



GovConnect™

Adopt360

Create and manage entire portfolios of step-by-step user guides, instruction manuals, articles, documents, and other content with Adopt360, Deloitte’s user-centric, accelerated digital adoption solution. Taking advantage of out-of-the-box Salesforce technology, Salesforce Knowledge and Experience Cloud, Adopt360 goes further, arming your content management teams with powerful new capabilities designed to ease adoption, drive engagement, accelerate learning and enhance the end-user experience.

FEATURES

Streamlined Content Creation

Create and manage entire portfolios of step-by-step guides and informative articles. Flexible article management through version control, draft assignments, and approvals.

Simple User Engagement

End-users can identify and submit issues for review via a simple, custom interface. Leverage Salesforce’s native CMS and custom experience builder to get feedback from end-users with issue identification.

Article Workflows and Approvals

Adoption Managers can assign and review drafts to publish quality articles. Create custom workflows to help teams manage their content portfolios more effectively.

Unique Adoption Metrics

Article and user data provide insights on adoption with custom reports and dashboards. Search activity, article likes, and other metrics help inform adoption investment decisions.

Curated Playlists

Create custom article playlists, providing a self-paced experience centered around a topic or objective. Adoption Managers specify the order articles should be read to help users best dig into the information.

BENEFITS



Consolidate and curate content with playlists. Enable users to review training manuals, user guides, and articles in logical order



Track audience adoption, then tailor content to user needs with insights on article views, likes, and search activity



Facilitate self-paced learning with flexible document access



Quickly identify and correct issues, such as outdated information or typos, with direct feedback from users



Configure your solution with customized analytics based on data you prioritize



Balance your team’s workload with clear visibility into article publication status or content ownership

CONTACT

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