



# Unlocking the Power of AI

10 Benefits for your Digital  
Transformation Journey

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# Introduction

Artificial Intelligence (AI) can significantly support and drive digital transformation and improve business operations. For HR professionals and training managers, integrating AI into Digital Adoption Platforms (DAPs) can be a strategic move to enhance software ROI, optimize user adoption, and ensure successful digital transformation initiatives.

Digital Adoption Platforms equipped with AI tools help automate routine tasks, provide personalized learning experiences, and deliver real-time insights, making them essential for modern enterprises.

By leveraging AI, organizations can create more effective training programs, foster user engagement, and achieve higher productivity levels.



# The role of AI in digital adoption

AI plays a crucial role in modern DAPs: it enables the tool to analyze vast amounts of data to provide actionable insights and suggestions for the user. These insights can be used to tailor training programs to individual needs, predict user behavior, and optimize software usage. This results in more efficient training processes and better learning outcomes, helping to smoothen change management and new software adoption.

AI can transform your digital adoption strategy by offering your team:

**Automated assistance:** AI-driven chatbots and virtual assistants can handle repetitive queries, freeing up human trainers to focus on complex issues.

**Personalized learning:** AI can customize training content based on user progress and learning styles, ensuring that each employee receives the support they need.

**Real-time feedback:** AI provides immediate insights into user performance, enabling timely interventions and support.

Integrating AI into your digital adoption initiatives is not just about keeping up with technological advancements; it's about creating a more agile, efficient, and effective training environment that drives user adoption and maximizes software ROI.

# 10 key benefits of integrating AI into software adoption training

- |     |                                   |    |
|-----|-----------------------------------|----|
| 1.  | Improved efficiency               | 5  |
| 2.  | In-app notifications              | 6  |
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# 1. Improved efficiency

According to Gartner, businesses utilizing AI can anticipate a [25% boost in efficiency](#) in their processes by 2025.

AI automates routine tasks, enabling end users to focus on learning new software features and applications. This automation increases productivity and ensures a smoother learning process. For instance, AI-driven chatbots can handle common user queries, providing instant support and freeing up time for users to concentrate on mastering the software.

**How ClickLearn solves this:** The User Experience Panel provides in-context guidance to your end-users, eliminating disruptions and ensuring knowledge is always available, even when the resident 'super user' is unavailable.

**Who benefits from this:** End users and training managers

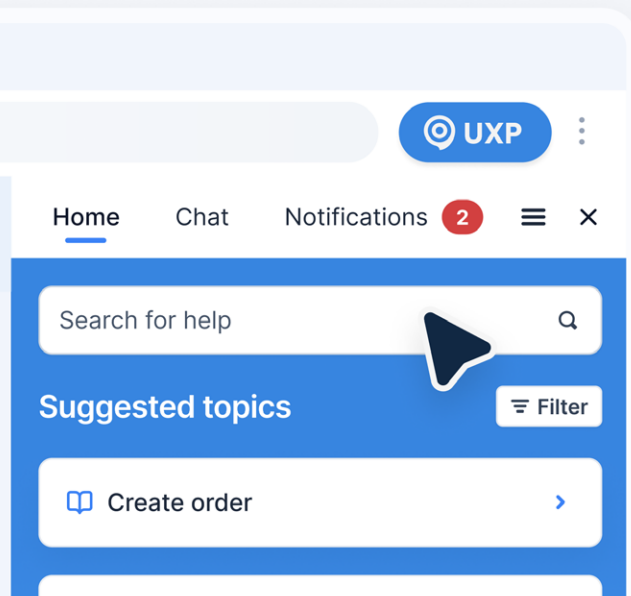


## 2. In-app notifications

AI can be used to identify a user's location within the software and deliver relevant, contextual information. This can include custom information specific to their role or department, or even seasonal updates to keep them informed

**How ClickLearn solves this:** The User Experience Panel streamlines organizational communication. You can notify your entire organization or target specific groups with new, important information – all within the flow of work.

**Who benefits from this:** End users and training managers



### 3. Cost savings

A study by McKinsey suggests that AI has the potential to [cut operational costs](#) by as much as 20% in specific industries.

AI reduces operational costs by automating tasks and minimizing errors, which can directly benefit end users by providing more resources and support. AI-driven learning platforms can deliver personalized content based on individual learning styles and progress, reducing the time and resources needed for training.



**How ClickLearn solves this:** The User Experience Panel acts as a virtual super user, constantly available to provide in-context guidance and support. This eliminates disruptions and streamlines workflows, enabling your end-users to work efficiently. While currently available in English, we are actively developing support for additional languages to cater to your global workforce.

