Oracle Guided Learning 20C New Features

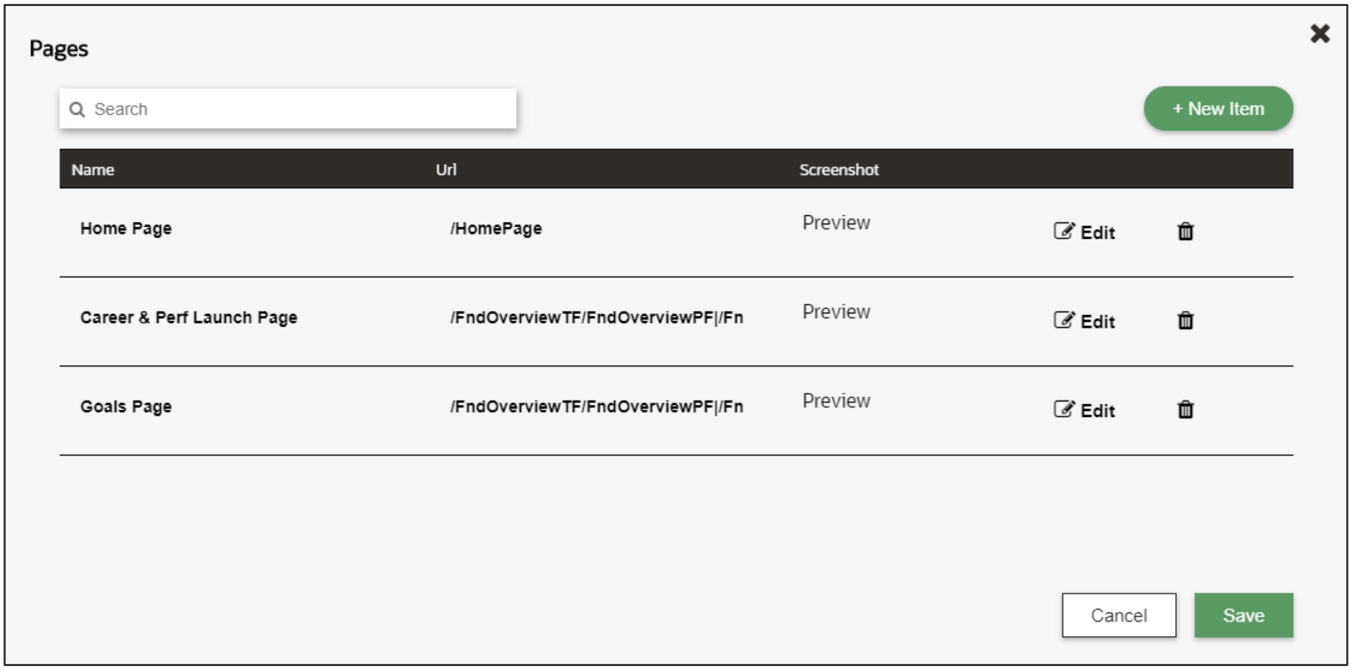
FEATURE	ROLE	DESCRIPTION
Page Setup	Developer	• Define Pages for your Host App • Automatically capture Pages while creating Guides
User Management	Administrator	• More granular control of permissions empowers admins to configure based on organizational needs • Update multiple users simultaneously • Clone permissions from one user to another
Help Widget Display Groups	Developer	• Total control over how Display Groups appear in Help Panel • Select icons for each Display Group from massive icon library • Drag-and-drop functionality greatly improves user experience
Report Downloads	Data Analyst	• Standard reports make downloading essential data for offline analyzation easy • Intuitive interface enables easy customization of reports

Page Setup

A common method to determine when a guide show run or is visible in the Help Panel is to look at the page URL, or for Fusion, the page route. Getting the route in Fusion is not a straight-forward task and keeping track of all the pages and their URLs or routes for an application can be challenging. In the new Pages window, this task is greatly simplified.

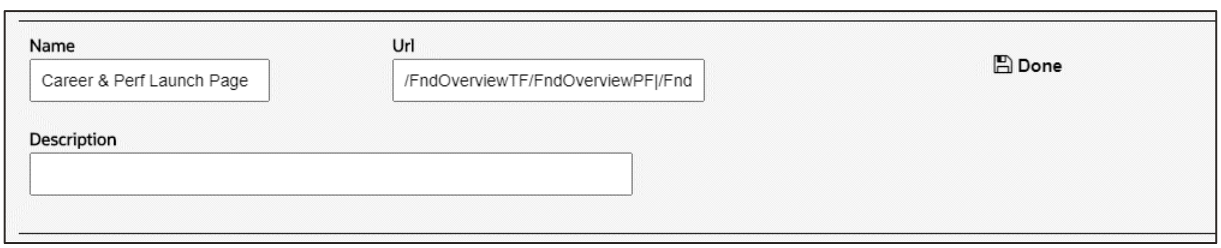
Configuring

OGL will automatically capture every new page you create a guide on. Each page appears on a separate line in the Pages window:



