Digital Acceleration Solution:

Authoring and Configuration Guide

Revised April 2019

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DAS Authoring and Configuration Guide

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CONFIGURATION GUIDE: DAS SOLUTION

This guide has been designed and developed with content authors and configuration experts in mind. It provides key configuration details for the Digital Acceleration Solution (DAS), a Fiori-based suite of user performance and collaboration tools.

For an overview of DAS features, values and benefits, see the sections labelled, "DAS Value and Benefits" and "DAS Features Overview" (p. 7).

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. They can be linked to guiders.

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

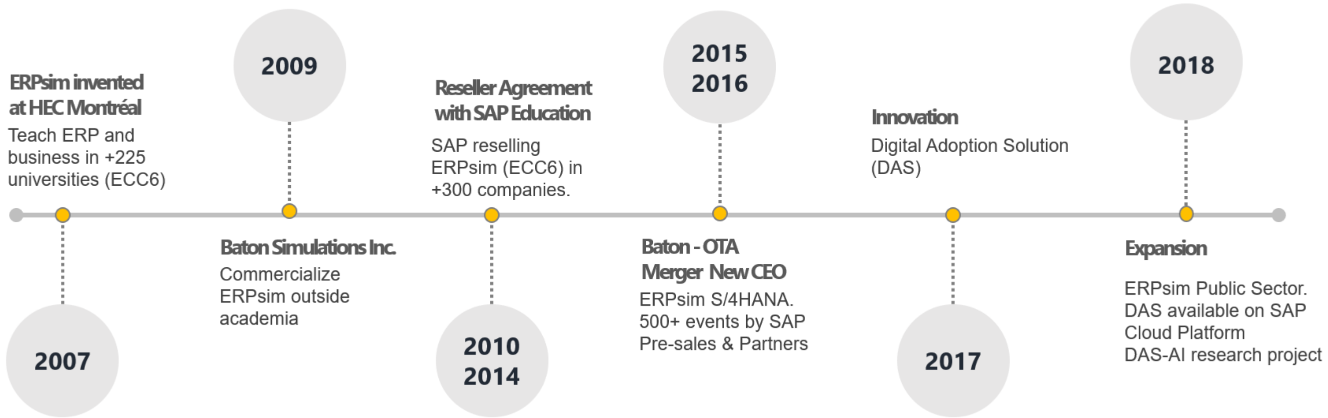
Survey: A survey is designed to collect feedback from the user, either in the form of open-ended commentary or Likert-scale assessments.

TABLE OF CONTENTS

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 staff 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 process and improve cross-silo communication.



Baton Simulations' partner and sister organization, the ERPsim 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.

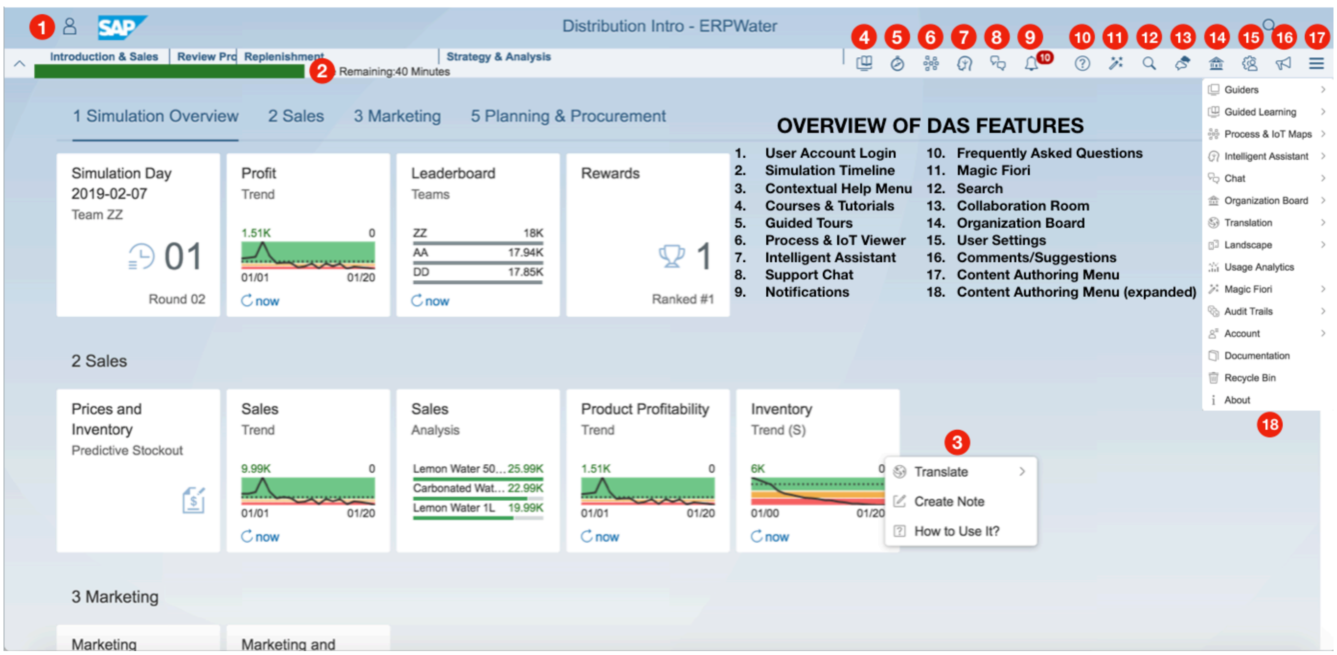
DIGITAL ACCELERATION SOLUTION

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 the real SAP. 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?

DAS VALUE AND BENEFITS

Facilitate Adoption

- 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

Improve Proficiency

- Receive contextual guidance based on user specific roles
- Easily collaborate across groups and departments
- Reach out to support in the Fiori Launchpad

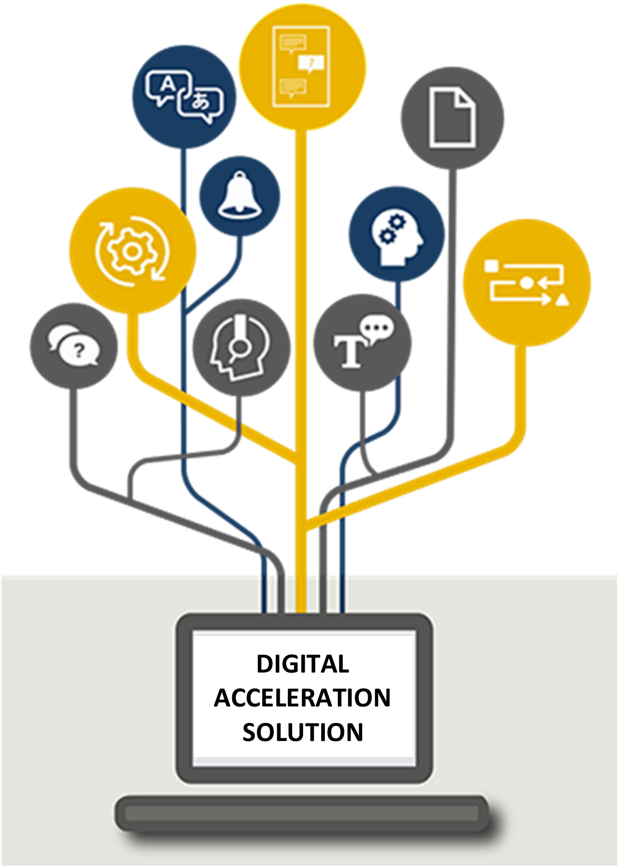
Speed up Deployment

- Plug & Play - SaaS Architecture, no complex implementation
- Author Content in minutes and reduce re-work effort
- Seamlessly transport from training to production environments

Reduce Costs

- 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

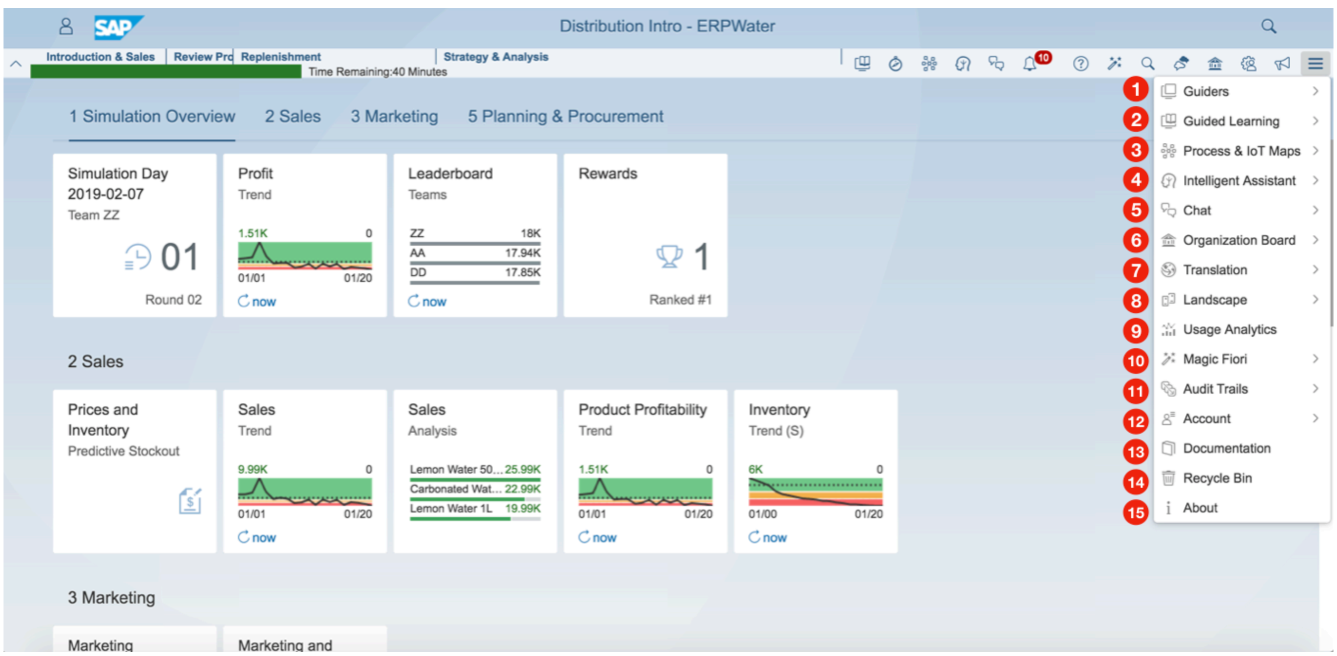
Intelligent Assist: Speech recognition and natural language processing

CONTENT AUTHORING MENU

The Digital Acceleration Solution content authoring menu provides access to system configuration options. To view the content authoring menu, find the ☰ icon, located in the upper right-hand corner, at the end of the DAS ribbon:

Through the content authoring menu, **content authors and developers** will be able to:

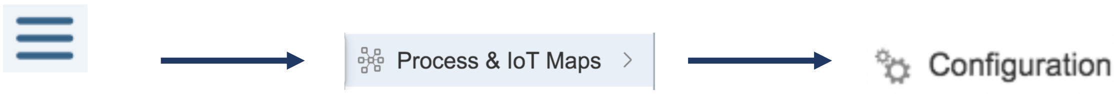
- Configure **Fiori Magic**
- Create **Guiders** (Contextual Help)
- Create **Courses** & **Tutorials**
- Design & Develop **Process Flow** Diagrams
- Configure **Intelligent Assist**
- Configure **Chat Support** Functions
- Configure **Translation** Hub and Services
- Configure **Landscape** Transport
- Access **Account** Information



1. Create, review, edit, configure guiders and contextual help
2. Compile and connect guiders to create courses as well as create surveys and evaluations
3. Configure process flow diagrams
4. Configure intelligent assistant and review data sources
5. Configure chat functionality, queues and users
6. Configure organization board title, icon, sections
7. Access text dictionary and configure translation hub
8. Transport data to other instances and access account information
9. Access usage statistics for DAS elements
10. Streamline and customize any SAP screen
11. Configure audit trails; access Blockchain Network information
12. Account information, feature activation, user management
13. Guides for: Administration, User, Configuration, DAS Terms & Privacy Policy
14. View and restore deleted items
15. Information on Baton Simulations

Process & IoT Viewer

QUICK STEPS



<AUTHORING MENU> < PROCESS & IoT MAPS> <CONFIGURATION>

The process and IoT Viewer feature can be used to map organizational processes and roles. These processes can be attached to alerts and help menus. Maps can be configured manually or you can import an external image or file, such as Visio process flow map.

