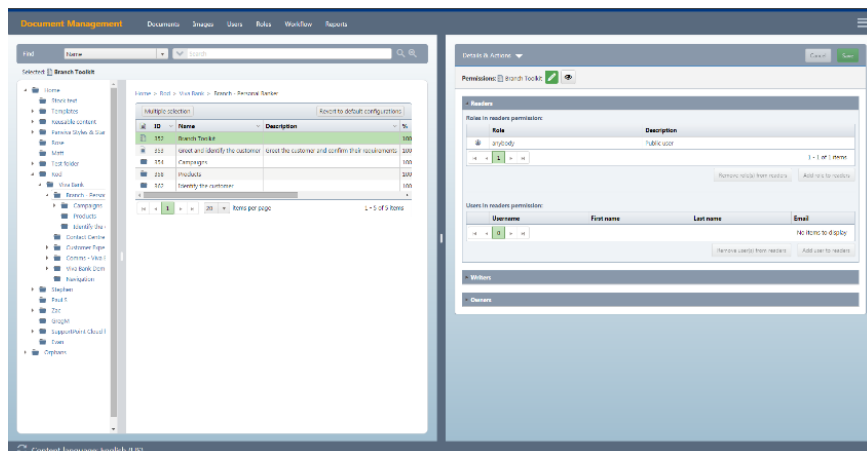


SupportPoint Manager

Streamlining Business Process Guidance Creation and Management

SupportPoint Manager provides content creators and subject matter experts with a powerful, non-technical authoring environment for creating, publishing and managing business process guidance materials used by employees across an organization. Content updates are delivered in real time, assuring that both frontline and back office staff have the most up-to-date information, processes and procedures they need to provide outstanding customer experiences (CX) – while maintaining compliance with industry and regulatory agency policy.



“The (SupportPoint) editing tools help editors build documents that can identify the user (and thus the user’s authorization level), the application being used and the data to be accessed or entered; the tools also apply user- or data-sensitive branching (moving within the script depending on the user’s level of skill and the data entered into an application or collected in the document).” **Richard J. Snow**
VP & Research Director
Ventana Research

Why content creators choose SupportPoint Manager:

- **Context-sensitive** – Easily create context sensitive links that work out-of-the-box with most applications, including green screen legacy systems without requiring technical expertise or IT resources
- **Global find and replace** – Change words or processes across any number of documents in real time, in just one action streamlining the update process and enabling timely distribution of information
- **Simple to use** – The WYSIWYG editor interface is as easy to use as Microsoft Word
- **Side-by-side comparison** – Identify content additions, modifications, or deletions quickly with side-by-side comparison of documents – including easy roll back to previous versions
- **Document versioning and notification** – Receive full content change history for revision and audit purposes and automatic notification of content updates
- **Content governance** – Ensure adherence to review, approval and release workflows that support end-to-end company, industry and governmental policy and governance controls
- **Role-management function** – View and personalize content to specific user roles so that end users are presented with information that is most relevant to their task
- **Powerful analytics** – Track content usage and common search terms to proactively identify and support the ongoing enhancement of guidance materials and business processes
- **Seamless localization** – Tailor content to meet the needs of specific regions, business units, or application versions – and create and display content in any language, including multi-byte and right to left languages
- **Consistent presentation** – Improve staff productivity and accuracy with templates and reusable content that is specifically designed for easy scanning and speed-reading
- **Effortless collaboration** – Refine the ongoing effectiveness of guidance materials by enabling all end users to rate materials and provide feedback directly to content owners or creators



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