



Infor Adoption Accelerator Product Overview

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Chapter 1 What is Infor Adoption Accelerator (IAA)?

Whether you're implementing a new digital adoption strategy, or enhancing an existing one, you can find it all here.

A Digital Adoption Platform (DAP) is an interactive, in-app guidance that provides on-screen training to help new users quickly learn how to interact with a digital tool, an application, or newly added functionalities. DAP guides users through different parts of the application and provides step-by-step instructions to help them complete certain tasks.

IAA provides companies with a platform to create interactive in-app content such as Workflows, Validations, Launchers, Tooltips, and Announcements that are overlaid on various business applications used within an organization. For instance, when employees utilize applications such as the Infor CloudSuites, the overlaid content assists users in navigating business processes with greater precision. Accomplishing business processes results in heightened productivity within the software business realm

Chapter 2 What is IAA Studio?

IAA Studio is a browser extension that enables you to create various contextual information like Workflows, Validations, Launchers, Tooltips, Announcements, and Activity Tracking on your web application. IAA Studio is compatible with all modern browsers but is recommended to be used with **Google Chrome**.

IAA Studio uses powerful techniques to establish a connection with your web browser and enable users to interact with the hosting application to create IAA content.

The logic of the extension is split into two parts:

1. Content script that allows interaction with the hosting application's HTML (picking elements, highlighting hovered elements, reacting on scroll and navigation).
2. Background script that offers sophisticated functionality including filtering the target application's web requests, capturing a snapshot of it, and listening for Chrome tab changes (for example, knowing about open instances of the hosting application).

Chapter 3 What is IAA Client?

IAA Client, is an in-app collection of guided workflows, texts, links, videos, and tasks that help users to complete processes on your application. As an end-user, you will be interacting with the IAA Client. With the help of IAA Client, you can enable on-screen guidance for your software without users having to memorize every step to complete their tasks.

Once you've created your content using IAA Studio, users can access the content from the IAA Client. You can segment and display the content in the IAA Client based on Labels, Frequently Used items, and Favorites, so that users can access relevant information in the right place at the right time. The content available in the Client, can change depending on the page you access the Client from.

Chapter 4 IAA Client Installation and Distribution

The IAA Client, also known as the Need Help? widget, interacts with the hosting application and overlays instructional materials (Workflows and Knowledge Center content) over its surface. This component can be injected or used as an extension on the hosting application in multiple ways.

The IAA Client Extension can be manually installed or distributed throughout your organization as part of the installation process. The IAA Client Distribution method reduces the effort to install the extension on each machine separately which in turn decreases cost and efficiency.

Chapter 5 What is IAA Admin?

IAA Admin, also known as the **Admin Portal**, is a central hub for storing and managing IAA content for web applications, creating and managing user profiles, segmenting content for different user groups, determining analytics to improve application usage and efficiency, and configuring global settings for international teams.

Key Functions

- Add and manage hosting applications.
- Publish, configure, and customize the content created on your web application using IAA Studio.
- Create and manage user profiles.
- Fine-tune keyboard shortcuts, connections, and other settings for seamless integration with IAA.
- Add and remove content from the Knowledge Center.
- Create user roles, and define their scope of access and responsibilities for them to access the Admin Portal, the IAA Studio, or both.
- Download the IAA Studio and IAA Client extensions.
- Analyze the application usage and efficiency to help build effective strategies for system resource distribution.