

User Assistance in SAP S/4HANA

Power your Digital Transformation



Agenda

1. **User assistance in SAP S/4HANA**
2. **Content extensibility scenario with SAP Workforce Performance Builder**
3. **What's next?**





User Assistance in SAP S/4HANA

Vision Statement

SAP is the thought leader in providing people with the knowledge they need to adopt software successfully.

Our user assistance is an essential part of the attractive, simple, and enjoyable experience of using SAP software.

We assist you before you even know you need help.

Intention

In becoming “the cloud company”, **SAP** is growing its customer base by offering innovative cloud services on a subscription basis. Two key aspects of this are fast and simple set up and a delightful end-user experience. User assistance therefore plays a major role. It should enable users to get started quickly and stay up-to-date easily with the relevant information offered. This has to be accomplished with a modern, intuitive and direct user experience that meets the following criteria:

- Instant: **exactly when the user needs it**
- Context-sensitive: **exactly what is needed**
- Seamless: **within the target application**
- Productivity: **interactive user guidance**

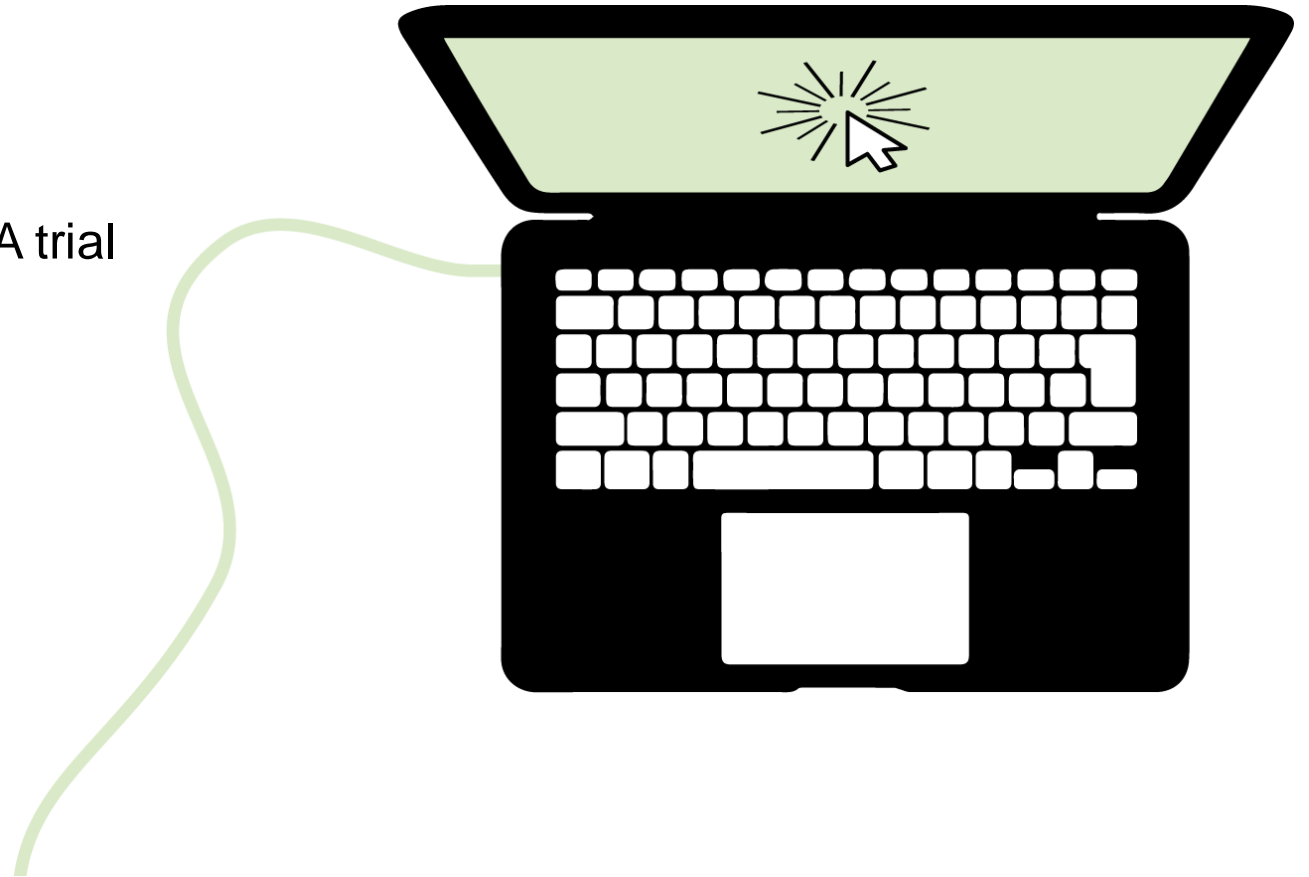
The screenshot shows the SAP 'Display Customer Balances' interface. The user is viewing a table of account balances for customer 1000, company code 1010, and fiscal year 2016. The table includes columns for Period, Debit, Credit, Balance, Cumulative Balance, Sales/Purchases, and Imputed Interest. A guided tour overlay is present, highlighting the 'Cumulated Balance' column with a callout box that reads: 'Cumulated Balance. Sums up the opening balance, the debits, and credits'. Another callout points to the 'Sales' column, stating: 'Sales. Sums up the goods and services sold in the posting period.' The interface also features a 'Start a Guided Tour' button at the bottom.

Period	Debit	Credit	Balance	Cumulative Balance	Sales/Purchases	Imputed Interest
Opening B...			552,981.11			
01	986,914.11	433,933.00	59,273.73			
02	91,683.00	32,409.27	45,713.00			
03	60,043.00	14,330.00	376,204,143.12	377,313,888.42	376,257,333.12	1,991,572.47
04	376,263,336.12	59,193.00	348,340.98	377,692,229.40	414,710.98	1,055.03
05	424,010.98	75,670.00	9,639.74	377,671,869.14	44,135.36	28.79
06	75,305.18	65,665.44	-341,451.78	377,330,417.36	-89,248.56	-694.13
07	653,976.47	995,428.25	-11,525.00	377,318,892.36	22,134.00	53.52
08	57,819.00	69,344.00	189,924.91	377,508,817.27	258,207.55	0.17
09	276,526.57	86,601.66	809.00	377,509,626.27	909.00	
10	909.00	100.00		377,509,626.27	299.56	-2.81
11	240.61	1.05	239.56	377,509,865.83		
12						
13						
14						
15						