Before creating a process or IoT map, it is important to detail and draw the process which will be created. It makes configuring simpler and fluid.

Access the **<Content Authoring>** menu, select **<Process & IoT Maps>** and then **<Configuration>**. From the Process & IoT Maps <Authoring & Configuration> window:

Select <Create a New Process or IoT Map>

- **Identificator**: Identifies the version you are using
- **Name**: The name of the process
- **Type:** Select either *Process Map* or *IoT Map*
- **Model:** Select one of four options -- *Linear, 2D, Network* or *Free Style*
- **Submap Id**: If you are developing a multi-tiered process, the submap will be embedded within the parent process; to access the sub-process, use the drop-down menu from the parent process

Manual Configuration

To illustrate an actual case, a **Process Flow** for a distribution company (parent process of procurement, sales and delivery) will be described below.

→ **Processes** are composed of **Headers** and **Steps**.

→ **Headers** are the first level of your process. They are high-level processes defining your business. In our example, these processes are procurement, sales and delivery.

To create a header:

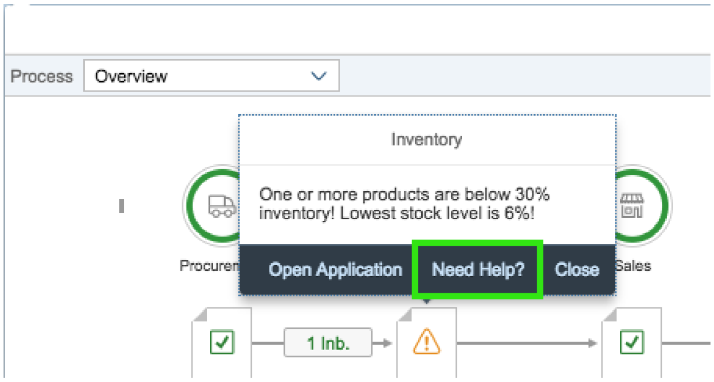
- Select <Add Header>, this will open <Add New Header>

- On the <Add New Header> window, insert:
  - **ID**: A unique identifier for your header
  - Text: The name of your header
  - **Icon**: select an icon that corresponds to the header
  - **Guider/Step**: Guider and step accessed from that header
  - **Submap Id**: Identification tag for the sub process, if a sub process exists
- Click on <Save>
- For the next headers to be created, verify whether they will be created before or after the selected header

Nodes are the second level of your process and part of the headers. There can be one or many steps to a single header. In the above example, nodes to the purchasing process would be to create purchase requisitions, create purchase orders, submit purchase orders, goods receipt and payments to the vendor.

To create a step:

- Select <Add Step>
- On the <Add New Step> window, insert:
  - **ID**: Unique identifier for this step
  - **Title**: Title of this step
  - **Title Abbreviation**: Short version of title
  - **Long Text**: Text appearing on step details
  - **Type**: Single (whether this is an individual step) or Aggregated (whether there are multiple levels for this particular step)
  - **Guider:** A guider or guider sequence can be attached to this step; it will be displayed as 'Need Help' (or the text of your choosing) on the guider



  - **(Guider) Step**: The specific guider step which is to be displayed (it need not be the first guider in the sequence)
  - **State**: The initial state (and how it is displayed) of this step; e.g. whether the step will be red for 'critical', green for 'ok' and so on
  - **State Text**: Text displayed for this particular state; e.g. 'critical' or 'attention needed'
  - **Highlighted**: Activating highlights the step (a border will be displayed around the step)
  - **Navigation Semantic Object** (see 'Open Application' below): Activates the ability to open the distinct application where the user's attention is required. For example, if

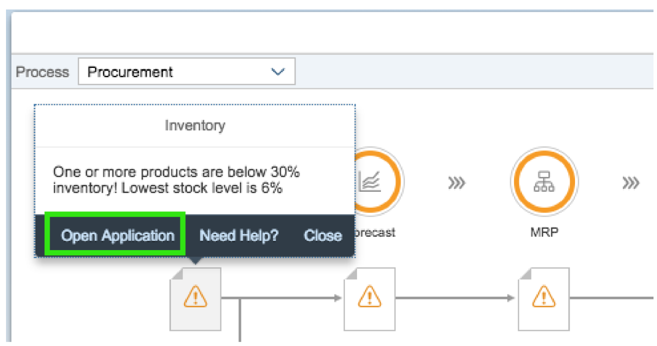
inventory is low, the user will be taken directly to the inventory tile; to configure, specify which tile and/or report will be attached to the process flow with information extracted from destination URL

- **Navigation Action** (see 'Open Application' below): Activates the ability to open the distinct application where the user's attention is required. For example, if inventory is low, the user will be taken directly to the inventory tile; to configure, specify which tile and/or report will be attached to the process flow with information extracted from destination URL
- **Navigation Parameter** Activates the ability to open the distinct application where the user's attention is required. For example, if inventory is low, the user will be taken directly to the inventory tile; to configure, specify which tile and/or report will be attached to the process flow with information extracted from destination URL
- **Children**: Specify whether this step will be connected to other steps

- Click on **<Save>**
- For successive steps to be created, use the positioning buttons (insert before or after)

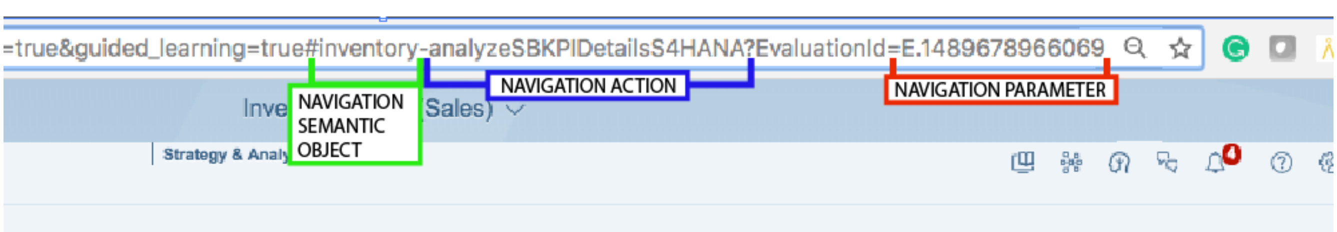
→ **'Open Application': Navigation Semantic Object, Action and Parameter**

As mentioned above, 'Open Application' can be activated by designating the navigation semantic object, navigation action and navigation parameter of the destination application.



To configure 'Open Application' feature, navigate to the destination application and find the following identifiers within the URL:

- **Navigation Semantic Object**: In the example below, **[inventory]**; all text after "TRUE#" and before "-analyze"
- **Navigation Action**: In the example below, **[analyzeSBKPIDetailsS4HANA]**; all text after "inventory-" and before "?EvaluationId"
- **Navigation Parameter**: In the example below, **[E.1489678966069]**; all text after "EvaluationId="



→ **Process Flow Triggers**

Triggers can be added to steps and provide performance alerts, pinpointing the particular step of the process where user attention is required. Multiple triggers can be configured for the same step.

To add a trigger:

- Select the <Step> for which you want to add a trigger
- Click <Add Trigger> on the bottom right of the screen
- On the <Define a Trigger> window, insert:
    - **Label**: Unique identifier for the trigger
    - **Condition**: Operation associated with the variable; under what conditions will the trigger be activated
    - **Value Limit**: Value associated to the condition; at what value will the trigger be activated
    - **State**: Whether the condition will be displayed as positive, critical, neutral or negative
    - **State Text**: Text which will appear for the selected state, as defined above
    - **Long Text**: Extended text or description, if necessary
- Optional Configurations:
    - **Trigger Notification**: Activate this setting for alerts to appear as notifications
    - **Play Sound**: Activate to enable an audio cue when the conditions of the trigger are met
    - **Mobile Notification**: Activate to enable notification on a registered mobile device.

Notifications

Notifications are system state-based alerts, created and displayed through back-end configurations.

Notifications can be linked to guiders and learning materials to help the user successfully perform tasks. They are configured while developing the “Process Flow” diagram, when structuring triggers and steps for each header

If system state alerts are not classified as “Notifications”, only trigger alerts will be available to the user. They will not be able to see these notifications in the dropdown “Notifications” menu in the DAS ribbon. Embedded within notifications is direct access to the process flow.

