



Customised help in TimeLog

Interactive guides in TimeLog



TimeLog guides

This document describes the possibilities to have customer specific guides introducing specific processes to your users showing them how to use TimeLog internally in your company.

These guides are made specifically for your company and will only be visible for your employees.





Introduction

You can use our interactive guides and help features to teach your employees how you want them to use TimeLog, so that they know your internal processes in the system.

You can use our interactive guides as a substitute to your internal manuals and let the users find the help directly in TimeLog instead of in Word documents or on your intranet.

It is a good way for you to get new employees introduced to TimeLog, but also a good way to introduce new processes in TimeLog for all employees.

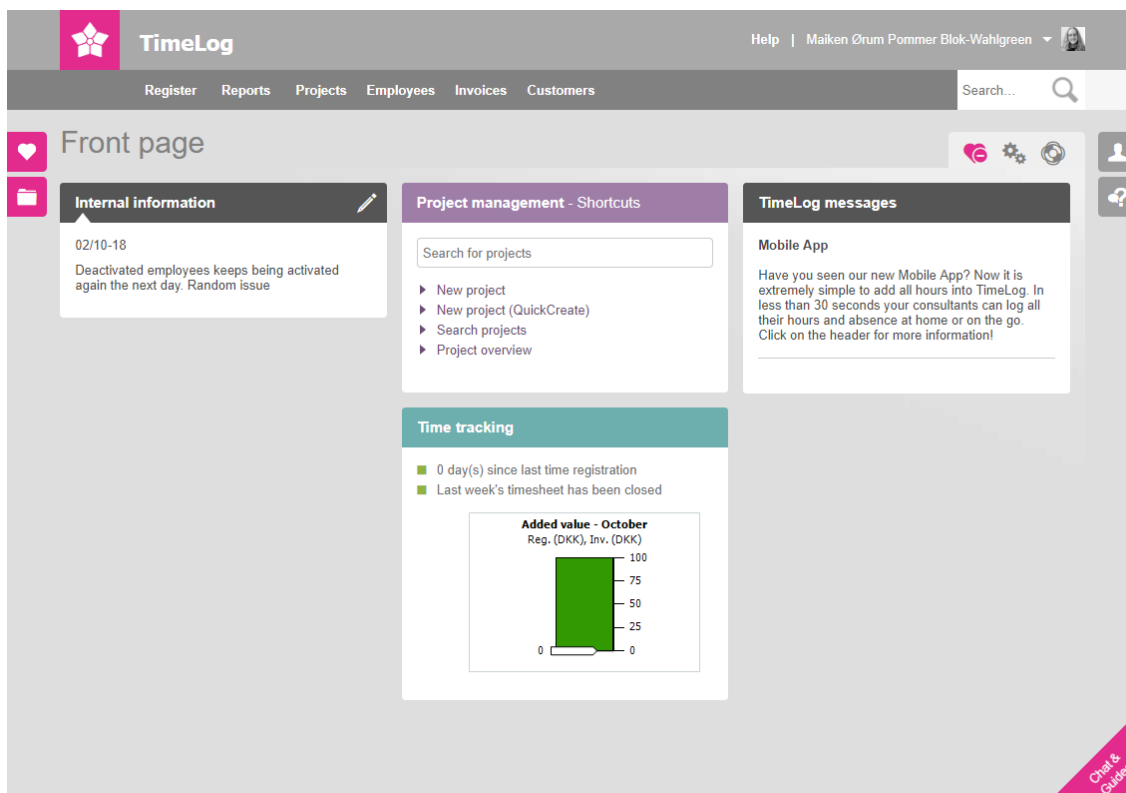
You should see this solution as extra help besides the process tab and custom help tab you have available as standard in each interface.

Choose between different guides

We have different guides to choose from. Below you will find a description of the different options.