Demo

How the Web Assistant works in SAP S/4HANA trial

Start SAP S/4 Trial System

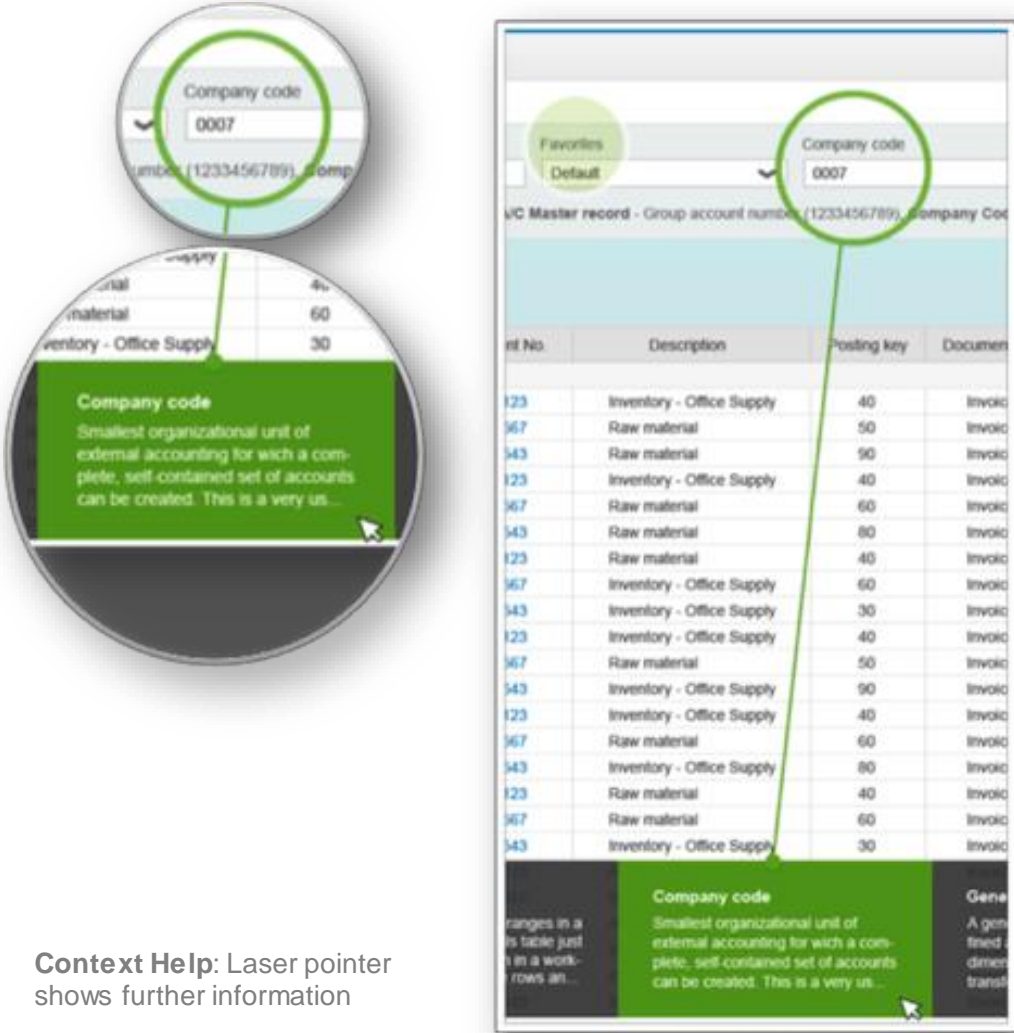


Modes: Context Help

The context help provides context specific information for UI elements directly within the application. Only help that is appropriate for the current screen is shown.

The intention of the context help is to show process independent information that clarifies the current screen.

Hotspots emphasize the UI elements for which help is available. The different contents are represented in a carousel that is shown at the bottom of the screen. A laser highlights the connection between the help content and the hotspot.

