

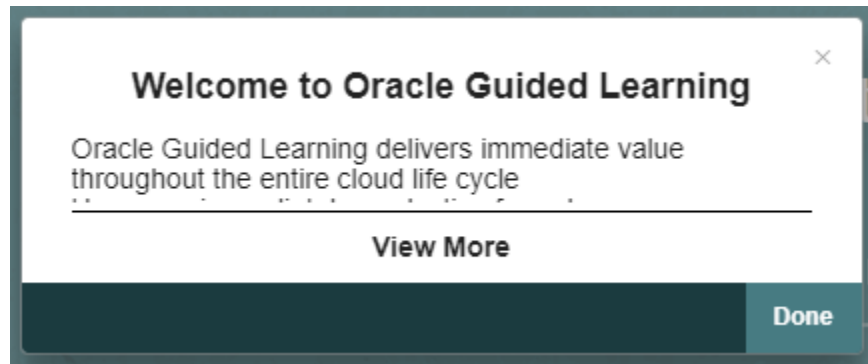
# Oracle Guided Learning 20D New Features

FEATURE	ROLE	DESCRIPTION
<b>Screen resolution and Tip Size</b>	End User	<ul style="list-style-type: none"> <li>View more / view less tip option</li> <li>Maintain tip size and provide full screen option to display all tip content</li> </ul>
<b>Language Selection</b>	End User	<ul style="list-style-type: none"> <li>Provide OGL users the option to change the guide language</li> </ul>
<b>OGL Help Panel Search</b>	End User	<ul style="list-style-type: none"> <li>Enhanced search capability</li> <li>Display page specific and non-page specific guides</li> <li>In Fusion apps, redirect users to the home page to launch guides that are unavailable on a page</li> <li>In non-Fusion apps, redirect to specified pages</li> <li>Provide guidance when a guide cannot be launched from search</li> </ul>
<b>Guide and Step Comments</b>	Developer	<ul style="list-style-type: none"> <li>Facilitates collaboration through Guide and Step comments from within the Content Editor and OGL Editor</li> </ul>
<b>Guide Activation and Conditions editor</b>	Developer	<ul style="list-style-type: none"> <li>UI optimized to facilitate the most common activation conditions</li> <li>Leveraging Page and Role Setup functionality, users can easily configure guide segmentation by page and user role</li> </ul>
<b>Roles</b>	Developer	<ul style="list-style-type: none"> <li>Define Roles from the Host App in a simple, intuitive Role Manager that can be leveraged for guide segmentation</li> </ul>
<b>Track Guide Steps and Training Content</b>	Data Analyst	<ul style="list-style-type: none"> <li>Get a more complete picture of OGL usage with new Step Guide and Step Video metrics</li> <li>Understand Training usage via Training Type use percentages graphs.</li> </ul>
<b>PowerPoint Download</b>	Data Analyst	<ul style="list-style-type: none"> <li>Easily share the contents of the Analytics Dashboard via PPT download of graphs and data</li> </ul>

