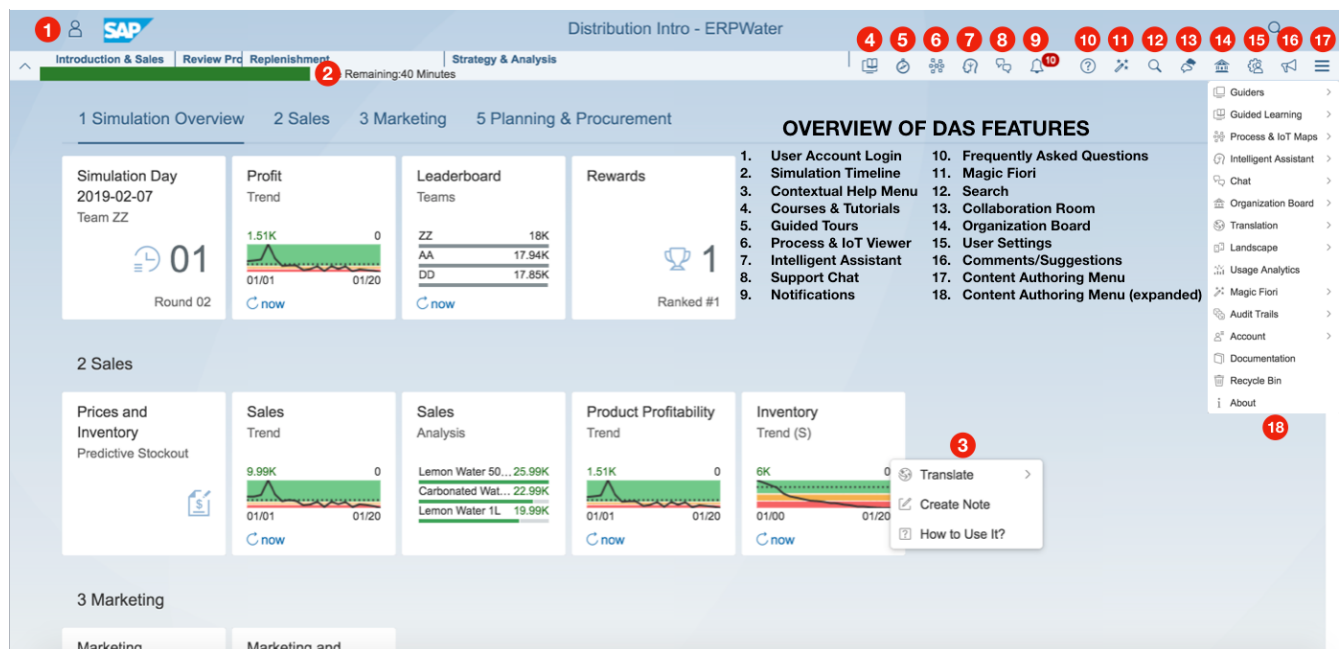
DIGITAL ACCELERATION SOLUTION

Digital Acceleration Solution (DAS), is a cloud-based suite of tools that support SAP users in training and production environments. Leveraging the latest SAP Fiori capabilities, DAS allows users to learn and collaborate directly in their real SAP environment. Say goodbye to off-line simulations and rapidly outdated documentation!

DAS goes beyond traditional online help. Easily configured algorithms monitor real-time SAP processes and trigger alerts and multimedia assistance relevant to the user's critical business tasks; an invaluable feature when dealing with rapid turnover and constant business change. Built-in screen sharing, chat/video and collaboration tools (including electronic sticky notes!) afford real-time collaboration and reduce end user support costs.

A plug and play SaaS architecture and simple content authoring tools make for rapid, cost-effective deployments. Setting up training environments and keeping them up-to-date has never been easier. Automated translation of all text on the SAP screen is done in real-time, with editing and version control capabilities, critical to multi-country roll-outs.

Designed by SAP experts, DAS makes it possible to transport all support objects, or only a subset, from the training environment to the production system in minutes.