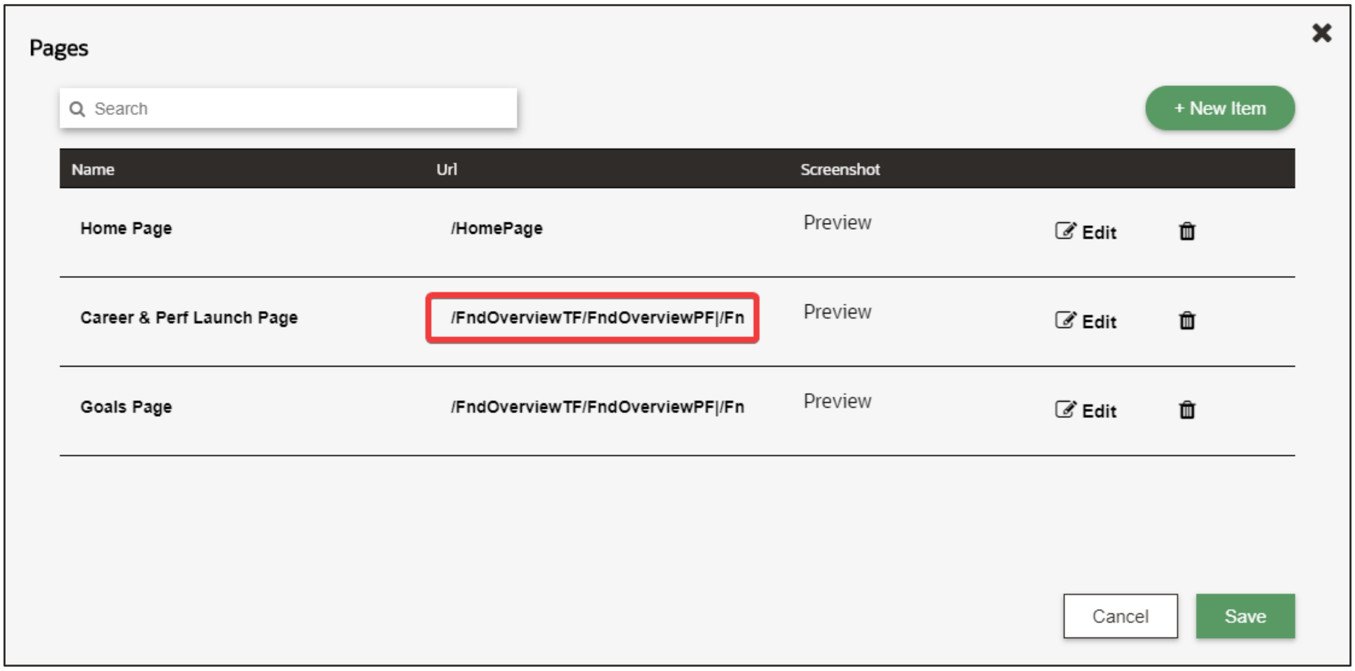
The “Preview” link is provided to show which page in the application the URL refers to.

The automatically captured pages will not be given a Name, so the admin will need to select the Edit link to expand the entry to allow for configuration of the Name, URL, and Description:

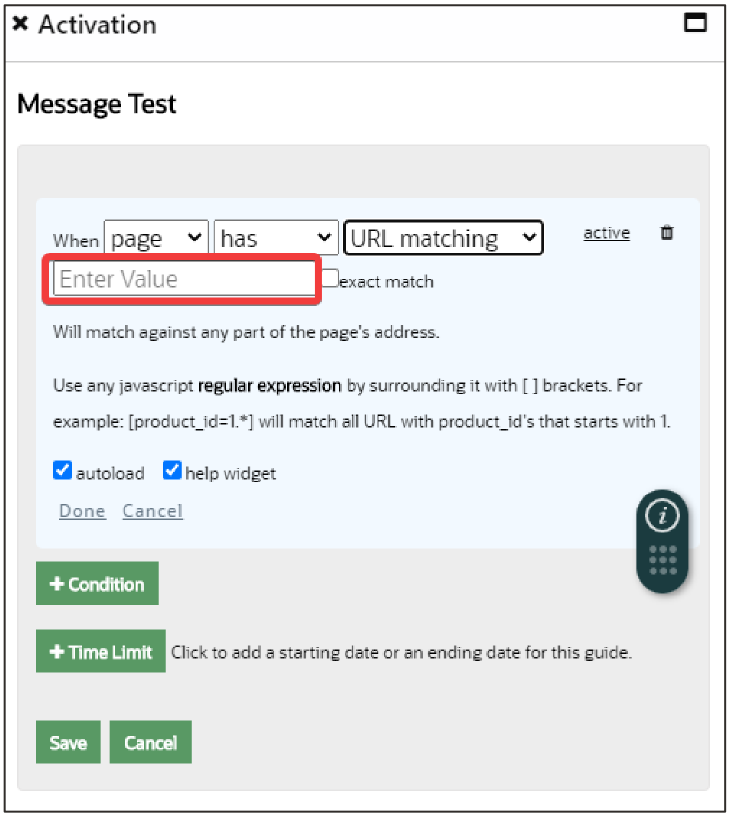


Using Pages Data for Activation Settings

Double click on the URL value for a page to copy the URL (or route in the case of Fusion) for use in configuring activation settings:

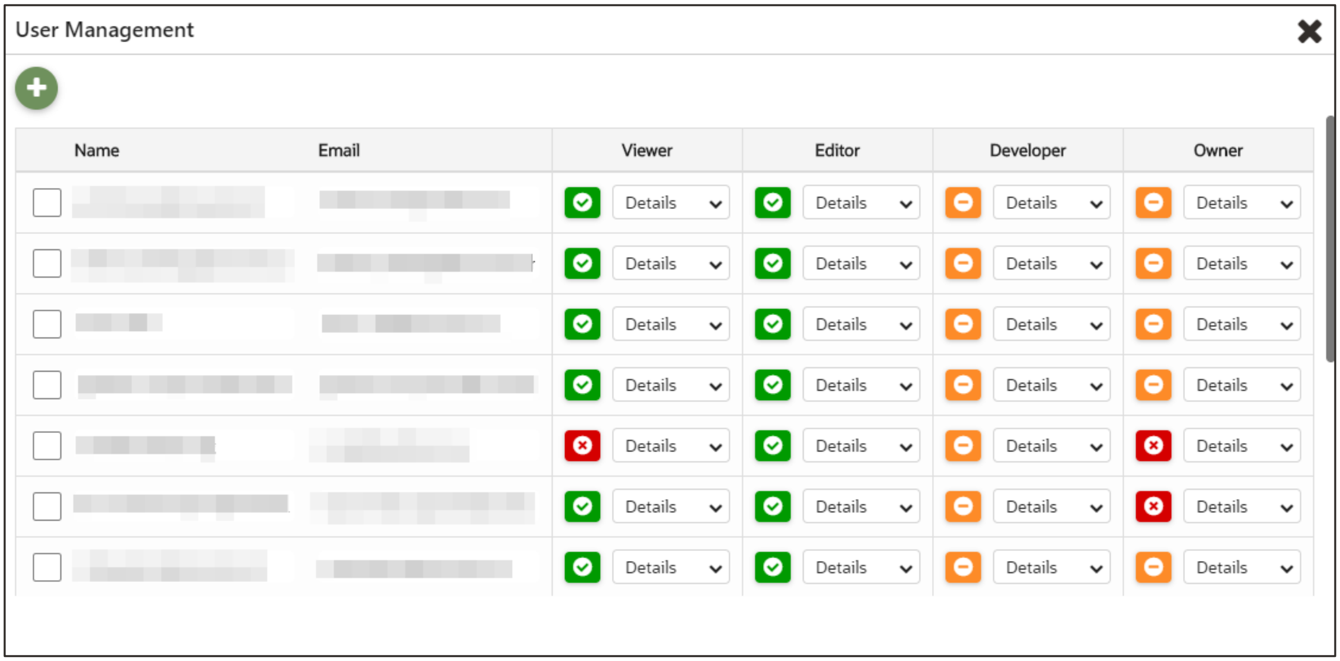


Once the URL has been copied, simply paste that value into the field outlined in red below. Be sure to enclose the pasted URL in brackets ([]):



User Management

OGL user management blends the concepts of roles and permissions into one intuitive and powerful user interface:



Roles

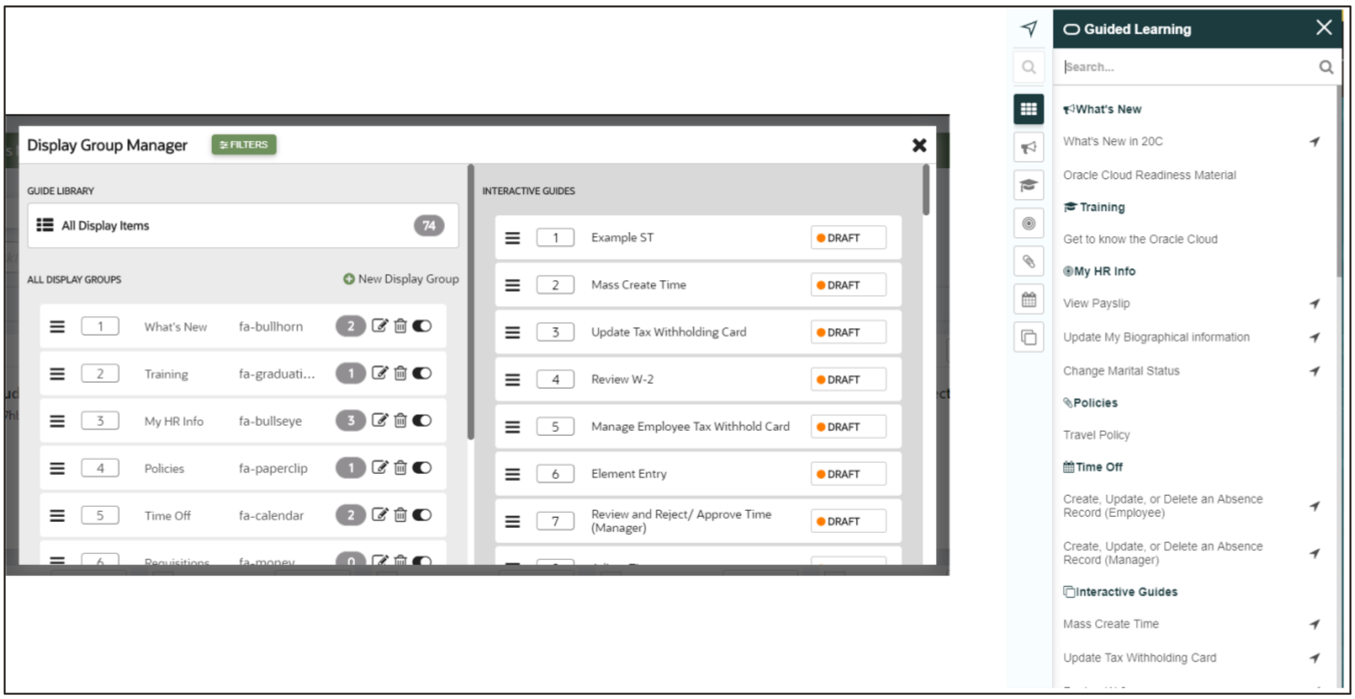
Best practices dictate that there are four essential roles required for management of the OGL Console.

- **Viewer:** Executive sponsors are the common target audience for this role which only requires the ability to see what guides exist and view the Analytics Dashboard
- **Editor:** The Editor role addresses users who only need to work with the copy/text in the guides and messages to end users. This allows writers to be able to get into the system and provide content without exposing them to publishing and other mission-critical capabilities.
- **Developer:** This role enables admins who should be working with the detailed features within individual guides, while not opening up system-wide settings that would affect all Editors and Developers.
- **Owner:** Within each organization there should only be 2-3 people with this level of access. The permissions included in this role enable the admin to make changes to the system that will affect every user and guide therein. Next to each Role for each user is an icon which is either a green check mark, a red 'x' or a yellow line. Each role has a set of associated permissions.

Help Widget Display Groups (Display Group Manager)

Categorize and order the content in the Help Widget quickly and easily with these enhancements to Display Groups:

- Assign icons to display groups
- Create display groups and add content to them in one place
- Configure your display groups and content in the Display Group Manager
- Add content more quickly by drag-and-drop
- Customize the order of display groups and the guides within the groups
- Use filters or search for guides



Assign Icons

[View available Font Awesome icons](#).

Create Display Groups

When you create display groups in the Display Group Manager you provide a name and an icon, and then you can assign content.

To create a display group:

1. Open **Display Groups** from the left panel.
2. In the Display Group Manager window, click **New Display Group**.
3. Enter the name of the display group then select the icon field next to it.
4. Keep the default icon or [enter the Font Awesome icon name](#)
5. Click **Save**

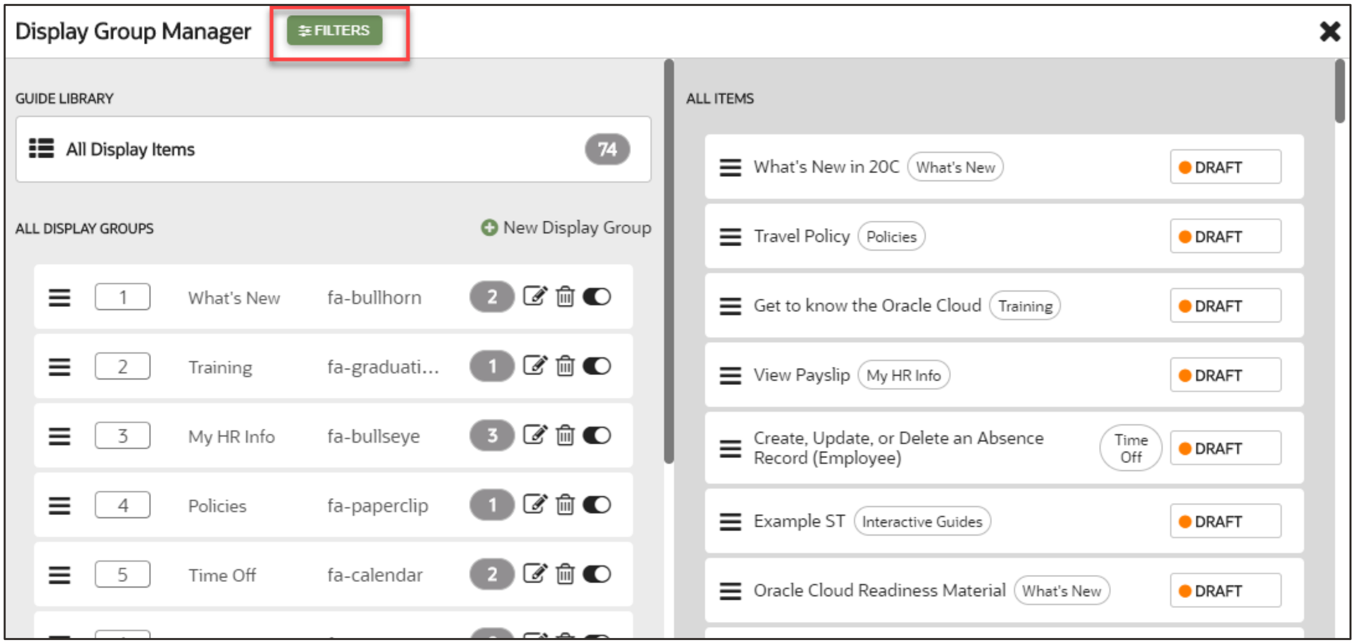
Once you save the display group, you can add content to it.