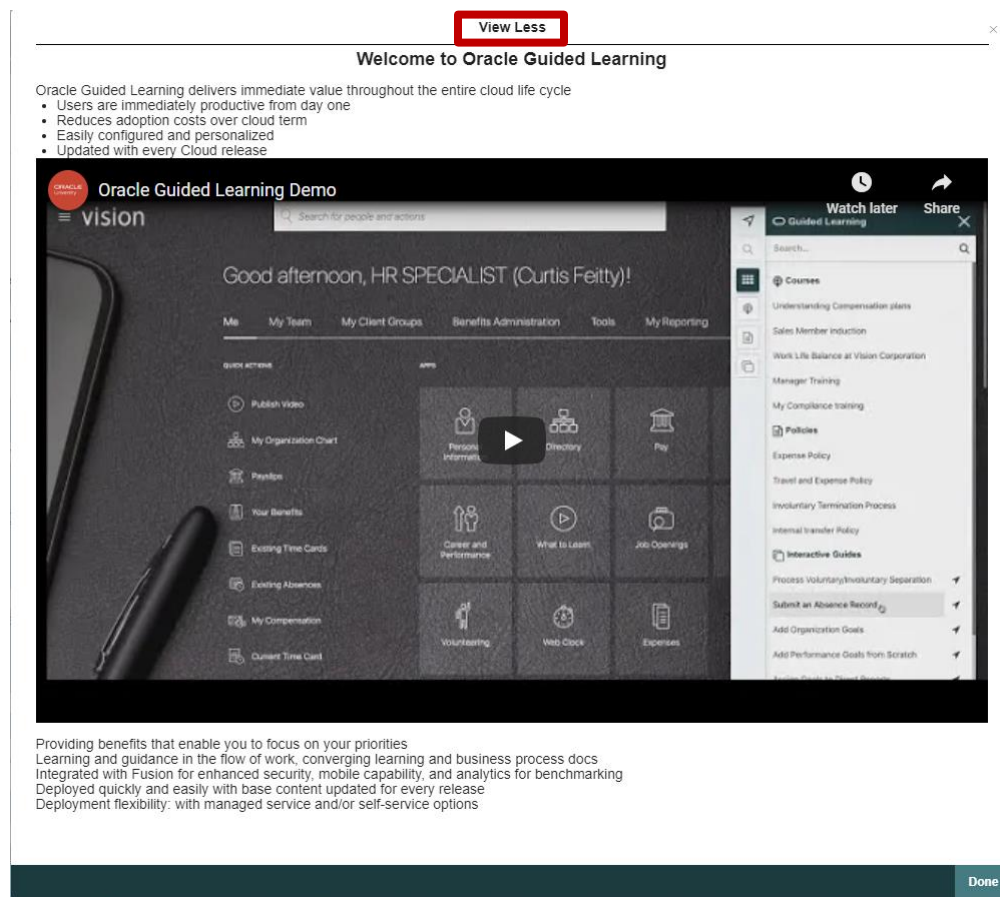
## Screen resolution and tip size

If text cannot fit into a tip due to the quantity of content or the screen resolution setting, the user is now provided the option to expand the tip modal.

A "View More" link is provided if the content does not fit in the message tip window:



Once a user clicks "View More", the tip becomes a full screen modal, to display as much content as possible. Should the tip content still exceed maximum tip height the content is then scrollable. Tip action buttons such as "Next" are still available in the full screen mode and the tip will progress to the next step, returning to the default tip size.

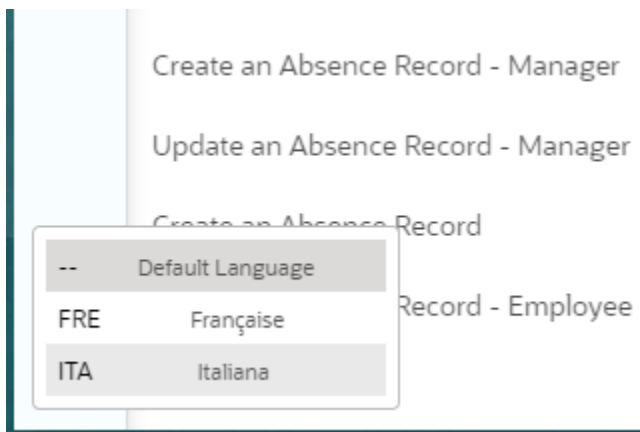


## Language Selection

For clients with multiple languages enabled in their OGL account, end users can select the language in which their will be guides presented from the Help Panel.

Note: This applies only to the languages translated in the OGL account and not the application languages. For example, if a client provides the Oracle application in English, French, and Spanish, and the OGL account only provides English and Spanish, the user will only be able to select English or Spanish from the OGL Help Panel. If the account has no translations, the selection does not appear.

When an account has multiple languages, a user can select the language for the guides and Help Panel from a drop-down accessible from the bottom left corner of the Help Panel.



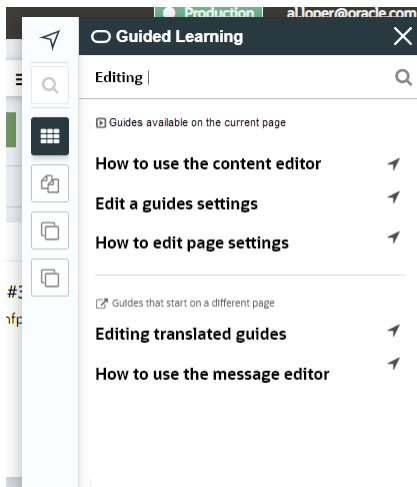
### Key Points:

- The list of languages in the menu includes all languages on the OGL account.
- The languages are the common name of the language and appear in the native language.
- The label of the language button is the [ISO 639-2](#) Code of the language code or LCID string used to import the translations, in all caps. For example, if the language code is ja, the label is JPN. If the language code is fr-ca, the label is FRA. The language codes are documented [here](#).
- If the user selects a language, that selection persists each time they log in.
- If the account contains only one language, the language button does not appear.

## OGL Help Panel Search

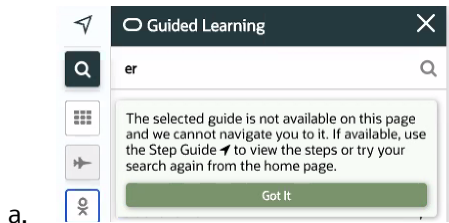
To better assist the user when searching for guidance, the OGL Help Panel search function has been enhanced to specify if a returned guide runs on the current page or if it requires navigation from the current page to run. If a guide runs on another page, OGL will attempt to redirect the user to that page, but if it cannot redirect the user it shows a message.

