Performance & Talent: User Experience / Interface

Customer FAQs

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1. Frequently Asked Questions

1.1 What is changing in Performance & Talent (formerly Clear Review)

We are improving the user experience and interface, and introducing a range of popular features to enhance how users experience our product. This update will deliver a unified experience across our Sector Portfolios, making it easier to use and learn; especially for those with multiple OneAdvanced products. By addressing accessibility issues, we ensure all users can effectively engage with our product. This approach boosts adoption and satisfaction while unlocking opportunities for innovation and future developments.

1.2 Why are you releasing a new user experience, and what are the benefits?

The decision to enhance our UX/UI at this stage is rooted in several strategic and product considerations:

1. **Unified Experience:** Our strategy at OneAdvanced focuses on delivering exceptional user experiences by providing a unified interface across our Sector Portfolios. This consistent interface supports ease of use and learning, particularly for users interacting with multiple OneAdvanced products, reducing the learning curve and enhancing overall productivity**.**

2. **Enhanced Accessibility:** Addressing the identified accessibility issues is not just about compliance. It's about ensuring all users, regardless of their abilities, can effectively use our product. This enhancement directly correlates with increased user satisfaction and broader market reach.

3. **User Adoption & Satisfaction:** User feedback highlights critical areas where our current experience & interface fall short. Our goal is to enhance simplicity and personalisation, making interaction seamless and delightfully engaging, to help users get the job done, faster.

4. **Unlocking Innovation:** Our product roadmap includes expanding Performance & Talent with significant new functionalities. By introducing these capabilities through a well-designed, user-friendly interface, we avoid the need for disruptive and resource-intensive retroactive UI change. This proactive approach not only prevents technical debt but also unlocks innovation and supports a smoother, more stable evolution of the product, benefiting both our customers and OneAdvanced.

1.3 When will you release?

All customers, and users will benefit by the change. The update will be released in mid-November.

1.4 Can I opt-out of the release?

Opting out is not an option. All customers will receive the update. We are confident this release will offer a more intuitive and enjoyable experience across the product, thanks to extensive user testing conducted weekly. The new designs are being co-created with our customers and users to ensure they meet real needs and enhance efficiency. Additionally, we're introducing a range of features aimed at helping users complete their tasks more efficiently.

1.5 How can I learn more about the release?

There are several ways to get informed about the upcoming release:

Webinars: In September, we will host a webinar for all customers to provide detailed insights into the release and showcase the new designs. We will follow up with a final webinar in November, covering everything you need to know for a smooth transition on the release day

Help Documentation: We are updating our help documentation and videos to offer comprehensive, engaging information. This will assist you to understand the changes and provide guidance if you encounter any difficulties, although our goal is to make the new designs intuitive enough to minimise the need for support

Release Clinics: Throughout October, we will conduct weekly release clinics. These sessions will allow you to familiarise yourself with the upcoming changes in specific areas of the system and ask any questions you may have

1.6 Will I receive the release automatically, and is there anything I need to do?

No action is required on your part. The release will be deployed automatically in mid-November. On the launch day, we will provide first-time user guides to help support your experience with the changes and alleviate any anxiety that often accompanies change.

Version History

Date	Version	Issued by	Changes
25/07/2024	Version 1.0	Hamzah Hafesji	Initial draft created

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