

OpenText™ Personalized Help

Accelerating adoption by enabling individual performance

In a knowledge-based economy, your people are your greatest asset. In a technology-dependent business environment, enterprise software keeps your world turning. Your challenge is to bring together the power of your enterprise software and the potential of your team to ensure that you achieve software adoption and maximum return.

OpenText Personalized Help helps your organization get the most out of enterprise software investments through powerful content authoring and management functionality. The result? Performance support delivered at the moment of need, on the device of choice, and relevant to the employee's role and language. With Personalized Help, authors, subject matter experts, and business stakeholders can easily create procedural documents, simulations, and eLearning courses. Content is easily published to a performance support website to support on-the-job needs, team collaboration, push-and-pull notifications, and personalized learning. By building user proficiency that leads to long-term adoption, Personalized Help enables you to realize the full potential of your investment.

Deliver Comprehensive Content Authoring Capabilities

- Record standard Microsoft® Windows® and web-based applications to create a single-source document and simulation
- Capture audio and insert notes during recording to capture key organizational expertise
- Assign content development tasks to subject matter experts – via email – and enable SMEs with a lightweight, easy-to-use Rapid Recorder tool
- Create eLearning courses that incorporate conceptual information, assessment objects, branching, audio, video, and pop-ups
- Customize templates to ensure consistency and maintain corporate standards
- Create and publish content in over 30 languages

Easily Manage Your Learning Content

- Check in content for storage, workflow, and versioning
- Check out a document, simulation, or eLearning course, locking the content for a single author's editing
- Create, edit, and delete author, administrator, and end user accounts
- Maintain a central repository of terms and definitions, and push out updated definitions automatically
- Specify retention periods to keep content fresh
- Create and manage workflows to approve content
- Batch publish to a variety of content types (work instruction, quick reference, course, simulation, test script) and formats (HTML, PPT, PDF, Word)
- Publish content locally, to a website, or a learning management system (LMS)

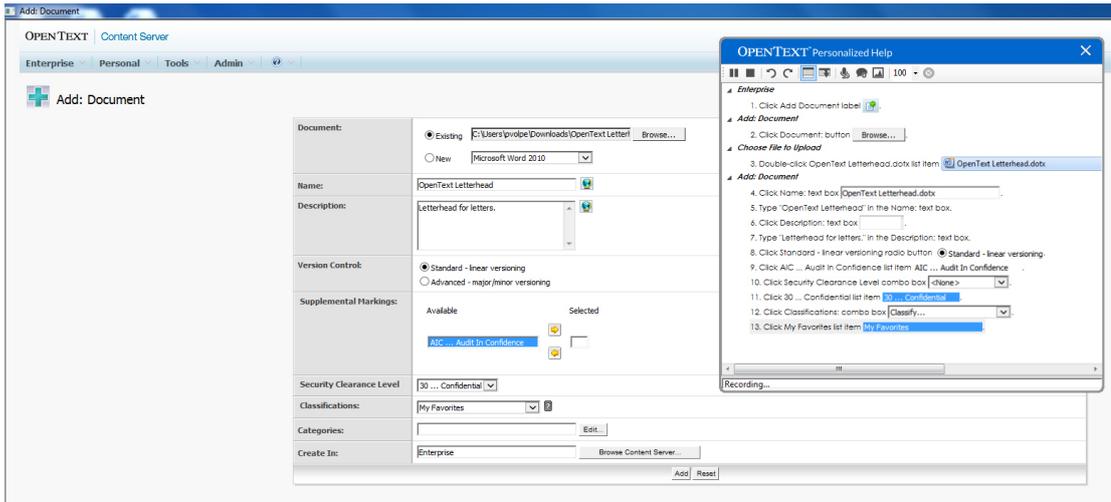
PRODUCT SUMMARY

OpenText Personalized Help helps your organization ensure full adoption of your OpenText investment through powerful learning content authoring and workforce performance enablers.

PERFORMANCE SUPPORT MATTERS

When you help employees better utilize OpenText applications through performance support, you help your business:

- Increase help desk and call center efficiency
- Increase user productivity and adoption
- Accelerate introduction of new applications
- Easily communicate new business process and system changes
- Improve regulatory compliance
- On-board new employees



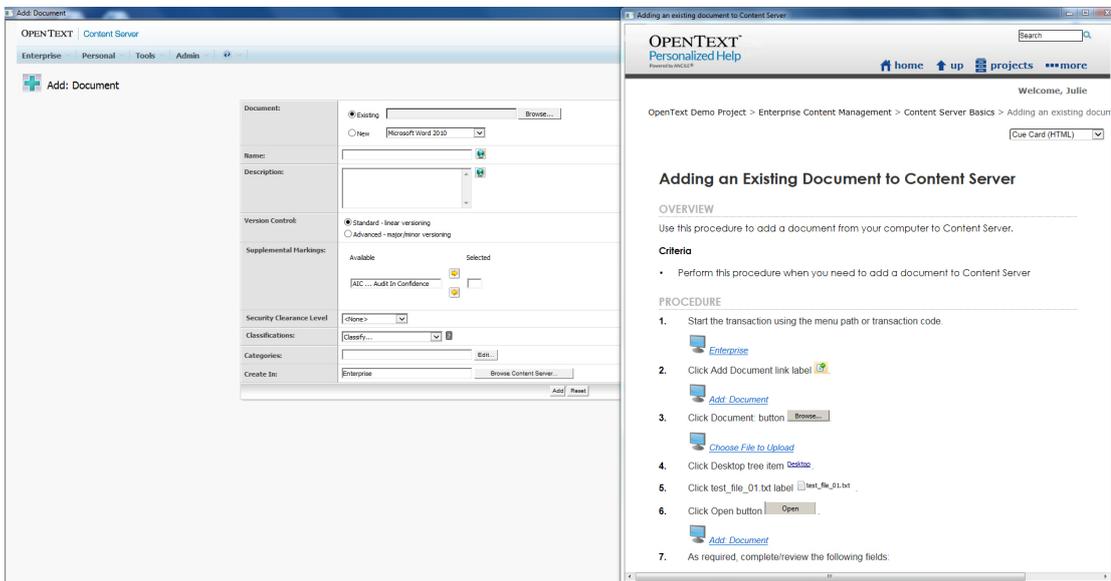
Enable authors and subject matter experts to contribute expertise and drive team performance.

Make Content Readily Available

- Deliver context-sensitive help from within Microsoft Windows and web-based applications
- Participate in author-to-author, author-to-reviewer, author-to-end user, and end user-to-end user discussions
- Receive notifications about changed content
- Incorporate global taxonomies to provide potentially unique content based on geographic location, role, or language
- Automatically filter content during browsing based on the user's language
- View published content on mobile devices

Standard and Custom Reporting

- Generate document tracking, workflow, and publishing reports to view project status
- Generate an assessment performance report to gauge employee readiness
- View help request and website usage reports to determine where learning content is needed – or could be retired



Assist team members at the point of need with contextual performance support.

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