

LIVECONTEXT – Where help can be found instantly

New release offers sophisticated user support

Saarbrücken, 3rd September 2010 – Easier to use, faster, and with even more functions – this is how Release 2.5 from LIVECONTEXT is presented. IMC AG's Electronic Performance Support System (EPSS) scores points for its well-thought-out automatism and lightning-fast entry checks. "The automatic generation of demo documents and templates empowers the user and validation mechanisms in real-time avoid entry errors at the outset," says IMC CEO Dr. Wolfgang Kraemer. "As a result the new release offers a significant optimisation potential in terms of time and resources for companies."

IMC is especially proud of the function that currently no EPSS apart from LIVECONTEXT offers: validation of entries in real-time.

USP: Validation of entries in real-time

Up until now LIVECONTEXT had offered users software that was context sensitive with numerous forms of support that could be found under different coloured symbols at each point. Now, in the case of a wrong entry, LIVECONTEXT is able to immediately, with no time-lag, mark the corresponding field and block it at the same time. It is then not possible to go any further until the field is completed correctly, and the user is shown that it is correct in the application.

The respective validation specifications can be set by a validations expert from the company's own IT department, or by users without a technical background. There are options such as "permitted characters" (capital / lower-case letters and numbers), "length" (number of characters) or "list" (list with words that should appear, or should not appear, for example different ways of writing the company's name such as IMC, imc, im-c etc.) All of these specifications can of course also be combined. Particularly common mistakes or important fields (e-mail addresses, telephone numbers, domain names, credit card and telephone numbers etc.) are already set up with the standard validation specifications. Branch or company-specific validations can then be easily added to these. "With this technological milestone, we are adding a new chapter to user support," Kraemer enthuses over the success.

Automatic creation and documentation of interaction processes

It was already possible in Version 2.0 to create screen records. Now the user can fill these screen records with speech bubbles containing explanatory text and the user can even create an elaborate demo-document complete with full videos. The speech bubbles always appear when the user clicks on a button or an entry field when creating the record. This

provides an excellent way in which operational procedures and processes can be displayed within software, and these can be further developed through interactive elements and tests.

Automatic creation of software documentation and training materials

Word and PDF documents can be generated without additional work and expense from screen records and the information contained therein. Automatically generated headers and footers, tables of content and front pages make these documents the perfect training materials or handbooks that can be shared with users.

“Once software systems have been installed and rolled out throughout the company, they are often used for various years. Therefore, in the phase after GoLive, potential for optimisation in data management, user support and training should be used,” concludes Kraemer.

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Editor's Note

IMC is an international leader in providing services and technology for advanced learning and content solutions. A considerable number of large, medium and small enterprises currently benefit from the products and services provided by IMC in achieving training and education for HR development in online academies or corporate universities. These include KPMG, E.ON, Daimler, UBS and NOKIA. Professional training providers and institutions of higher education are further clients of IMC.

With CLIX®, IMC's learning management system, LECTURNITY®, IMC's interactive rapid authoring tool, and SLIDESTAR®, an open content platform, IMC is able to provide an integrated and efficient solution framework for learning life cycle management. Using POWERTRAINER®, IMC can set organisations on the path to creating their own eLearning and blended learning solutions. The Start & Learn package® delivers some real eLearning content, an award winning easy-to-use rapid authoring tool and the support and training to create future in-house eLearning content. The success of any ERP, CRM, SCM or software implementation is measured by the effective use of the system, by the end users. With its Electronic Performance Support System (EPSS) LIVECONTEXT® IMC provides pinpoint information to improve quality and increase productivity and speed to competency. IMC solutions not only cover the operation and design of training and learning processes, the management and distribution of learning content, the management of human capital and the development of skills and competencies, but also the planning and improvement of training resources. All these aspects are complimented by a strong focus on learning management processes, including a full range of management activities, such as design and planning, operation, and analysis and assessment. IMC focuses strongly on business processes and therefore regards learning management as an integral part of today's business needs. IMC clients place great value on IMC's consulting expertise and excellence in building and implementing learning solutions in the fields of technology and content development.

IMC was founded in 1997 by Prof. Dr. Dr. h.c. mult. August-Wilhelm Scheer, business expert, university professor and founder of IDS Scheer AG together with Dr. Wolfgang Kraemer, Frank Milius and Dr. Volker Zimmermann. The company's head office is located in Saarbruecken (Germany) and there are further offices in Freiburg, Munich and Berlin (Germany), branch offices in Sydney (Australia) and Amsterdam (The Netherlands), and subsidiary companies in Zurich (Switzerland), Graz (Austria), London (Great Britain) and Sibiu (Romania).