

Empower Users Now!

Guide, Support, Analyze and Optimize User Flows & Experience with Newired

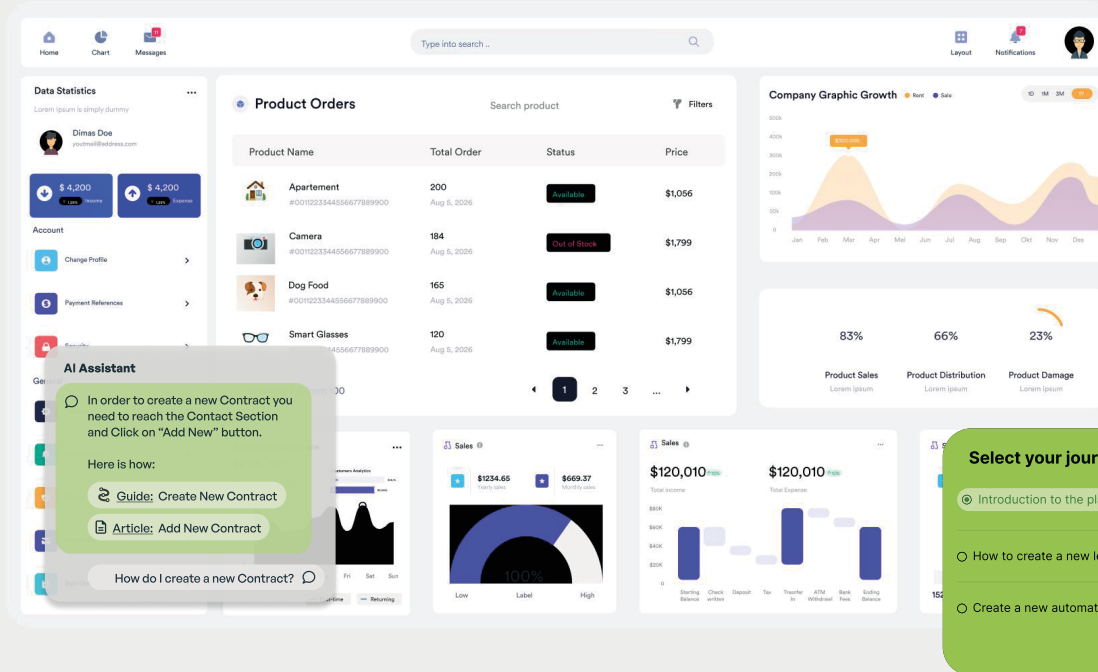
Newired provides fast and easy onboarding and a continuous learning process – directly embedded within your enterprise application to simplify user adoption and increase user satisfaction.

Your Application

A set of in app pop-up that drive your user through task and procedures

Newired Layer

Without any Newired Modification



Instant guidance, 24/7 support, smarter knowledge access

Digital transformation

- Fast and easy adoption of new and multiple applications and processes
- Continuous, on demand, in place digital support
- Reduce onboarding efforts and support requests

AI Assistant

- 24/7 assistance that delivers your knowledge base directly into user workflows
- Conversational search for instant access to guides, playlists, and key resources
- Summarized answers from the knowledge base with direct links to original articles

Empower User

- Easy access to any helping resource
- User Feedback for improvements
- Increase process quality in the company

Cross Application Support

- Deploy your guidance seamlessly across different applications

No Coding Skills

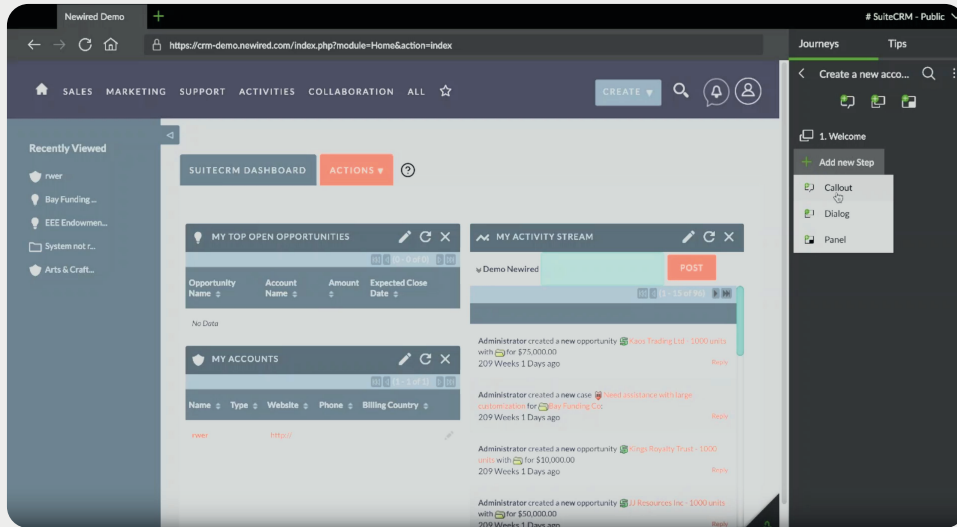
- User friendly editor to build your guidance content without any coding skills

Translate, Test & Approve Before Publishing

- Everything is versioned: control what and when goes live, rollback in case of need.
- Deploy automated AI translations for all your content.

Actionable Insights And Analytics

- Track users' feedback and behavior across all their learning processes.
- Get answers, comments, suggestions with built-in surveys and polls.



What Newired brings to you:

- User-friendly **authoring environment** for non-technical people to **design and create** guidelines, announcements, tooltips, polls, and other content that will be installed onto your web application.
- **AI Assistant** that empowers users with 24/7 in-workflow support, conversational search for instant guidance, and concise knowledge base answers, reducing friction, boosting productivity, and simplifying adoption.
- **Contextual user assistance via Newired overlay technology (intelligent layer)** accessible within the web browser, guiding the user through complex workflows, tasks and scenarios.
- Reliable and secure **best practices** which enable you to control that only the approved and reviewed content will be promoted and published.
- Track users' feedback and **measure** user satisfaction with **data dashboards**, so that you can quickly spot bottlenecks and shortcomings and turn them into improved user interactions right away.
- Unique algorithms to bind the Newired content to your web applications, focusing on **quality, robustness and maintainability**.

Features & Functions

- Standalone Editor for: Journeys and Best Practice
- Multiple application support
- Contextual, in-App Tip
- 100% Code free
- Multi-Language Support
- Analytics and Reports
- Editing and Testing environment
- On-Premise (Server or Private Cloud) or Public Cloud
- Playbooks with progress bar to let your users track their progresses
- Segmentation to deliver the right content to the right users



"As a Process Team, we were over whelmed with tickets seeking solutions for simple queries . It became crucial to reduce the ticket load and empower our users to help themselves . That's how we got to Newired - a solution that allows us to prioritize developing processes and ef ficiently maintaining our tool despite limited resources"



Christian Angerer
Senior Process Manager – Processes & Methods R&D Global Operations & Governance,
KUKA



Request a Demo

For more information, write to us
at info@newired.com

Visit our website

