

# Accelerate software user adoption and realize the full potential of Salesforce®.

## Overview

By offering guidance directly inside the Salesforce application, ANCILE uGuide™ allows users to master new or unfamiliar tasks. By building user proficiency that leads to long-term adoption, ANCILE uGuide for Salesforce enables organizations to realize the full potential of their investment.

## Benefits



### Increase User Effectiveness & Reduce User Error

Utilize just-in-time guidance to avoid common questions, help desk tickets, and user error with unfamiliar Salesforce tasks or tasks that require additional expertise.



### Maintain Relevance At All Times

Update guidance at any time to keep up with changes to business processes and applications so that help remains fresh, engaging, and relevant.



### Create and Deliver Tailored Help Content

Create and publish custom guidance for the specific tasks that users perform in Salesforce

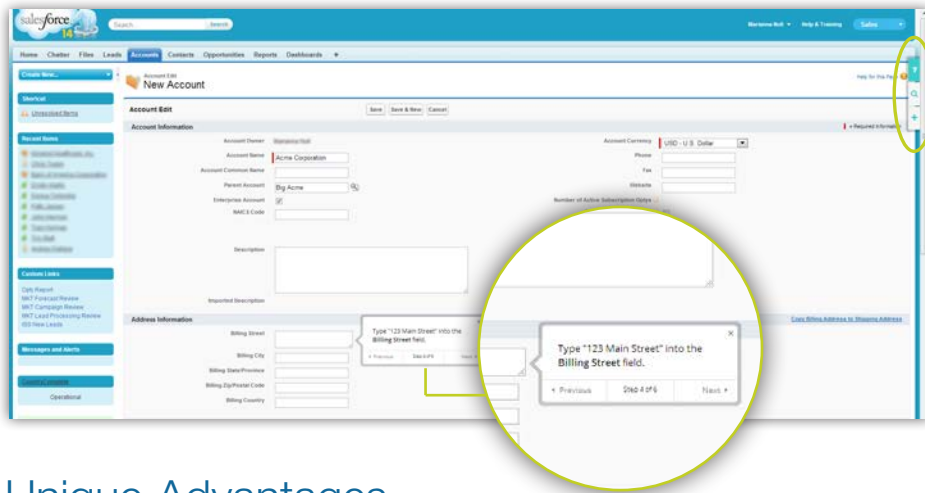


### Shorten Onboarding

Provide users with concise guidance written by a subject matter expert that steps them through common or required tasks in Salesforce to enable users to familiarize and become proficient with the Salesforce application.

## Adoption is maximized in-application — not outside of it

Users receive guidance that is tailored for the organization and to the specific task being completed – right within the Salesforce application. Instead of spending time in classrooms or searching generic help that is not organization-specific or task-specific, ANCILE uGuide helps users efficiently and accurately complete tasks with learning content that is customized, relevant, and interactive.



With a simple step, you can integrate ANCILE uGuide into Salesforce – creating and delivering guided help in minutes.

## Unique Advantages

### Allows SME to Quickly Create and Publish Tailored Help Content

ANCILE uGuide for Salesforce allows a subject matter expert to use the uGuide recorder to create and publish help content in minutes, without any technical skills.

### Automates Help Content Maintenance

uGuide for Salesforce enables quick and timely content updates as the Salesforce user interface changes, as the software is updated, as business processes change, or as multiple language translations are required.

### Simple to Set Up

uGuide for Salesforce requires no modification or integration with the underlying Salesforce application. It can be set up through a simple, intuitive process, by non-technical users, to target the Salesforce application pages where guidance is required.

### Works with All Major Browsers

uGuide for Salesforce works with all major browsers and does not require the user to download, install, or run files locally.

## About ANCILE

ANCILE creates solutions that enable organizations to realize the full potential of their technology investments by creating, delivering, and sustaining moments of understanding that drive user adoption across the entire software life cycle. Our software solutions are used by over 4,400 global customers, including half of the elite Fortune 100.

**4,400** customers worldwide  
including half of the  
**Fortune 100**  
**19 million**  
and  
**end users**

TrainingIndustry.com 2013 & 2014  
**Top 20 Authoring  
Tools Companies**

**3 Stevie Awards**  
Sales & Customer Service

### 9 Brandon Hall Group Awards

including Best Advance in:

- Performance Support Technology
- Content Authoring and/or Content Management Technology