When the user starts entering a search term, the Help Panel splits into two sections. The first section displays "Guides available on the current page" and the second section "Guides that start on a different page". As the search strings are entered into the search field, matching guides appear in each section.



The user can then select the guide relevant to the search criteria and task they wish to complete. The selected guide will launch based on the guide setting. For example:

- When a user selects guides in the "Guides available on the current page" section, the guide launches as normal, respecting the auto-segmentation setup.
- When a user selects guides in the "Guides that start on a different page" section, OGL redirects the user to the relevant start page for the guide selected.
- If no start page is available, the Help Panel displays the following warning message.



### Key Points:

- Role conditions still exclude guides that should not be visible to the user's role.
- Fusion guides redirect to the home page.
- Non-Fusion guides must be configured individually to redirect.

## Guide and Step Comments

To support collaboration, OGL includes a comments feature allowing OGL users to add comments to a guide or to an individual step. This will facilitate communication between guide reviewers, SMEs, project coordinators, OGL developers, and anyone responsible for the creation and maintenance of OGL content. OGL Comments allow an organization to move away from spreadsheets and disparate emails to communicate and instead can interact within OGL and the guides themselves.

Comments can be either added, viewed, and edited through the Content Editor or included when editing in the OGL Editor.

### Content Editor

Open the Content Editor to review and add comments. By default, comments are hidden.

Content Editor

Create an Absence Record - Employee

Show Step Video ☐ Show Step Images ☐ Last Updated: Oct 22, 2020

1 Click Me [Comments\(3\)](#)

2 Click Time and Absences . [Comments\(1\)](#)

3 Select an Absence Type. [Comments\(0\)](#)

4 Only the Absence Type for which Employee is eligible appears under the list. If the absence type list is empty it means employee is not eligible for any Absence Type. [Comments\(1\)](#)

5 Fill in mandatory and pertinent fields, then select **Submit**. [Comments\(0\)](#)  
**Note:** Hover over the information icon(s) for further details.

6 Enter the **Start Date** and Time along with **End date** and Time under When section. [Comments\(0\)](#)

7 **Duration** will be populated automatically once you select the Start date and end date based on work schedule assigned to the employee. [Comments\(1\)](#)


8 Under Details section, Select the **Reason** for the Absence from the drop down list. [Comments\(0\)](#)

9 Enter the Comments and add documents if needed in the **Comments and Attachments** section. [Comments\(0\)](#)  
**Note:** You can enter the comments or attachment in case you need to

**CANCEL** **APPLY** **SAVE & EXIT**

Guide Comments ☐

Steps Comments ☐

It is possible to view, edit, delete and add comments at guide level or to add comments for individual steps. Click the Comments button to  open the comments panel. Comments are displayed in date/time order, with the newest comment at the top of the list.

## Content Editor

### Create an Absence Record - Employee

Show Step Video

Show Step Images

Last Updated: Oct 22, 2020

- Click **Me** [Comments\(5\)](#)
- Click **Time and Absences** . [Comments\(1\)](#)
- Select an **Absence Type**. [Comments\(0\)](#)
- Only the Absence Type for which Employee is eligible appears under the list. If the absence type list is empty it means employee is not eligible for any Absence Type. [Comments\(1\)](#)
- Fill in mandatory and pertinent fields, then select **Submit**. [Comments\(0\)](#)  
**Note:** Hover over the information icon(s) for further details.
- Enter the **Start Date** and Time along with **End date** and Time under When section. [Comments\(0\)](#)
- Duration** will be populated automatically once you select the Start date and end date based on work schedule assigned to the employee. [Comments\(1\)](#)
- Under Details section, Select the **Reason** for the Absence from the drop down list. [Comments\(0\)](#)
- Enter the Comments and add documents if needed in the **Comments and Attachments** section. [Comments\(0\)](#)  
**Note:** You can enter the comments or attachment in case you need to

[CANCEL](#) [APPLY](#) [SAVE & EXIT](#)

#### Guide Comments

Write a comment

james.bingham-wallis

Less Than 1 Hour Ago

Please note this guide has not been tested

#### Steps Comments

Comment about step...

Write a comment

#### Step 1 Comments (3)

james.bingham-wallis

21 October, 2020

I require more data

james.bingham-wallis

21 October, 2020

Please can we add the multi tip

james.bingham-wallis

21 October, 2020

#### Step 2 Comments (0)

#### Step 3 Comments (1)

james.bingham-wallis

21 October, 2020

All emps should have all Absence types

#### Step 4 Comments (0)

#### Step 5 Comments (0)

#### Step 6 Comments (1)


james.bingham-wallis

21 October, 2020

Duration Cannot exceed 365 days

#### Step 7 Comments (0)

#### Step 8 Comments (0)

To add a new comment, enter the text in the “Write a comment” field and click the add comment button .