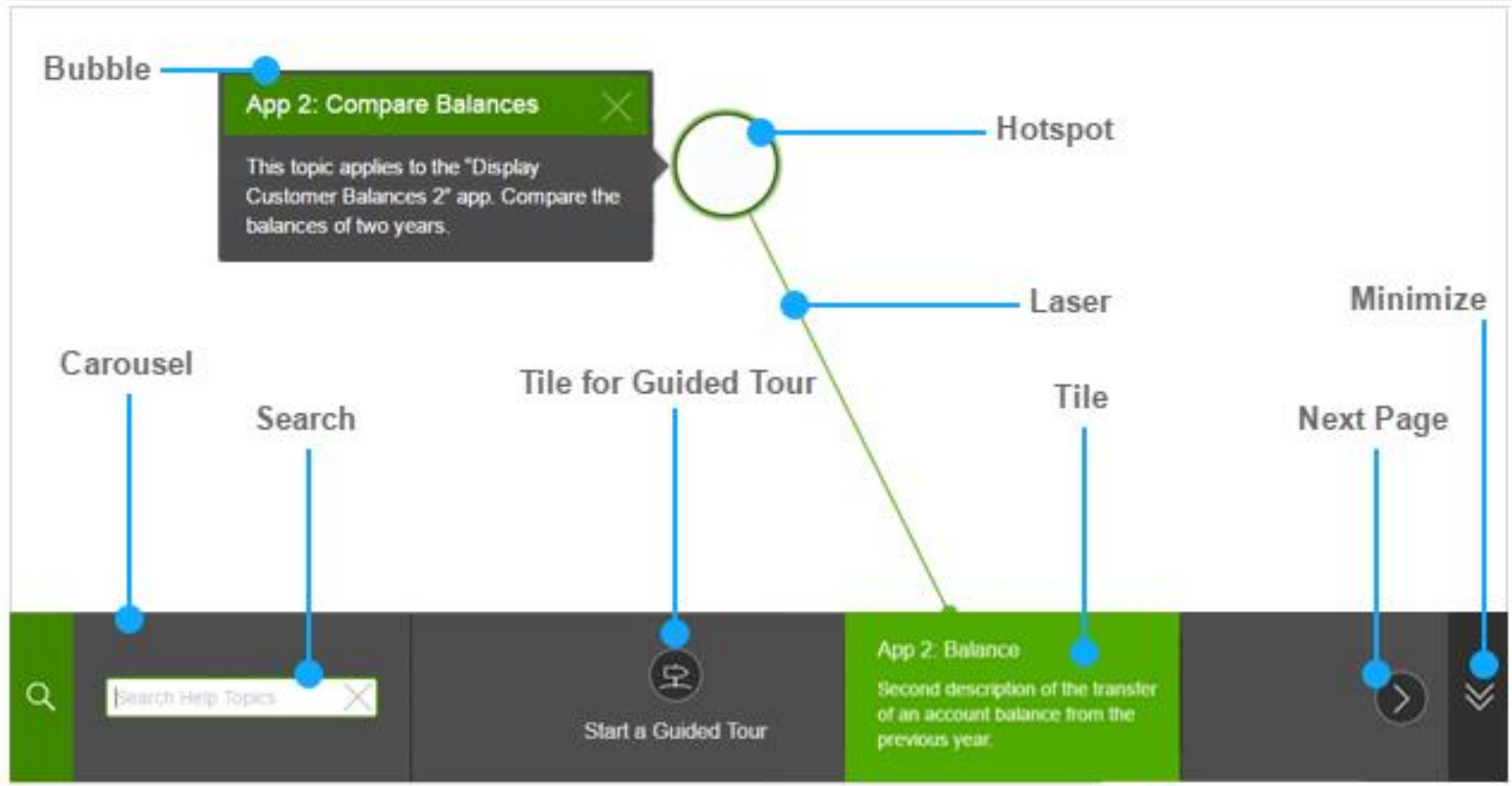


Modes: Context Help

The screenshot shows the SAP 'Display Customer Balances' interface. At the top, there are navigation icons, the SAP logo, a search icon, a help icon, and the user name 'Peter Power-Mock'. Below this, the title 'Display Customer Balances' is centered. The main area contains a filter bar with 'Standard *' and 'Hide Filter Bar' options. Below the filter bar, there are input fields for 'Customer: 1000', '*Company Code: 1010', and '*Fiscal Year: 2016'. The main content area has three tabs: 'BALANCES', 'SPECIAL B/L', and 'COMPARE'. Below the tabs, the currency is set to 'EUR'. A table displays the balance data with columns for 'Period', 'Debit', 'Credit', 'Balance', 'Cumulative Balance', and 'Imputed Interest'. A context help overlay is visible over the 'Cumulative Balance' column, with a green box containing the text 'Cumulated Balance' and a description: 'Sums up the opening balance, the debts, and credits'. A green line connects this overlay to the 'Cumulative Balance' column header. At the bottom, there is a navigation bar with a search icon, a 'Start a Guided Tour' button, and a list of options: 'Balance' (The transfer of an account balance from the previous year.), 'Cumulated Balance' (Sums up the opening balance, the debts, and credits.), 'Sales' (Sums up the goods and services sold in the posting period.), and 'Compare Balances' (Compare the balances of two years.). A 'Create Correspondence' button is located at the bottom right.

Period	Debit	Credit	Balance	Cumulative Balance	Imputed Interest
Opening Balan...				451,717.46	
01	986,914.11	433,933.00	552,981.11	1,004,758.57	4,795.01
02	91,683.00	32,409.27	59,273.73	1,064,032.30	157.61
03	60,043.00	14,330.00	45,713.00	1,109,745.30	319.28
04	376,263,336.12	59,193.00	376,204,143.12	377,313,888.42	1,801,572.47
05	424,010.98	75,670.00	348,340.98	377,662,229.40	1,055.03
06	75,305.18	65,665.44	9,639.74	377,671,869.14	28.79
07	653,976.47	995,428.25	-341,451.78	377,330,417.36	-694.13
08	57,819.00	69,344.00	-11,525.00	377,318,892.36	-29.67
09	276,526.57	86,601.66	189,924.91	377,508,817.27	53.52
10	909.00	100.00	809.00	377,509,626.27	0.17
11				377,509,626.27	
12	240.61	1.05	239.56	377,509,865.83	2.81
13				377,509,865.83	
14				377,509,865.83	
15				377,509,865.83	
16				377,509,865.83	

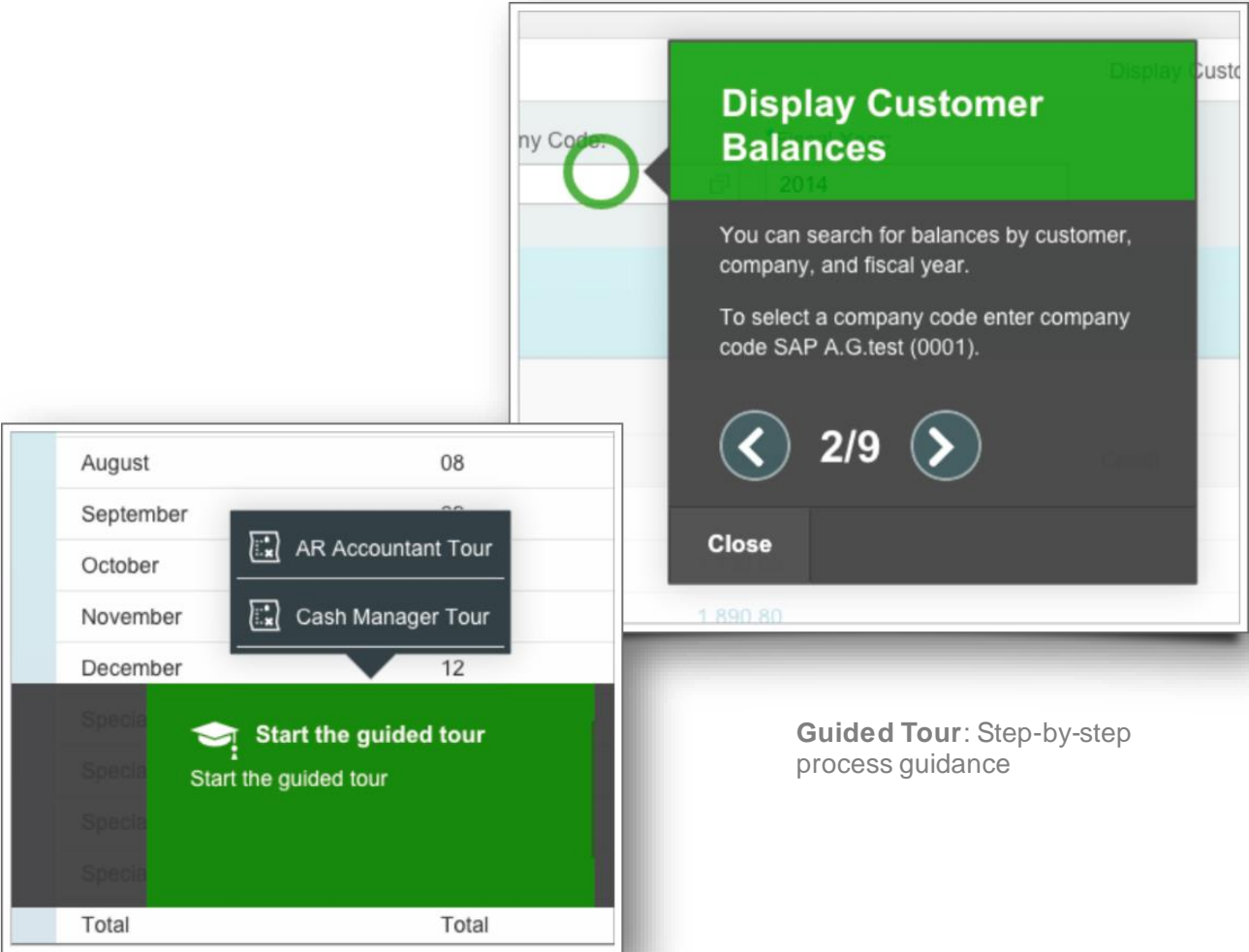
Modes: Context Help



Modes: Guided Tour

The Guided Tour guides the user step-by-step through a process within the application.

It reduces the time to complete processes and shows best practices at the same time. Each process step is represented by a bubble that contains useful instructions and information for the user.