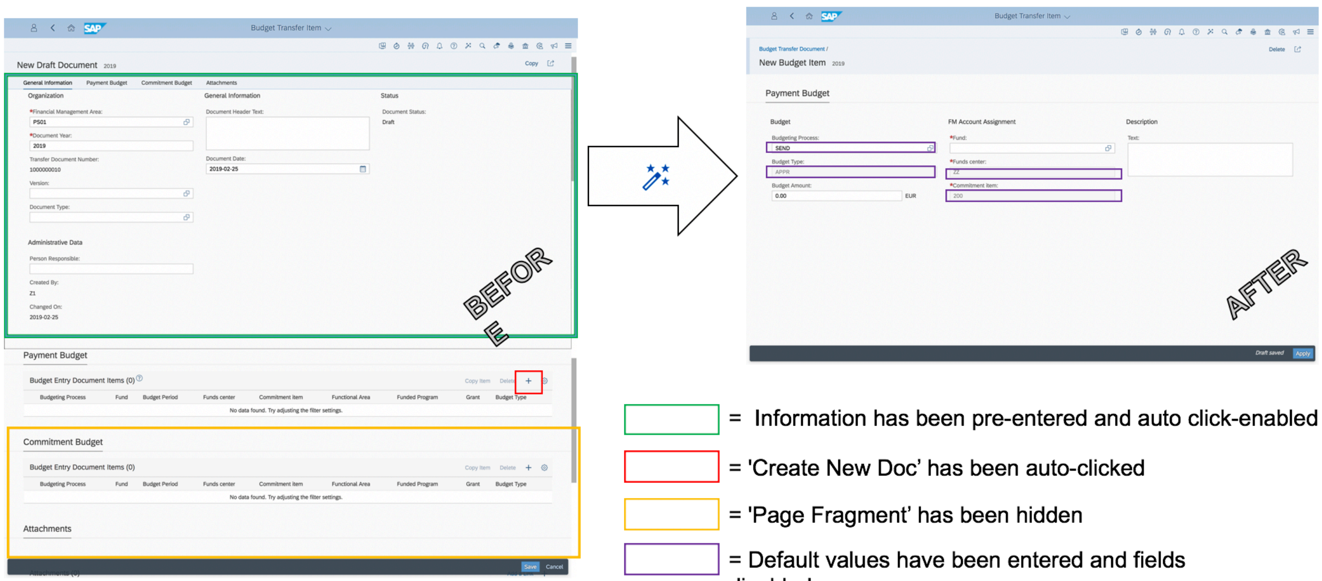
To configure Notifications, please refer to the DAS & OData Services document.

Fiori Magic

QUICK STEPS

Configuration

<AUTHORING MENU> → <FIORI MAGIC > → <CONFIGURATION>



= Information has been pre-entered and auto click-enabled

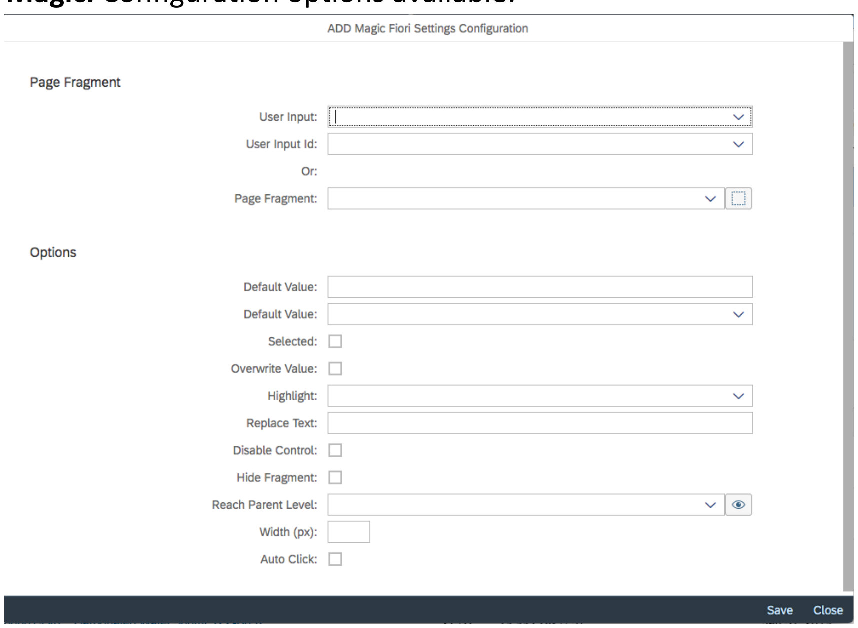
= 'Create New Doc' has been auto-clicked

= 'Page Fragment' has been hidden

= Default values have been entered and fields disabled

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.



To configure Fiori Magic:

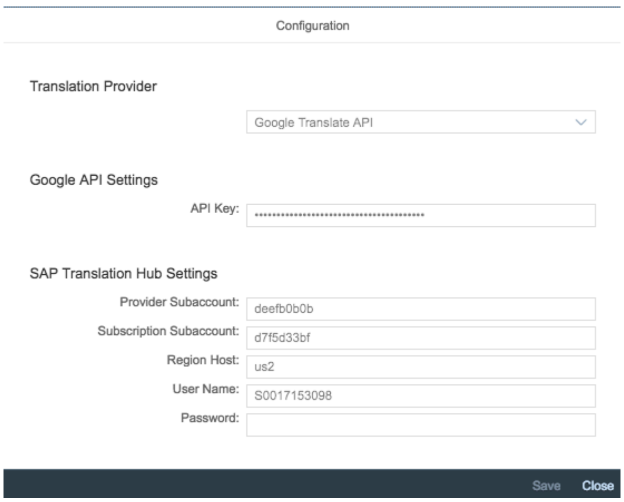
- Access the **Fiori Magic configuration screen** from the authoring menu
- Click **+New Configuration**
- Enter an ID and a name (be descriptive)
    - Configurations are contextual (each Fiori 'screen' you wish to customize will need a new configuration)
- Select your newly created configuration from the drop down
- Click **+Add** (this will open the Fiori Magic configuration options
    - Select a User Input from the drop down list (this list will be pre-populated with all available options)
    - To select a Page Fragment, click on the box button
    - Configure the options available.

Translation Management

QUICK STEPS

<AUTHORING MENU> < TRANSLATION> <DICTIONARY> <CONFIGURATION>

Digital Acceleration Solution's **"Translation"** feature enables on-the-fly translation of the entire Fiori Dashboard or of specific elements in 10+ languages (English, Arabic, Chinese, Danish, German, Spanish, Farsi, Finnish, French, Japanese, Korean, Portuguese, Russian, Sinhalese, Swedish, Turkish with many more to come).



DAS' Translation engine has been pre-configured with the Google Translate API, as well as the SAP Translation Hub. To configure Translation using other providers, contact Baton Support (support@batonsimulations.com) for details.

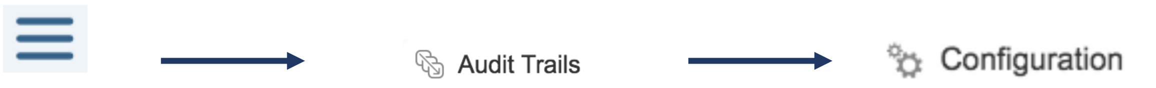
To translate specific texts, use the text dictionary, available through <Content Authoring Menu>, <Translation> and then <Text Dictionary>:

