



# Titania Interactive

Develop and deliver personalized, interactive content that guides your users and is driven by real-time inputs for more accurate performance of procedures, data reporting and analysis.

## Making Your Content a Two-Way Communication

Companies routinely disseminate procedural and other step-based content to their consumers via a one-way information exchange; employees, partners, and customers receive static print or digital materials and take them into the field for use. Information in this case is only a one-way exchange going out to the consumer. In the field feedback from the execution of tasks, results from tests, other procedural information is captured outside the information exchange environment, if they are captured at all. As a result, the return flow of information back from the field is delayed or, sometimes, prevented entirely.

## Interactive Content Improves User Experience & Results

Titania Interactive makes the interactive exchange of information possible. This exchange is driven by user inputs and can dramatically improve information delivery processes, alleviate much of the associated costs, and enable you to deliver content tailored to the specific needs of your users based on their current situation.

With Titania Interactive no longer do technicians, field workers, students, installers, and other users of procedural content need to pore through lengthy documents and manuals or record results on paper to be re-keyed later. Relevant information is dynamically delivered, and results are captured and validated in real-time, at the point of execution.

With Titania Interactive, organizations can:

- Deliver existing structured content interactively tailored to the specific needs
- Guide content consumers through proper execution of procedures based on their inputs
- Capture execution results of each procedure
- Easily share captured data with tech support, product manufacturers, and anyone who needs it
- Improve decision making through analysis of procedural data
- Improve overall customer experience with your products

## Robust Feature Set, Many Use Cases

Titania Interactive adds value across a variety of industries, especially those relying on procedural documentation such as checklists, installation manuals, standard operating procedures, regulatory documentation, training and certification material, work instructions, and service manuals.

Key features of Titania Interactive include:

- Ability to leverage existing XML content, with native support for DITA
- User interface controls to support desired interactivity, including check boxes, lists, date picker, radio buttons, and text boxes
- Configurable to support business rules such as mandatory fields, allowable values and value ranges, and branching to specific content based on data values
- Integrated data capture from end user or equipment
- Support for multimedia such as videos, animations, and illustrations

## Use Case Examples for Titania Interactive

### Standard Operations Procedures (SOPs)

Dynamically generate Standard Operations Procedures (SOPs) for a network of globally distributed facilities. Each Procedure uniquely tailored to the geographic location, environmental characteristics, and language needed in the facility; and most importantly insuring that all required content is included to meet all regionally specific regulatory requirements. By providing both site specific and standard procedural content your organization can dramatically reduce regulatory risk and liability while improving overall operational efficiency.

### Guided Checklists

Generate an interactive checklist that can confirm all required installation steps are completed, all settings are accurate for the installation environment, and all measurements are captured and recorded at the time of installation. With interactive installation manuals users can ensure their products are set up in compliance with all warranty policies, regulatory requirements, and ready for optimal performance.

### Service Information and Procedures

Provide service technicians with interactive documents that guide the technician to the relevant service instructions based on inputs captured directly from the machine or entered manually into the document by the technician. The service information served up will be specific to the machine's exact configuration and the technician's skill level. The interactive content can also support links to related information such as the location and availability of spare parts, instructional videos, and step-by-step guided instructions. As a result, intelligent content can significantly increase service profitability by enabling technicians to fix it right the first time and reduce the overall duration of service calls.

### Policies or Custom Documents

Automatically generate client-specific policies by automatically matching only valid policy options with the customer's unique characteristics and demographic criteria. Leveraging the intelligence in the content and interactive inputs, agents can ensure all policies are complete and compliant. Agents can make sure every valid policy option is explored with their clients providing the greatest opportunity for conversion and increased customer satisfaction.



**Titania Software** provides solutions focused on intelligent content delivery and user enabled dynamic publishing. Our solutions help you optimize the consumers' content experience, provide greater efficiencies and lower overall costs.

Titania Software solutions encompass:

- Dynamic assembly
- Interactive documents
- Faceted search
- Feedback & comment management
- Analytics
- Synchronization across systems
- Multi-media publishing

Learn more about Titania Software



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