

# User Experience Portal – Acceptance through Video Tutorials



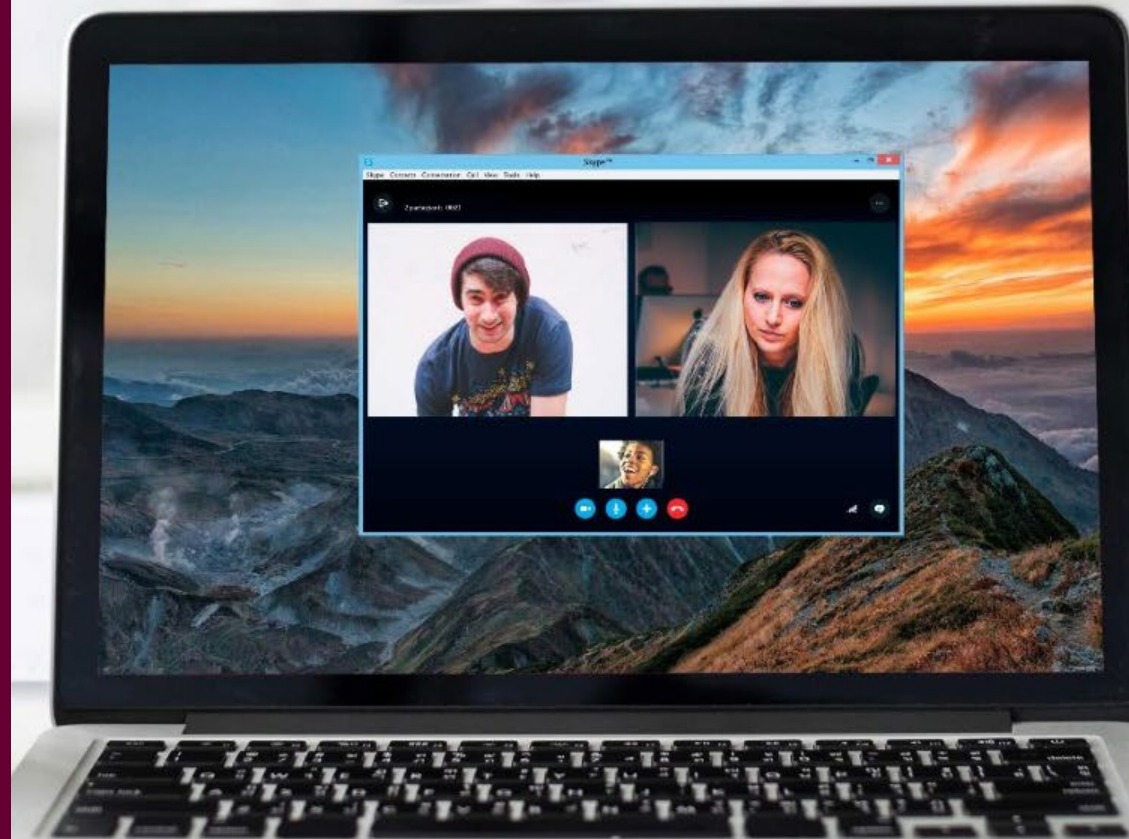
## Change Driver

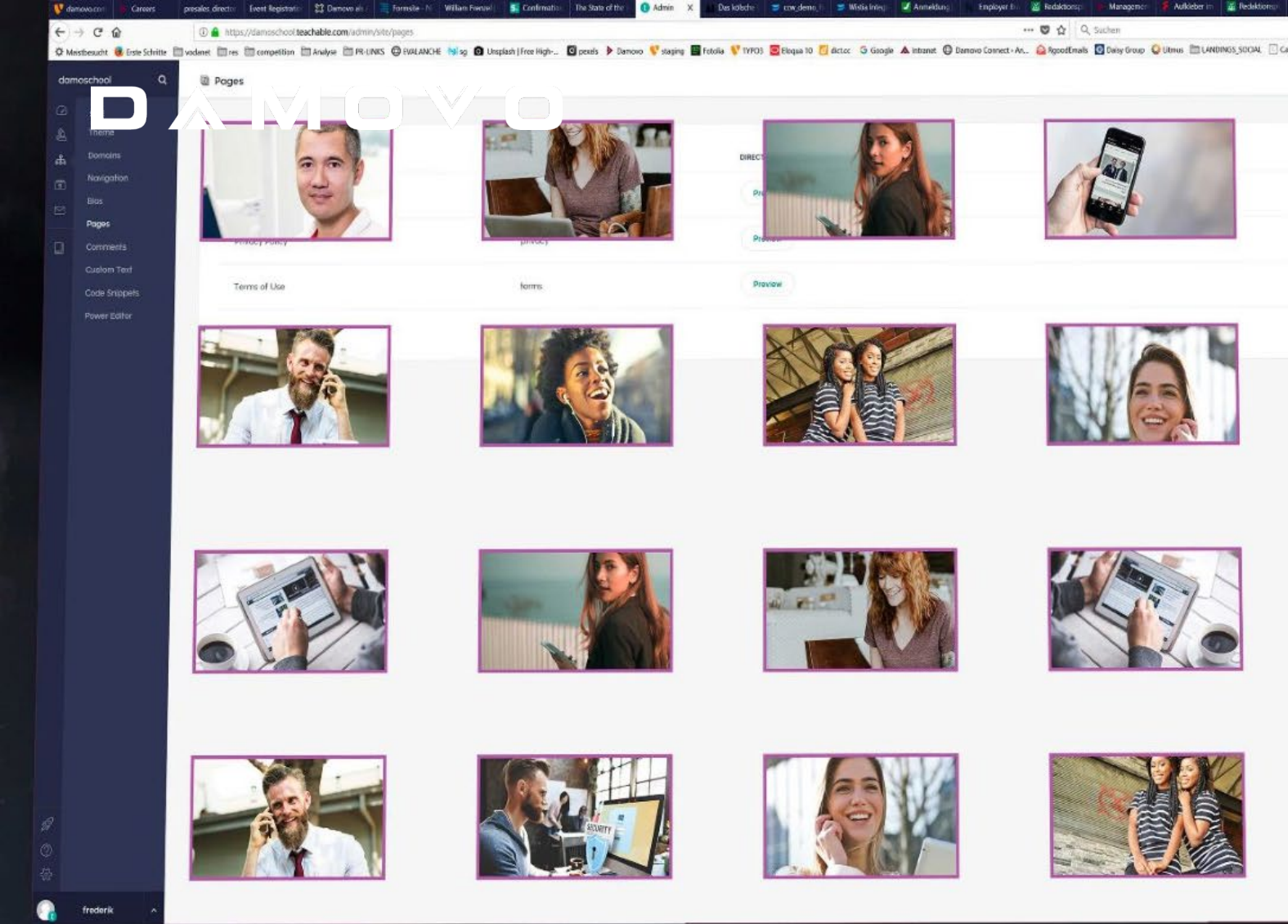
An event organizer has commissioned a new UCC solution from Avaya. The soft client will be installed on more than 300 employees PC's and will partially replace the desk phones. All employees can choose whether they want to work only with the soft client or in parallel with a desk phone in the future.

The introduction of the UCC client will mean a major change in the way employees work.

In order to provide them with the best possible support in this change management process, the organisation is looking for a way to help employees operate the new software which is available around the clock.

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## Damovo Approach

An effective building block in the process of acceptance management is the creation and provision of video tutorials in a user experience portal.

The creation of a user experience portal explains the advantages of a newly introduced technology, gives instructions on how to use that solution, can answer open questions, and can also be utilised to establish a user community.

More than 40 individually adapted video tutorials were filmed on the basis of previously defined FAQs, explaining the most important and common functions of the new client. Actual employees took part in the videos.

The user experience portal is integrated within the company's intranet, and the tutorial videos can be played at any time by each employee.



## Customer Value

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### How the employee benefits

If an employee is unsure of how to use the new client, they can quickly and easily find a solution on the intranet.

The video tutorials can be viewed on demand and as often as is necessary.

Colleagues who are prevented from working due to vacation or illness can subsequently access the videos for training purposes.

Future employees will also be able to access the desired content when required.

### How the company benefits

Video tutorials can be used as a training aid to explain how to use new tools and applications.

They can also explain why the company has decided to do certain things – which will help with acceptance management.

The use of actual employees in the videos will also help guarantee a higher acceptance threshold.