- Enter the Content Texts
- Enter Desired Output Language

- Select Translate Texts

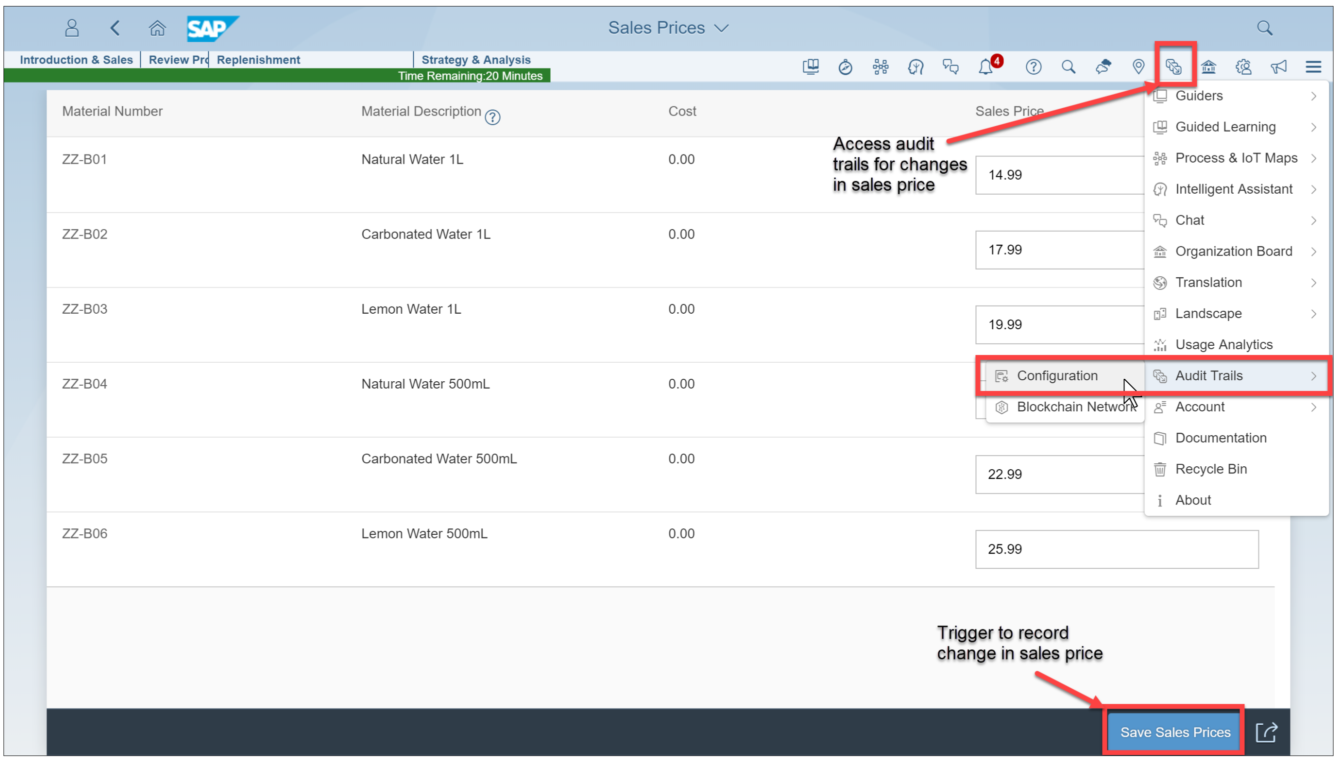
Audit Trails

QUICK STEPS

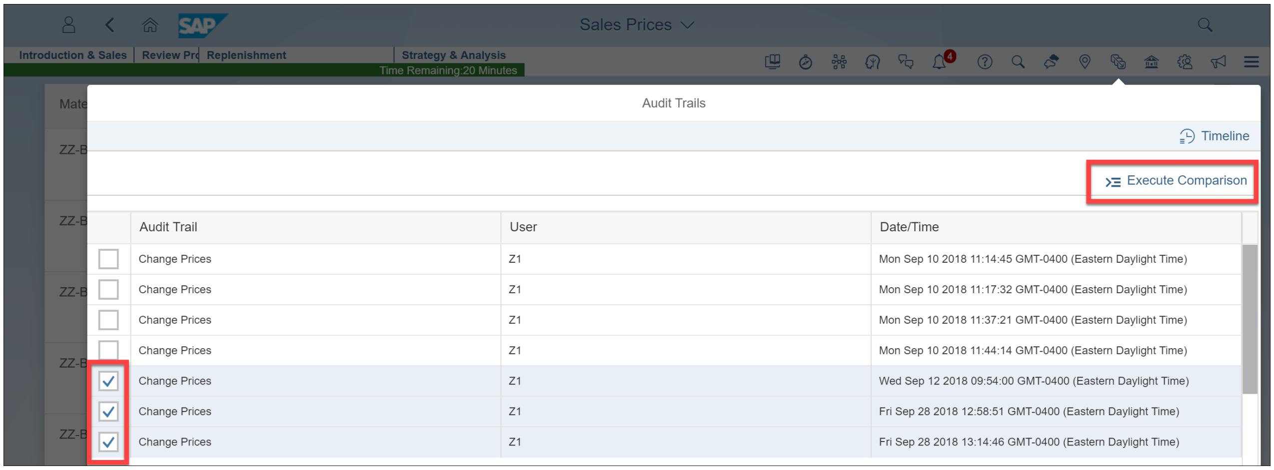


<AUTHORING MENU> < AUDIT TRAILS> <CONFIGURATION>

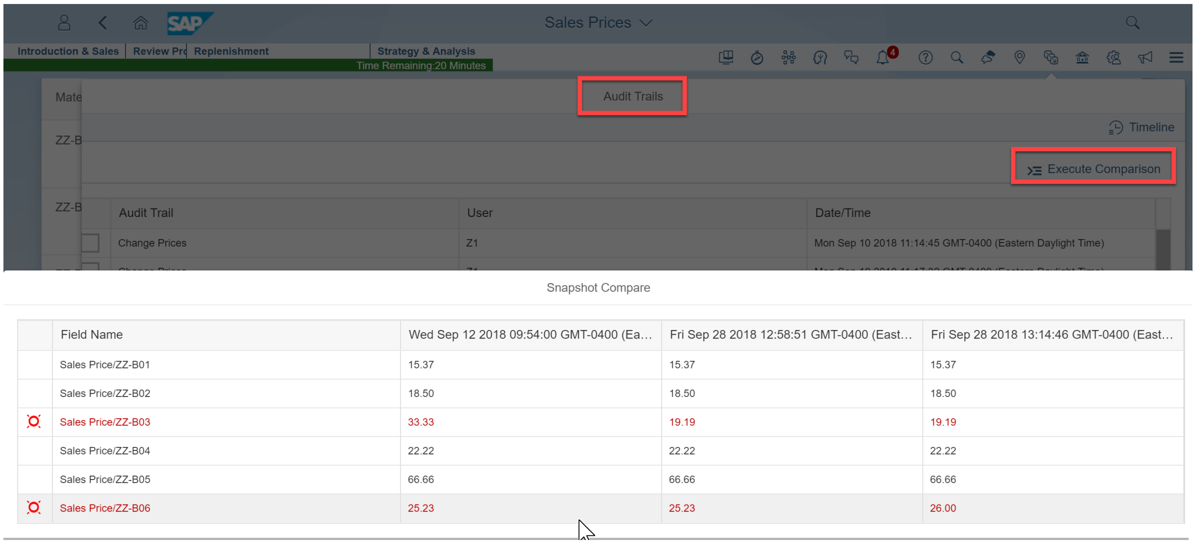
Audit trails for a specific application, such as tracking changes to Sales Price, are configured through the content authoring menu. Once configured, the audit trail icon will appear in the DAS toolbar of the application, as shown in the following image. In this example, the trigger to record the manual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



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

Guiders

QUICK STEPS

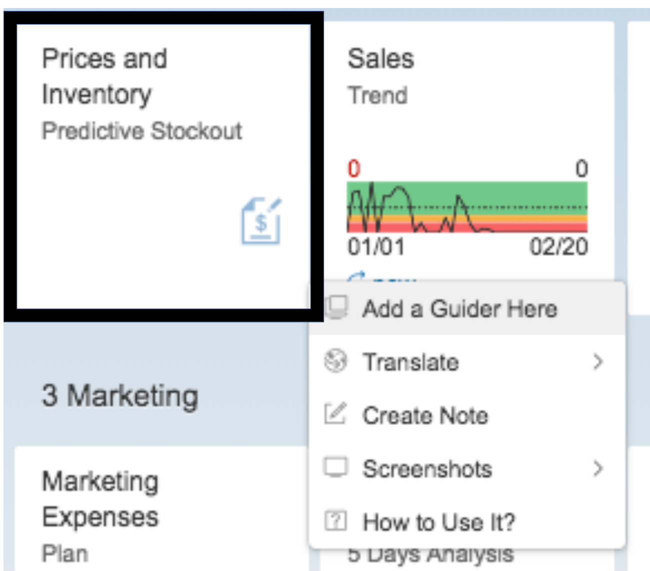
<AUTHORING MENU> < GUIDERS> <NEW GUIDER>

A guider is a pop-up media box providing information to the user. Guiders can be single or connected together to provide information or instruction to users. Guiders provide guidance on how to use the application features or convey course content.

Create Guiders

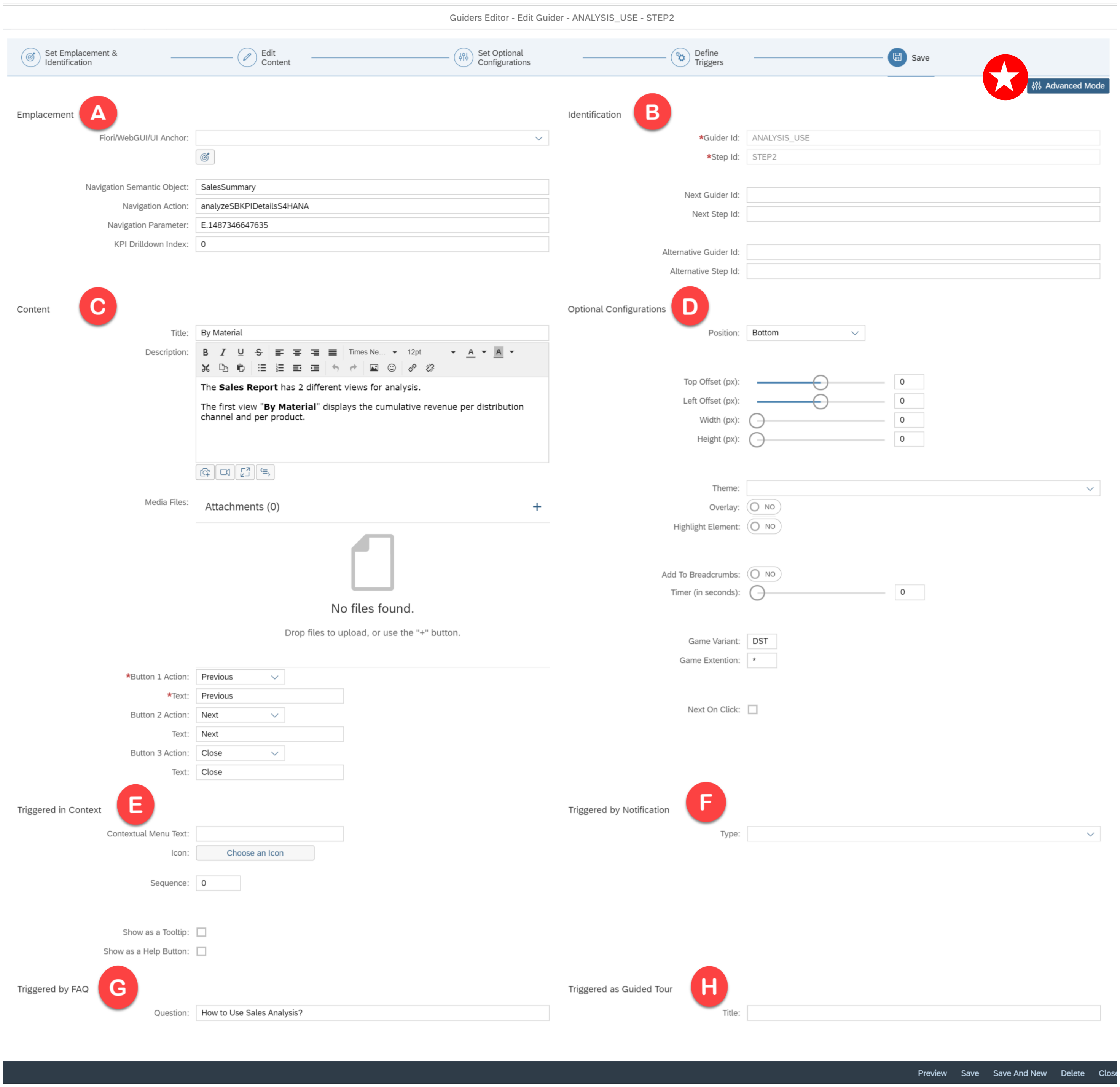
To create a guider, start by accessing the menu and choosing your anchor point:

- Access the Content Authoring Menu
- Select **<Guiders>**
- Select **<New Guider>**
- Highlights will appear when hovering your mouse over a valid anchor on the Fiori dashboard (Green is best).
- Identify the element to anchor the guider to (e.g. transaction, application, report or anywhere on your Fiori dashboard)
- Anchor the guider by **right-clicking** and selecting **<Add a Guider Here>** from the pop-up menu
- The <**Guiders Editor – Create a New Guider>** menu will launch in a new window.



In the <Guiders Editor - Create a New Guider> content authoring menu, complete the following fields with requisite information (screenshot and further details follow):

A. Emplacement (positioning and anchor points)
B. Identification (labelling and categorizing)
C. Content (text/media authoring)
D. Optional Configurations (aesthetics)
E. Triggered by Contextual Menu
F. Triggered by Notification
G. Triggered by FAQ
H. Triggered by Guided Tour


Guiders Editor - Edit Guider - ANALYSIS_USE - STEP2
Set Emplacement & Identification
Edit Content
Set Optional Configurations
Define Triggers
Save
Advanced Mode
Emplacement
A
Fiori/WebGUI/UI Anchor:
Navigation Semantic Object: SalesSummary
Navigation Action: analyzeSBKPIDetailsS4HANA
Navigation Parameter: E.1487346647635
KPI Drilldown Index: 0
Identification
B
*Guider Id: ANALYSIS_USE
*Step Id: STEP2
Next Guider Id:
Next Step Id:
Alternative Guider Id:
Alternative Step Id:
Content
C
Title: By Material
Description:
The Sales Report has 2 different views for analysis.
The first view "By Material" displays the cumulative revenue per distribution channel and per product.
Media Files:
Attachments (0)
No files found.
Drop files to upload, or use the "+" button.
*Button 1 Action: Previous
*Text: Previous
Button 2 Action: Next
Text: Next
Button 3 Action: Close
Text: Close
Optional Configurations
D
Position: Bottom
Top Offset (px): 0
Left Offset (px): 0
Width (px): 0
Height (px): 0
Theme:
Overlay: NO
Highlight Element: NO
Add To Breadcrumbs: NO
Timer (in seconds): 0
Game Variant: DST
Game Extention: *
Next On Click:
Triggered in Context
E
Contextual Menu Text:
Icon: Choose an Icon
Sequence: 0
Show as a Tooltip:
Show as a Help Button:
Triggered by Notification
F
Type:
Triggered by FAQ
G
Question: How to Use Sales Analysis?
Triggered as Guided Tour
H
Title:
Preview
Save
Save And New
Delete
Close

★ *Advanced Mode*

To access all guider configuration features, click **<Advanced Mode>**

A *Emplacement*

Information for this section is automatically populated when selecting an anchor in the home screen.

