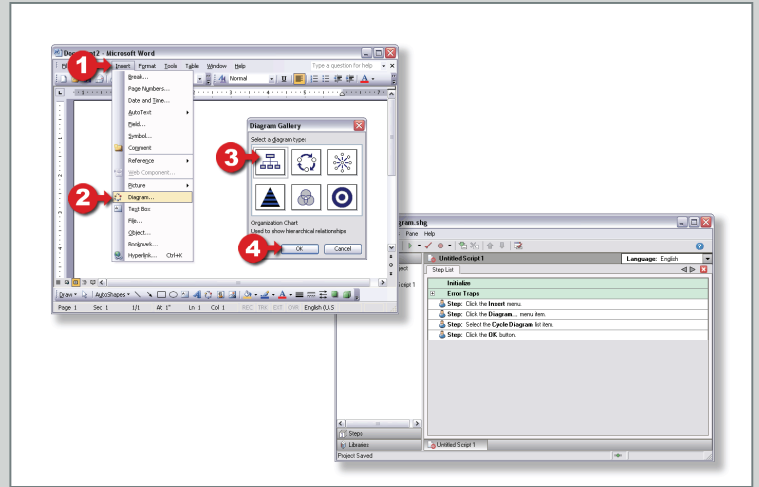




Performance Support Software

Capture

Record software workflows to create step-by-step instructions that interact directly with the interface of the live software application.



What is SHO Guide?

SHO Guide is a performance support authoring solution that lets you capture important software procedures and workflows in the form of interactive instructions that guide software users inside the *real* software application, instead of a separate browser, simulation or help window. Simply enable SHO Guide's sophisticated recording feature and complete the desired procedure inside the software application of your choosing*. SHO Guide automatically builds fully-interactive, step-by-step instructions for you—and in multiple languages simultaneously.

*See "Supported Application Platforms" on the back for information on supported applications.

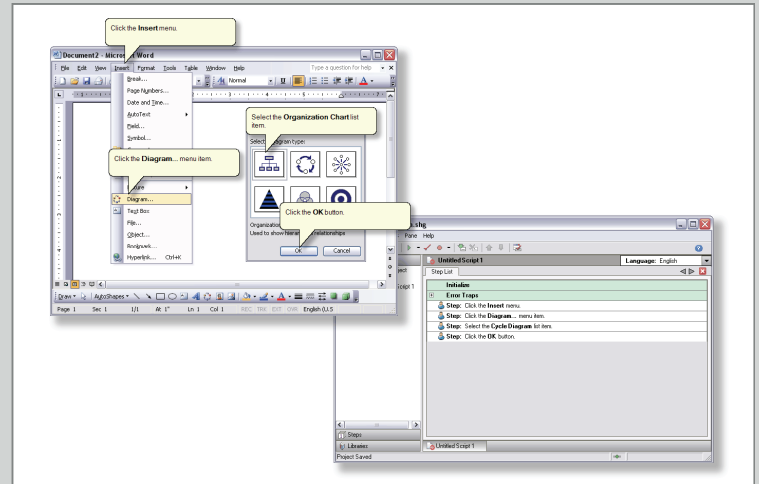
What is Performance Support?

"Performance Support is providing intuitive, tailored aid to a person at his or her moment of need to ensure the most effective performance."

Conrad Gottfredson Ph.D.,
Instructional Psychology and Technology

Deploy

Publish and share your finished SHO scripts with anyone to enhance the usability of software applications.



Transcend

Help software users and customers transcend boundaries of software usability while reducing the need for extensive classroom instruction and post-training support.



No Simulation
No E-learning
No Instructor-Led Training

Just Performance!



Key Features

- Record interactions with a software application to create fully-interactive, step-by-step instructions that guide software users through procedures inside the *real* software application, instead of a separate browser, simulation or help window.
- Fully graphical authoring interface—no programming or scripting knowledge required.
- Create content in as many as eleven languages in a single recording.
- Incorporate multimedia content (videos, animations, sound and images) to enhance the presentation.
- Add arrows to point out features of an application interface.
- Link to other SHO scripts to create modular content.
- Link to other documents, such as Web pages and PDF files.
- Check application state to create intelligent learning resources that take context into account.
- Create an unlimited number of branches or alternative paths.

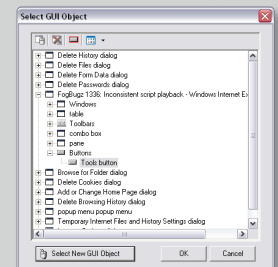
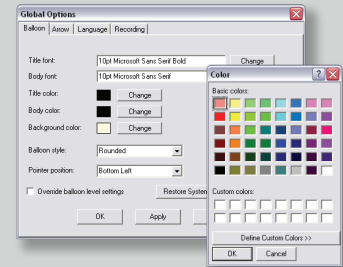
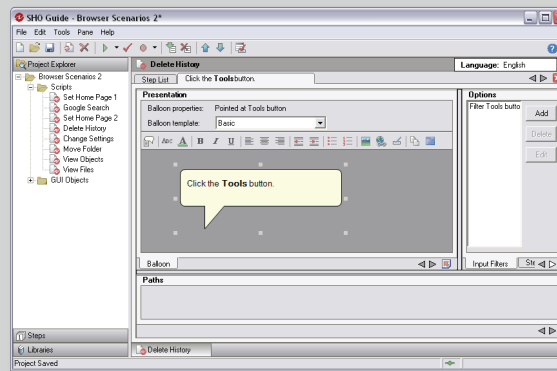
Recommended System Requirements

- Windows 2000 SP4, Windows XP SP2, Windows Vista
- Minimum 256MB RAM
- Minimum 500MHz processor
- Microsoft .NET 1.1

Supported Application Platforms

- Microsoft .NET applications
- Browser-based applications running in Internet Explorer 6.0/greater or Firefox 2.0/greater
- Applications developed with Microsoft Foundation Classes (MFC)
- Microsoft Office applications
- Java Swing applications

Note: Windows Vista is a trademark of Microsoft Corporation. Windows XP is a registered trademark of Microsoft Corporation. Java is a registered trademark of Sun Microsystems, Inc.



Key Benefits

- Reduce the need for instructor-led training
- Reduce the need for expensive e-learning and simulation
- Remove intimidation associated with software use
- Help software users make use of undiscovered features
- Reduce the need for support
- Significantly reduce your software implementation and training costs
- Decrease task-completion time and increase accuracy
- Reduce new hire on-boarding time for your applications
- Reduce attrition rates
- Improve customer service
- Retain customers by improving application usability



SHO Player™

SHO Player is a simple and effective playback application for performance support scripts produced with SHO Guide. After performing a one-time installation of the SHO Player application (less than a 1MB download), a software user can initiate any published SHO script. Language preferences let the user select a preferred content playback language.



Transcending ordinary performance to achieve extraordinary results

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