Guided Tour: Step-by-step process guidance

Modes: Guided Tour

The screenshot shows the SAP Fiori 'Display Customer Balances' application. A 'Welcome' dialog box is overlaid on the screen, containing the following text: 'Welcome', 'Discover the SAP Fiori user experience by trying out the demo apps, which are provided with live test data. Feel free to go ahead and explore the apps and their features end-to-end. We would love to hear about your experience and look forward to receiving your feedback!', a 'Start' button with a right-pointing arrow, and a 'Close' button. The background application shows a table of customer balances for customer 1000, with columns for Balance, Cumulative Balance, Sales/Purchases, and Imputed Interest. The table data is as follows:

Period	Balance	Cumulative Balance	Sales/Purchases	Imputed Interest		
Opening Balan...		451,777.46				
01	552,981.11	1,004,758.57	829,414.11	4,795.01		
02	59,273.73	1,064,032.30	84,150.00	157.61		
03	45,713.00	1,109,745.30	60,043.00	319.28		
04	376,263,336.12	59,193.00	376,204,143.12	377,313,888.42	376,257,333.12	1,801,572.47
05	424,010.98	75,670.00	348,340.98	377,662,229.40	414,710.98	1,055.03
06	75,305.18	65,665.44	9,639.74	377,671,869.14	44,135.36	28.79
07	653,976.47	995,428.25	-341,451.78	377,330,417.36	-89,248.56	-694.13
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10	909.00	100.00	809.00	377,509,626.27	909.00	0.17
11				377,509,626.27		
12	240.61	1.05	239.56	377,509,865.83	239.56	-2.81
13				377,509,865.83		
14				377,509,865.83		
15				377,509,865.83		
16				377,509,865.83		

Modes: Guided Tour

SAP Fiori interface for 'Display Customer Balances'. The header shows 'Standard *', 'Hide Filter Bar', 'Filters (3)', and 'Go'. The main area contains a table with columns: Period, Debit, Credit, Balance, Cumulative Balance, Sales/Purchases, and Imputed Interest. A tooltip titled 'Customer Balances Tour 6' is overlaid on the table, containing the text: 'To compare the balances from the previous year, click Compare.' and navigation arrows for 'Previous' and 'Next'.

Period	Debit	Credit	Balance	Cumulative Balance	Sales/Purchases	Imputed Interest
Opening Balan...				451,777.46		
01	986,914.11	433,933.00	552,981.11	1,004,758.57	829,414.11	4,795.01
02	91,683.00	32,409.27	59,273.73	1,064,032.30	84,150.00	157.61
03	60,043.00	14,330.00	45,713.00	1,109,745.30	60,043.00	319.28
04	376,263,336.12	59,193.00	376,204,143.12	377,313,888.42	376,257,333.12	1,801,572.47
05	424,010.98	75,670.00	348,340.98	377,662,229.40	414,710.98	1,055.03
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07	653,976.47	995,428.25	-341,451.78	377,330,417.36	-89,248.56	-694.13
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11				377,509,626.27		
12	240.61	1.05	239.56	377,509,865.83	239.56	-2.81
13				377,509,865.83		
14				377,509,865.83		
15				377,509,865.83		
16				377,509,865.83		

Watch a Short Video

Here's a short video to get you acquainted with SAP Fiori, demo cloud edition.

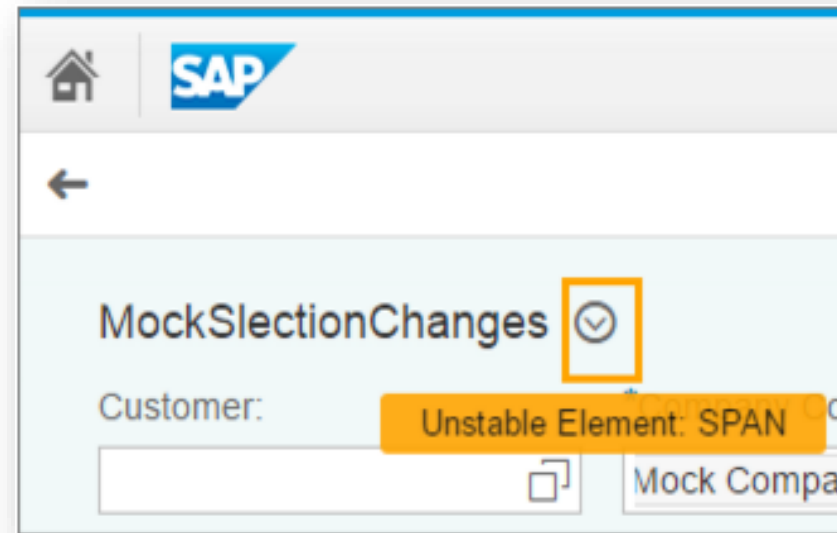
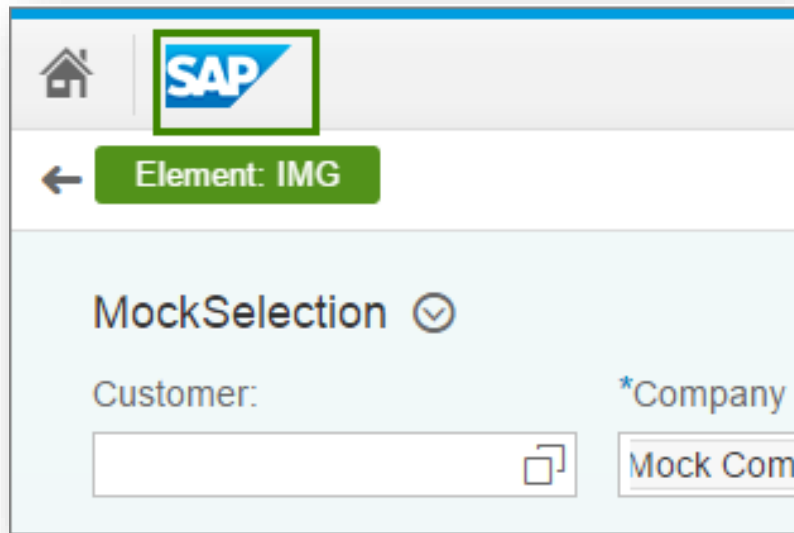