To change the guider's anchor, select **<Reposition>** 

B *Identification*

- **Guider ID**: Enter a meaningful and simple Identification tag for the guider:
    - For example, if you are creating an 'introduction guider', the ID could be [INTRO]. We recommend using the same Guider ID for all guiders of a series.
- **Step ID**: Enter the 'step' for your guider. If your guider is the first of a series, you could call it [STEP1], but we recommend using specific descriptors [INTRO1].
- **Next Guider Id & Next Step ID**: This is for guider chaining. When creating a new guider it will be automatically populated for a series (refer to Guider Chaining and Guided Learning for details). To use an existing guider, enter the Guider Id and Step Id of the existing guider.

C *Content*

- **Title**: The title for your specified guider. It will appear at the top of the guider, in the header, when accessed by your user.
- **Description**: The informational content, such as step-by-step instructions, you wish to include in your guider. The HTML text editor allows for a wide range of formatting options for:
    - **Text** (typeface, font size, embellishments and so on).
    - **Multimedia:** Add rich multimedia (images, videos).
    - **Links to Documentation:** Classic documentation (Word, PDF) can be uploaded and will appear as a downloadable URL).
        - To upload multimedia or documentation, click **<Upload>** from **Media Files**, choose your content and click on **<Add Media>**.
- **Button Action**: Add buttons to your guider, such as "Next", "Previous" and "Close".
- **Button Text**: Text on the button which will be visible to your users. For example, the "Button Action" of "Next" can have the "Button Text" of "Forward".

D *Optional Configurations*

- **Position**: Choose the orientation of your guider relative to its anchor. The guider can be situated on the left, right, on top or at the bottom of its anchor.

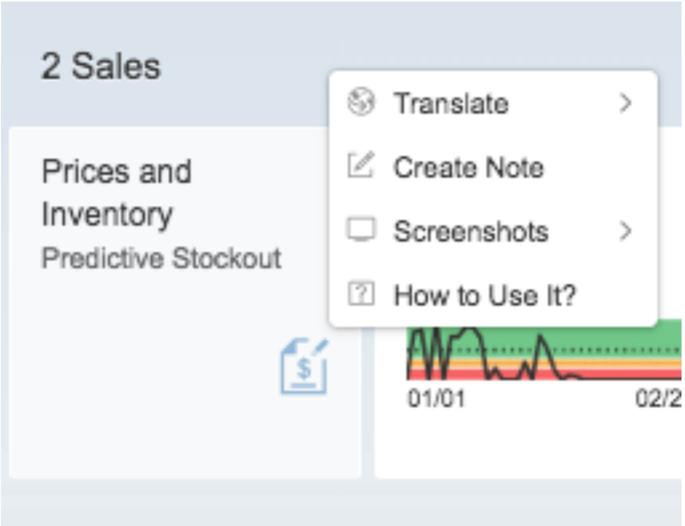
- **Offsets**: Pinpoint a specific location for the guider on the screen. This feature will override the <Position> configuration.
- **Width/Height**: The size of the guider box is automatically decided from its description in the <Content> section. Specify a size If necessary.
- **Theme:** Select the colour scheme
- **Overlay:** Activating overlay will override the anchor/position and the guider will always appear at the center of the screen, with a faded background.
- **Highlight Element**: Highlight the guider anchor to emphasize its position or what it is anchored to.
- **Add To Breadcrumbs**: Activate to add the guider to the breadcrumbs menu, which appears on the top left of the window.
- **Timer (in seconds):** Determines the duration a guider will be visible before the next guider is presented to the user. No timer, or setting to zero seconds, ensures the user must manually progress from one guider to another (by selecting the appropriate button: Next, Previous, Close). With timed guiders the series progresses per designated timing.
- **Game Variant**: To classify guiders to specific game versions, when multiple versions exist.
- **Game Extension**: In relation to **Game Variant**, the game extension to which the variant is connected. Useful when classifying multiple games.

Trigger Configuration (E, F, G, H)

E **Triggered by Contextual Menu**

→ The contextual menu is activated when a user right-clicks on any given anchor point (e.g. Fiori tile or DAS feature).

→ The first guider of a chained series can be triggered through the contextual menu. For example, "**How to Use It?**" (see image to the right), will trigger the first guider for the "Prices and Inventory" tile.



To configure the Contextual Menu:

- **Text:** Text which identifies the trigger of the guider in the contextual menu

- **Icon:** Icon attached to the text
- **Sequence:** Order in the contextual menu where access to the guider will appear

F **Triggered by Notification**

The first guider of a series can be triggered by a notification. Notifications are alerts designed to pinpoint performance issues. Notifications can be linked to guiders.

To connect a guider to a notification, the notification must be configured first. After creating the notification, **indicate "Type"** to connect the guider to a specific notification from the drop-down list.

G **Triggered by FAQ**

The first guider of a series can be triggered by the FAQ. For example, an answer to a specific question in the FAQ can be provided through a series of guiders.

To connect a guider to a question from the FAQ, the question must be configured first. After creating the question, **select the "Question" from the drop-down menu** to **c**onnect the guider to a specific question.

H **Triggered by Guided Tour**

The first guider of a series can be triggered by the selection of a Guided Tour, which is a series of guiders sequenced together to help the user learn business processes and tasks.

The Guided Tour must be configured first before connecting a guider to it. **Select the "Title" of the Guided Tour from the drop-down menu** to connect the guider

After inputting the above data, **<Preview>** the guider to see the result.
Remember to <Save> the configuration.

When guider authoring and configuration is complete, switch off New Guider authoring by accessing the **<Content Authoring>** menu, select **<Guiders>** and **<New Guider (Switch Off)>**.

Guider Chaining

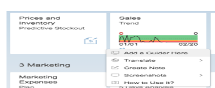
To create a series of guiders, to present instructions sequentially, first create all the guiders to be included and then determine their sequence (order in which they will appear).

When the intention is to chain guiders, ensure:

- All guiders of the series have the same <Guider ID>
- Configuration of a <Next> button for every guider that has one succeeding it
- Configuration of a <Close> button for the last guider of a series
- The proper sequence of your guiders by:
    - Clicking on the <Sequence> ⇅ icon at the top right of the screen
    - Dragging and dropping the guiders in the appropriate order
    - Clicking the <Up> and <Down> buttons

Reviewing Guiders: Edit, Copy and Delete

QUICK STEPS



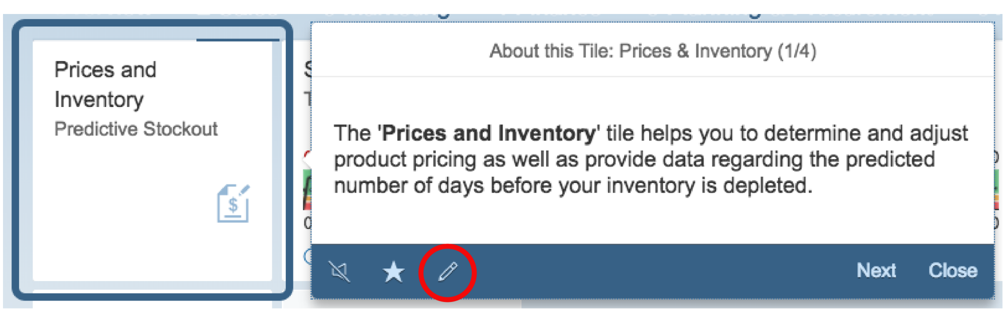
◇ Review and Edit

<AUTHORING MENU> → <GUIDERS> → <REVIEW AND EDIT>

After creating guiders, reviewing content and further editing may be necessary. Two options for editing are currently available:

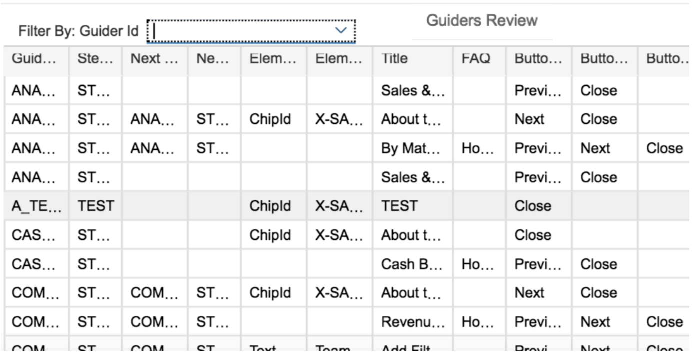
→ **In-Guider Editing**: While guiders are displayed on screen, as a content author, access the guider edit icon, located on the left side of the guider's footer.

- When in the <Guiders Editor>/<Edit Guider> screen, review content.
- <Save> your guider once edits are complete and the guider will be updated automatically.



→ **Guider Review Menu**: Provides access to your guider database. For multiple edits, the Guider Review Menu will be more efficient than in-guider editing.

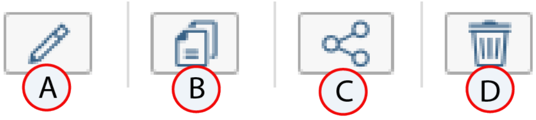
- Access the <Content Authoring> menu, select <Guiders> and <Review and Edit>.
- On the <Guider Review> screen, all created guiders are listed and filtered by **Guider ID**.
- To display all guiders, select <blank> within the <Guider ID> dropdown menu.


Filter By: Guider Id

Guiders Review

Guid...	Ste...	Next ...	Ne...	Elem...	Elem...	Title	FAQ	Butto...	Butto...	Butto..
ANA...	ST...					Sales &...		Previ...	Close	
ANA...	ST...	ANA...	ST...	ChipId	X-SA...	About t...		Next	Close	
ANA...	ST...	ANA...	ST...			By Mat...	Ho...	Previ...	Next	Close
ANA...	ST...					Sales &...		Previ...	Close	
A_TE...	TEST			ChipId	X-SA...	TEST		Close		
CAS...	ST...			ChipId	X-SA...	About t...		Close		
CAS...	ST...					Cash B...	Ho...	Previ...	Close	
COM...	ST...	COM...	ST...	ChipId	X-SA...	About t...		Next	Close	
COM...	ST...	COM...	ST...			Revenu...	Ho...	Previ...	Next	Close

Within the Guider Review Menu, you have the option to:

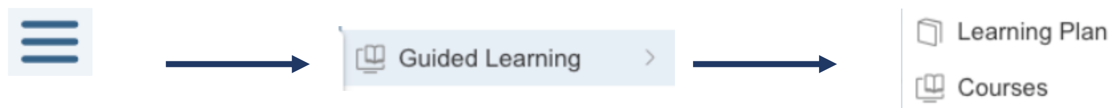


A. **Edit**: Opens the editor window to change all information about a guider.
B. **Copy:** Duplicates a guider to change its <Guider ID> and <Step ID>.
C. **Where Used**: Shows how the guider is connected to other guiders
D. **Delete**: Deletes the guider only if it is not connected to any others. Make sure to disconnect a guider before deleting it.

***NOTE:** All fields can be edited directly in the <Guiders Review> menu **except <Guider ID>** as it is the primary key.