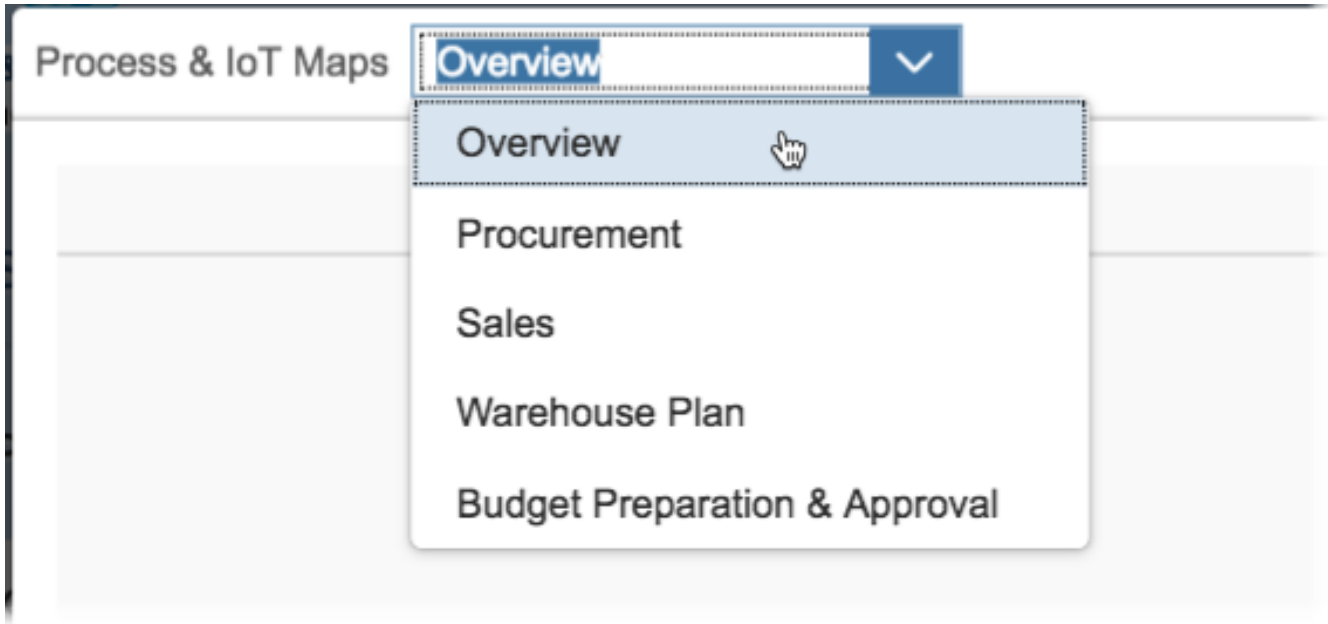


How can Baton's Digital Acceleration Solution help your organization?

Process & IoT Viewer



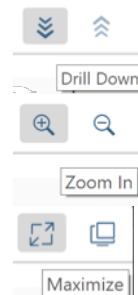
If multiple processes are configured, you can access them from the “Process & IoT Maps” drop-down list.



Move between processes and sub-processes using the <Drill Down> or <Drill Up> icons.

Enlarge or reduce the display using the <Zoom In> or <Zoom Out> icons.

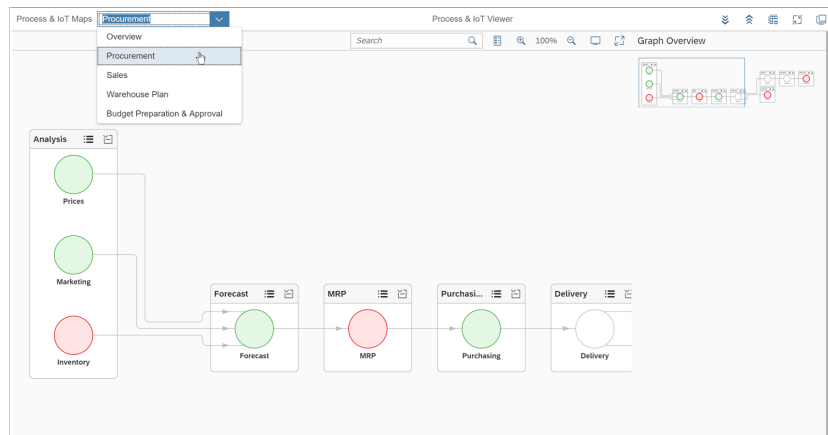
Expand the graph for a full screen view by clicking on the <Maximize> icon. The <Popup Window> to the right of the Maximize icon will launch a separate window to display the process flow diagram.



Process Flows outline the various end-to-end business processes, relevant to the course at hand. They provide an overview of the major process elements and facilitate understanding of the user’s role and designated actions, highlighting moments when the user must intervene (either to prevent significant issues or to better poor performance) The level of detail displayed can be adjusted to the user’s role, for example, an executive role would need only a high-level overview, whereas a front-line employee would drill-down to display more detail.

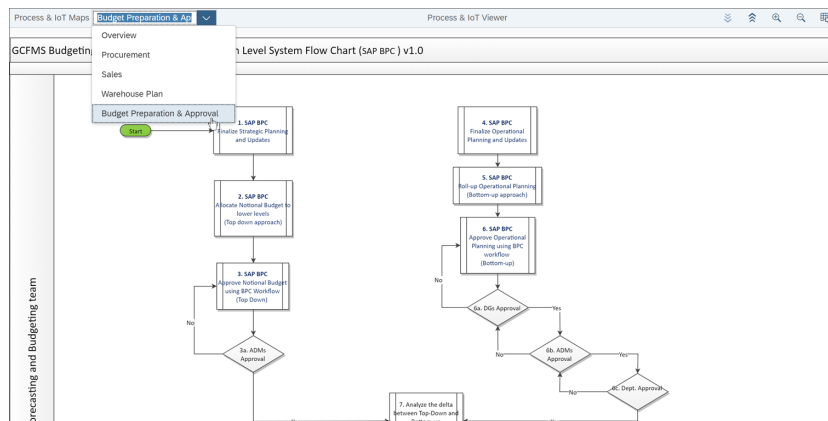
The following images represent three examples for process flow maps. Many other configurations are possible.

