

Your Virtual Guide to Cora



Embedded within your Cora application, the Cora Assistant consists of a standard library of 120+ intelligent guides, giving you insights and training on tap. So, when you're using your Cora application, there can be a suite of context-based, how-to guides that will provide guidance on how to get the most out of your various Cora modules, from best use of dashboards and reporting to day-to-day use of the Gantt, registers and all other facets of your Cora application.

The Cora Assistant is discretely designed so it will become part of your everyday experience – from onboarding through to ongoing up skilling with that interactive just-in-time (JIT) guidance when you need it most. It will enable your new and existing users to be more productive in getting help immediately in-product, which will transform their user experience with Cora.

Enhance communications

The Cora Assistant is also an invaluable communications tool, which will help to digitally maintain your conversation with Cora: keeping you up-to-date on new product releases; notifying you about Cora webinars and conferences; and, best of all, providing you with a communications channel to collect your feedback and product ideas in a structured way, which can be fed easily to your Cora design team.

Features

- 🎯 Guides provide targeted “how to” wizards for key areas of functionality, step by step on a JIT basis without the need to reference a large document
- 🎯 Guides can take the form of short videos, GIFs, or text advisories on how to use key functions in the Cora application
- 🎯 A constantly evolving and increasing central library of guides is available as Cora rolls out new technology
- 🎯 Guides are embedded within the application, making access instant and 24/7, minimizing the need to contact the support desk with functional queries
- 🎯 Users can be proactively alerted to use guides at key milestones
- 🎯 The ability to reference and leverage tailored customer documentation, pointing to relevant Cora modules for templates/workflow/reporting/key events
- 🎯 Provides key usage analysis and statistics by monitoring user behavior in Cora
- 🎯 Intake mechanism for end-user product suggestions
- 🎯 Guides can be translated into multiple languages

Tailored guides

Tailored guides can also be developed to reflect your unique requirements, which will speed up training & onboarding. Additional analytics can also be provided. Typical examples:

- Customer-specific navigation
- Smart forms
- Project registers
- Workflow processes
- Financial import processes
- Tailored product modules

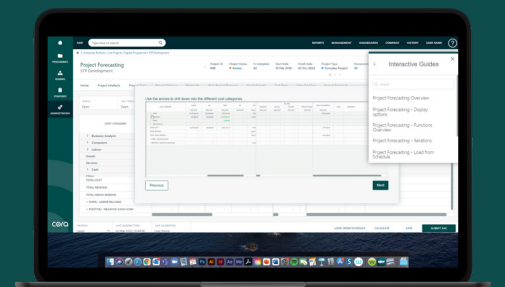
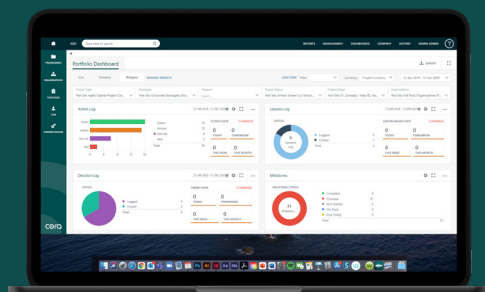
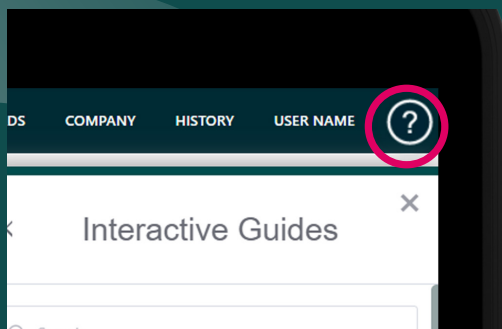
Business process guides

Online guides created to underpin your specific, key business processes, e.g.:

- Portfolio management activities (i.e. project lifecycle stage gates)
- Project controls
- Reporting cycles and dashboards
- Month-end routines
- Project closure

Benefits of additional guides

- Assists with user uptake and understanding
- Helps with change management element of your solution implementation
- Reduces need for ongoing training
- Cuts workload for your PMO team
- Supports key business processes your Cora platform manages



Cora Assistant benefits

- Empowers you to easily find the information you're looking for on a specific feature or topic if you need help in the Cora platform
- Provides Cora with a means to more proactively serve you in leveraging the most out of your platform
- Proactive alerts and push notifications drive best-practice and increase user activity
- Reduced training effort required, with the ability to quickly onboard new team members
- Improves user uptake and understanding
- Improves your staff's productivity, as users will be prompted to make sure, for example, that their reports are up to date or that they've submitted their forecasts
- Enhances reporting pack for account management and quarterly business review meetings
- One-stop shop for finding out about Cora feature updates or upcoming customer events
- Drives recommendations for best-practice use of the system