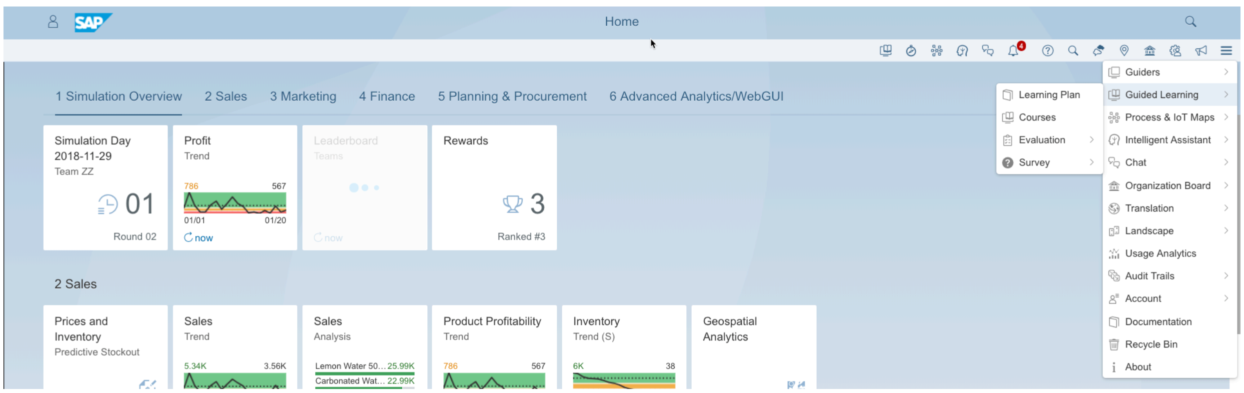
Guided Learning

QUICK STEPS



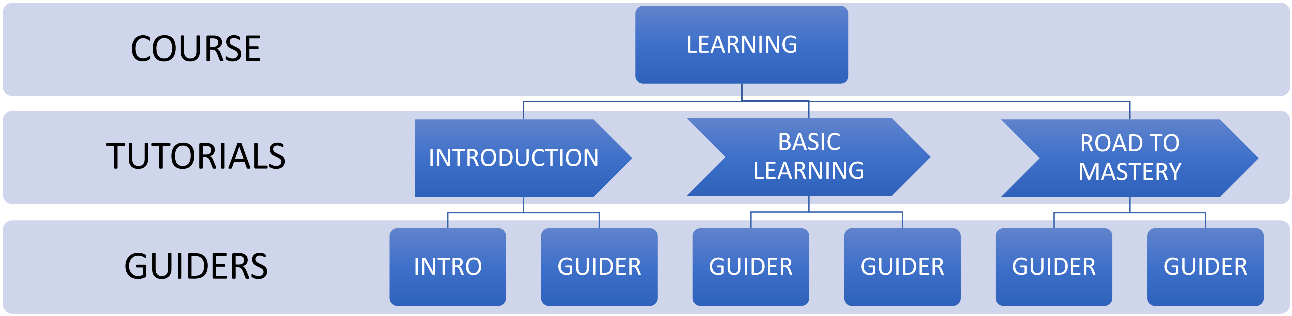
<AUTHORING MENU> < GUIDED LEARNING> <LEARNING PLAN> <COURSES>

Guided Learning involves structuring guiders into courses and tutorials. Access the **<Content Authoring>** menu, then select **<Guided Learning>**



Multiple guiders are sequenced together to create tutorials. Tutorials are sequenced together to create courses after which the user completes an evaluation to assess knowledge retention. The list of tutorials within a course can be accessed through the <Tutorials> icon.
The [INTRODUCTION] tutorial will trigger the [INTRO] guider, not visible in the list of tutorials, but part of the timeline.

To illustrate through an example, consider the steps involved in creating a 30 min course named [LEARNING] divided into 3 tutorials [INTRODUCTION], [BASIC LEARNING] and [ROAD TO MASTERY]. Each tutorial will last 10 minutes each.


COURSE
LEARNING
TUTORIALS
INTRODUCTION
BASIC LEARNING
ROAD TO MASTERY
GUIDERS
INTRO
GUIDER
GUIDER
GUIDER
GUIDER
GUIDER

Create a Course

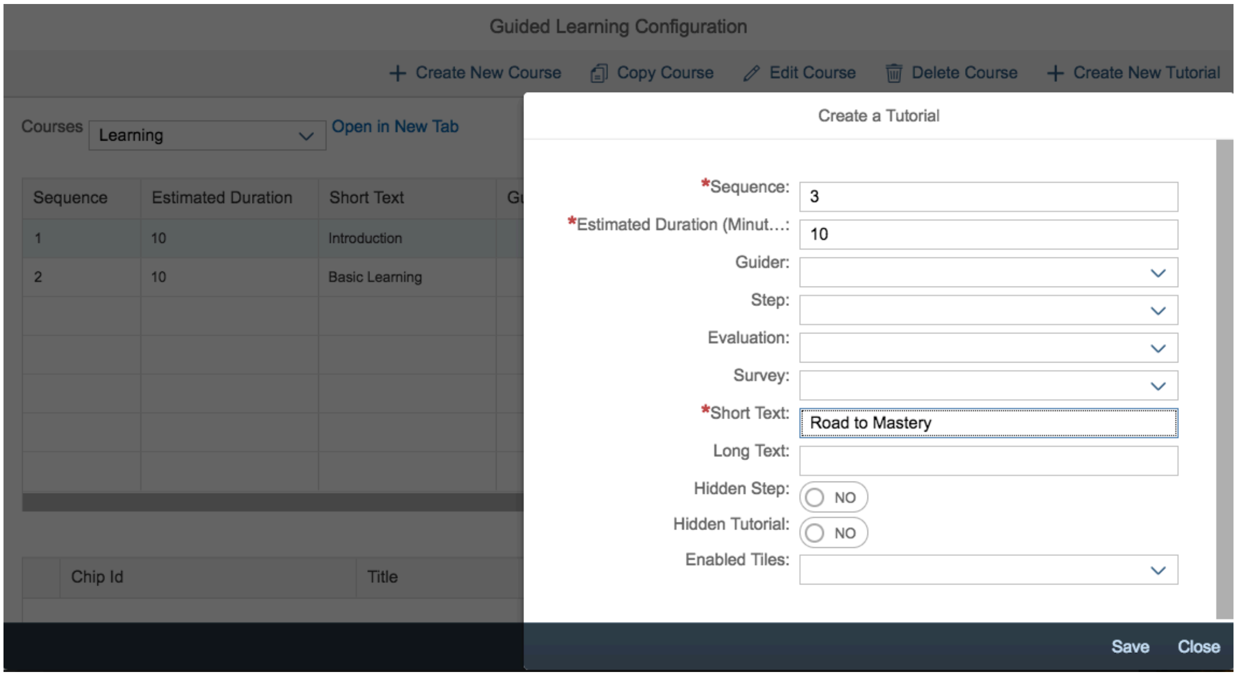
- **Select** <Courses>
- The Guided Learning <Authoring & Configuration> screen displays the course configuration toolbar options

- Select **+ Create New Course**
  - **Identificator**: Identification key for the course
  - **Name**: Name of the course. For example, [LEARNING]

Create a Tutorial

- Select **+ Create New Tutorial**
- When in the <Create a Tutorial> pop-up screen, enter requisite information for the following fields:
  - **Sequence**: Order the tutorials will appear, both for the user and on the timeline
  - **Estimated Duration**: Duration (minutes) of the tutorial
  - **Guider**: Associate a guider or guider sequence to the tutorial. Doing so will trigger the guider content when prompted by the system.
  - **Step**: At which step of the guider sequence the user will start receiving content. For example, if you have a series of ten guiders, but would only like to start the tutorial with the third guider of the series, then guider 3 should be entered as your step.
  - **Evaluation**: Evaluations can be inserted at almost any moment.
  - **Survey**: Similar to evaluations, but primarily for user feedback and commentary.
  - **Short Text**: Enter a brief description of your tutorial.
  - **Long Text**: Longer description of the tutorial. Will appear on the user screen so choose carefully.
  - **Hidden Step**: Whether the tutorial will appear on the timeline or not
  - **Hidden Tutorial**: Whether the tutorial will appear in the user's **"Tutorials"** list
  - **Enabled Tiles**: How to level the introduction of Fiori tiles. This function allows you to choose with tiles will appear with each tutorial, therefore controlling what users are approved to interact with.

Once complete for a single tutorial, repeat for all remaining tutorials. The following screen provides an example of what the **Create a Tutorial** and **Create a Course** screens will look like. Keep in mind, guiders associated to specific tutorials are triggered at the beginning of the tutorial.



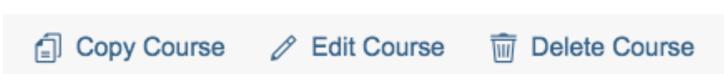
→ **Hidden Step vs Hidden Tutorial**

- **Hidden Step**: With **"Hidden Step"** activated, the tutorial in question will not appear on the timeline but will still be active. The user does not see it until it is triggered by designated time. The tutorial will be accessible in the **"Tutorials"** list once it has appeared.
- **Hidden Tutorial**: With **"Hidden Tutorial"** activated, the tutorial appears on the timeline but will not be included in the **"Tutorials"** list.

→ **Assessment: Evaluation and Survey**

- Preconfigured surveys can be attached to tutorials and embedded within courses. Use them to:
  - Test user understanding of the course
  - Encourage user reflection
  - Collect user feedback
- For more information on authoring assessments, refer to the "Survey & Evaluation" sections (p.23-24).