Manual Configuration through the Content Authoring menu



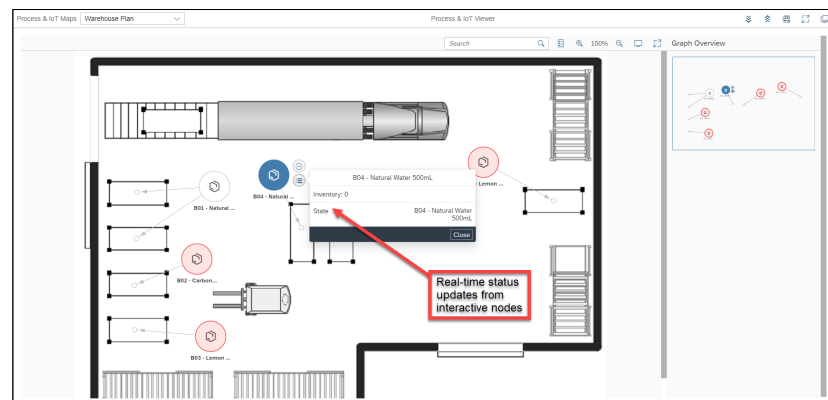
Ability to import a Visio file

Simply drag and drop the Visio file to create a dynamic, interactive diagram.

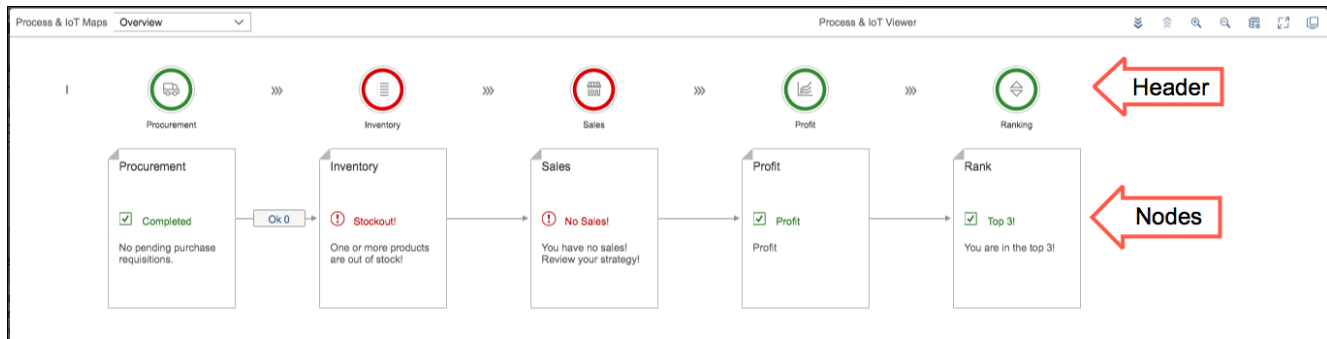


Floor Plan Configuration through the Content Authoring menu or by uploading an image.

Real-time communication with devices and equipment



Example of a manually configured process flow:



The first line of a process is the header. The header contains critical, high-level steps of the process. If configured during development, when clicked, the header components can trigger a guider through the <Need Help?> feature.

The second and subsequent lines of the process represent the nodes. They detail the header and compose the various elements of the process. Also, through various color and image designations, they reflect the state or the status of the node.

After clicking on a node, the following information will be displayed:



- **Text:** description of the status of the node
- **Open Application:** will open the tile linked to the node
- **Need help?** will launch the guider associated with the node
- **Close:** will close the guider

Fiori Magic



Customize any SAP screen with **Fiori Magic**. Configuration options available:

- Enter default values in any field
- Auto-select checkboxes and radio buttons
- Overwrite values
- Highlights fields/elements
- Replace text
- Disable control of buttons, links, dropdowns and so on
- Hide page fragments, buttons and so on
- Adjust size/width of tables
- Auto click buttons, links and so on.

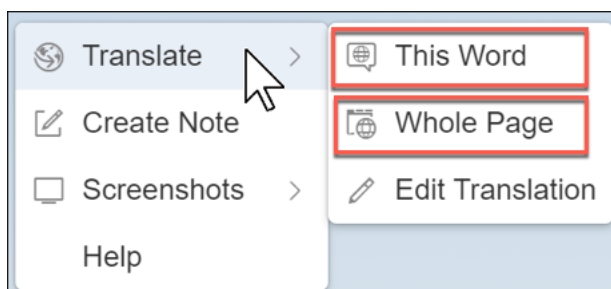
Translation Management

DAS's Translation feature is an on-the-fly translation of Fiori or specific elements in 10+ languages.

Specific texts can be translated without affecting other elements.

Your entire application can also be translated to accommodate users from all around the world.

Instructional texts, guiders texts and all created content in the application can also be translated in 10+ languages.



To translate specific elements of the Launchpad:

- Change the Language Preference in the User Settings as shown in the appropriate section.
- To translate a word, right-click on it and select “Translate” and then “This Word”
 - Make sure the source language is appropriate
 - Make sure the text to translate is correct
 - Click on “Translate”

The Launchpad will update with the translated item.

