

AskDelphi

THE GUIDING PRINCIPLES

All you need for effective Performance



AskDelphi Performance Support

Our 7 Guiding Principles

AskDelphi offers a unique business value and user experience by incorporating 7 guiding principles at the core of its framework design.



ALIGNED

Incorporate the Five Moments of Learning Need methodology and address task-related performance challenges within the workflow.

Turn data into actionable business insights accessible through a personalized dashboard to continuously improve user support and optimize learning and performance investments.



JUST ENOUGH

Offer instant and intuitive 'quick-view' access to task level support so that users can continue with their work as quickly as possible.

Make additional layers of resources available when more support is needed: supporting information, learning resources, reference resources, people resources.



CONTEXTUAL

Personalize support based on the user's context, reducing the need to search for information.

Pull or push content depending on user preferences and manager settings.

Support multiple context indicators including software applications, beacon signals, GPS, job role and workflow.



EMBEDDED

Automatically adapt the user experience to tablet, mobile, desktop and wearable devices from one single source.

Provide secure access to content, leveraging Microsoft's Azure cloud infrastructure.

Supports hybrid, on premise and synchronized off line usage.



TRUSTED AND CURATED

Offer a single source of truth, designed in accordance with the Five Moments of Need methodology and maintained by subject matter experts through role-based workflow, versioning and easy-to-use content development tools. Facilitate user-generated content through commenting and rating features.



OVERARCHING

Support users to perform effectively in the workflow, regardless whether this task is completed within an IT or non-IT environment.

Capture user context in various ways. Offer embedded support to the financial controller working in an accountancy program, as well as to the hospital nurse using a mobile device while helping a patient.



BLENDED

Blend informal and formal learning and support resources to truly implement the 70:20:10 model in your organization. Integrate additional functionality from third-party learning tools through API connections and exchange usage data to and from other systems using xAPI.



GET STARTED!
Interested in what the
AskDelphi Performance
Support platform can do for your
organization?

Request a demo today
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