→ To Copy, Edit and Delete Courses

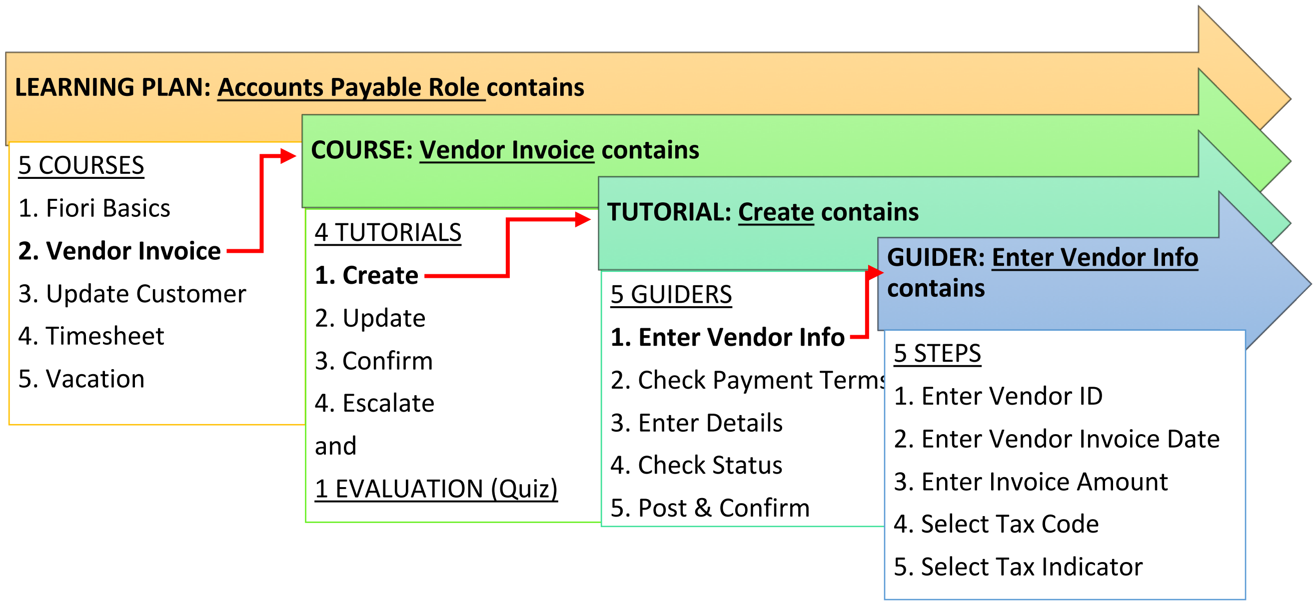


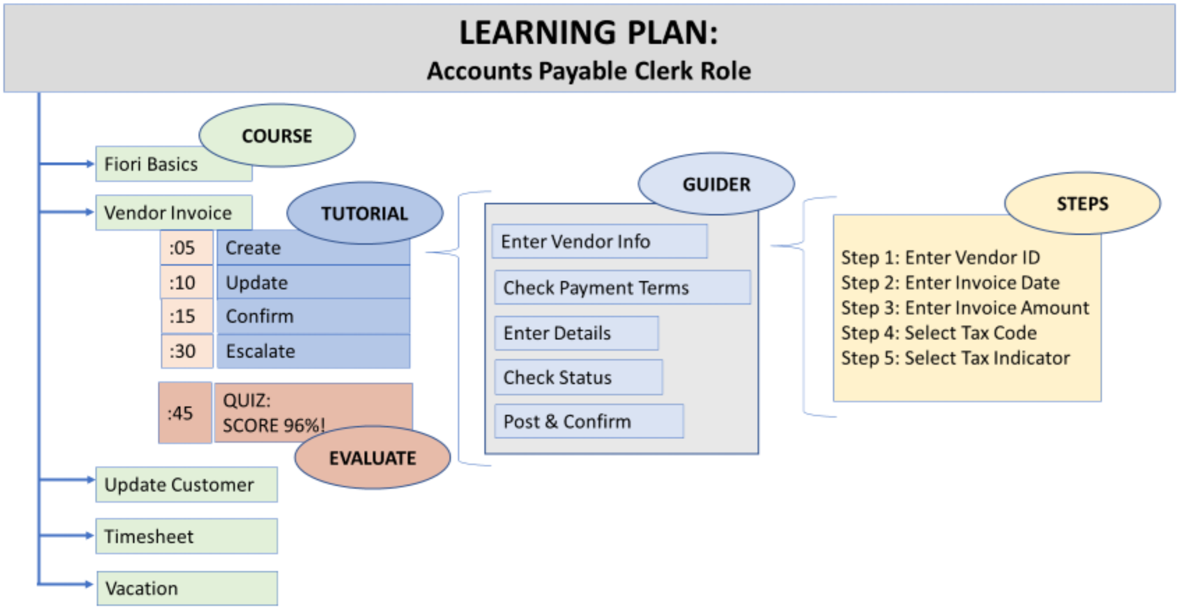
- **Copy Course**: Duplicates the course and allows for renaming
- **Edit Course**: All fields can be modified
- **Delete Course**: Deletes the entire course

Create a Learning Plan

Learning plans can be created by training managers to assign end-users to a sequence of courses relevant to specific end-user roles.
A Learning Plan is usually created for each role at the organization; Accounts Payable is an example of one role. Each Learning Plan can contain multiple courses. In the illustration below, the second course, "Vendor Invoice" is detailed to show its 4 tutorials and 1 evaluation.

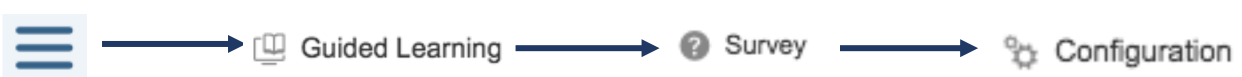
Example: Hierarchy for Accounts Payable Role Learning Plan:





Surveys

QUICK STEPS



<AUTHORING MENU> <GUIDED LEARNING> <SURVEY> <CONFIGURATION>

Survey capability has been included as a feedback tool, to gather user-based thoughts, comments and suggestions. No grades/points are allocated as there are no correct or incorrect responses.

To create a survey, access the <Authoring Menu>, select <Guided Learning>, then <Survey> and click on <Configuration>. As surveys are composed of questions and answers, the steps to create one include:

- **<Create New Survey>**, which will open the new survey configuration window
- **ID**: Assign an identification tag to the survey
- **Name:** Name your survey
- Create a question by selecting**, <Create New Question>**, which will open the new question configuration window
- **Question ID**: Assign an identification tag to the question
- **Question Content**: Enter the question you want to ask

- **Answer Type**: Assign the type of responses the user will be required to provide, multiple choice or open-ended
- **Repeat** to create as many questions as need be
- Access the survey's results to see a compilation of the user feedback

Evaluation

QUICK STEPS

<AUTHORING MENU> <GUIDED LEARNING> <EVALUATION> <CONFIGURATION>

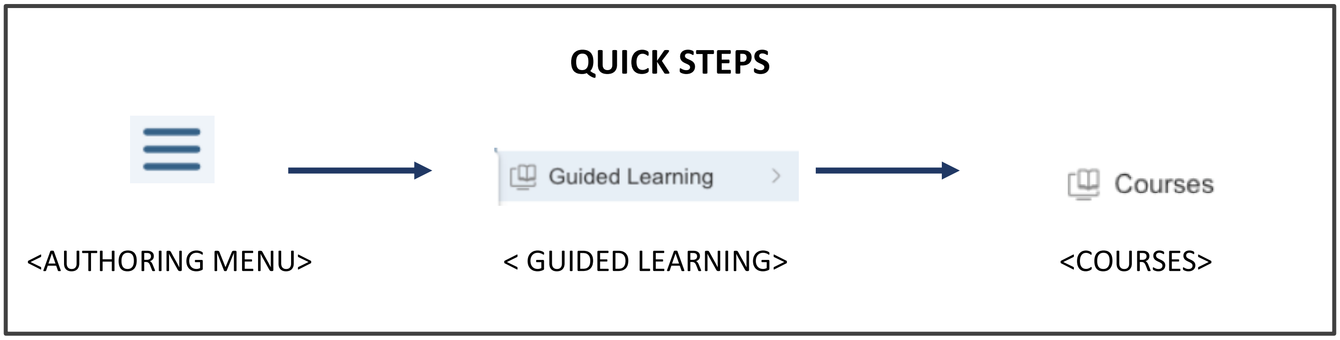
Evaluations, though similar to surveys, are graded assessments where the user is asked to provide correct responses to test-like questions.

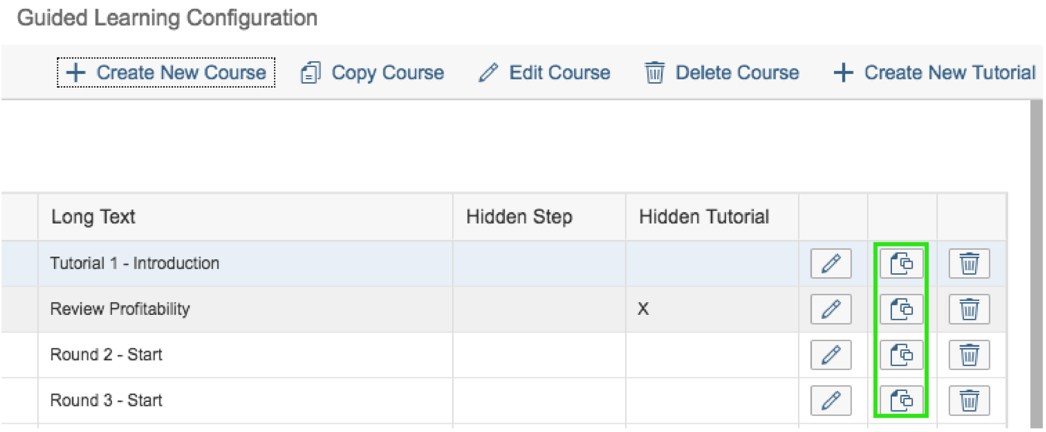
To create an evaluation, access the <Authoring Menu>, select <Guided Learning> and then <Evaluation>. Select <Configuration>.

Evaluations are also composed of questions and answers, so their creation is similar to the surveys.

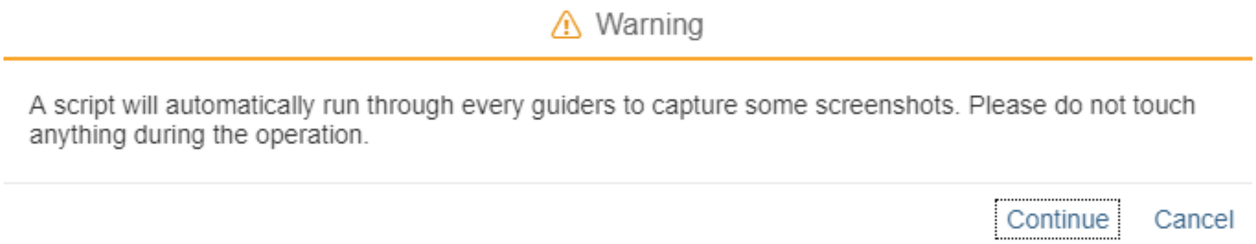
- **<Create New Evaluation>**, which will open the new evaluation configuration window.
- **Enter an ID**: Assign an identification tag to the evaluation.
- **Enter a Name**: Name your evaluation.
- **Assign a 'Pass Score'**: Minimal grade required for a user to have successfully passed the evaluation.
- **Create a Question**: Selecting, <Create New Question>, will open the question configuration window.
- **Question ID**: Assign an identification tag to the question
- **Question Content**: Enter the question you want to ask.
- **Answer Type**: Assign the type of responses the user will be required to provide, multiple choice or open-ended.
- **Correct Answer**: Enter the correct response for the particular question.
- **Weight (Points)**: Enter the number of points this particular question will be worth.
- Repeat to create as many questions as need be.

Documentation Generation in Word and PowerPoint





Guiders, tutorials, courses, most content developed within DAS can be exported to traditional documentation formats (e.g. MS Word, MS PowerPoint).



To generate documents:

- Access the **<Authoring Menu>,** select **<Guided Learning>** and then **<Courses>**
- Select the tutorial for which documents will be generated, locate and click the **<Generate Documents>** icon (see above image)
- Specify the **desired document type** (i.e. MS PowerPoint or MS Word) and l**anguage**, then click **<Generate>**
- The warning message shown below will appear
- Click <Continue> and wait for documents to be generated

Frequently Asked Questions

Frequently Asked Questions (FAQs) provide access to quick and reliable answers to common user questions.

