

# smartsupport

Any content mapped to any context within any software application  
....available at the user's "moment of need"

SmartSupport delivers users the exact support they need as they need it & when they need it!

SmartSupport is a software solution that an organisation can use to link content - any type of content (documents, videos, simulations, websites etc) that exists anywhere within your organisation and then links (maps) that content to specific contexts within your software applications without change or impact on those applications.

When a user within an application needs help, at the "moment of need" SmartSupport will deliver the specific content that you have mapped - without the user needing to search for it.

Thus - any content mapped to any context within any application, available at the user's "moment of need".

And no technical skills are required!

## SmartSupport helps with:

### IT Rollouts

- Works with any IT application – ERP, CRM, etc.
- Reduces up front training time & lowers cost
- Lowers time to competence & time off the job
- Ideal for initial, top-up or new release training

### Call Centre Operations

- Reduces learning curve to meet service levels
- Improves service level & reduces call times
- Accurate information ensures reduced coaching interruptions

### Mergers & Acquisitions

- Reduces time & costs for staff re-training
- Provides standardisation to processes & tasks
- Contextual access improves relevancy & speed of support
- Ensures high level of employee compliance

### Content Delivery for LMS, LCMS, CMS Applications

- Integrates seamlessly with most content tools
- Provides fastest content access & delivery
- Increases ROI & enhances functionality
- Wins back lost time with contextual access

### Deliver Content from Content Authoring Tools

- Immediate access to relevant learning materials
- Compatible with content from most authoring tools
- Increases ROI from learning initiatives
- Facilitates use of multiple content forms