**Who benefits from this:** CEO and directors

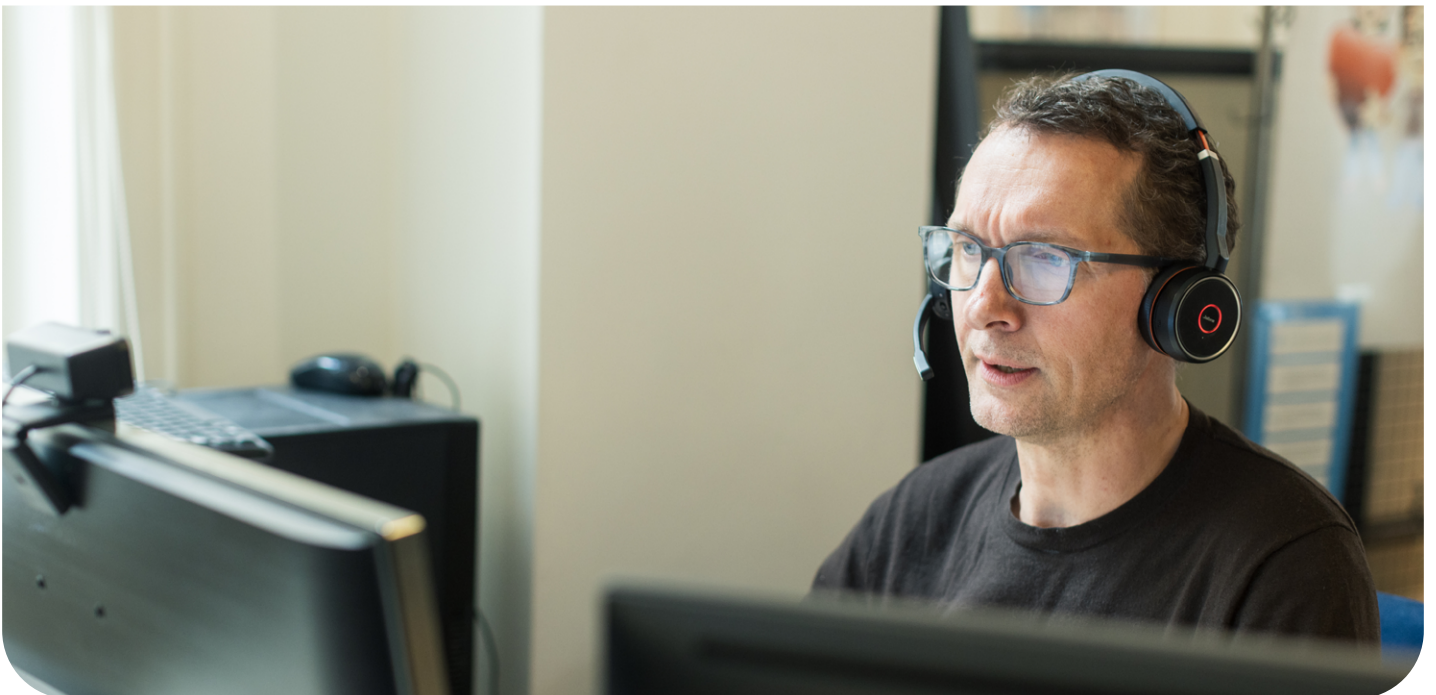


## 4. Personalized learning experiences

AI personalizes learning experiences by analyzing user data and preferences, ensuring each user receives the support they need. In digital adoption platforms, AI can track user progress and offer customized training modules that cater to different learning paces and styles.

**How ClickLearn solves this:** The User Experience Panel intelligently identifies your end-user's screen and current task within the software. This allows the AI to provide highly relevant learning materials, tailored to the specific needs of the user at that precise moment.

**Who benefits from this:** End users and training managers



## 5. Streamlined operations

AI optimizes workflows and processes, reducing bottlenecks and speeding up the learning process for users. By identifying inefficiencies in current training methods, AI can suggest improvements that enhance the overall learning experience.

**How ClickLearn solves this:** The User Experience Panel empowers training managers with user data to personalize learning paths and identify areas for improved training materials. This optimizes training effectiveness and ensures a smooth learning experience.