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Close

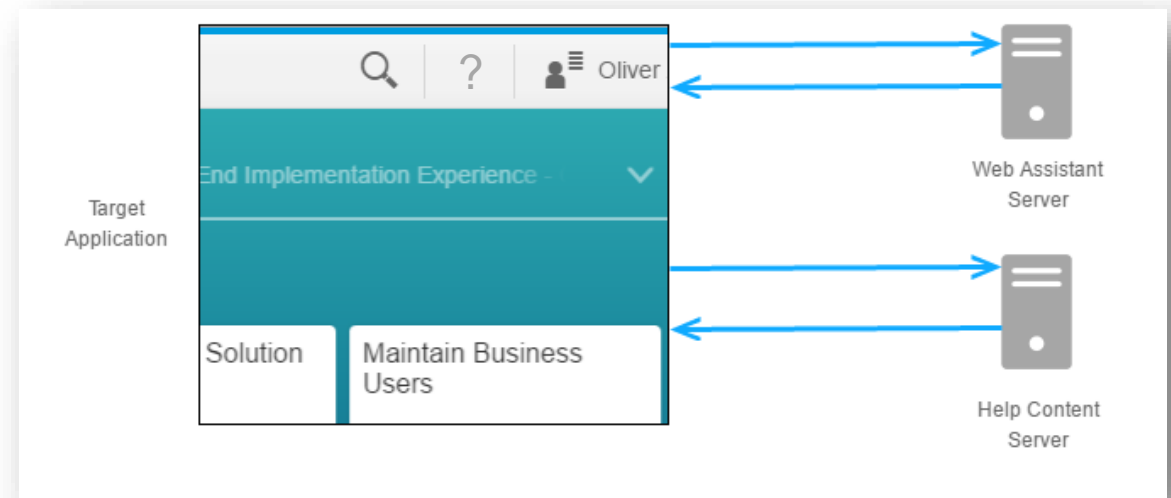
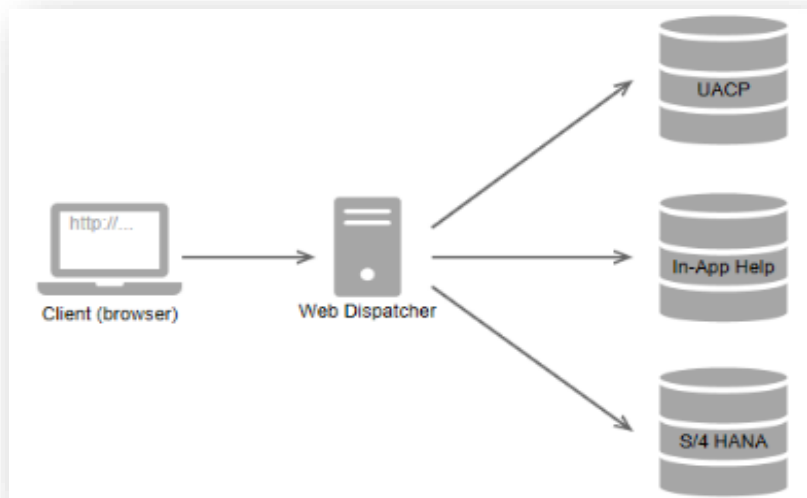
Principle of re-recognition

- The principle of displaying context sensitive information is based on the mapping of the content to the UI control
- Once the content is created, it can be assigned to the respective controls directly from within the application
- Interface information are used to identify UI controls (e.g. edit fields, buttons etc.) reliably



Basic access flow

- When the target application is opened, a request is sent to the Web Assistant server to load the framework
- The request is evaluated by the Web Assistant server. If proper the framework will be loaded
- In parallel, a request is sent to the content server to check if any help is available for the current context
- The content server sends a response containing available help content for the current context
- When the Web Assistant framework was loaded successfully and there is help content available, the help control (e.g. the “?” icon) will be shown within the target application.



Web assistant key facts

100% web based
framework that appears
as an overlay on top of
the application

No client installation
works without plugins or
browser configuration on
any HTML5 browser

Part of SAP Fiori
available in Fiori
launchpad and various
stand-alone **SAPUI5** apps

Two modes
of user assistance
Guided Tours
Context Help

Created by SAP
content created by SAP
info developers

Free user assistance
as integral part of SAP
S/4HANA and other
applications



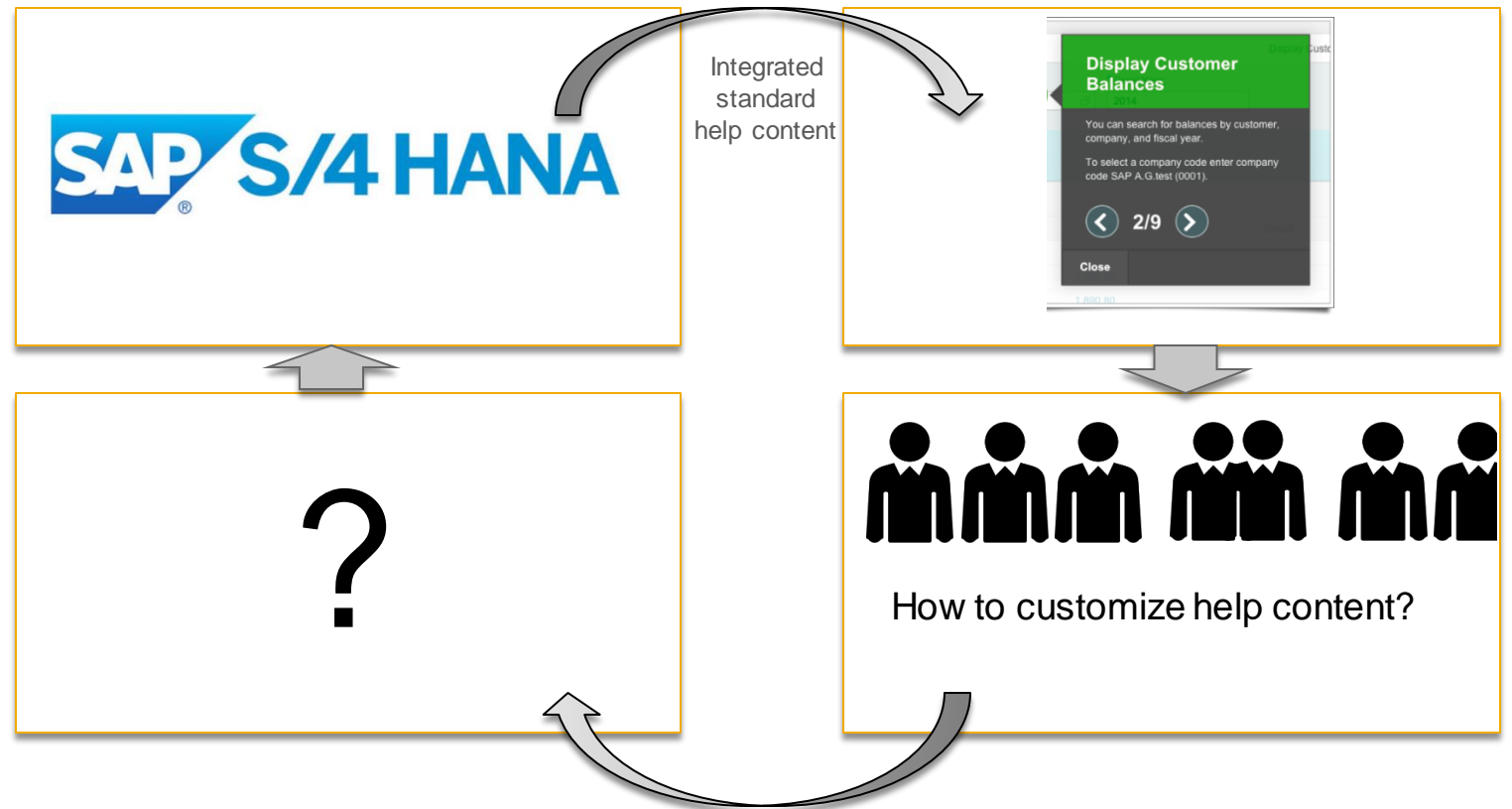
Content extensibility scenario

Web assistant as an integral part of SAP Workforce Performance Builder

Challenge

Extensibility:

- Edit existing SAP content
- Create new content
- Run both contents in parallel
- Extend with interactive materials
- Localize content into other languages
- Customize the look & feel
- ...



An integral part of SAP Workforce Performance Builder

SAP Workforce Performance Builder is a commercial end-to-end suite of tools to collaboratively create, deliver, track & report learning content and user assistance content. It is enterprise grade, highly customizable and template based, available worldwide, all industries, on-premise & cloud.