While creating or editing a guider, you have the option to attach it to a question listed in the FAQ. If the guider is linked to others to form a series of guiders, the question initiated in the FAQ will feature all those guiders starting with the particular guider which is associated with the question.

FAQs are contextual. For example, if a FAQ is anchored to a tile on the Fiori Launchpad, it will only be available in the DAS ribbon when the user is on the Fiori Launchpad.

Screen Recording

With our built-in **Screen Recording**, easily capture the contents of a screen, all from within the Fiori Dashboard. No need for third-party software or to switch windows. Simply turn it on to start recording and sharing. To top it all off, as it is a cloud service, access all recordings without saving anything locally.

To enable this feature, install the Chrome extension, **"Digital Acceleration Solution for SAP S/4HANA"**, from the following link: https://chrome.google.com/webstore/detail/digital-adoption-solution/oimdkjdedcmedjpopgnlcnpdjnbfpedd

To make a recording, access the <Content Authoring Menu>, select <Guiders>, then <Recordings> and click on <New Recording>.

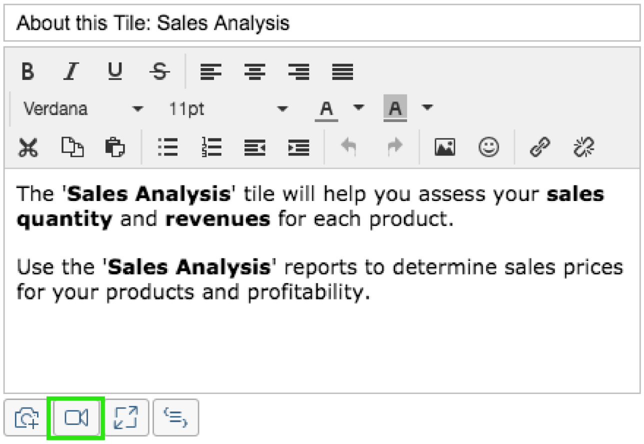
A. Audio On/Off
B. Record button
C. Resume button
D. Play button
E. Recording Name
F. Save recording
G. Close recording

To access all created recordings, access the <Content Authoring Menu> and select <Guiders>, then <Recordings> and click on <My Recordings>.

→ **Integrating Screen Recordings into Guiders**

Simply and easily, integrate screen recordings into guiders, providing step-by-step, in application examples for users. To integrate screen recordings:

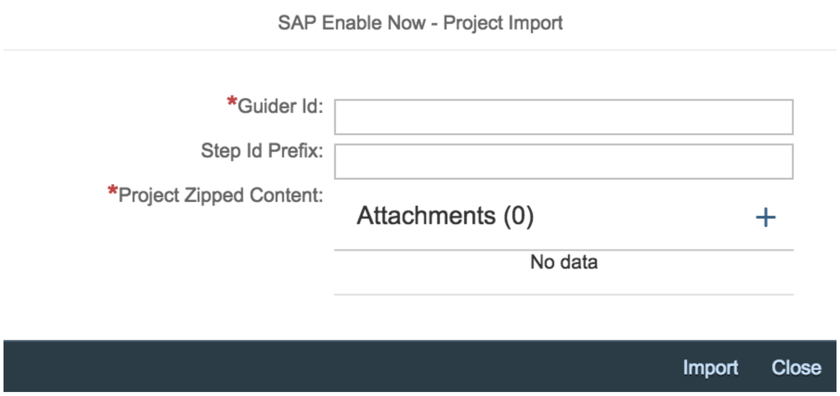
- Create and save screen recording which will be integrated into the guider
- When editing or creating new guiders, locate the **<Recordings>** upload button below the HTML text editor
- This will provide access to all saved recordings, select the necessary recording and integrate into the guider



Importing Existing Content

If content has already been developed using other online documentation tools, it can be easily imported and inserted into guiders. The process will vary based on tool support capabilities.

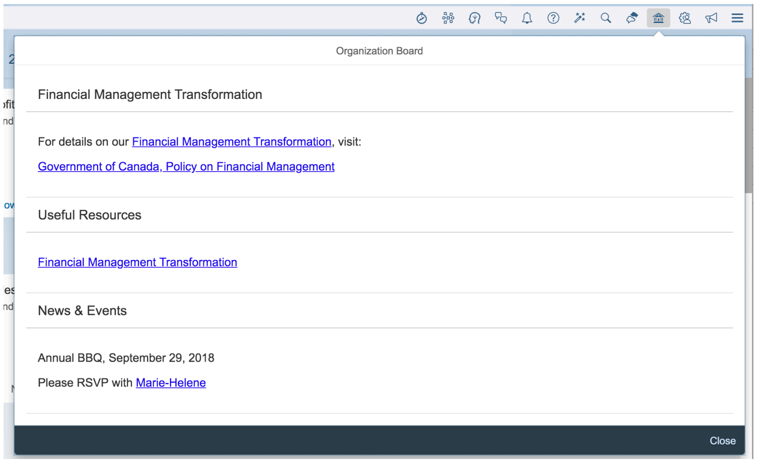
- Export contents from other tools and set aside the zipped folder
- Enter the <Content Authoring> menu, <Guiders> and then <Review and Edit>. Locate the import button in the upper left hand corner
- Clicking on the import project button will provide access to the import/upload dialogue box
- Specify a <Guider ID> and a <Step ID Prefix> (if applicable)
- Upload zipped folder containing contents previously exported
- Click <Import> and content will be uploaded



Organization Board

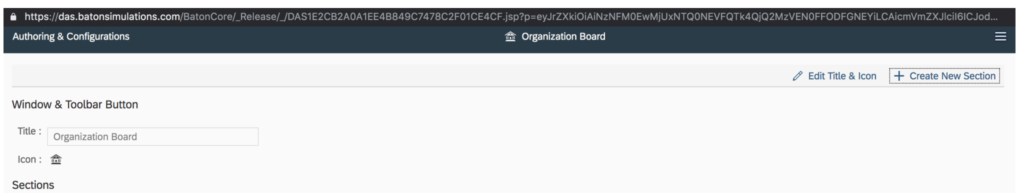
QUICK STEPS

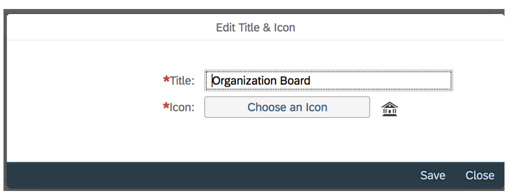
<AUTHORING MENU> < ORGANIZATION BOARD> <CONFIGURATION>

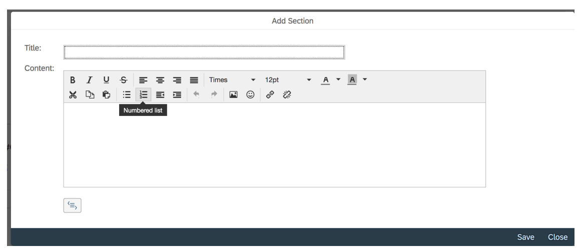


Internal announcements, newsletters, event notifications and other organization-wide content can be posted on the Organization Board.

To configure and add content to the organization board, access the content authoring menu and select Organization Board.
You will see the following, which will open in a separate configuration tab:







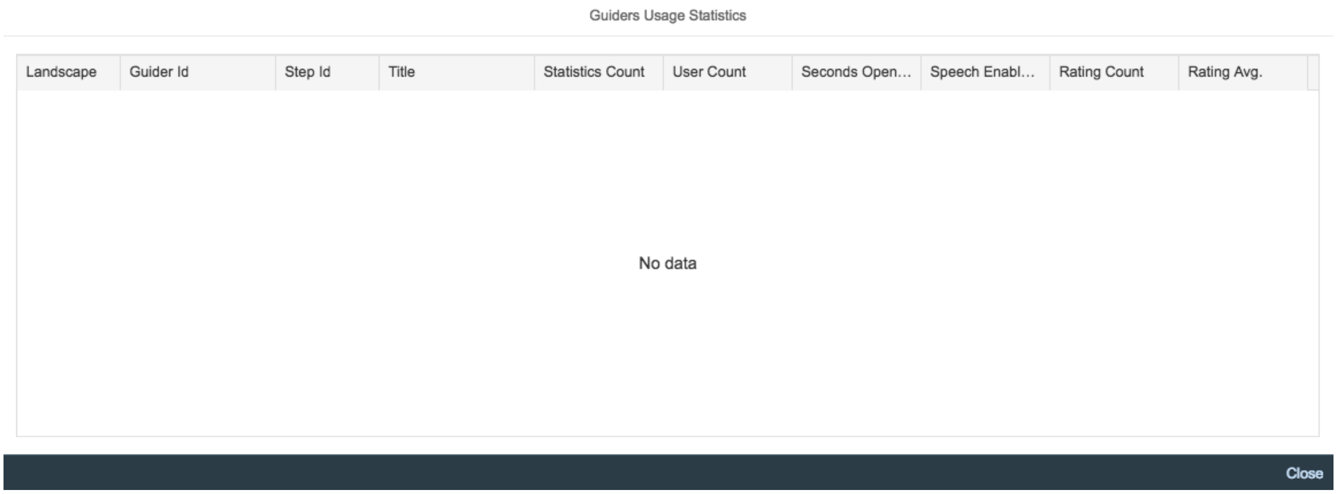
Usage Analytics

QUICK STEPS

<AUTHORING MENU> <USAGE ANALYTICS>

All user actions can be tracked and monitored. Statistics and feedback can be easily accessed and can provide key details regarding user use and access to information.

- Enter the <Content Authoring> menu, <Guiders> and then <Review and Edit>
- Locate the “Statistics” button in the upper left hand corner
- Clicking on “Statistics” will open the “Guider Usage Statistics” dialog box
- Access to user frequency details is provided, classified by Landscape, Guider ID, Step ID, Title, Statistics Count, User Count, Seconds Open, Speech Enabled, Rating Count, Rating Average



Approvals

After creating content or making changes in the development environment, additions or edits may need to be approved prior to being deployed to training or production systems.

To approve the changes made by content authors, access the **<Authoring Menu>**, select **<Landscape>** and click on **<Approval>**.

On the **<Approval>** screen, changes are listed based on their **Type, ID and Name**. You can approve or decline each individually by clicking the green checkmark or red cross, respectively. You can also approve or decline the entire set by selecting **<Approve All>** or **<Reject All>**, respectively.

Transport

QUICK STEPS

<AUTHORING MENU> → Landscape <LANDSCAPE> → Transport <TRANSPORT>

After approving the changes made in the development environment, they can be deployed in any system.

Access the <Authoring Menu>, select <Landscape> and click on <Transport>. On the <Transport> screen, enter the following information:

- **From**: select the system from which the data will be transported
- **To**: select the system in which the data will be transported to
- Click on **<Transport>**