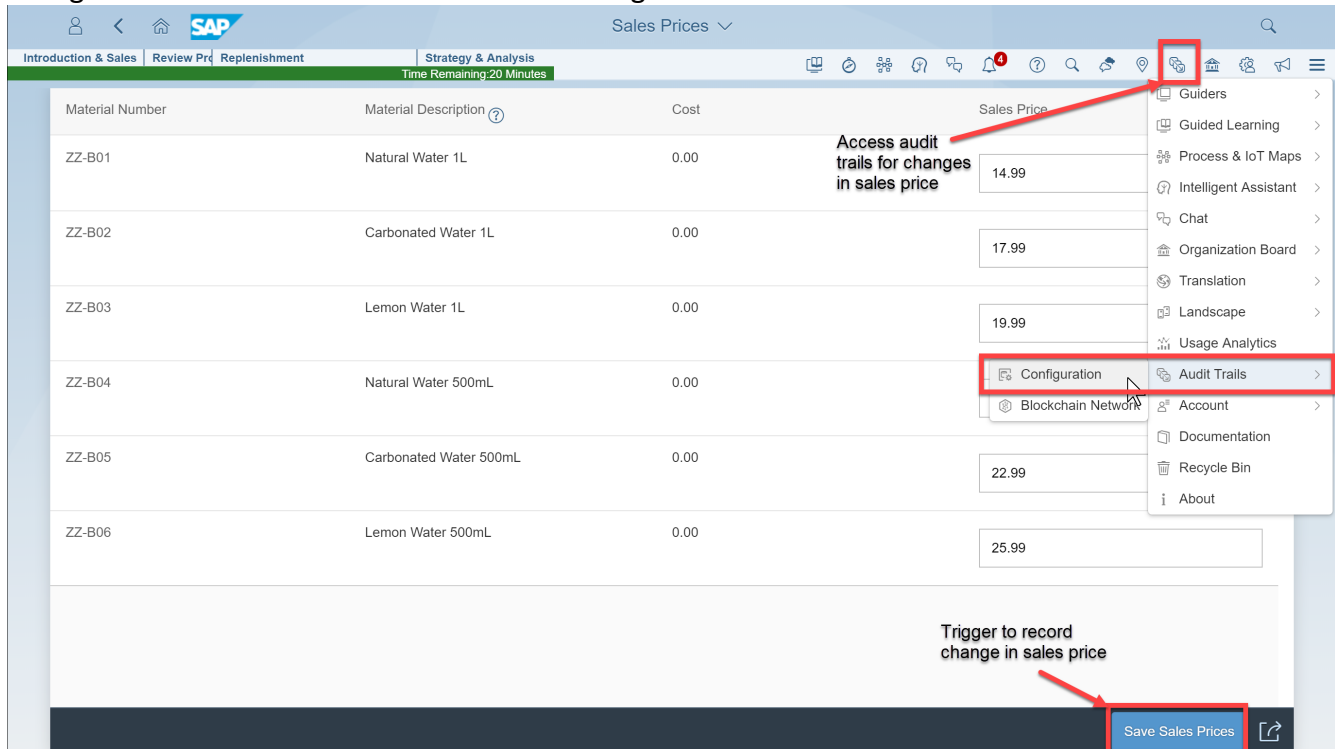
To translate the entire Launchpad:

- Change the Language Preference in the User Settings as shown in the appropriate section.
- Right-click anywhere on the Launchpad, select “Translate” and then “The Whole Page”
 - Make sure the source language is appropriate
 - All the texts on the Launchpad are listed
 - Click on “Translate”

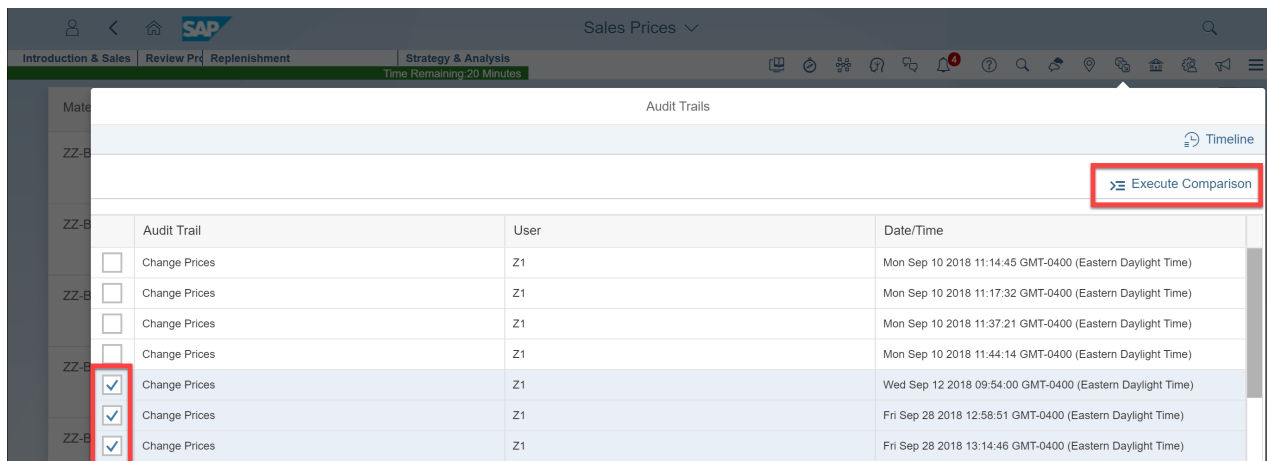
Translations can be modified through “Edit Translation”

Audit Trails

Audit trails for a specific application, such as tracking changes to Sales Price, are configured through the content authoring menu. Once configured, the audit trail icon will appear in the DAS toolbar of the application, as shown in the following image. In this example, the trigger to record the manual change to Sales Price is the user action of clicking the <Save Sales Prices> button.



