



EFFORTLESS ELECTRONIC PERFORMANCE SUPPORT

EpilogueAdvisor

Improve end-user productivity and proficiency with your enterprise applications with real-time access to training, help and support content ... as they work, when their need is real, and learning retention is at its maximum. Avoid errors, omissions and rework.

- Deliver context-sensitive help and Electronic Performance Support directly to the end-user
- No more navigating to a support portal, document management systems or other content repository
- Enterprise-able – provide EPS for any Windows or Web-based application in the same way every time
- Make it effortless for end-users

Benefits ...

- Reduce Helpdesk volume by up to 40%
- Reduce training needs by 30-65%
- Enable end-users to self-serve in the most relevant and productive fashion
- Allow support staff to focus on the most complex problems



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The value delivered by your enterprise software is highly dependent on the proficiency of your end users. When they encounter a roadblock, all of the promised productivity gains can vanish quickly. The potential negative impact can be substantial.

Whether your end users are novices or more experienced, the most relevant help delivered instantly to their desktops will ensure that your business processes continue to run smoothly.

Electronic Performance Support.

Epilogue Advisor delivers context-sensitive help directly to the end user for any Windows or web-based application. With Epilogue Advisor, users get instant application-specific help known as Electronic Performance Support (EPS). No time consuming navigation and hit-

- Clicking on one of the content items brings a step-by-step job aid to the screen in a sliver window that remains on top for the user to follow along.
- If the user prefers other output types, in the sliver window they simply select another format they prefer, including simulations.

This problem-specific and learning-specific approach minimizes user downtime and frustration while improving productive and compliant use of your key systems.

EPS for your enterprise.

Epilogue Advisor is the easiest and simplest way to get your help content in the laps of your users. Advisor works with Epilogue Publisher, our web-based content workflow and management platform, to always be current and

Eliminate end-user barriers to proficient, compliant, and productive use of your key enterprise applications. Epilogue Advisor delivers the right content, at the right time, in the right way ... effortlessly.

or-miss experience of a help library, wiki page, or support portal. No calling or submitting tickets to an expensive and response-challenged help desk. No disturbing peers who, while well intentioned, often provide wrong answers. Epilogue Advisor delivers just-in-time performance support as end users work in their application.

Relevant help in real-time.

Epilogue Advisor runs in the background and tracks the user's location in your applications. Epilogue Advisor notifies users, softly or quite visibly, of the presence of content that is relevant to where they are working.

Here's how it works:

- Epilogue Advisor proactively notifies end users that support content exists for the application they are in and specifically where they are working.
- To access the content, the user clicks on the notification icon and are provided the relevant content.

up-to-date.

Content pushed to end users is not restricted to EPS content generated by Epilogue Author (our content creation tool). Your legacy content can also become EPS content very easily.

Epilogue need not be contained to just your primary application or project. Deliver EPS content for ANY Windows or Web-based application. Epilogue can be your enterprise-wide EPS solution.

Greater self-sufficiency, Lower help desk costs.

Epilogue Advisor enables users to tag their favorite content, allow them to return to the most relevant topics quickly and easily. With end users able to help themselves at the click of a button, help desk volumes for Level 1 Training and How-to calls drop significantly, allowing support staff to focus on the most complex problems.