



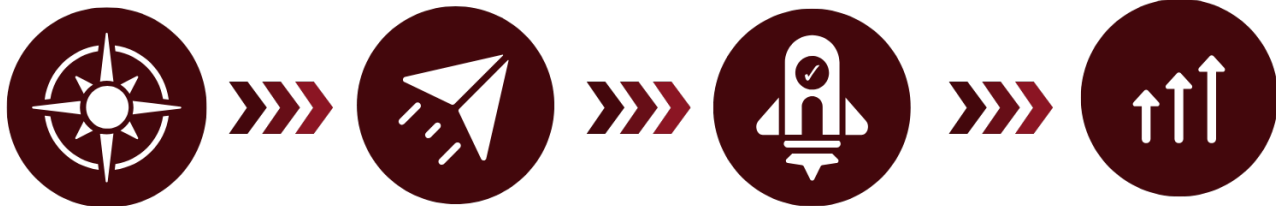
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Oracle Guided Learning

Elire offers Oracle Guided Learning (OGL) services that help organizations integrate intuitive, user-friendly learning experiences directly into their applications. Reduce help desk questions and empower your teams with in-application guidance and self-training that allows users to complete tasks with minimal external support.

Implementing OGL - Elire's Approach



MOBILIZE

- Project kick-off
- Assign team members
- Enable OGL in non-production pods
- Define governance

PILOT

- Set project scope and timeline
- Review and build OGL content
- Identify users and data requirements

DEPLOY

- Final sign-off
- Publish content
- Go-live support

MATURE

- Prepare for upgrades
- Revise content as needed
- Evaluate OGL analytics

Impact Delivered

- **Reduces Support Tickets:** In-application guidance helps users resolve issues independently, decreasing the volume of support requests
- **Increases User Satisfaction:** Real-time assistance boosts user confidence and improves their overall experience
- **Saves Time and Resources:** Less manual support and training are needed, leading to greater efficiency

Why Elire

- **Holistic View:** We design OGL with a deep understanding of business processes and user experience
- **Autonomous Tool:** OGL overlays your application without the need for customization, ensuring minimal impact on your system
- **Versatile:** Deep deployment expertise across multiple applications, including PeopleSoft, Oracle Fusion, Salesforce, and more