Each audit record captured by the audit trail is listed with their corresponding User ID and date/time stamp. To compare two or more records in the audit trail, select their corresponding checkboxes, then click <Execute Comparison>



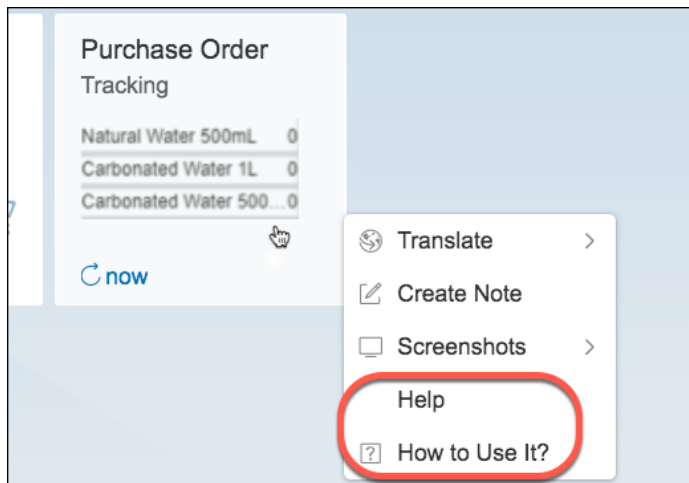
The Snapshot Compare screen will highlight differences amongst the selected records.

Field Name	Wed Sep 12 2018 09:54:00 GMT-0400 (Ea...	Fri Sep 28 2018 12:58:51 GMT-0400 (East...	Fri Sep 28 2018 13:14:46 GMT-0400 (East...
Sales Price/ZZ-B01	15.37	15.37	15.37
Sales Price/ZZ-B02	18.50	18.50	18.50
Sales Price/ZZ-B03	33.33	19.19	19.19
Sales Price/ZZ-B04	22.22	22.22	22.22
Sales Price/ZZ-B05	66.66	66.66	66.66
Sales Price/ZZ-B06	25.23	25.23	26.00

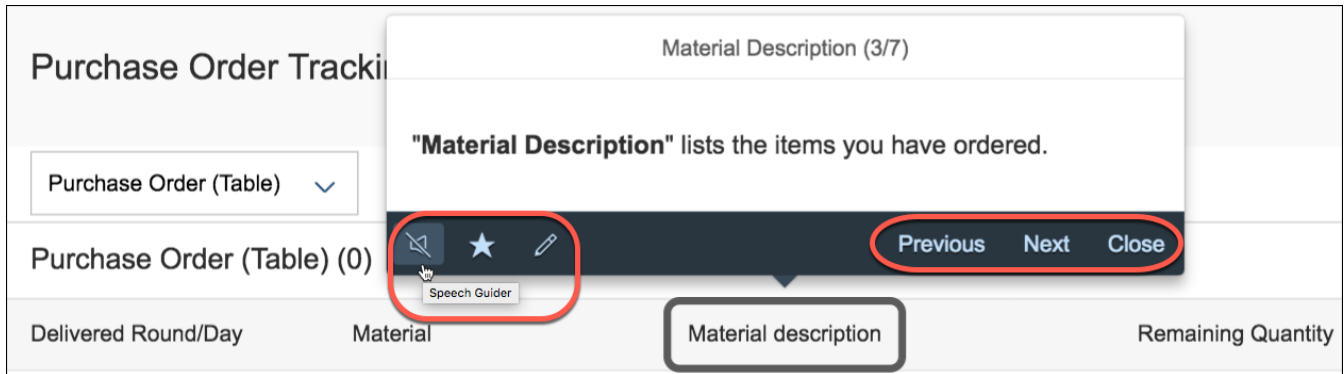
NOTE: Blockchain technology is available to guarantee the accuracy of the audit trail records.

Guiders

Contextual help, in the form of pop-up guiders, are designed to facilitate learning and to promote effective and efficient use of the platform. Each tile is embedded with <Help> and <How to Use It?> features, which showcase step-by-step content and are designed to reduce complexity. To access these features, **right-click on the tile for which you require assistance** and select <Help> or <How to Use It?> from the provided menu.



Move from one guider to the next by clicking the <Next> button in the guider's footer. Click on <Previous> to go back to the previous guider and click <Close> to end the guider sequence. On the left side of the footer, an example of a mouse-over **tooltip** for the <Speech Guider> icon is displayed. When you hover the mouse over a DAS element, a tooltip provides information about it.



Guided Learning

To promote a positive experience when using DAS, a primer course which showcases features and capabilities of leveraging ERPsim Online, has been created. It lasts about an hour (pre-determined duration) and is composed of multiple mini-courses (or tutorials), which are visible on the Fiori timeline.

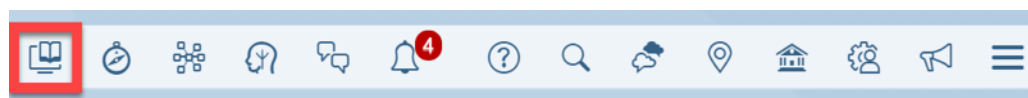


These tutorials are triggered by time and offer a secondary way to provide information to the user while maximizing the structure and use of the guiders.

A tutorial is generally pre-configured to launch a series of guiders, explaining the overall objective of the sessions. Users progress within the series by clicking the <Next> button in the footer. Click <Previous> to go back to the previous guider and click <Close> to end the series of guiders and terminate the tutorial.