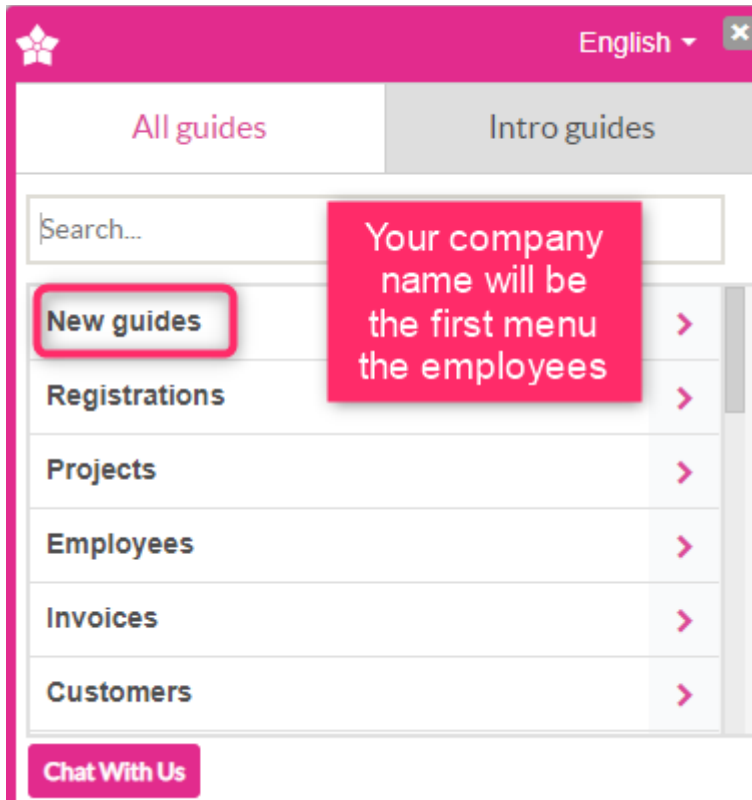
Interactive guides

These will be found in the **Chat and guides** function in the lower right corner in each interface.



Here you will have your own company-menu in the top, where you will find the customised guides for your specific internal processes.





Under that menu, all your guides will be listed.

It is possible to segment the guides, so that employees only see the guides relevant for them.

We can segment by the following options:

- For all employees
- Only for employees having access to the:
 - Projects menu
 - Employees menu
 - Invoices menu
 - Customers menu
 - System administration

ShoutOuts

You can use ShoutOuts to have a message shown to everyone or specific user-profiles based on a specific segmentation.

These are useful if you want to introduce a new process in your company and want the employees to get notified next time they log in. You can connect an interactive guide to a ShoutOut (and make it mandatory for the employee to go through it) so they get a full introduction to your process step by step.





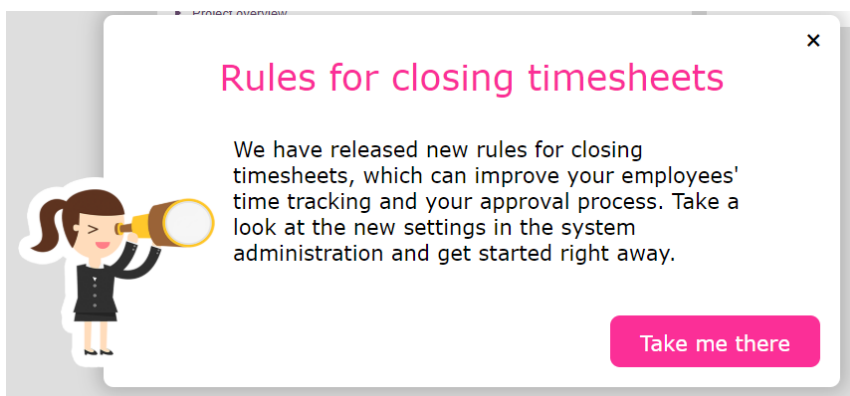
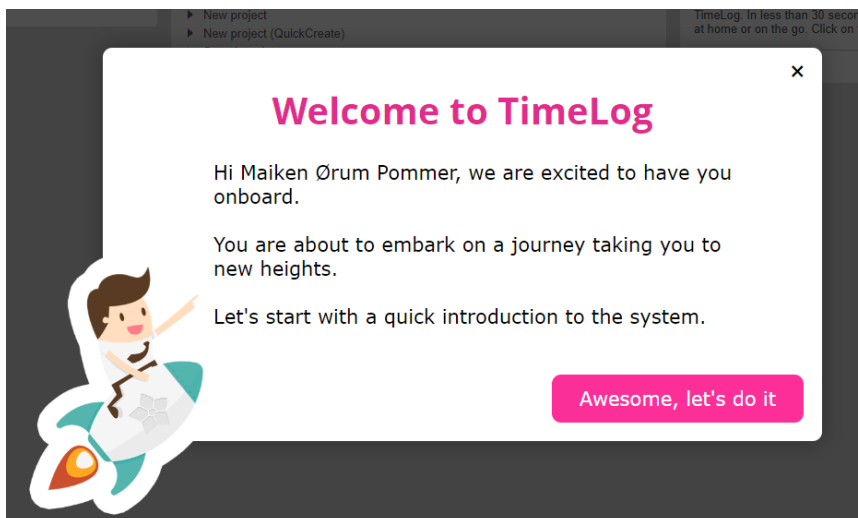
We can segment by the following options:

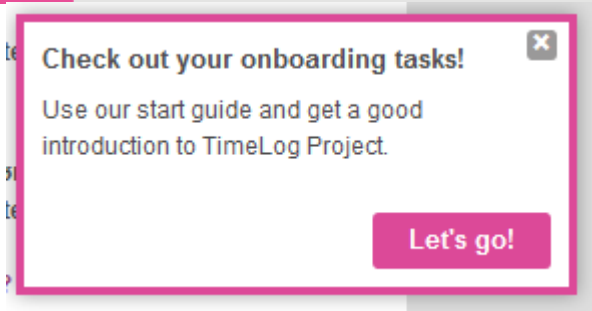
- For all employees
- Only for employees having access to the:
 - Projects menu
 - Employees menu
 - Invoices menu
 - Customers menu
 - System administration

You can choose different settings for your ShoutOuts:

- You can decide whether the background is greyed out so it highlights the ShoutOut
- You can decide where to place it in the screen
- You can decide whether it is mandatory or not to go through a guide that is connected to a ShoutOut

Here are some examples of ShoutOuts in different layouts to choose from.





You can choose different places for the ShoutOut to be shown on the screen:



Tips in a specific interface

Here we divide between SmartTips and Launchers.

SmartTips

There are two ways of using SmartTips:

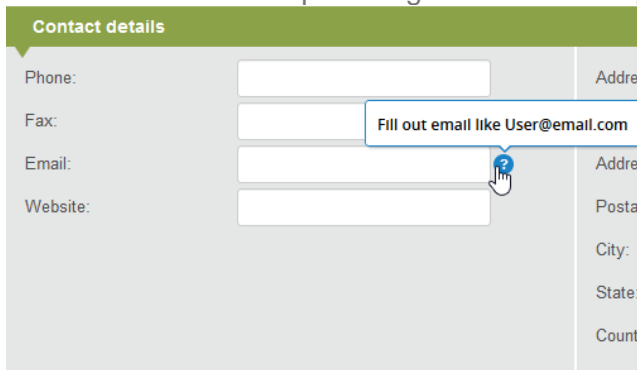
Guidance SmartTip

A guidance SmartTip only displays a message to the end-user. Guidance SmartTip messages appear when you hover over the icon, or if you display the message on the element, it appears when you hover over or focus on (click or tab into) the element. This message can be displayed either on the anchored element or the SmartTip icon.

Validation SmartTip

Validation SmartTips verify that a user has added valid content into fields. It verifies field inputs by checking against Validation Rules. The Validation Rule allows you to determine what is a valid input for the field. If the validation rule is false (user input incorrect), the SmartTip will display your validation message.

This could be an example of a guidance SmartTip:





Here is an example of validation.

If the employee insert the right info it looks like this:

Contact details

Phone:

Fax:

Email: Valid ?

Website:

If the employee does not insert the right information, the validation looks like this:

Contact details

Phone:

Fax:

Email: Please use the following format: myname@domain.com ?

Website:

Launchers

Launchers are links to external and internal help. It can be a video or maybe you want an interactive guide to start, so your employees can get a specific introduction to what you would like them to do.

Here is an example of how we can add a link to a video or a guide:

TimeLog Outlook integration

You can use the tracker to register time via your appointments and meetings in Outlook calendar.

You need to install Microsoft Outlook on your Windows computer. Windows for Mac is not supported.