**Who benefits from this:** CEO, directors, training managers and end-users

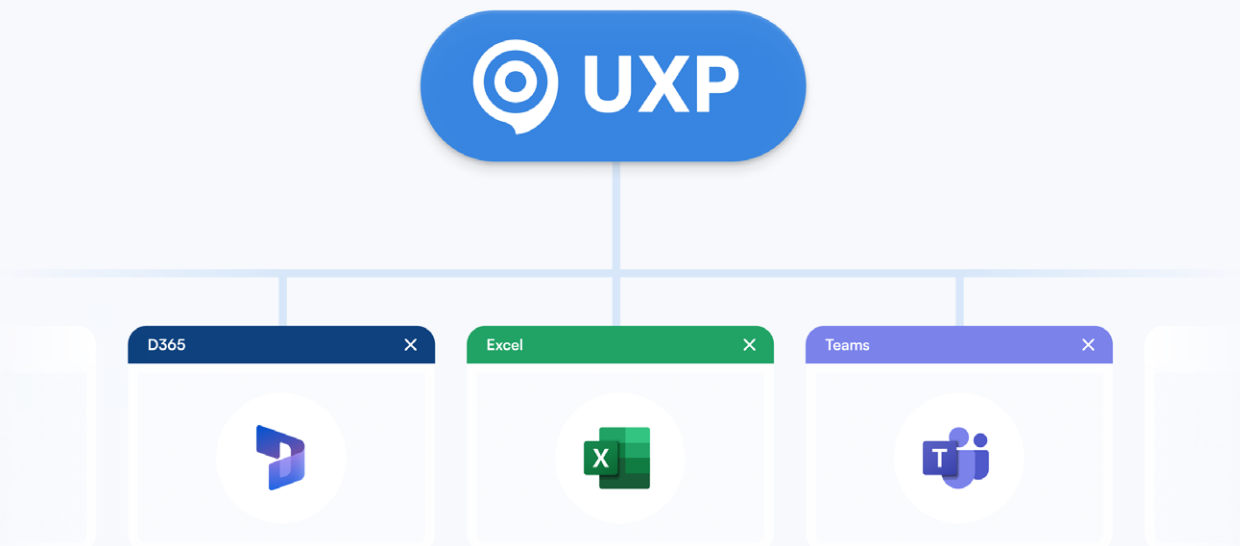


## 6. One system across the stack

No software stands alone! According to [BusinessWire companies have an average of 254 software applications](#) implemented each with 2-4 updates every year.

**How ClickLearn solves this:** How ClickLearn solves this: ClickLearn and our new feature, the User Experience Panel, is a one-stop shop that helps create, maintain, and distribute training and knowledge updates ACROSS the software stack in a 1-to-1 learning experience for everyone.

**Who benefits from this:** CTO, training managers and end-users



## 7. Secure AI environment

A report by Capgemini highlights that [69% of organizations view AI as essential for addressing cyber threats](#), with 64% believing AI will help reduce fraud and improve security.

Unlike public AI systems that harness learnings from global interactions, AI in digital adoption platforms operates within a closed and secure environment. This ensures that only internal personnel have access to uploaded and download company documents, safeguarding sensitive information from competitors.

**How ClickLearn solves this:** ClickLearn's AI-powered User Experience Panel (UXP) is designed to be secure, allowing organizations to safely upload and manage documents internally. Only your company can see the documents and your data. ClickLearn can't access this information. This ensures that sensitive data remains confidential and protected, fostering a secure learning environment.