When the tutorial is followed by a survey or an evaluation, complete the required fields and submit.

Tutorials



The <Tutorials> icon lists all the tutorials which constitute the overall course.

To start a tutorial, simply click on it's the Tutorial icon and select the tutorial you wish to view. The guider sequence associated to that tutorial will then launch.

Note: Tutorial will only appear in the tutorial list only if their designated timing has passed. For example, if the tutorial is to appear after the 30-minute mark, then it will be available under the Tutorial icon after the 30-minute mark.

Replenishment Process Tutorial (1/15)

You are finally allowed to replenish your inventory.

The following tutorial will provide an overview of the gameplay decisions you need to make:

- **Replenish Inventory:** Determine your replenishment requirements and go through the replenishment process.
- **Manage Prices:** As done previously.
- **Invest in Marketing:** As done previously.

To learn the various steps in the replenishment process, click "**Continue Tutorial**" on the bottom right.



Continue TutorialPLAY NOW!

Guided Tours



Guided tours display contextual help content relevant to what user currently sees on screen, “just in time” for when they need to complete a task.

Much like tutorials, they are comprised of a series of guiders sequenced together to help the user learn business processes and tasks. They differ from tutorials in that they are not part of a course and do not include an evaluation to test the user’s knowledge.

Intelligent Assist



The <Intelligent Assistant> feature has been designed to answer inquiries through speech recognition and command as well as text.

Choose to either type questions within the text area and submit, or click on the <Microphone> icon to speak and request assistance.

Intelligent Assistant

Click on the microphone icon and begin speaking.



IA: What would you like to do?



Post something here



Some requests may be blocked by a pop-up. Always access through your browser to make sure you get the help you need.

Chat



The <Chat> feature connects users to other users as well as to a designated support team.

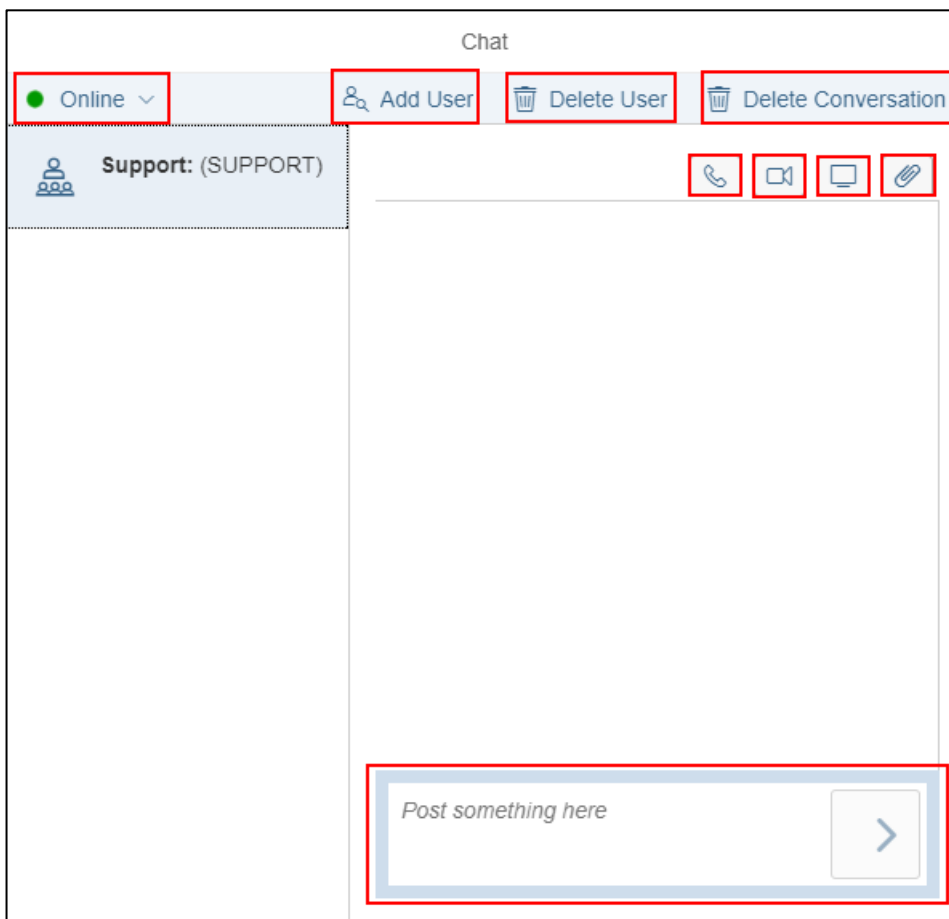
<Add User> to get users on your list of contacts.

<Delete User> to remove users from your contact list.

To initiate a conversation with a user,

- Select the user from your list.
- Type your message in the text area and send it
- Click the <Cell phone Call> icon to initiate an audio call
- Click the <Camera Call> icon to initiate a video call
- Click the <Share Screen> icon to share your screen with a user
- Click the <Share File> icon to attach a file and send it to a user

<Delete Conversation> to remove a conversation from your list.