#### Guide Comments

Write a comment

james.bingham-wallis

Less Than 1 Hour Ago

Please note this guide has not been tested

#### Steps Comments

Write a comment

#### Step 3 Comments (1)

james.bingham-wallis

21 October, 2020

All emps should have all Absence types

[view all step comments](#)

You can review all comments added to a guide from the comments panel. Use the comments links to jump directly to view comments related to a specific step. All comments are date, time, and user stamped.

**Content Editor**

Create an Absence Record - Employee

Show Step Video ☒ Show Step Images ☒ Last Updated: Oct 22, 2020

- Click Me [Comments\(3\)](#)
- Click Time and Absences. [Comments\(1\)](#)
- Select an Absence Type. [Comments\(0\)](#)
- Only the Absence Type for which Employee is eligible appears under the list. If the absence type list is empty it means employee is not eligible for any Absence Type. [Comments\(1\)](#)
- Fill in mandatory and pertinent fields, then select **Submit**.  
**Note:** Hover over the information icon(s) for further details. [Comments\(0\)](#)
- Enter the **Start Date** and Time along with **End date** and Time under When section. [Comments\(0\)](#)
- Duration** will be populated automatically once you select the Start date and end date based on work schedule assigned to the employee. [Comments\(1\)](#)
- Under Details section, Select the **Reason** for the Absence from the drop down list. [Comments\(0\)](#)
- Enter the Comments and add documents if needed in the **Comments and Attachments** section. [Comments\(0\)](#)  
**Note:** You can enter the comments or attachment in case you need to

**CANCEL** **APPLY** **SAVE & EXIT**

**Guide Comments**

Write a comment

james.bingham-wallis  
Less Than 1 Hour Ago

james.bingham-wallis  
Less Than 1 Hour Ago  
Please note this guide has not been tested

**Steps Comments**

Write a comment

**Step 1 Comments (3)**

james.bingham-wallis  
21 October, 2020  
I require more data

james.bingham-wallis  
21 October, 2020  
Please can we add the multi tip

james.bingham-wallis  
21 October, 2020

[view all step comments](#)

You can be edit or deleted from the comments panel. Note that only the original commenter or someone with the Manage Comments permission can edit or delete comments.

**Steps Comments**

Write a comment

**Step 1 Comments (3)**

james.bingham-wallis  
21 October, 2020  
I require more data

james.bingham-wallis  
21 October, 2020  
Please can we add the multi tip

james.bingham-wallis  
21 October, 2020

[view all step comments](#)

**Steps Comments**

Write a comment

**Step 1 Comments (3)**

james.bingham-wallis  
21 October, 2020  
I require more data

james.bingham-wallis  
21 October, 2020  
Please can we add the multi tip

james.bingham-wallis  
21 October, 2020

[view all step comments](#)

**Edit** **Delete** **Cancel**

To update the comment, enter your changes, and then click **Save** or **Cancel** to discard your changes..