Adding Content to Display Groups

You can add content by dragging the item from the right side to the appropriate display group on the left. After content is added to a display group, the name of the group appears on the content item on the right. You can also select specific display groups to see their content.

Filtering Content for Display Groups

If you have many guides, you can use filtering or search for a guide to place in a display group. To access search and filters, click **Filters** at the top of the Display Group Manager.



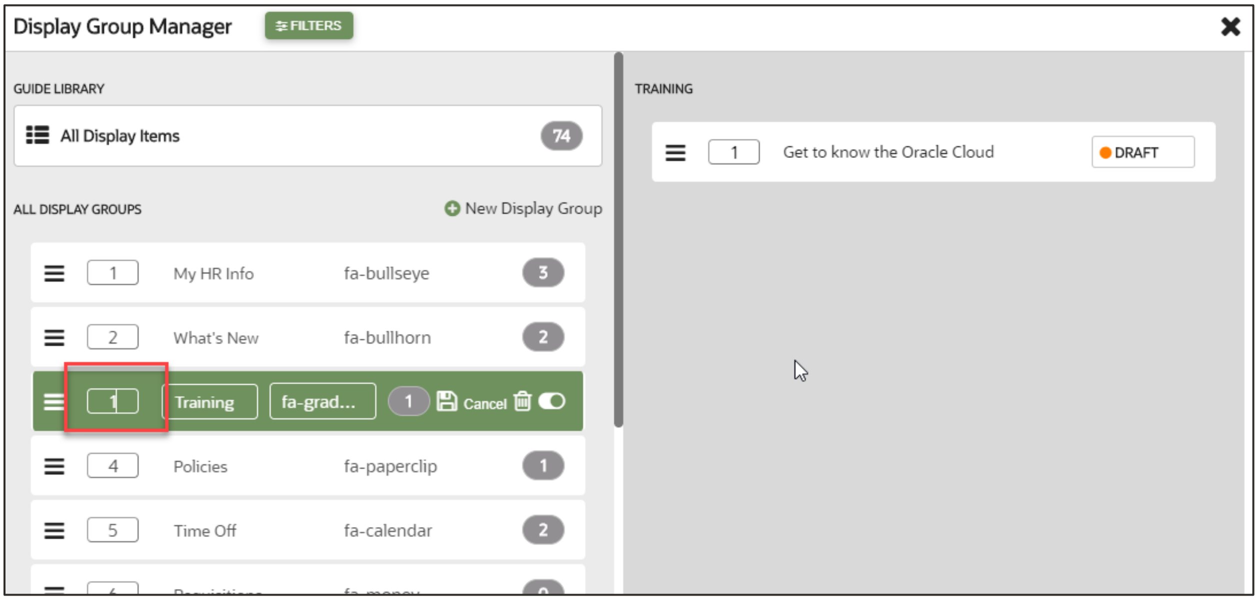
Reordering Display Groups

Use the Display Group Manager to configure the order of display groups and the content within them. You can reorder display groups and guides using drag and drop, or you can specify order by numbering them.