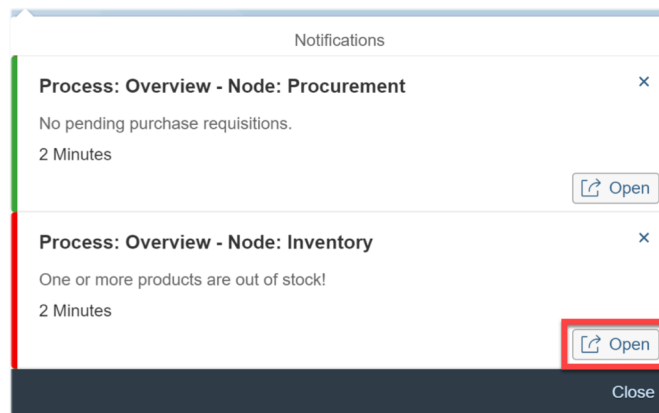
Notifications



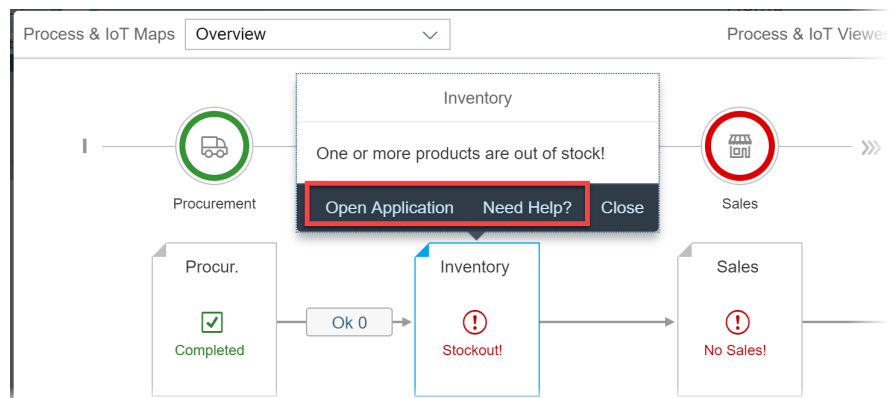
Notifications alert users to performance or system issues which require attention and can be linked to guiders. The number displayed on top of the icon represents the number of new notifications awaiting review. End-users can also personalize triggers through the <My Triggers> configuration.

By selecting the notifications icon, detailed information regarding each alert, its status (orange for critical, green for positive, red for negative) and the node it refers to in the process flow will be display.

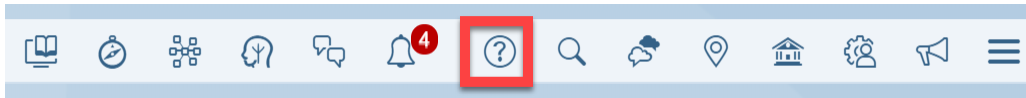
The second notification alerts users that product(s) are out of stock. The node to which it is referring to has also been included in the title (Node: Inventory). After clicking on “Open”, the process flow will open the Inventory node of the Overview Process.



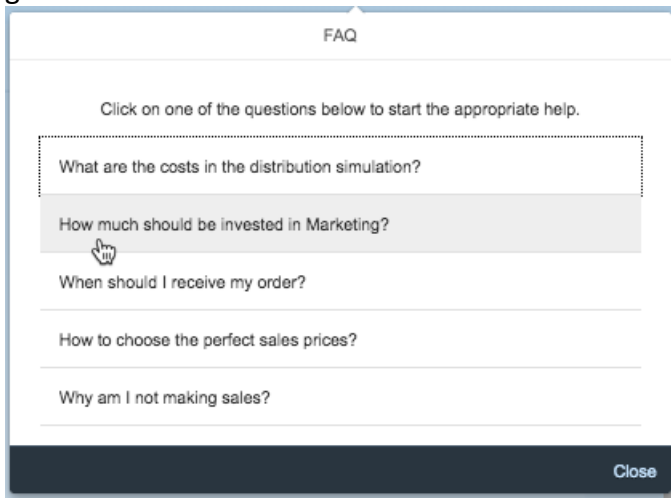
From here, there are two options. Choose to open the Inventory application (“Open Application”), or ask for help (“Need Help?”) and get guidance regarding possible resolutions for issue.



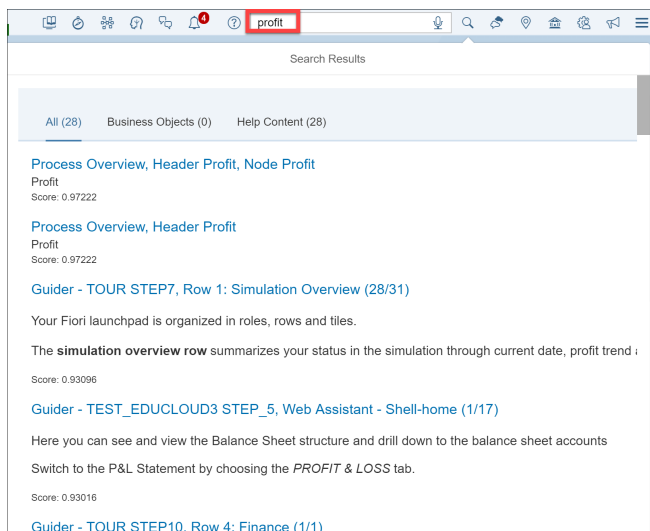
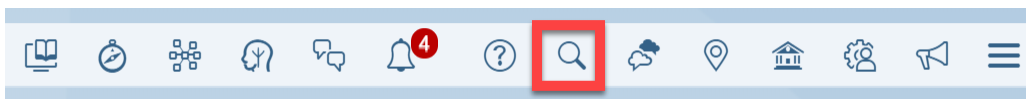
Frequently Asked Questions



Users have a question about DAS or the simulated Fiori environment? Visit the Frequently Asked Questions through the <FAQ> icon and read the questions and responses which have been common amongst most users. The answers provided may be in the form of a one-time pop-up or a series of guiders.



