

# Maximize the Skills of Your People With Powerful, Flexible Performance Support



The Best-Run Businesses Run SAP®

**Build the skills that build value**

# Build the skills that build value

The business process you use today may be obsolete tomorrow. So how can you [keep your people productive](#) without taking them off the job for training? The answer is context-based performance support tools. SAP® Workforce Performance Builder software helps your people master new or rapidly changing tasks with minimal intervention or training.

To build new skills, reinforce existing competencies, or deliver on-demand instruction in the field, you need to provide the precise information your people need when they need it. SAP Workforce Performance Builder helps you create and deploy e-learning materials, user documentation, just-in-time help tools, and more – all with unprecedented ease and speed. Designed to enhance both training and performance support, the software has options for fast deployment and modest system requirements. It integrates readily with virtually all IT platforms.

As the pace of change increases, most jobs require constant adaptation. SAP Workforce Performance Builder software gives your organization a single, comprehensive tool for improving end-user competence and confidence. It helps your employees develop the skills they need to master evolving processes and applications quickly. The result is lower costs, increased compliance, and a high-performing workforce.



# Create the content that creates results

## Create the content that creates results

Provide support in all the ways your people need it

Use performance support tools that match end-user needs

SAP Workforce Performance Builder supports project managers and content developers across your IT, HR, help desk, and change management organizations. The software helps subject-matter experts create optimized application training, process training, and user help by recording the steps involved in mastering a given process or application. The recording tool requires little or no technical skill and can be learned in a matter of minutes.

You can deploy the recorded training material or user help as is or, with just a few keystrokes, add video, animations, and supplemental text

to increase its relevance and efficacy. Multi-national and multicultural organizations can use automatic translation features to recreate the original recording with texts and screens in additional languages.

Whether you want to provide simple process directions or step-by-step, context-sensitive assistance, SAP Workforce Performance Builder helps you deliver the precise level of performance support your employees need to carry out tasks accurately, quickly, and efficiently.

Your users must learn newly implemented software and upgrades fast. Even if the solution is already running, it's essential to keep skill levels high.



# Provide support in all the ways your people need it

Create the content that creates results

**Provide support in all the ways your people need it**

Use performance support tools that match end-user needs

Once your training or performance support material has been created, you can deploy it in a number of different modes to help users practice and test their skills. In concurrent mode, the recorded material serves as a step-by-step guide for an entire process, running simultaneously in a small window atop the live application. Users can jump from the live application to the simulation to practice the task or obtain needed information, then return to the application to complete their work. And they can do this without having to sift through FAQs, call a help desk, or consult a manual.

For the mobile workforce, training and performance support materials can be readily displayed on tablets, smartphones, and other devices – providing user assistance that is completely independent of the application screen. Users simply scan a QR code to receive guidance keyed to their location or device.

To provide advanced or context-sensitive support, SAP Workforce Performance Builder can be enhanced substantially by an optional navigator tool. Whatever the process or program, this powerful option uses sophisticated “push” technology to display guidance that automatically matches the task at hand. Users do not need to click on another area of the screen to request help; the navigator delivers context-sensitive support automatically.



# Use performance support tools that match end-user needs

Create the content that creates results

Provide support in all the ways your people need it

## Use performance support tools that match end-user needs

SAP Workforce Performance Builder provides three different playback modes – known as “assistants” – when the solution is enhanced with the navigator option.

**Context assistant** – The context assistant uses powerful push technology to display pertinent information at the exact moment of need:

- For **help at the data level**, information is displayed specific to the value a user has entered in a specific field.
- For **help at the object level**, the user positions the mouse pointer over a text box, drop-down menu, or button. Relevant support information then appears in a small window at the top of the screen.

- For **help at the page level**, the context assistant displays page-specific information as soon as the user enters a given page.
- For **help at the application level**, support content is displayed when an end user opens an application.