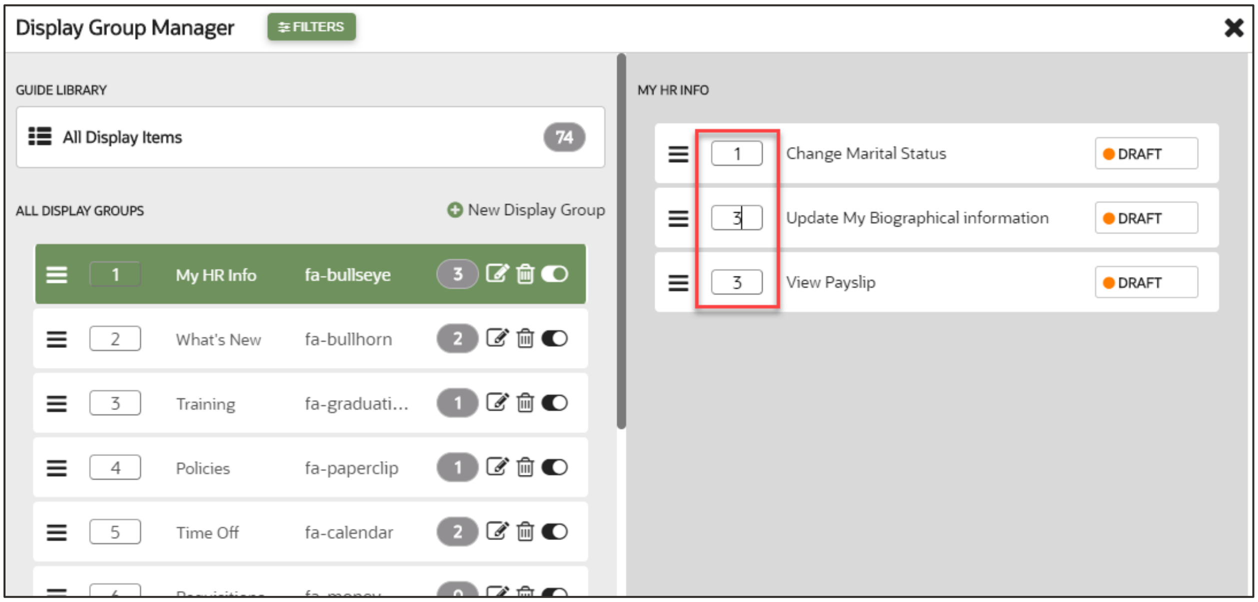
To reorder display groups:

1. Drag and drop each display group in the desired order

2. Edit the display group and specify the order by entering numbers in the display group order boxes:

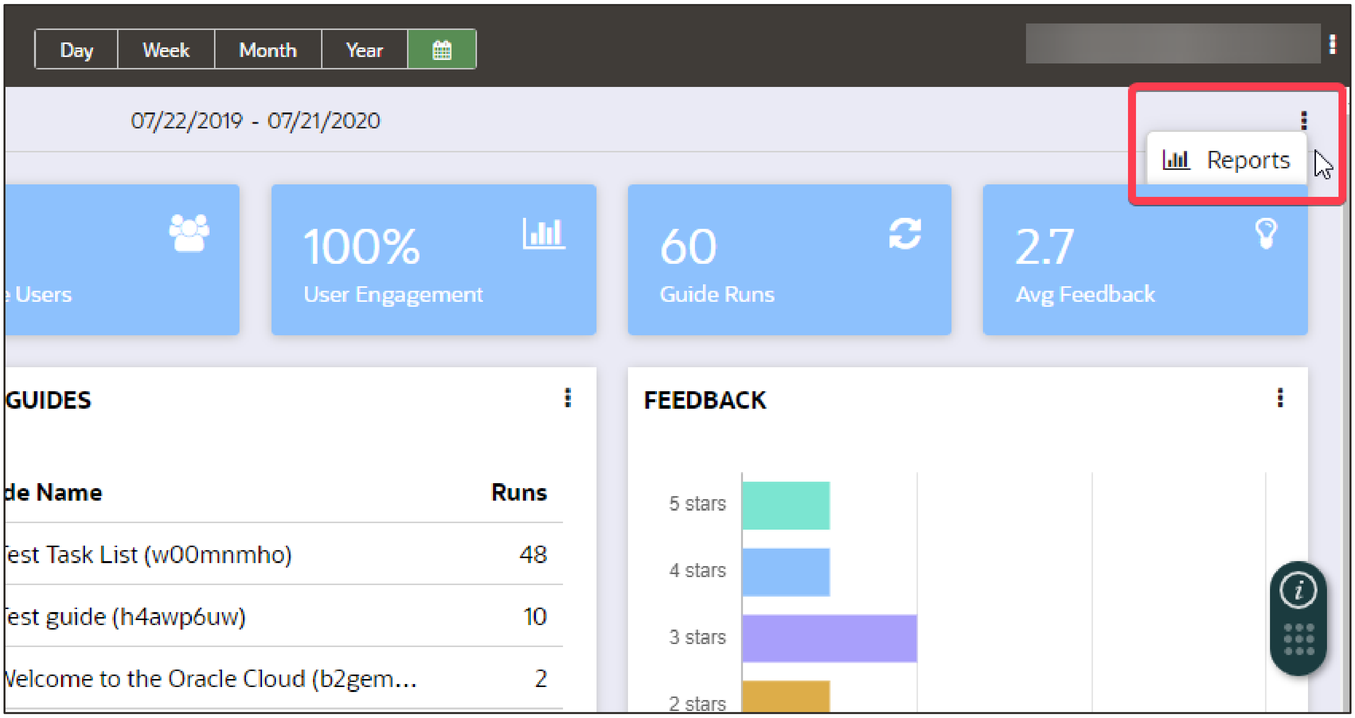


To reorder guides by specifying their order, select a display group and enter the numeric order of the guides in the order boxes:



Report Downloads

Customers can now download complete reports customized to meet their unique specifications. The reports can be accessed from the three dot ellipses at the top of each page:



Report Configurations

There are 4 main types of Reports that can be downloaded:

- Guide
- User
- Feedback
- Bulk

Each Report type provides different configuration options to help customers to draw the data that they need from OGL. Common configuration options are:

- Date Range
- Application(s)
- Environments(s)
- Platforms(s)
- Export Format

Unique configuration options for each Report type are as follows:

Guide

- All or Select Guides
- Guide Types

User

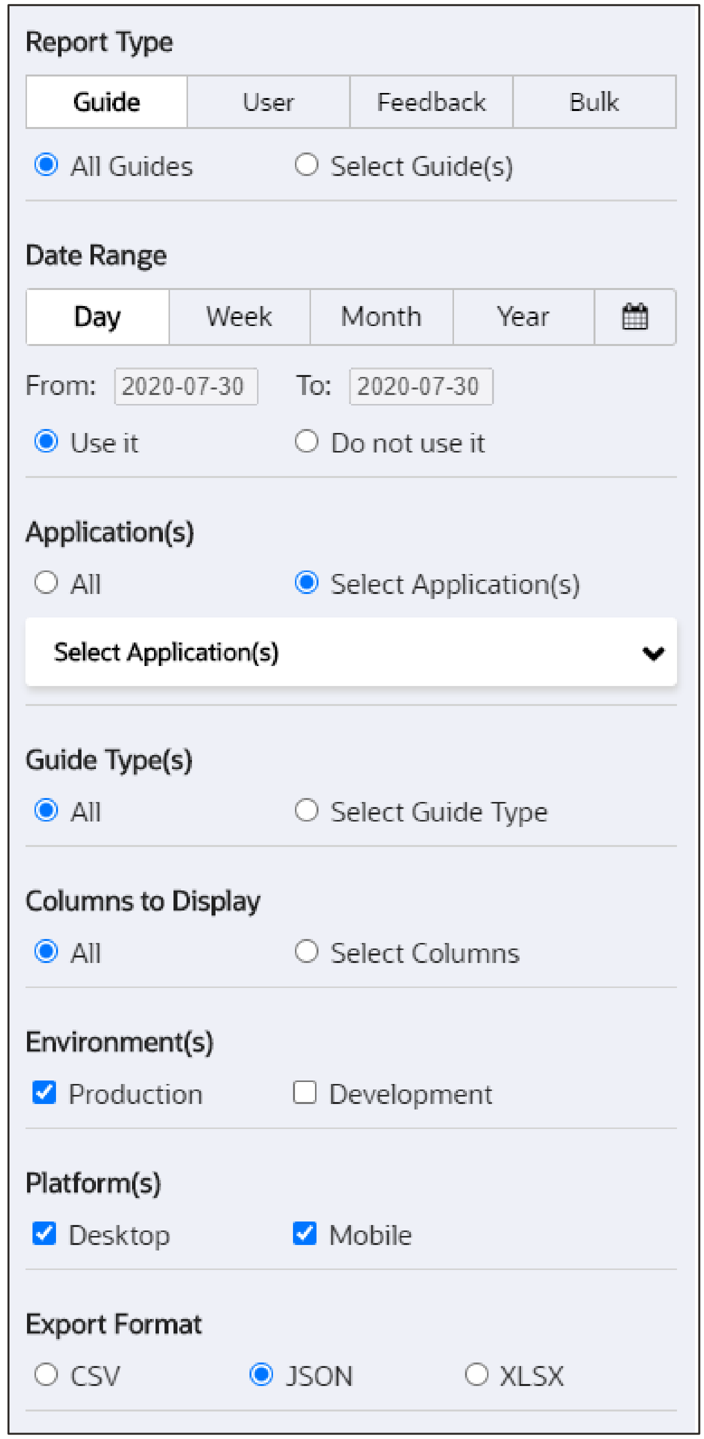
- All Users, Select Users or Select Users & Guides

