



VisualSP App Powers SharePoint Online Adoption

Microsoft's SharePoint is by far the most widely distributed of all enterprise content management solutions. Why, then, is SharePoint Online the least utilized component within Office 365? Why do so many SharePoint Online initiatives fail to launch? Because end users don't understand SharePoint Online.

The user interface is difficult for most users to grasp. Even veteran SharePoint users need to be reintroduced to the cloud version so they can be productive on the platform. New users of SharePoint Online typically get lost and give up quickly.

The VisualSP App for SharePoint Online drives successful adoption by providing just-in-time help to Office 365 users. Performance support and help is provided when the users need it – in-context and on-demand, directly through the SharePoint interface

Help, guidance and even in-depth user training is available to them when they need it. The help content and guidance is produced and curated by SharePoint experts and authors in the industry. These experts have trained and consulted with thousands of end users, including non-technical business adopters, and are acknowledged leaders in the SharePoint community. And the VisualSP App for SharePoint Online is a friendly, powerful medium for user-generated custom help content.



In-Context, On-Demand Help



Our award-winning VisualSP Help System has guided over 1 million SharePoint 2010 and 2013 users through their engagement with on-premises SharePoint. The VisualSP App for SharePoint Online extends the value of in-context SharePoint help to the Office 365 community.

The built-in SharePoint help mechanisms are incomplete and outdated, and don't provide the contextual help users need to be successful. This has been an issue for on-premises SharePoint as well. It is a critical obstacle for SharePoint Online.

Executives and decision makers will see an increase in productivity and a better ROI from their SharePoint Online investment.

Get Help When You Need it Most!

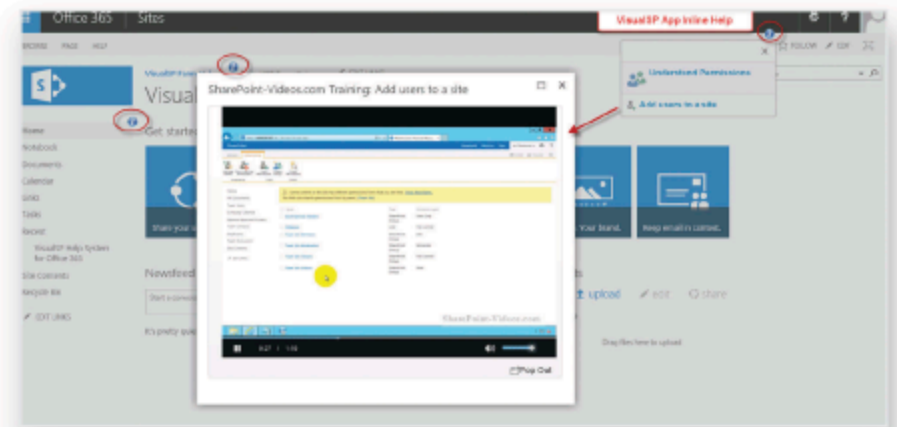


The VisualSP Help System for On-Premises won the Windows IT Pro award in 2012. The VisualSP App for SharePoint Online is based on the same technology and solution for Office 365.

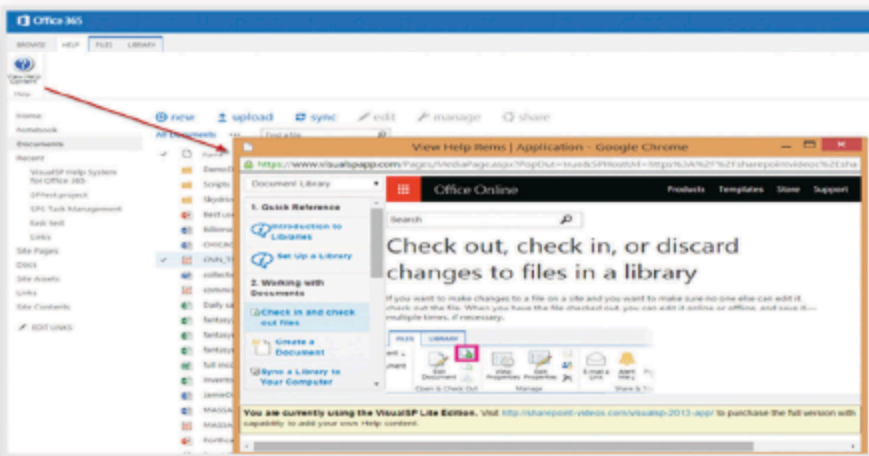
The help content differs depending on the context of what the user is trying to accomplish in SharePoint Online (working with a wiki page, or a document library, settings, site settings, site content, etc.).



The VisualSP App provides inline help through informational icons displayed within the interface, wherever end users tend to need support. When a user clicks on an icon, context-sensitive help for that specific feature or function pops up in a viewer. End users do not have to leave their SharePoint environment for answers or contact the support team for help.



In addition to inline sectional help, more general training content is available by clicking on the **View Help Content** button on the Help tab. This additional contextual training material supplements the inline help. It



provides best practices, help and training for functionality that may not be related to a specific visual element on the page.

End users have varied learning styles and requirements. They consume instructional content in a variety of ways. The VisualSP App for SharePoint Online is designed to support a wide spectrum of instructional styles.

