CareAR Experience Builder for Instruct Authoring

Rapidly create self-solve instruction for customers and technicians

CareAR™
A Xerox Company

Author Self-Guided Experiences in Instruct

Create easy to follow step-by-step instructions for your customers and workers using the Experience Builder. Increase customer satisfaction, reduce downtime, increase first-time fix rate, reduce product returns, and more with self-solve guidance built with Experience Builder and delivered through CareAR® Instruct. You don't need to be a designer or training pro to use Experience Builder! Simply use drag and drop, step-by-step web-based graphical authoring as the foundation for no-code content creation. It's easy to use nodes and wires to connect pages in the canvas to create simple user guidance or complex branching flows.

Customizable templates with hotspot focus make it easy to craft engaging step guidance with unique speed and efficiency. Utilize a selection of page templates to quickly get started creating an experience and customize each page to your specific needs.
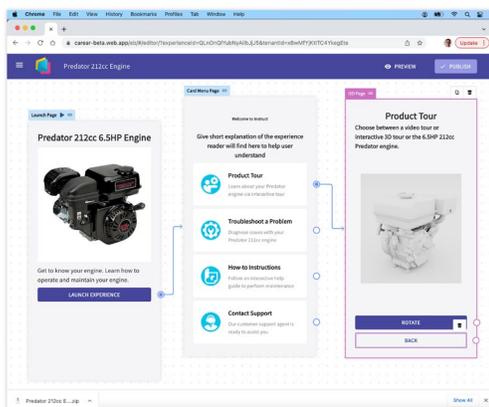
Content that Personalizes Engagement

Include 2D, 3D, and video content within rich cards linked to each hot spot using Experience Builder to supplement step guidance. This enables Instruct users to self-select available content to optimize engagement and comprehension.

An Experience Builder author can take advantage of a range of graphic files, MP4 video, and YouTube links. Unique natural language search technology within Instruct reveals the most in-the-moment effective content to enhance step guidance based on each users self-selectable preference.

Easy Self-Guide Creation

Drag & Drop Visual

Authors can easily create an Instruct experience using a web-based palette with drag-and-drop page templates and connectors

Contextual 3D Content

Hot spots and rich cards enable creators to define interaction points with supplemental content for users to receive contextual information

Visual Workflow

Assemble pages into simple or complex flows directly within the Experience Builder canvas

Benefits

Anyone Can Author

Easy to understand and use Experience Builder with graphical step creation

Self-Solve Engagement

Rapid deployment and instant updates enable organizations to proactively keep Instruct guidance up to date

Operationalize Content

Integrate existing or new 2D images, 3D content, and video within any experience

Optimize Efficiency

Create and manage Instruct step guidance for self-solve use and results

Experience Builder Authoring

Templates make it easy to greet users with customized graphics and QR codes. Drag-and-drop direction includes hot spot placement with rich card detail for each step. Upon completion:

- Preview and test Instruct user workflows in a simulator or on your device

- Publish with one click to push Instruct content to browser or app users with the most recent updates

- Deploy with a QR code or a link for flexible access to an Instruct experience

- Manage an Experience Builder library with details, including QR code, link, experience ID, and the last date of revision

AUTHOR

Easy, no-code drag-and-drop, step-by-step Instruct creation

ENHANCE

Add a wide range of content for Instruct personalized learning

UPDATE

Keep Instruct self-solve guidance proactively current
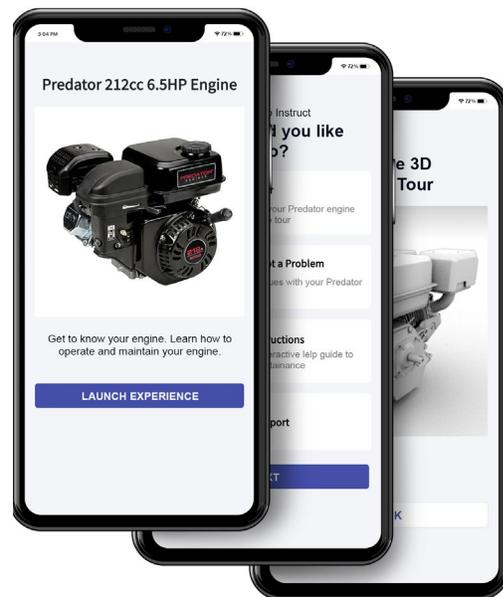
Features

Launch Page

Customize an Instruct experience launch page with graphics, instruction, and QR code to immediately engage users

Focus Engagement

Lock graphical hot spots onto the 3D device image to direct attention with rich card information for each step

Impactful Content

Power natural language search by uploading content via CSV/JSON detail and/or enable builder automated web crawl

Instantly Updates

Update guidance anytime and publish instantly to engage Instruct users with most recent guidance

Technical Requirements

Browser-based	Chrome, Safari, Edge
CAD File Format	GLB
Content	Images: JPG, PNG, SVG, GIF; Video: MP4, link YouTube
Device Support	Publish to phone, tablet and desktop

Create Engaging Instruct Self-Solve with CareAR Experience Builder

Schedule a demo at CareAR.com/demo