

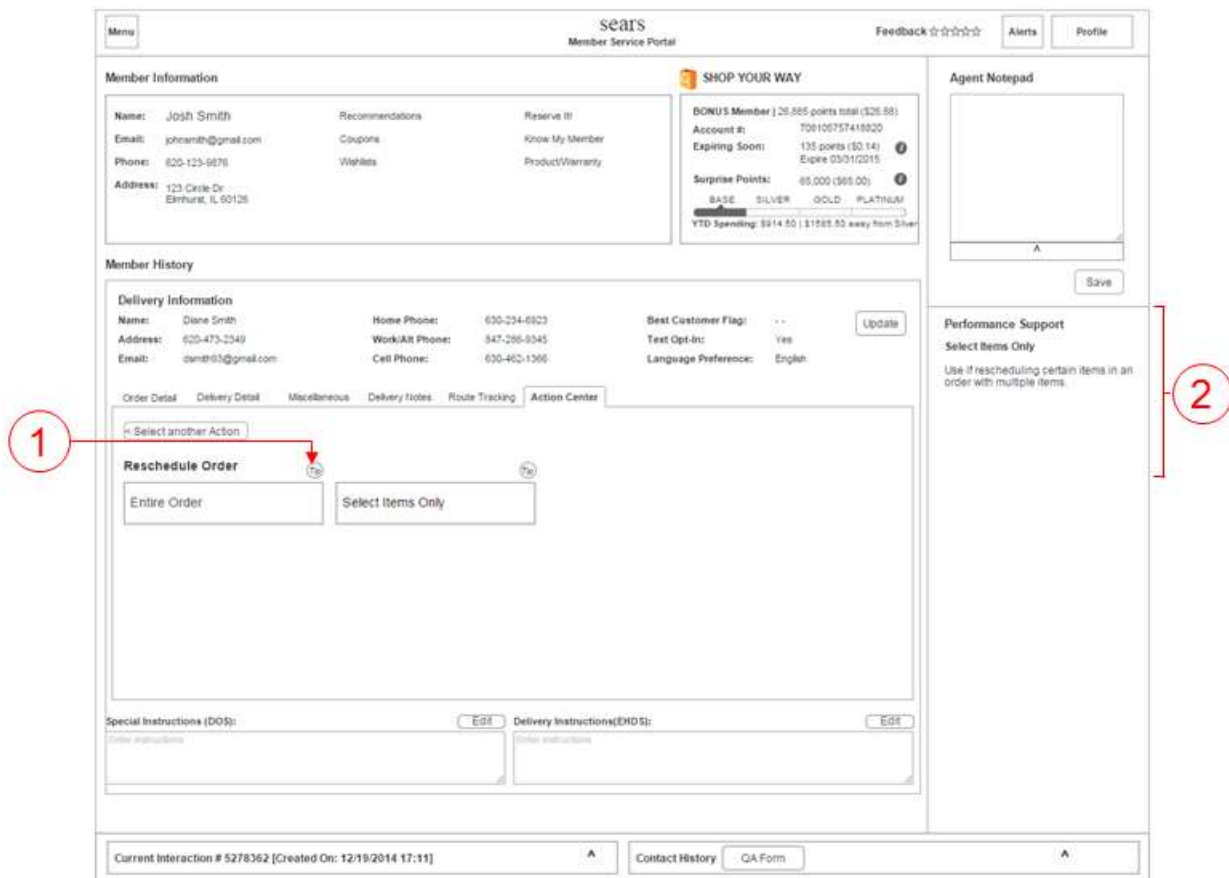
Performance Support in MSP

The Performance Support (PS) content authoring tool will be Wordpress, which will enable the MSP content team to create/edit/update content posts. Wordpress posts will display on the MSP interface in the PS section (see ② below) after users click the Tooltip icon (see ① below) next to a field.

1. Displayed on MSP screen as Tooltips

Key PS contents are displayed on MSP screen as Tooltips.

- 1) **Tooltip** icons will display next to each screen element for which help exists. When users click the icon...
- 2) When users click the Tooltip, content for that screen element will display in the “Performance Support” section on the right. This content will populate from the Wordpress “post_ID” to which the icon is linked.



2. Display more details on supporting knowledge window (P&P page)

Links within the Tooltip posts will enable users to launch a new window with additional Supporting Knowledge. For example, the Policies & Procedures page below would slide in from the right.

The screenshot shows the SCATS Member Service Portal interface. On the left, there are sections for 'Member Information' and 'Member History'. A red circle with the number '1' highlights a 'Reschedule Order' button. On the right, a tooltip window is open, displaying a table of return codes and their definitions. The table has two columns: 'Return Code' and 'Definition'. The rows include 'Act of God', 'Anti Tip', 'Bad Address', and 'Carrier Failure'. The 'Carrier Failure' row is highlighted in yellow.

Return Code	Definition
Act of God	Delivery team cannot reach the member's home due to severe flooding, tornado, blizzard, etc.
Anti Tip	<ul style="list-style-type: none">The only time the "Anti Tip" return code should be used is when the member refuses delivery because they do not want the anti-tip device installed.An anti-tip device is not required at the time of delivery for the following range types: slide in, drop in, built-in, freestanding dual fuel, freestanding commercial grade, downdraft, and gas - in some markets.If our member purchases installation on one of the above range types, the installation contractor is responsible for installing the anti-tip device, not our Delivery team.
Bad Address	The order address is incorrect and the member cannot be reached after every contact option has been attempted.
Carrier Failure	The Delivery team is unable to complete the delivery because they do not have the necessary tools, helper/assistant, the item to

3. Content structure in the database

PS content is stored in Wordpress and integrated with MSP through an API. Each PS content unit is authored in Wordpress as a post with the following key fields: Post title, Author, Categories, Tags, Task Set, PS type, Comments, Date, and ID.

- **Post Title, Categories, Tags** – Structures the content so it can be easily located on the PS site (future state).
- **Task Set** – Connects all types of posts within the same task flow for filter, search, and display (future state).
- **PS type** – Defines the type of post -- "Task," "Step," "Tooltip," and "Supporting Knowledge." For the current phase, use only "Tooltip" and "Supporting Knowledge."
- **ID** – This field is critical for MSP/PS integration. **Do not** change the existing IDs because they determine what displays in the PS section on the MSP screen.

4. High level tasks and roles in Wordpress

The PS Development team will create roles for each user within Wordpress that define which tasks they can perform while authoring content.

For example, all of the tasks below can be assigned to an “Editor” role, which would be responsible for adding/updating content:

- Log on to Wordpress.
- Create a Tooltip or edit/update a Tooltip.
- Create or update a Supporting Knowledge post.
- Create the link between Tooltip and the Supporting Knowledge post, when needed.