**Process assistant** – To help employees master new, changed, or unfamiliar processes, SAP Workforce Performance Builder can push information to them automatically. Step-by-step process instructions, advisory messages, or suggested entries appear without user intervention. The software detects where the user is in a workflow or an application and delivers relevant support materials as needed. Users are never instructed to go back and “start at the beginning” or to bring up a new menu.

Continued on next page ►



---

Objectives

---

**Solution**

---

Benefits

---

Quick Facts

Create the content that creates results

Provide support in all the ways your people need it

**Use performance support tools that match end-user needs**

**Desktop assistant** – In addition to data presented by the context and process assistants, you can integrate a wide range of support materials into one knowledge base. By adding links to SAP and non-SAP software, help documents, Web links, e-learning, and other materials, you can create a gateway to information that matches the user's role, task, application, or process.

Icons indicate the availability of each asset; a single click brings up an explanation of the asset's purpose. By prompting users through

each transaction in real time, the software helps your people tackle unfamiliar applications or processes with confidence, assistance that is especially valuable for new hires. The menu of support options found in the desktop assistant gives users a single source and single point of entry to every resource they need to complete tasks or training. There is no need to scan an entire document or run a complete simulation to find answers or advice; the software knows where a user is in a given process and uses sophisticated push technology to supply appropriate information right away.

Go beyond training and performance support to create an integrated workflow environment that streamlines processes and boosts productivity.



# Reap big dividends from just-in-time support

## Reap big dividends from just-in-time support

SAP Workforce Performance Builder gives your employees the help they need precisely when they need it. The solution reduces the need for expensive and time-consuming training courses, provides support for tasks at hand, and reduces procedural errors. This results in quicker time to competence, increased productivity, and faster adoption of new software and processes. And new hires aren't "new" for long. With SAP Workforce Performance Builder helping them build new skills almost immediately, they can hit the ground running.

The software also helps you reduce support costs. Instead of calling a help desk, your employees can find answers to their questions right at their workspaces. Besides keeping support costs in check, it frees up your support staff to tackle more pressing issues.

The sooner your employees become competent and confident with new or enhanced software, the quicker your software will deliver a return on investment. With user help always available, employees can build and maintain their knowledge and keep their skill level high. This helps to ensure that the software will return value; more important, it helps increase employee satisfaction and productivity.





---

Objectives

---

Solution

---

Benefits

---

**Quick Facts**

---

**Summary**

SAP® Workforce Performance Builder software supports companies with content during their marketing and sales processes and enables the workforce to move quickly on any change whether coming from business or IT. The software boosts staff productivity and helps reduce operational expenses across all business processes. It helps your organization provide the performance support and workflow information your employees need when they need it.

---

**Objectives**

- Enhance workforce productivity and competence
- Generate long-term value from SAP and non-SAP solutions
- Give end users context-sensitive help, accurate documentation, e-learning materials, and relevant digital assets
- Streamline change management initiatives

---

**Solution**

- Powerful content creation features for developing, editing, and distributing help documents, e-learning courses, and simulations
- Navigation functionality that provides context-sensitive help, in-app content delivery, and process guidance
- Flexible tools for managing the content lifecycle
- Task, workflow, and learning management

---

**Benefits**

- Reduce help-desk inquiries by up to 62%
- Reduce support and training costs by up to 70%
- Speed up process execution by up to 73%
- Improve sales cycles by up to 50%
- Reduce consultancy costs by up to 70%

---

**Learn more**

Call your SAP representative today, or visit us online at [www.sap.com/wpb](http://www.sap.com/wpb).



© 2014 SAP AG or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG (or an SAP affiliate company) in Germany and other countries. Please see <http://www.sap.com/corporate-en/legal/copyright/index.epx#trademark> for additional trademark information and notices. Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP AG or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP AG or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP AG or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP AG or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP AG's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP AG or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.



**The Best-Run Businesses Run SAP™**