Reasons to integrate the web assistant into SAP Workforce Performance Builder:

Content integration

Application spanning

Extensibility scenario

Content Integration

The knowledge suite for collaborative authoring & distribution of training and performance support materials in a variety of formats.

Rapid Learning



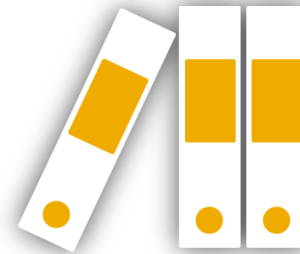
E-learning courses and
Knowledge Assessments

Software Simulation



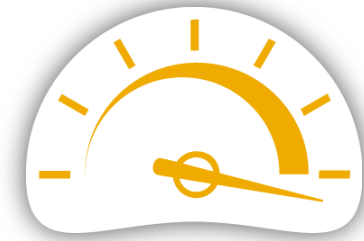
Interactive Demo,
Practice, and Test modes

Documentation



Manuals, Process docu-
mentation and test scripts

Performance Support



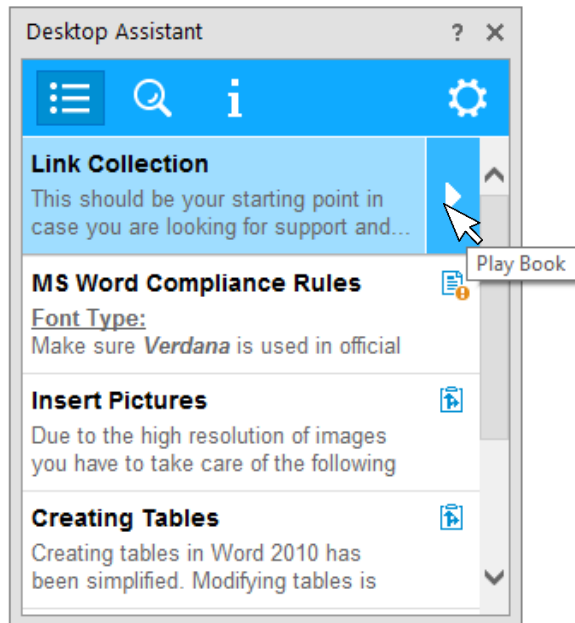
Context sensitive in-app
content delivery and guidance

[Start Prototype](#)

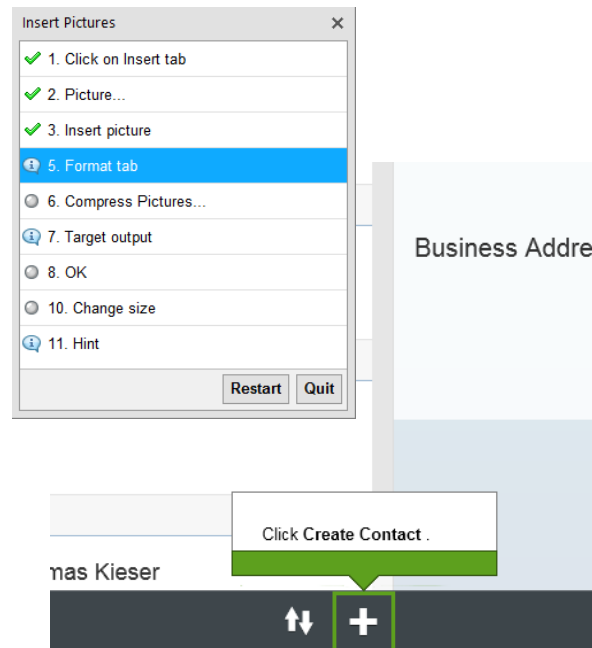
Product Synergies

The Desktop Assistant is the performance support component and part of the SAP Workforce Performance Builder. Compared to the Web Assistant the Navigator is a desktop application displaying context-sensitive information for Web- and Desktop applications.

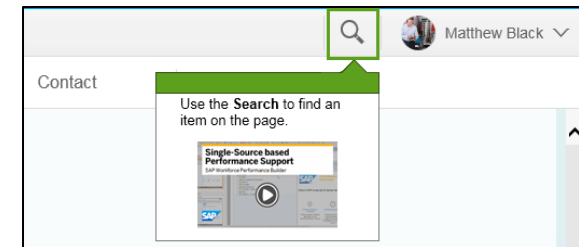
Desktop assistant: Real-time content delivery based on the current context



Guided tours: Step-by-step guidance directly in the system



Context help: Process independent hints to point out new, changed or critical functions

