

IBM CUSTOMER FACING SOLUTIONS

Canadian Pharmacists Association

Providing interactive, self-paced support



Challenge

The Canadian Pharmacists Association (CPhA) wanted a web-based tutorial to complement the release of its new e-Therapeutics portal. The tool needed to satisfy several requirements:

- Provide interactive, self-paced support to new users of e-Therapeutics (primarily physicians and pharmacists) who were not accustomed to referencing information electronically
- Inform end-users of the unique functionality in e-Therapeutics that would enhance their user experience
- Provide an alternate source of support, in conjunction with a help desk and portlet-level help files, that would be easy to access and user-friendly

Solution

As a first step, our team attended portal user-acceptance testing sessions to gather information on functionality that should be highlighted. We then researched and recommended an eLearning authoring tool that allowed the product to be easily updated by the client. The tool selected was Trivantis Lectora, combined with IBM's Simulation Producer. After the tool was selected, we then developed a 15-minute tutorial, designed to be completely user-driven, complete with simulations. We also updated the tutorial and developed new versions of it to reflect the different releases of the e-Therapeutics portal.

Results

The tutorials are now available on the portal for all customers as both refreshers and ongoing help. The simulations allow users with lower levels of computer literacy to practice various transactions. Because of the success of the tutorials, CPhA asked IBM to return to update the tutorial on three separate occasions to reflect new functionality of the e-Therapeutics portal. Separate versions of the tutorial were developed to showcase the e-Therapeutics Mobile Application and the e-CPS portal. Our team also incorporated improvements to the tutorials based on customer feedback.