james.bingham-wallis  
21 October, 2020

Please can we add the multi tip

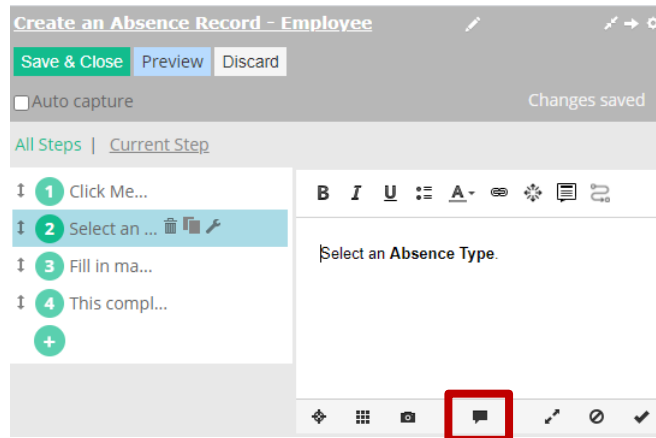
31/512

**Cancel**

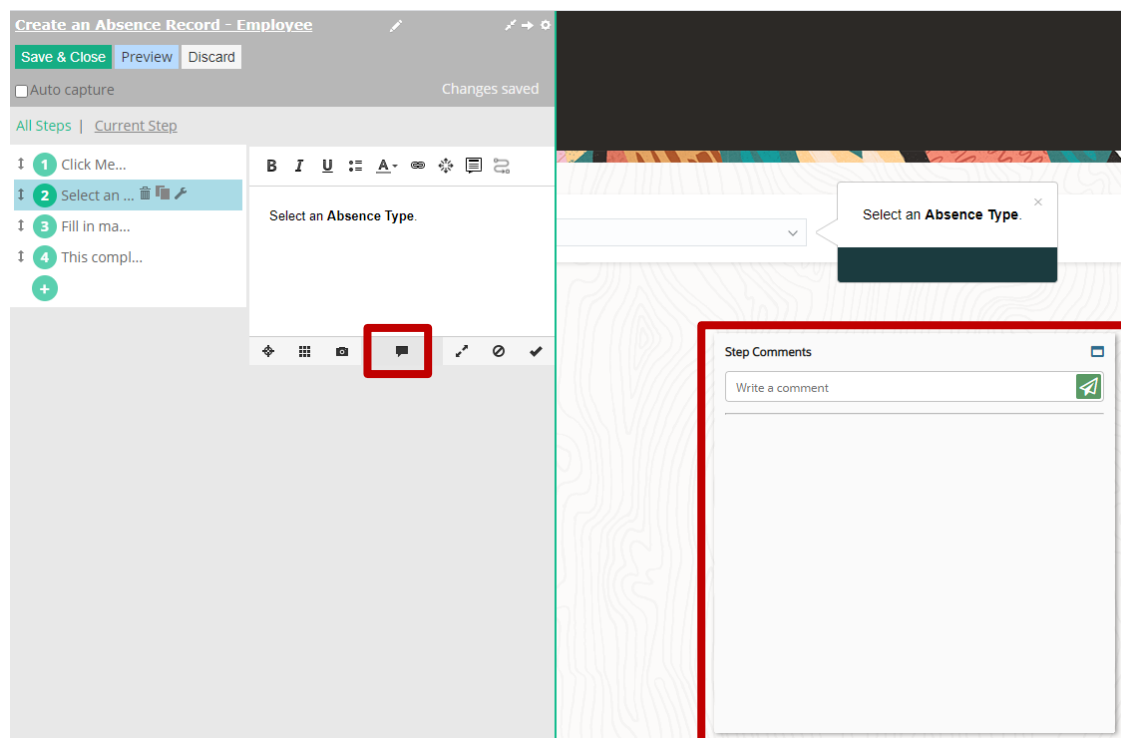
**Save**

## Full Editor

You can view, edit, and delete step comments in the OGL Editor. Note that the comments are associated with individual tips. If a step has more than one tip, each tip has its own comments.



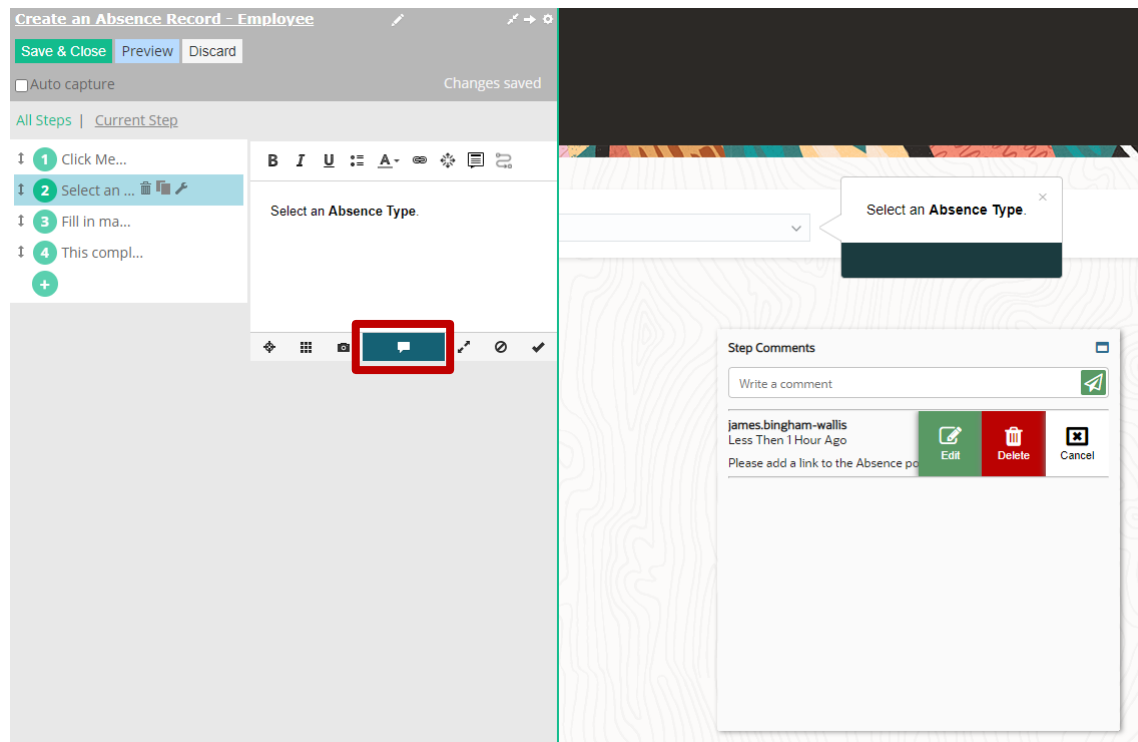
The comments button toggles the comments panel on/off. When a step has comments, the background color of the icon is blue instead of gray.