The app provides expertly produced and curated help and training content in:



Short Video
Tutorials



Reference
Documents



Screenshots /
Tip Sheets



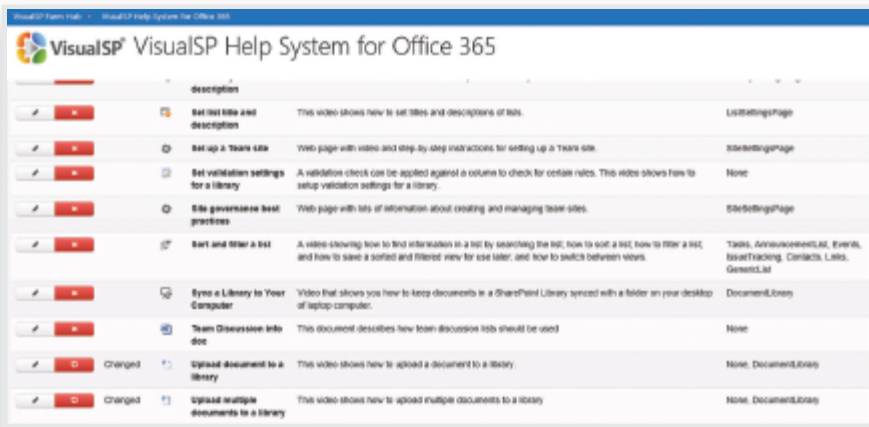
Links to
Additional Resources

In-Context, On-Demand Help

“VisualSP has really got this idea nailed and has taken the extraordinary library of video snippets of SharePoint training and added them as ribbon tab, in-context.”

Dan Holme, MVP ITUnity

Companies also can customize these help and training items, generating original content specific not only to SharePoint how-to issues but to new topics specific to their own business processes. They can modify the existing configuration and content. In addition, they can add their own custom training content.



A SharePoint site administrator can configure Help items. The simple streamlined admin screen can show you how.

Just-in-Time® Learning, through content provided within the workflow helps empower users to find answers and solve problems on their own, thus contributing to sustainable adoption of SharePoint Online throughout the organization.

The complete package includes:

- VisualSP App
- Hundreds of end user video tutorials for in-work performance support based help
- Help documents and reference screenshots for in-context document and image based help
- Pre-designed Help content laid out at the appropriate context by SharePoint experts
- Installation and customization documentation with live online support as needed

Benefits of VisualSP App include:

Increased Productivity by empowering SharePoint Online end users with Just-in-Time Learning®

Increased ROI by driving sustainable adoption

Reduced support burden on the SharePoint help desk team

“We use the VisualSP Help System and have added our own content. This has helped us tremendously and reduced the phone calls, emails, and help desk tickets. I now provide training when requested and focus it on the things people need to do in the platform: Submit leave, upload meeting minutes, etc.”

Robin Witcher,
West Georgia Technical College

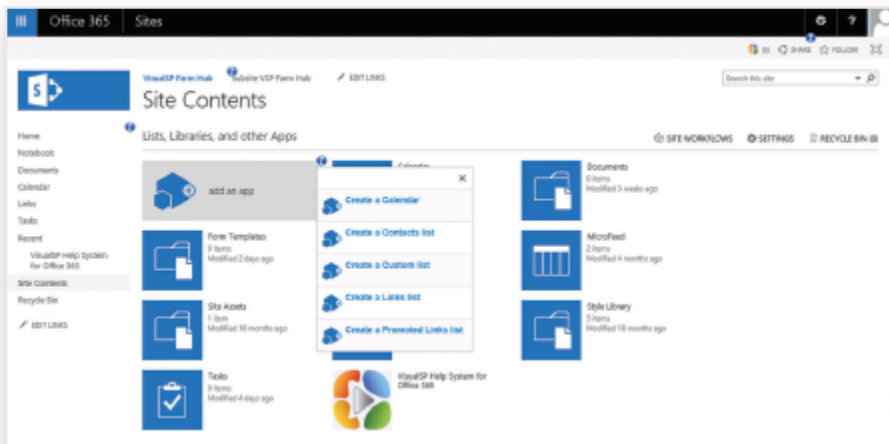
Provide Workspace Performance Support

"What a fantastic idea and implementation. VisualSP system is a great assisted help solution for users working in SharePoint. Not only is help just a click away, but it's in the context of what they are currently doing..."

Andrew Connell, MVP, Critical Path Training

The installation documentation makes it easy to install the VisualSP App for SharePoint Online in your environment. Once purchased, a VisualSP engineer will reach out and offer to assist throughout the setup and customization process as needed.

Your engineer will also offer training on how to customize the product to include your own video tutorials, documentation and images/screenshots. There is no additional cost for this service.



How to get started:

- [Learn more](#)
- [Schedule a live demo](#)
- [Request a 30-day trial](#)

Finally -- SharePoint help that's actually helpful!

- Offer end users performance support via contextual multimedia help: video tutorials, reference documents, tip sheets, and links to other resources
- Short videos for easy consumption by end users in their workflow
- Administrators can edit help items and add their own custom support and training content (videos, documents, images, etc.)
- VisualSP stands behind the product and offers phone and email support to customers worldwide



VisualSP[®]

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Empower SharePoint Users And Drive Sustainable Adoption

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