Datasheet

MyGuide

Digital adoption and automation platform

Organizations expect digital transformation projects to improve productivity, reduce search and support costs, and boost innovation across the board. MyGuide gives organizations a robust but simple-to-use Digital Adoption Platform to onboard users, roll out changes, enhance productivity, and improve performance with real-time and interactive guides. Create focus on productivity, innovation, and high-value tasks.

Why is software adoption so hard?

- *Application fatigue*
- *Lack of retention*
- *User onboarding*
- *Multi-generational workforces*
- *Lack of enterprise resources*
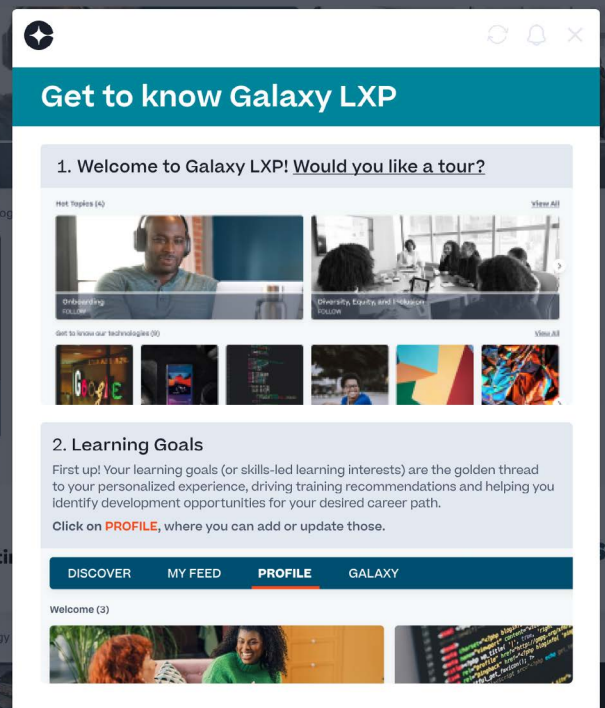
Create a personalized and connected learning experience:

Adoption guides for every situation
Provide users with the most useful guide for their situation, including in-app tours, how-to guides, assisted automations, courses, cue-based instruction, searches, or chat.

Easy to use from day one
No engineering, no training required, low code - pick up and go.

Support for all your apps
One unified platform covers digital adoption for all your enterprise applications – the ones you buy, the ones you build, and the ones you sell.

Web, desktop, and mobile
Meet your users where they access your key applications, no matter what device they prefer.

Fast guide creation
Create engaging instructional guides with multimedia support, automatic updates, themes and branding, and one-click publishing.

In-app insights
Track usage by device, drill down into user journey data, and drive workflows and feature adoption with rich analytics.

Automate common activities
Chatbot asks critical questions up front, then helps populate forms quickly and accurately. Chatbot can also increase service efficiency by routing support requests to dedicated agents or queues.

 cornerstone
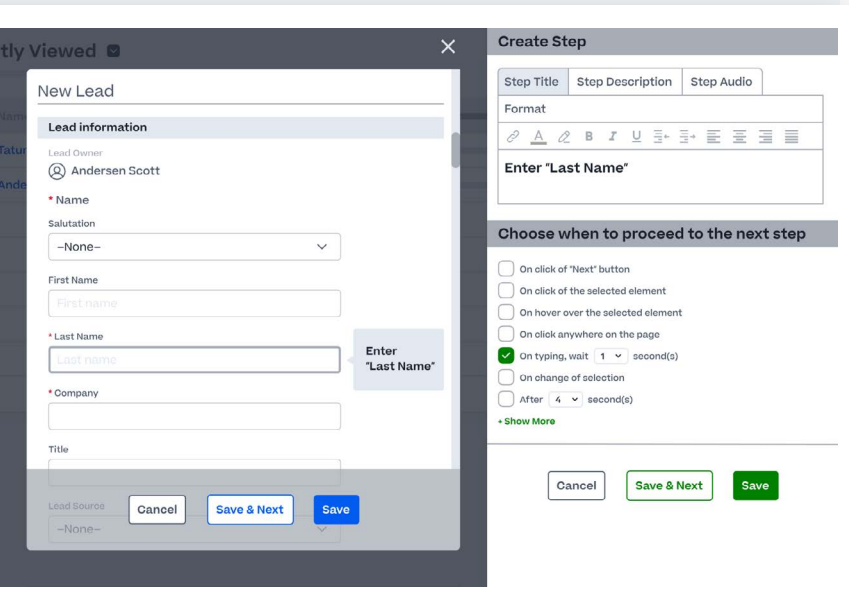
Top benefits MyGuide gives businesses

11% ⌃
productivity improvement attributed to technology use, process adoptions, and unassisted task completion*

52% ⌄
reduction in time spent searching for content and answers internally and externally*

61% ⌄
reduction in training times for every new deployment of systems, features, or change processes*

63% ⌄
decrease in support calls due to the omnipresent availability of tours, nudges, guides, assistance, learning, and automation aids*

Easy to build, measure, change, and maintain rich interactive and immersive content across web, mobile, and desktop

> We are using MyGuide for training to help us deliver very complex scenarios. The participants love them!"

Westpac

> By implementing MyGuide natively inside Salesforce, the team was able to understand Salesforce workflows more efficiently, and help was always a click away via MyGuide."

WYNDHAM
HOTELS & RESORTS

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