To add a new comment, enter the text in the “Write a comment” field and click the add comment button  .



The original commenter or any user with the Manage Comments permission can edit or delete comments in the OGL Editor.



If comments exist for a step, the comments button will be blue. If no comments exist, the button will remain grey.

Comments exist :  No comments exist: 

## Key Points

- Comment Edit and Delete buttons are only available if to the original commenter or an OGL user with the Manage Comments permission
- Comments remain with the guide for the life of the guide.
- Comments are copied with the guide if it is cloned.
- When a tip or entire step is deleted, the comments are deleted also, even if the user does not have the Manage Comments permission.
- The character limit in all comments is 512 characters.

# Roles

User Roles as defined in the User Roles Manager in the OGL Console can be used in defining activation settings for a guide. The OGL roles MUST be set up as per the roles set in your OGL Fusion Integration or Javascript. [Click here](#) to download a list of Fusion Role mappings.

User Roles

Q Search

+ New Item

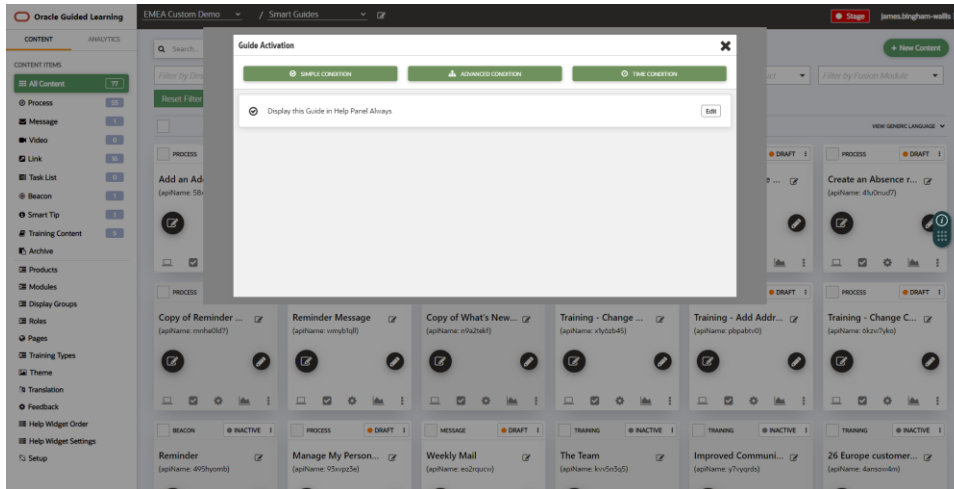
Name	Value		
Line Manager	line_mgr	Edit	
Procurement Preparer	prc_prep	Edit	
Employee	emp	Edit	

CANCEL

APPLY

## Guide Activation and Conditions editor

OGL guide activation options leverage the values from the OGL Pages and Roles Managers in the OGL console.



When the Activation icon in a Guide tile is selected for a new guide that has not had its Activation Settings customized, the following 3 activation options are displayed:

- Simple Condition
- Advanced Condition
- Time Condition

### Simple Condition

The three most common guide activation settings are based on role, page or a generic “always” setting. The Simple Condition section is where these three can be set.

**Note:** Pages and roles must have already been configured in the OGL console.

**Note:** Pre-existing roles and page conditions from before 20D will show in the Advanced condition area. These conditions can be recreated in Simple conditions panel area.

When “Always” is selected there are three additional options:

- Enabled
- Displayed on the Help Panel
- Autoloaded

The screenshot shows the 'Guide Activation' dialog box with three tabs: 'SIMPLE CONDITION', 'ADVANCED CONDITION', and 'TIME CONDITION'. The 'SIMPLE CONDITION' tab is selected. Under the 'Always' condition, the 'Display When' dropdown is set to 'Always'. A red box highlights the 'Enabled' checkbox, which is checked, and the 'Help Panel' and 'Autoload' checkboxes, which are unchecked. At the bottom, there are 'CANCEL', 'SAVE CONDITION', and 'DELETE CONDITION' buttons. Below the main condition, there is a section with 'and' and a checked condition 'Display this Guide in Help Panel Always' with an 'Edit' button.

If the Page option is selected, the options of “Is” or “Is NOT” are available to apply to a page or pages selected from the dropdown:

The screenshot shows the 'Guide Activation' dialog box with the 'SIMPLE CONDITION' tab selected. The condition is 'When Page is'. The 'Display When' dropdown is set to 'Page'. A red box highlights the 'Is' dropdown and the 'Select a Page...' dropdown. Below this, the 'Enabled' checkbox is checked, and the 'Help Panel' and 'Autoload' checkboxes are unchecked. At the bottom, there are 'CANCEL', 'SAVE CONDITION', and 'DELETE CONDITION' buttons. Below the main condition, there is a section with 'and' and a checked condition 'Display this Guide in Help Panel Always' with an 'Edit' button.