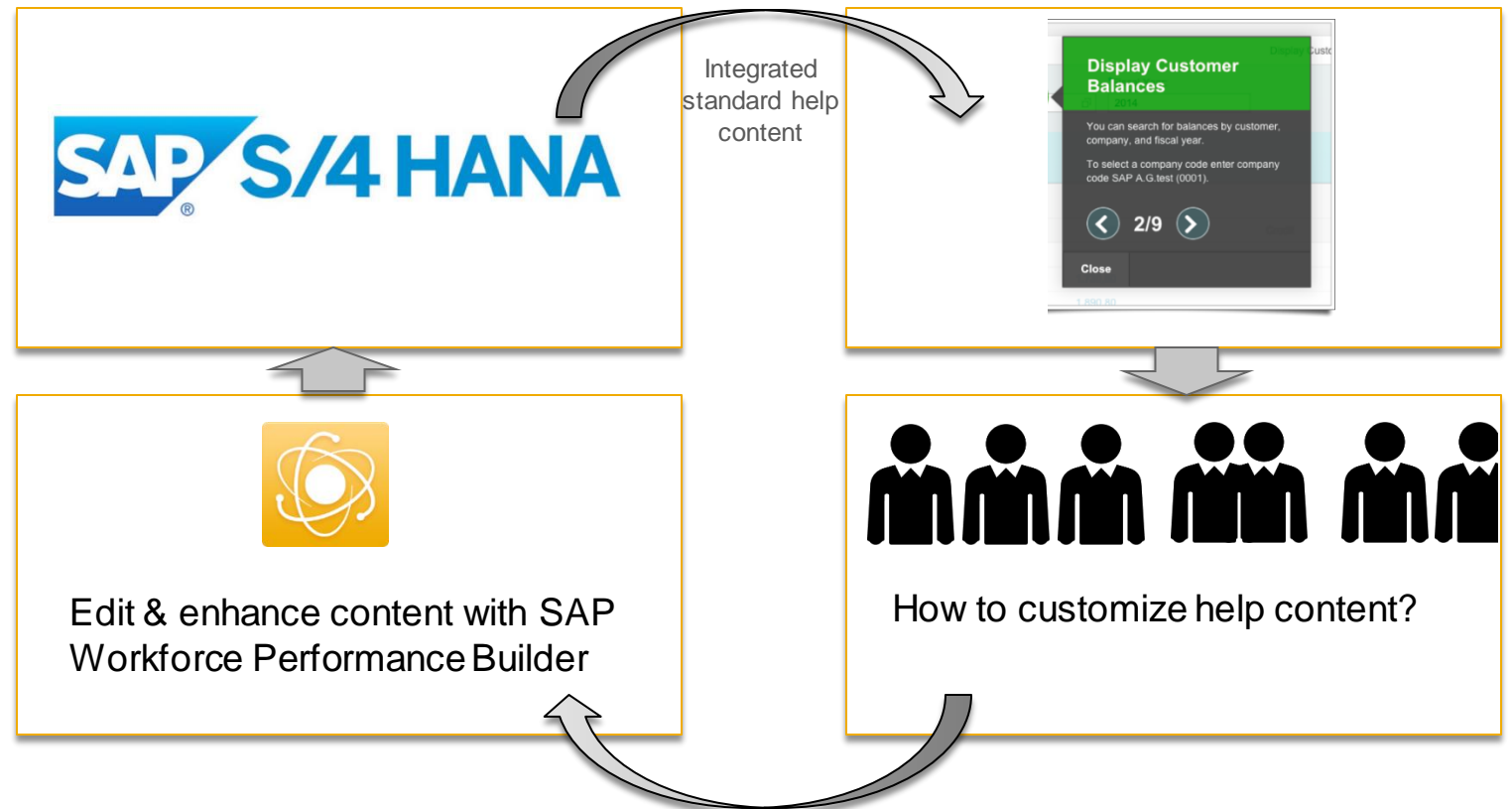


Extensibility scenario

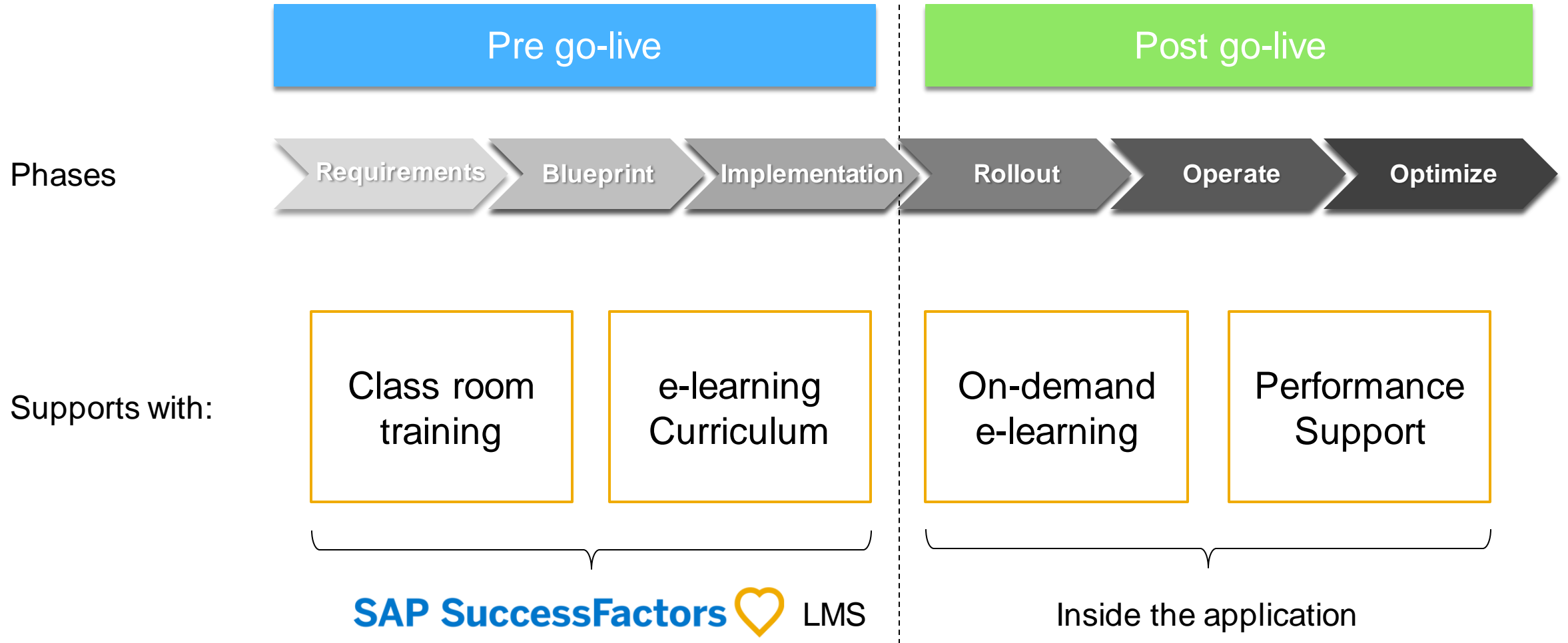
SAP Workforce Performance Builder is covering the whole content life-cycle and will enable customers and partners to create and edit their web assistant content and to track the content consumption.

Extensibility:

- Edit existing SAP content
- Create new content
- Run both contents in parallel
- Extend with interactive materials
- Localize content into other languages
- Customize the look & feel
- ...