**Who benefits from this:** CEO, directors and training managers



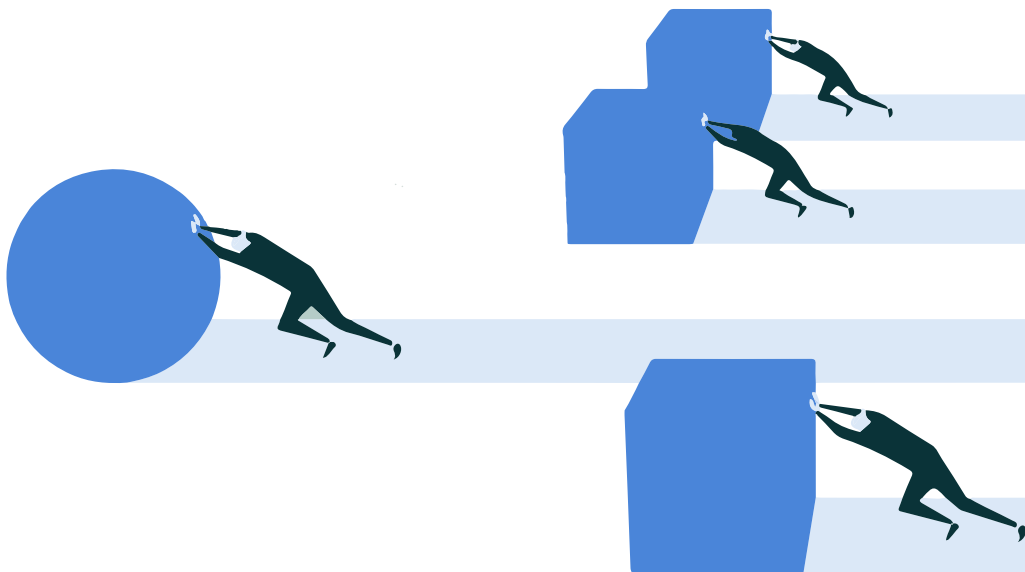
## 8. Improved productivity

According to McKinsey, AI-driven strategies can [enhance productivity by up to 40%](#) in certain sectors.

AI assists users by automating repetitive tasks and providing real-time insights, boosting overall productivity and enhancing the learning experience. In digital adoption platforms, AI can streamline the learning process and provide instant feedback to users.

**How ClickLearn solves this:** Real-time analytics dashboards can track user progress and performance, providing immediate feedback and allowing end-users to adjust their learning strategies as needed.

**Who benefits from this:** CEO, directors and training managers





## 9. Agile innovation

Research by BCG indicates that companies leveraging AI are [three times more likely](#) to achieve a competitive edge over their rivals.

AI fosters a culture of innovation by enabling rapid experimentation and iteration, ensuring that learning methods remain effective and up-to-date. In digital adoption platforms, AI supports the development and testing of new training tools and approaches.

**How ClickLearn solves this:** The User Experience Panel sheds light on user onboarding and training behaviors. This data empowers you to move beyond disruptive, traditional methods and create a smooth, agile learning environment for your organization.

**Who benefits from this:** End-users and training managers



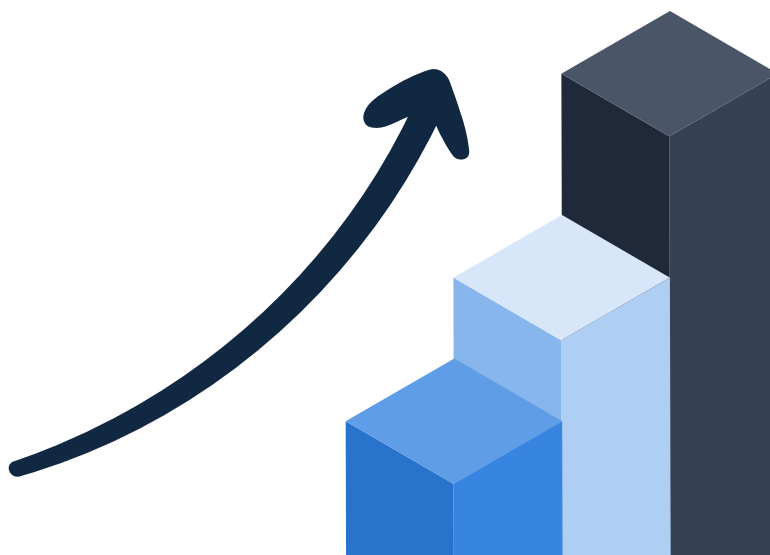
## 10. Scalability

A study by IBM notes that [90% of global data](#) has been generated in the past two years. Businesses using AI to interpret this data are five times more likely to make quicker decisions.

AI solutions are scalable and can adapt to increasing user numbers and changing needs, providing consistent support as organizations grow. In digital adoption platforms, AI-driven learning tools can accommodate more users without compromising performance.

**How ClickLearn solves this:** ClickLearn Attain, together with the User Experience Panel, scales with your business. Unlike relying on individual trainers, the User Experience Panel captures and delivers best practices, ensuring knowledge remains constant even as your team grows.

**Who benefits from this:** CEO, directors, training managers and end-users



# Manager's Toolkit: Driving ROI with User Experience Panel

As a training professional, integrating AI into your current software training schemes can significantly enhance the effectiveness and efficiency of your programs. Here are some actionable steps to guide you:

## Assess your current training needs

Conduct a thorough analysis of your existing training programs to identify areas where AI can add value. Look for repetitive tasks that can be automated, data that can be better utilized, and areas where personalization can improve end-user outcomes.

## Identify suitable AI tools and platforms

Research and evaluate AI tools and platforms that align with your training objectives. Consider solutions like AI-powered learning management systems (LMS), virtual assistants, and analytics platforms that offer personalized learning experiences and real-time insights. ClickLearn integrates seamlessly with various enterprise applications like D365, IFS, SAP, Oracle, Salesforce, and Acumatica, ensuring your training objectives align with the most suitable tools.