**Note:** If the values for Page or Role are updated in the Page or Role Manager in the OSC Console, the condition with that value must be deleted and reselected.

If the Role option is selected, the options of “Is” or “Is NOT” are available to apply to a role or roles selected from the dropdown:

## Guide Activation



Simple Condition   Advanced Condition   Time Condition

When Role is Edit

Display When Role is Select a Role...  
☒ Employee  
☐ Line Manager

☒ Enabled ☐ Help Panel

CANCEL SAVE CONDITION DELETE CONDITION

and

☒ Display this Guide in Help Panel Always Edit

**Note:** when multiple roles or pages are selected within a single condition these are “OR” conditions.

## Guide Activation



Simple Condition   Advanced Condition   Time Condition

When Role is Employee OR Line Manager Edit

Display When Role is Select a Role...  
☒ Employee  
☒ Line Manager

☒ Enabled ☐ Help Panel

CANCEL SAVE CONDITION DELETE CONDITION

and

☒ Display this Guide in Help Panel Always Edit

## Guide Activation



Simple Condition   Advanced Condition   Time Condition

When Page is Home Page OR Expenses Edit

Display When Page is Select a Page...  
☒ Home Page  
☒ Expenses

☒ Enabled ☐ Help Panel

CANCEL SAVE CONDITION DELETE CONDITION

and

☒ Display this Guide in Help Panel When Role is Employee Edit

## Advanced Condition

The Advanced editor works just like the current Activation tool with the exception that the "simple" elements of Role and Page are not there as they are in the Simple section

Guide Activation ✕

☒ SIMPLE CONDITION
 ☐ ADVANCED CONDITION
 ☐ TIME CONDITION

When Page has visible element Edit

Display when Page has visible element  ☐ Advanced visibility check

☒ Enabled
 ☐ Help Panel
 ☐ Autoload

CANCEL SAVE CONDITION DELETE CONDITION

and

☒ Display this Guide in Help Panel When Role is **Employee** Edit

## Time Condition

The Time Condition allows the OGL developer to set a specific date and time condition.

**Note:** The time zone applied to the condition is based on the time zone of the device on which OGL is running.

Guide Activation ✕

☐ SIMPLE CONDITION
 ☐ ADVANCED CONDITION
 ☒ TIME CONDITION

⌚ Edit

Display date starts 10/28/2020, 1:19 PM and display ends 10/31/2020, 1:19 PM 📅

☒ Enabled
 ☐ Help Panel
 ☐ Autoload

CANCEL SAVE CONDITION DELETE CONDITION

and

☒ Display this Guide in Help Panel When Role is **Employee** Edit

After multiple conditions are entered, the Guide Activation window will display all conditions, linked as “And” conditions. The OGL developer can select the "Edit" button to make changes to the conditions.

☒ Display this Guide in Help Panel When Role is **Line Manager OR Employee** Edit

and

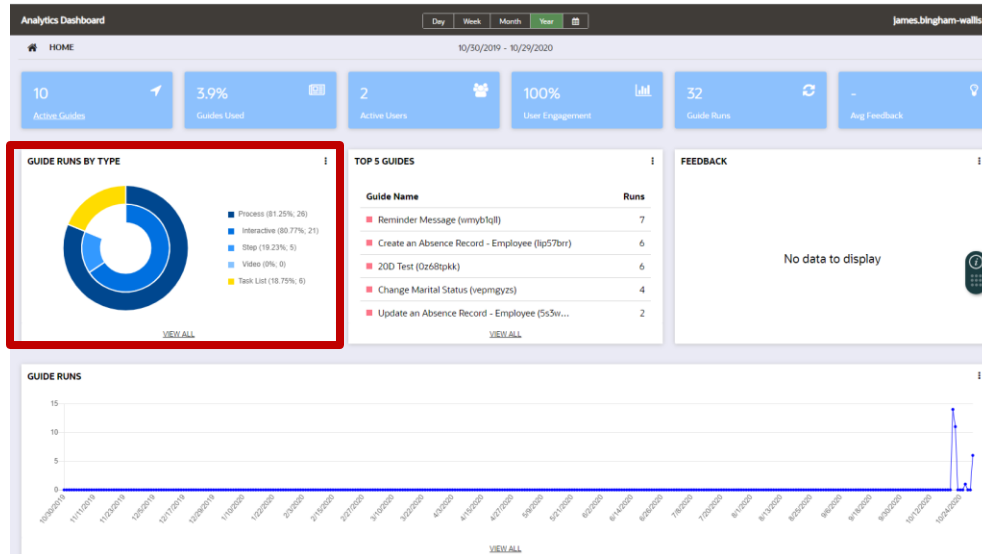
☒ Display this Guide in Help Panel **Always** Edit

