Zero-Train Software Solutions

When you download an app on your phone, you don't take a training class. At most you walk through a three- or four-step tutorial when you open it the first time. The controls are intuitive, easy to navigate, and don't require a refresher course every time there's a minor update. Enterprise software should be just as easy to use as an app on your phone.

Your business needs software that *just works*. Regardless of the platform you currently use or want to use in the future, your software needs to align to your business processes and be user-friendly enough that an employee can pick it up within 10 minutes. Here are three ways you can make your business software more user-friendly:

1) **Create step-throughs.** There's a reason online tax preparation has become so popular. The software takes the user through a guided process, taking each answer to carve a path through an incredibly complicated process. Your business processes probably aren't as complex as tax preparation, so giving your users a helping hand should be easier. The question is whether your existing software allows for this kind of an interface design. If it doesn't, consider building chatbots or other automated process ideas into your software. If all else fails, you may want to consider migrating to a modern platform.
2) **Eliminate free text fields.** Nothing prompts user questions like an empty box. Employees are often worried they won't put the right information in the field or, even worse, will have to fill it out more than once. Wherever possible, implement drop-down fields, check boxes (including multi-select), or auto-complete capabilities (e.g. employee names will be suggested as you type). Not only will these changes cut down on user confusion, the data entered is much easier to synthesize into useful analysis, making it more valuable for leadership as well.
3) **Don't put everything on one screen.** You might think having all the data entry requirements in one place is helpful – fewer clicks, one-stop shopping, etc. However, this actually confuses users who have to spend time searching for what they really need. Even if you are intimately familiar with the layout and functionality of your software, it doesn't mean everyone is. Here's a simple rule of thumb: each task gets its own page. That way the users know when they've completed all the required steps.

When your software is focused on being as intuitive as possible, you'll have more productive employees with fewer requests for training. Training classes are expensive and time-consuming. Even worse, some employees require additional training if they don't use the software for a few months. Don't keep spending money on teaching people how to do their job; give them what they need the first time. Contact Surava today at info@surava.com to find out how we can give your employees more time, your executives more insight, and your customers more satisfaction.