CLAIMS

[Claim 1]

An information processing device comprising a control unit, a storage unit, an input unit, and an output unit, the control unit including an analysis function, wherein

the control unit has a function of providing a manual for instructing a user to perform a predetermined work from the output unit to a terminal operated by the user,

the storage unit stores a process metadata table in which a content of the manual is associated with work blocks, work elements associated with the work blocks, and manipulations to be performed by the user in the work elements, and the work blocks, the work elements, and the manipulations are stored in association with each other,

the input unit acquires, for each said work block, a processing history detected by the terminal when the user uses the manual, and records the processing history as a work history table in the storage unit,

the analysis function refers to the process metadata table and the work history table, and analyzes which work element among the work elements, in the work block for which work efficiency for the user is low, is a cause of decrease in work efficiency,

the storage unit has a user table in which

characteristic values of the user are stored in correspondence with a user ID for specifying the user,

the process metadata table stores a reference value for evaluating work efficiency for each said work block,

the work history table stores, for each of a plurality of users, a numerical value reflecting the processing history in correspondence with a combination of the user ID and the work block, and

the analysis function refers to the user table, the process metadata table, and the work history table, aggregates the numerical values of the work history table for each user with a certain characteristic value, and compares aggregation results with the respective reference values to specify, as one or a plurality of focus work blocks, the work blocks for which work efficiency for the user with the specific characteristic value is low.

[Claim 2]

The information processing device according to claim 1, wherein

the analysis function refers to the process metadata table, and calculates, for each of a plurality of types of manipulations included in the manual, a ratio of occurrences in the focus work blocks in the manual to specify manipulations unevenly included in the focus work blocks as

one or a plurality of focus manipulations.

[Claim 3]

The information processing device according to claim 2, wherein

the analysis function refers to the process metadata table, and specifies, in the focus work blocks, the work element to which at least one of the focus manipulations is associated, and

the output unit outputs information indicating the specified work element.

[Claim 4]

The information processing device according to claim 3, wherein

the output unit outputs information indicating the characteristic value of the user with low work efficiency for the focus work block together with the specified work element.

[Claim 5]

The information processing device according to claim 1, wherein

the input unit acquires, for each said work block, the processing history by detecting, for each said work block,

at least one of timing and the number of terminal operations performed by the user on the terminal when the user uses the delivered manual.

[Claim 6]

The information processing device according to claim 5, wherein

the processing history detected by the terminal relates to display switching timing when the manual is displayed on the terminal in units of the work blocks.

[Claim 7]

A manual evaluation system comprising the information processing device according to claim 1 and a terminal operated by the user, wherein

the terminal displays, in units of the work blocks, data of the manual on one screen of a display at the same time or by performing screen scrolling, and

a processing history detected by the terminal is information on screen switching timing of the display.

[Claim 8]

A manual evaluation system comprising the information processing device according to claim 1 and a terminal operated by the user, wherein

a processing history detected by the terminal is at least one of information on the number of operations on an icon or an image displayed on a display of the terminal and history information of a chat function.

[Claim 9]

A manual evaluation method executed by an information processing device including a control unit, a storage unit, an input unit, and an output unit, the control unit including an analysis function, the manual evaluation method comprising:

the storage unit storing a process metadata table in which a content of a manual for instructing a user to perform a predetermined work is associated with work blocks, work elements associated with the work blocks, and manipulations to be performed by the user in the work elements, and the work blocks, the work elements, and the manipulations are stored in association with each other;

a first step of providing the manual from the output unit to a terminal operated by the user by the control unit;

a second step of acquiring, for each said work block, a processing history detected by the terminal when the user uses the manual by the input unit;

a third step of recording a work history table in which, for each of a plurality of users, a numerical value

reflecting the processing history in correspondence with a combination of the user ID and the work block by the storage unit;

a fourth step of referring to the work history table, calculating an average value of the numerical values for each said said work block, and comparing the average value with a reference value to extract one or a plurality of focus work blocks from the work blocks, by the analysis function;

a fifth step of referring to the process metadata table, and specifying, among a plurality of types of manipulations included in the manual, manipulations unevenly included in the focus work blocks as one or a plurality of focus manipulations, by the analysis function;

a sixth step of referring to the process metadata table, and specifying, in the focus work blocks, the work element to which at least one of the focus manipulations is associated, by the analysis function; and

a seventh step of outputting information indicating the specified work element by the output unit.