## Track Guide Steps and Training Content

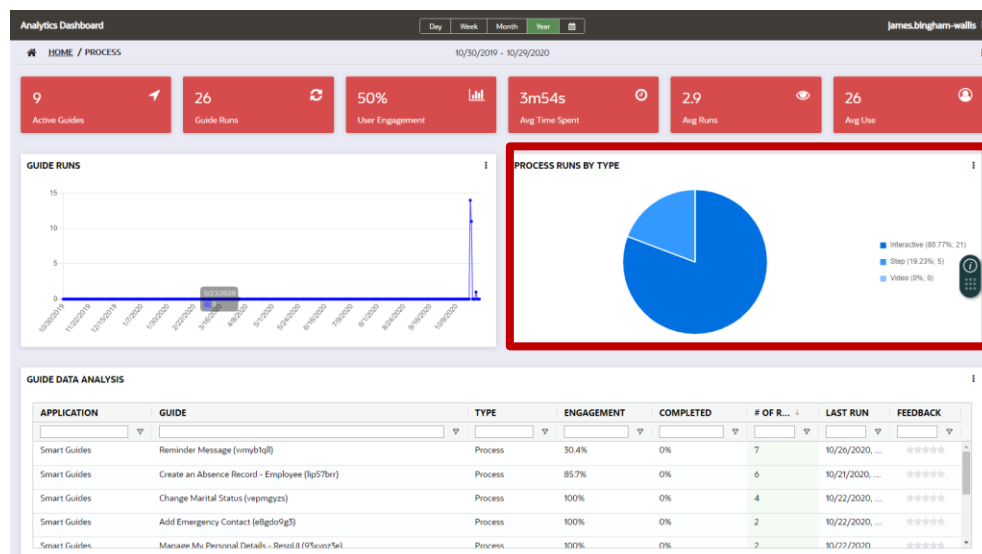
For OGL release 20D the analytics dashboard now provides the following data:

- Tracking the usage/activity of step guides in the Analytics Dashboard
- Tracking the usage/activity of step Videos
- Tracking the usage/activity of training content

Additional data provided for Step Guides, Step Videos and Training Content is now included on the Home dashboard. The dashboard also provides an updated graphics in the Guide Runs by Type tile, allowing analysts to better understand the OGL usage.

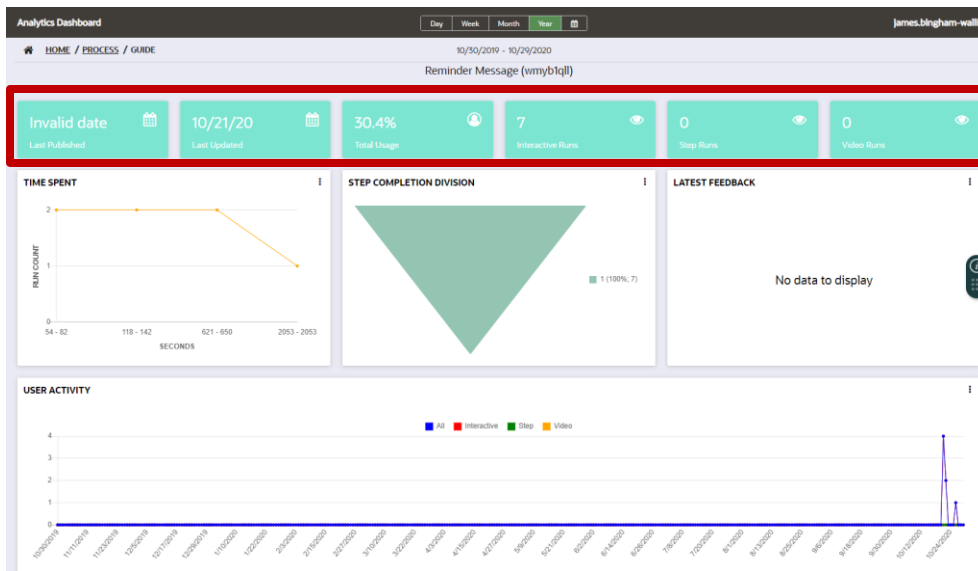


The Process Guide dashboard now displays a pie chart comparing the different types of Process Guides (Interactive, Step & Video)



When a data analyst now drills down on an individual process guide to review the guide page. The page now displays the following 6 tiles:

- Date the guide was Released/Last Published
- Date the Guide was Last Updated
- Total Usage (usage can be calculated only per time range)
- Interactive Runs
- Step Runs
- Video Runs





## PowerPoint Download

OGL analytics graphs, charts and tiles from Analytics Dashboard can be downloaded as a PowerPoint file. This will allow data analysts to easily present the content from the Dashboard to OGL stakeholders offline.