Feedback

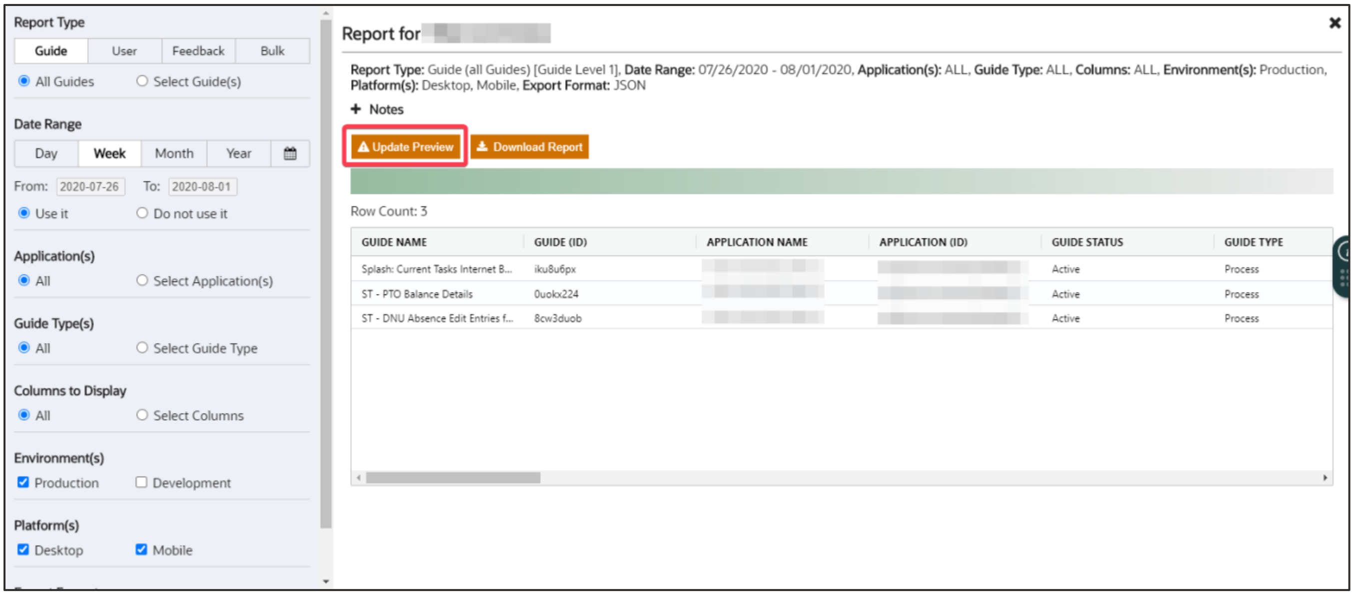
- Users
- Guides

Bulk

- Only JSON available for download to help mitigate issues with lengthy downloads of large files

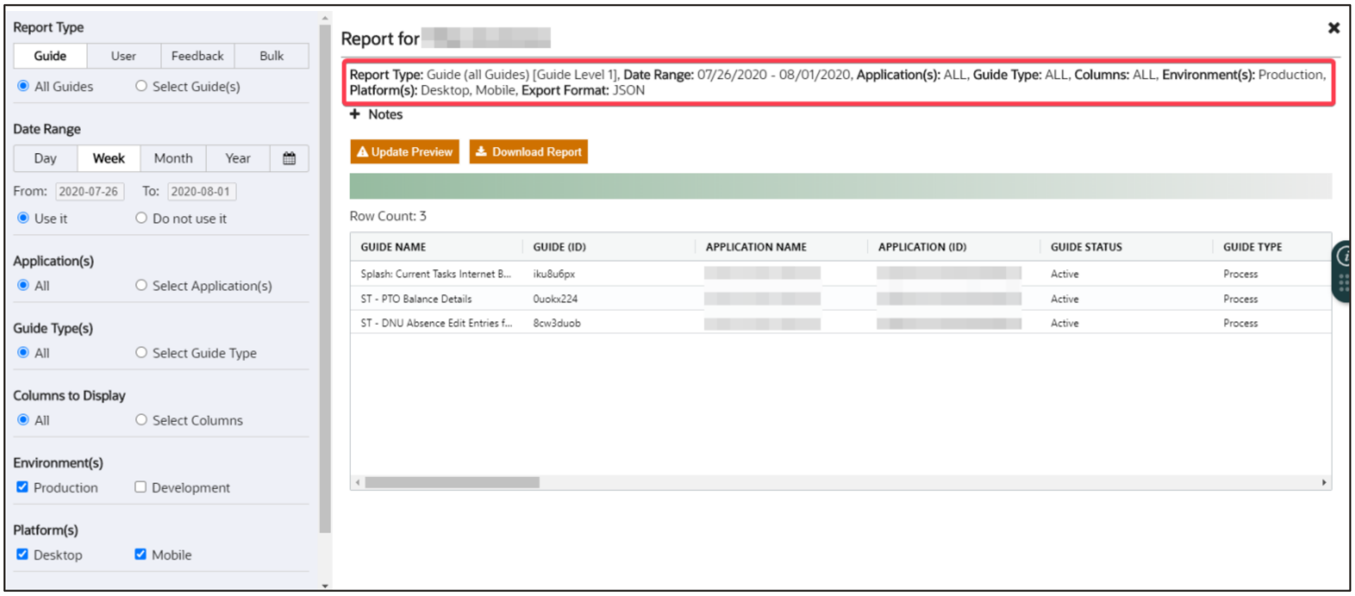


Once the configuration is complete, preview the data set by selecting the "Update Preview" button in the main section of the window:



Once satisfied with the data in the preview table, the user can select the "Download Report" button next to the "Update Preview" button to download the required data.

Note that a summary of the criteria used for the report is presented above the preview table.



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