Download this if your Outlook is 32-bit version

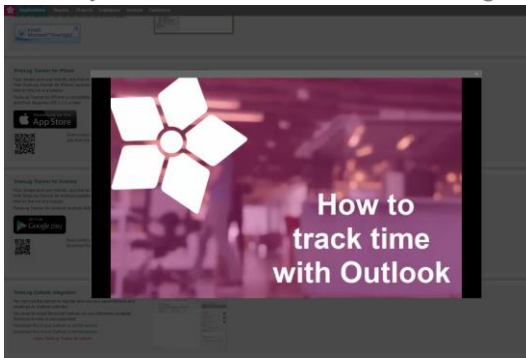
Download this if your Outlook is 64-bit version

[Video: TimeLog Tracker for Outlook](#)

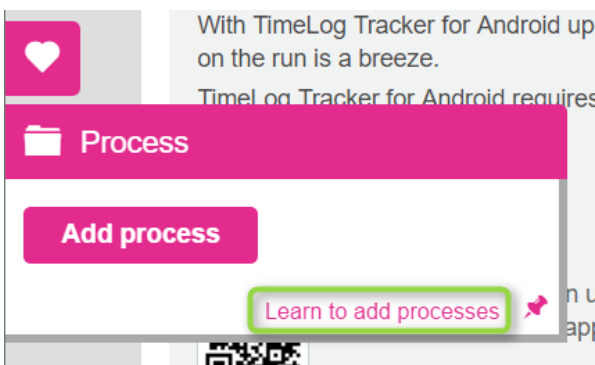




When you click the link, the video or guide will pop up:



Here is an example of making help available for the employee:



How to get started

Please contact mpb@timelog.com with information about your needs and if you have a special deadline for introducing e.g. a new process internally. It might be that you have planned for a specific kickoff date, where you also need the guides to be ready.

Depending on your needs, you should expect a delivery time of 2-6 weeks from when we begin the process of creating your customised help. However, it also requires that you have time for testing before release, as there is one iteration of the guide as part of the process.

One iteration includes the following:

- You internally test, if we meet your specification
- You send us a change request, if you e.g. find out you need extra steps or different texts
- We make the changes as requested

If you need us to make further changes after this, you will need to purchase extra iteration rounds.





What we need from you

If you would like customised help, we need the following from you:

1. We need either a video or screenshots with an explanation of how you would like your guide/SmartTip/Launcher or ShoutOut.
 - a. For guides, we need a numbered step by step explanation of the information you want to give your employees both in written form and with a screenshot with numbers on where the guides should push them to.
2. The full text you want to have in the guides.

We support three languages in the menu:

- English
- Danish
- Swedish

If you only want it in e.g. English, we will set up the guides to be in English no matter the user's language choice in the system and Need Help menu.

3. We need to know if you want a special segmentation on your help, so it is only visible for specific users.
4. If you need a ShoutOut we would schedule a date for when it should be shown on your site e.g. when you are introducing a new process.





Pricing

Product	EUR	Comment
Interactive guide	500	Incl. 1 round of iteration.
Interactive guide - with small changes to existing guide	300	Incl. 1 round of iteration. This is when you want to make changes to your existing guides or if you want a copy of one of our standard guides with up to 5 customised changes. More than 5 changes, it is seen as a fully customised guide.
ShoutOut	150	Incl. 1 round of iteration.
SmartTips	150	Incl. 1 round of iteration. This is the price per tip you would like on the page. You provide the text and where you want it in the interface.
Launchers	150	Incl. 1 round of iteration. This is when you need a small tip in an interface to open a guide. The guide has a cost as listed in this price list.
Extra services	EUR	Comment
Extra iteration rounds	150	If you change your requirements and want extra steps or setup after testing your guides, or if you are changing a small part of the process so the guide needs alteration.
Proof reading	150 per guide	If you want our language team to proof read your material before launching it to your users.
More than one language	125 per extra language	We support English, Danish, Swedish. If you want your guides in more than one language, it requires extra testing and setup. If you need us to translate, you will get a separate quote for that service.
Status report	125	Get a report of how much activity there has been on your internal help and whether your employees complete your guides.
Mandatory service	EUR	Comment
SLA	75 EUR per interactive guide/yearly	The yearly SLA secures that your interactive guides will work on any future version of TimeLog.