Search



Clicking on the <Search> icon reveals a search field which accepts text or voice input. Once the search parameters are submitted, results are generated from both DAS and SAP elements.

Business Objects = back-end SAP objects (invoices, purchase orders, etc.)

User Settings



Some user-based features can be edited through the <User Settings> menu.

For example, change the language of the interface/launchpad (10+ languages available). You can also change your profile image. Either create an avatar or take your photo to personalize the look and feel of the interface.

Submit Comments, Suggestions or Report a Bug



Want to share feedback with the development or training team? Make suggestions for future product deployments? Report troublesome system bugs?

The <Submit Comments, Suggestions, Report a Bug> icon provides an opportunity to submit feedback. The comments are entirely anonymous, so feel free to share openly.

Submit Comments, Suggestions, Report a Bug

Enter your comment...

*Please note that your comments are anonymous, so unfortunately we will not be able to reply.

Send

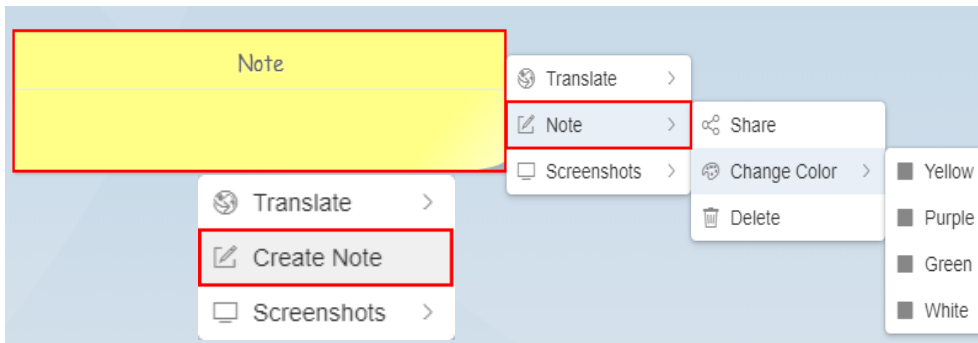
Close

Share Notes

Designed to improve collaboration, the sticky notes feature provides a medium to share pivotal pieces of information with anyone in the system.

Create a note first and then share it. Here are the steps:

- Right click anywhere on your screen.
- Select <Create Note>.
- The yellow post-it appears by default.
- Type whatever content into the white space

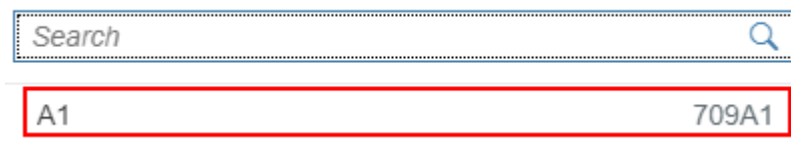


Change the color of your note for a more personalized experience:

- Right-click on the note
- Select “Note”
- Select “Change Color”
- Choose your favorite color from the list.

Share the note with other users and promote collaboration:

- Right-click on the note
- Select “Note”
- Select “Share”
- Select the user you want to share the notes to from the list of active users.



Once a note is shared, “Shared” will appear at the bottom of your screen as confirmation.

Sharing a note is not mandatory, it can remain personal.

Keep it posted to the Dashboard as a reminder and with every log-in, the note will appear until it is deleted.

NOTE: A shared note will be sent as an image. Therefore, changes made to personal notes, will not be included in shared notes (i.e. colleagues will not receive updated sticky notes and any changed notes must be re-shared).

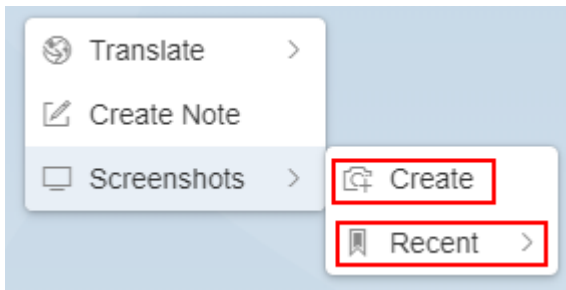
Screenshots

Using the Screenshot feature, enables screen capture from directly within the Fiori Dashboard.

Once recorded/captured, all files will be saved and fully accessible from within the cloud.

To enable this feature, install the Chrome extension for Digital Acceleration Solution for SAP S/4HANA provided by Baton Simulations from the following link:

<https://chrome.google.com/webstore/detail/digital-adoption-solution/oimdkjdedcmedjpogpnlcnpdjnbfpedd>



To create a screenshot:

- Right-click anywhere on the launchpad
- Select “Screenshots”
- Select “Create”

To review previously created screenshots:

- Right-click anywhere on the Launchpad
- Select “Screenshots”
- Select “Recent”