## Pilot AI integrations

Start with a pilot program to test the integration of AI into your training schemes. Select a specific area or module where AI can make a noticeable impact and monitor the results. ClickLearn's AI-powered features, such as the User Experience Panel (UXP)'s contextual guidance, are excellent candidates for such pilot programs. Gather feedback and make necessary adjustments before a full-scale rollout.



## Develop AI-enhanced training content

Create or adapt training materials to leverage AI capabilities. This could include interactive simulations, AI-driven assessments, and personalized learning paths that adapt to each learner's progress and preferences. ClickLearn empowers you to update training content in multiple formats and languages with just a few clicks. The Replay functionality ensures a comprehensive and adaptable learning experience for all users.

## Train your training team

Ensure your training team is well-versed in AI technologies and their applications in training. Provide them with the necessary training and resources to effectively use AI tools and interpret AI-generated insights.

## Implement AI-driven analytics

Use AI analytics to track and measure the effectiveness of your training programs. Analyze data on user engagement, progress, and outcomes to continuously refine and improve your training strategies.

## Encourage continuous feedback

Establish channels for continuous feedback from users and trainers. Use AI tools to analyze feedback and identify trends or areas needing improvement. This iterative approach ensures your training programs remain relevant and effective.

## Monitor and optimize

Regularly monitor the performance of AI-integrated training programs. Use the insights gained to optimize training content, delivery methods, and overall strategy. Stay updated on the latest AI advancements to continually enhance your training initiatives.

## Foster a culture of innovation

Promote a culture that embraces innovation and continuous improvement. Encourage your team to experiment with new AI tools and approaches and share success stories and best practices within the organization. ClickLearn's features, such as AI-powered contextual guidance, support a culture of continuous innovation and improvement.

## Scale the AI integrations

Once you have successfully implemented AI in a specific area, plan for scaling these initiatives across the organization. Ensure that the AI solutions you choose can accommodate growing training needs and support long-term digital adoption goals.

By following these steps, you can effectively integrate AI into your software training programs, enhancing the learning experience for employees and driving successful digital adoption within your organization. For more information on how ClickLearn can support your AI-driven digital transformation, visit our website or contact our sales team.

## Share with you manager and colleagues



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# Who and what is ClickLearn

A passion for and a deep understanding of the complexity of ERP systems is what unites the three founders of ClickLearn. In a rapidly developing digital world, they realized that the need for quality, varied learning material would only become more acute over time. When these 3 founders set out to develop software to meet this challenge, they had little idea that they were building an unparalleled, versatile solution with many completely unique features.

After first adapting software for the Microsoft Dynamics platform, it didn't take long before it was clear that all ERP software needs advanced training software. The solution now supports the vast majority of ERP systems, web browsers, Windows apps, and, of course, Microsoft Office. If you're in doubt about ClickLearn's coverage of a specific platform, just ask us!

Since 2009, we've helped 800+ companies with digital adoption



# What ClickLearn can do for you

ClickLearn transforms the way your employees work and learn - AI-powered employee training.

Put employee training on autopilot. Provide learning with a digital companion that operates inside and across all the software platforms that people use to do their jobs. It's possible with ClickLearn's latest AI-powered user interface, the User Experience Panel™.

If you work with creating training material or documentation for business software, you can use ClickLearn to record your processes. The application automatically turns this into step-by-step instructions in Word, PDF, and PowerPoint formats, interactive videos, and a virtual assistant.

All your recordings form the basis of a learning portal that can be automatically translated into more than 45 languages.

With the introduction of the User Experience Panel, we're making the training materials, step-by-step instructions, and organizational knowledge available inside your business application in the moment of need and the flow of work. This makes it simpler, smarter, and more efficient for your employees to complete their work. Providing your employees with access to all the help they need without leaving their work system, minimizing interruptions, and increasing efficiency.

# Get a demonstration of the User Experience Panel™

Integrating AI into software adoption training offers numerous benefits, from improved efficiency and personalized learning experiences to enhanced decision-making and cost savings. By leveraging AI, organizations can streamline operations, predict user needs, and ensure robust cybersecurity, ultimately fostering a culture of agile innovation and scalability.

Book a demo with ClickLearn to learn more about how our User Experience Panel can transform your training programs. Discover how our AI-driven platform can revolutionize your software training and support efforts, providing your team with the tools they need to succeed.

[Request a demo](#)

## See what our customers say

[Learn more](#)