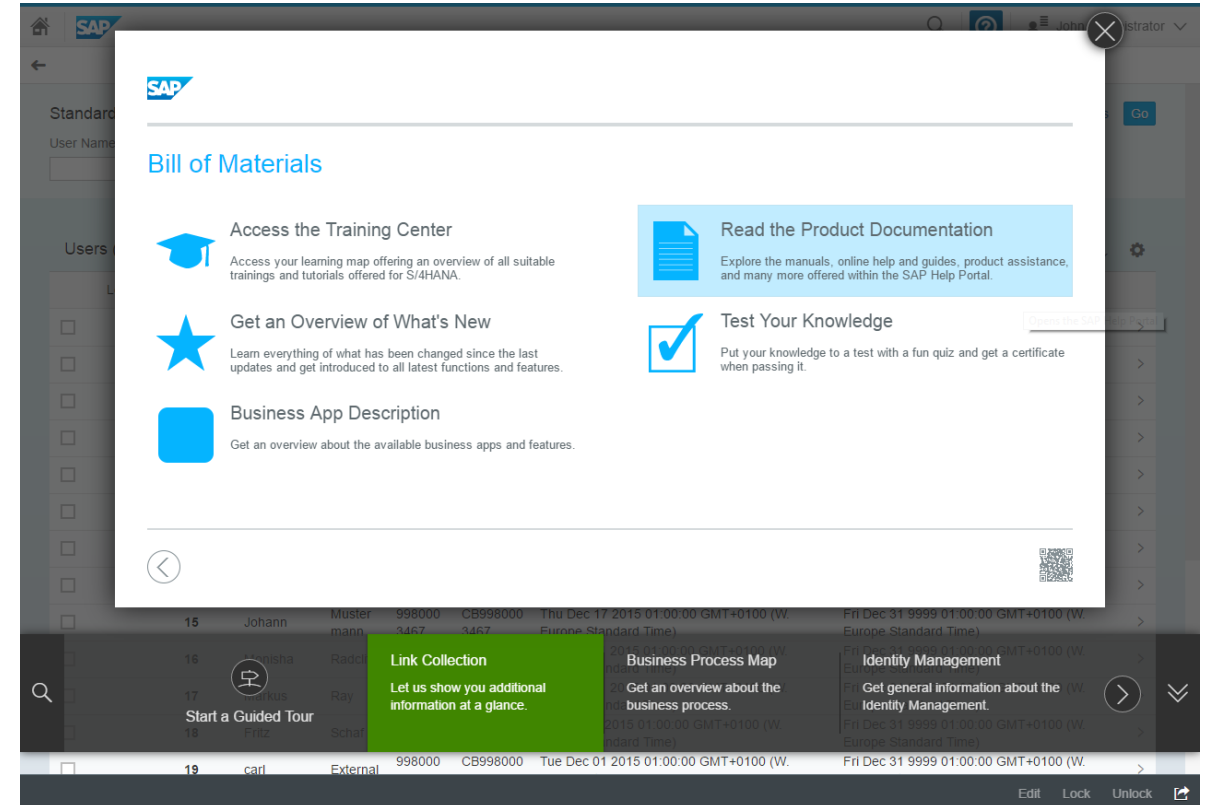
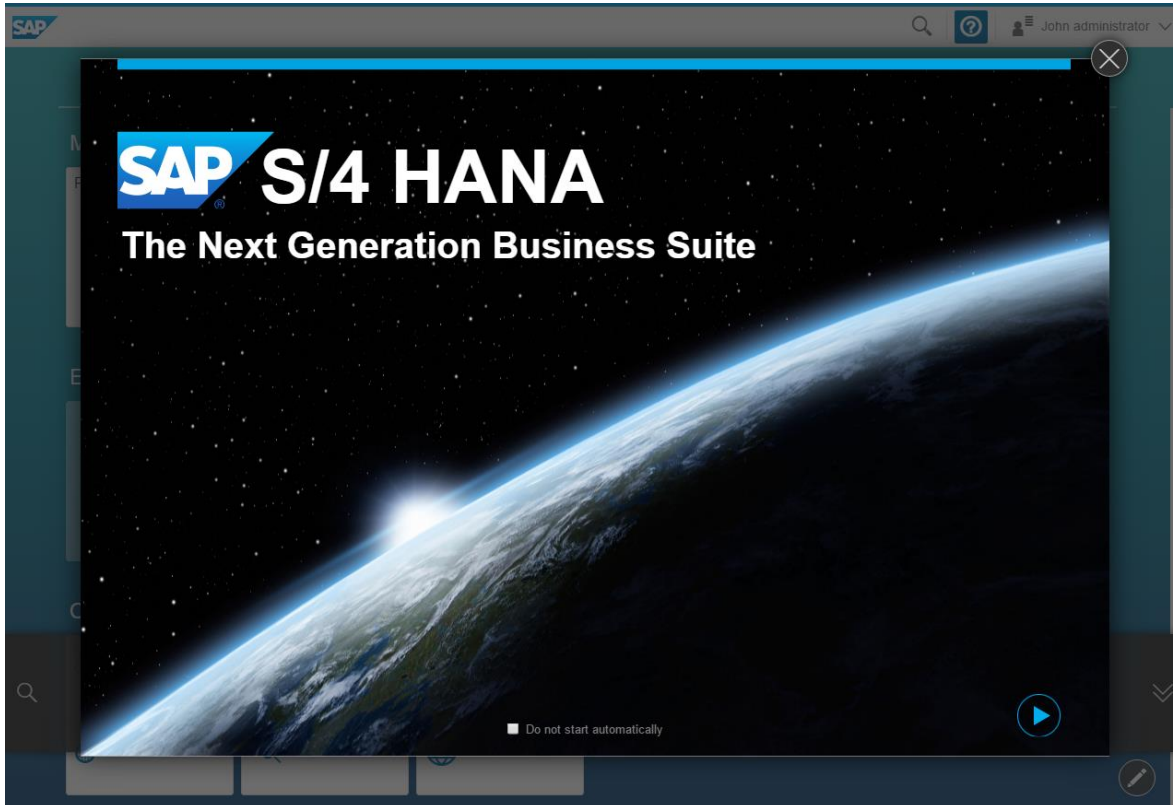
SAP Workforce Performance Builder & the Application Life Cycle





What's next?

Lightbox: Context sensitive delivery of learning materials



Lightbox: Context sensitive delivery of learning materials

The screenshot shows the SAP Fiori 'Maintain Business Users' app. A lightbox titled 'User Name' is overlaid on the 'User Name' input field. The lightbox contains the following text: 'The user name can contain characters, numbers, and underscores. It must not start with an underscore, or with SAP. You can change the user name on the Business User Details screen.' The lightbox also features a close button (X) in the top right corner.

Locked	User Name	First Name	Last Name	Person ID	User ID	Valid From	Valid To
<input type="checkbox"/>	090909					Mon Mar 07 2016 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	1	Contingent	Worker	2947	2947	Mon Oct 26 2015 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	10	Shangri	Las	998000	3458	Wed Dec 16 2015 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	11	Fu Bao	panda	998000	3458	Wed Dec 16 2015 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	12	Felix	Kater	998000	3460	Wed Dec 16 2015 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	123489	Rahul	aaaaaa	998000	3738	Wed Mar 09 2016 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	123490	Rohit	Sethi	998000	3760	Thu Mar 10 2016 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	13	Tuluba	Mungo	998000	3464	Wed Dec 16 2015 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	15	Johann	Mustermann	998000	3467	Thu Dec 17 2015 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	18	Fritz	Schat	998000	3485	Fri Dec 18 2015 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)
<input type="checkbox"/>	19	carl	External	998000	CB998000	Tue Dec 01 2015 01:00:00 GMT+0100 (W. Europe Standard Time)	Fri Dec 31 1999 01:00:00 GMT+0100 (W. Europe Standard Time)

The screenshot shows the SAP Fiori 'Maintain Business Users' app. A lightbox titled 'Value Help' is overlaid on the 'User Name' input field. The lightbox contains the text: 'Click the Value Help button.' The lightbox also features a close button (X) in the top right corner.

General Outlook

Integration with SAP Workforce Performance Builder for external delivery

- Content creation, editing and maintenance with Producer & hosting via Manager
- Context sensitive delivery of learning content and secondary help via lightbox/ splash screen
- Content usage tracking and reports

Further enhancements

- Display flexibility: icons instead of hotspots, no carousel visible, configurable bubble size & position
- Some styling / theming options
- Auto progress for guided tours
- Web based editing of user assistance content
- App Support: Further SAP web based applications
- ...

Further information



SAP Public Web

<http://www.wpb-info.sap.com>

<http://www.sap.com/WPB>

<http://help.sap.com/wpb>

<http://scn.sap.com/community/training-and-education>

<https://store.sap.com/sap/cpa/ui/resources/store/html/SolutionDetails.html?pid=0000011402>

SAP Education and Certification Opportunities

www.sap.com/education

Watch SAP TechEd Online

www.saptech.com/online

An aerial photograph of a city, likely Toronto, showing a wide, multi-lane road cutting through a dense green park. In the background, the city skyline is visible, including the CN Tower. The sky is a clear, pale blue. A semi-transparent white box is overlaid on the lower-left portion of the image, containing contact information.

Contact information:

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WPB Solution Owner

SAP Workforce Performance Builder

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