

# PERFORMANCE SUPPORT FOR YOUR LEARNERS!

AskDelphi provides learning experiences and performance support right in the user's workflow. Get back to being productive in 2 clicks and 10 seconds!



## AZURE-BASED SOFTWARE-AS-A-SERVICE

AskDelphi is a service platform hosted on Microsoft Azure.

### Your benefits:

- keep data safe:** state of the art security and privacy controls are all included.
- available and reliable for everyone:** scale across your global enterprise.
- use powerful tools** such as Azure Search and cognitive services for automatic translation.

## ASKDELPHI GOES HOLOLEARNING!

**Public transport companies are using Performance Support solutions for their learners, in partnership with Know How! AG.**

**Berliner Verkehrsbetriebe** (BVG) uses a special system to service and maintain their vehicles in their own workshops. As only few experts know how to operate this system, BVG decided to train and support additional employees via HoloLearning powered by AskDelphi.



**Leipziger Verkehrsbetriebe** also uses HoloLens with AskDelphi to support maintenance work. If the transformer unit of a streetcar needs to be replaced, support is offered through a HoloLens. All work steps are backed up with step-by-step instructions in text and images, with videos and additional information.

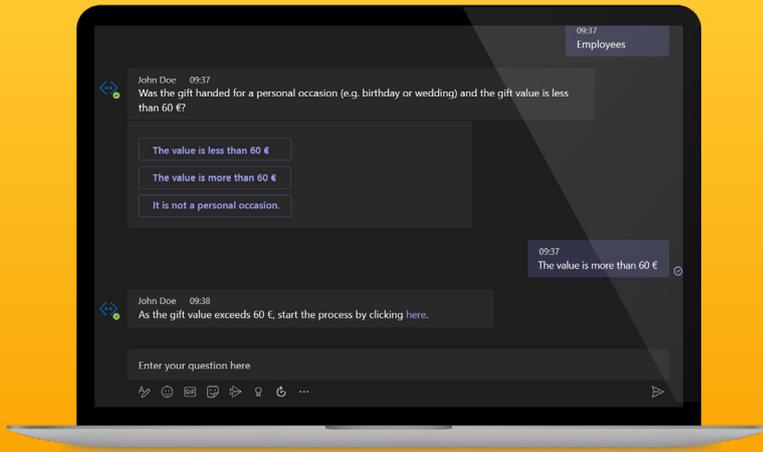


## ASKDELPHI LOVES TEAMS

You can also use a **combination of AskDelphi and Microsoft Tools** such as Microsoft Teams!

Through **Chatbots** users can find answers to the most common questions right within their Microsoft Teams Chat environment

Learning and performance support from AskDelphi is offered to the user via the chatbot. **This is high class Performance Support.**



## ASKDELPHI AND MICROSOFT 365 KNOWLEDGE NUGGETS



- Nuggets are **short units of knowledge**. In about 1 – 3 minutes they explain how to do a certain task and add additional tips, if required.
- They provide your employees **efficient performance support for Microsoft 365 – 24/7!** In this way, support is given exactly when questions arise: In that moment when users are working in applications such as Microsoft Word.
- Relieve the load on your IT support or helpdesk as **users can easily answer their questions** while working with Microsoft applications **on their own** in AskDelphi.

## MORE ASKDELPHI FEATURES



### Microsoft Office context client

- Users get contextual support for tasks they are performing right within their Microsoft applications.
- Cross application support for other 3rd party applications is supported.



### Microsoft Translate

- Translate content automatically into 90 languages – thanks to Microsoft Azure.
- Customizable translations: use company-specific terminology.
- Quick roll-outs & low costs: Implementing performance support across your company has never been easier!



### Reports via PowerBI

- Get a quick and easy overview of relevant KPIs such as page views, most liked content or downloaded content.
- Create individual reports.
- GDPR compliant: data gets anonymized.

**CONTACT US NOW AND LEARN WHILE YOU PERFORM!**

 [info@knowhow.de](mailto:info@knowhow.de)

 [www.knowhow.de/askdelphi](http://www.knowhow.de/askdelphi)