

March 25, 2017  
Product Release Notes

## NEW

### Brainshark Coaching

#### Save as Brainshark

Head Coaches who also have authoring permissions can create a new Brainshark presentation comprised of one or more coaching leaderboard videos. Quickly create informal, just-in time training content based on the highest-rated challenge submissions and promote peer learning and sales best practices across the entire sales organization.

#### Challenge Reviewer Reminders

Head Coaches and Challenge Creators can send reminder emails to Challenge Reviewers who have not yet completed all their coaching reviews for a specific challenge.

There are two versions of the Challenge Reviewer Reminders: Manual and Scheduled

- **Manual Reviewer Reminders** are available as a menu option from the Challenge Dashboard and can be selected at any time. When selected, all Reviewers with an outstanding review to complete will receive an immediate email reminder to complete the review.
- **Scheduled Reviewer Reminders** are set upon challenge creation and are triggered after a user-configured review period has elapsed (default is 5 days). The review period begins when a challenge submission is sent to the Reviewer. When the review period expires, a *daily* email will be sent until the review is completed.

#### Opt-out from Submission Emails

Challenge reviewers have the option to opt-out from challenge submission notifications. This feature is especially important when there are hundreds or thousands of participants included in a coaching challenge. In a submission opt-out scenario, challenge reviewers may avoid large volumes of email triggered by new submissions from a large pool of challenge participants.

#### Coaching Detail Reports

- Company Administrators and Head Coaches can access two Coaching Detail Reports (Challenge Responses and Challenge Details) within the Brainshark Reporting module. For both reports, users can select when to run the reports and the format of the reports. Further, for the Challenge Details report, users must select a single challenge before running the report. The following describes specific information captured in the reports:
  - **Challenge Responses Report**

This report shows a detailed look at all submissions across all challenges

Key questions that can be answered through this report include:

    - Which participants have completed submissions? How long did it take to create submissions?

- What are the participants average scores?
- Which reviewers have completed reviews?
- Which participants are leaving feedback for peers?

## Data Elements

Column Name	Definition
Challenge Name	The name of the challenge
Challenge ID	The unique identifier for the challenge
Challenge Creator	The name of the Challenge Creator
Participant Name	The name of the Challenge Participant who is responding to the challenge
Invitation Date	The date on which the Participant was invited to the challenge
Version	The version that the Participant has submitted (note: Participants can create multiple submissions for a specific challenge)
Submission Date	The date on which the Participant submitted that version
Days to Complete Submission	The number of days it took the Participant to submit a challenge response
Average Score	The average score that the Participant received for that version
Peers Submitting Feedback	The number of peers who have left feedback
Reviewer 1 Name	The name of the first reviewer in the challenge
Reviewer 1 Score	The score that the first reviewer provided for that version
Reviewer 2 Name	The name of the second reviewer in the challenge
Reviewer 2 Score	The score that the second reviewer provided for that version

Note: This reports displays data for up to 10 Reviewers for a specific challenge.

### ○ Challenge Details Report

This report shows a detailed look at all submissions for a specific challenge

Key questions that can be answered through this report include:

- Which participants have completed submissions? How long did it take to create submissions?
- What are the participants' scores?
- Which reviewers have completed reviews?

## Data Elements

### Header

Column Name	Definition
Challenge Name	The name of the challenge
Created By	The name of the challenge creator
Created On	The date on which the challenge was created

Column Name	Definition
Participant Name	The name of the participant
Invitation Date	The date on which the Participant was invited to the challenge
Version	The version that the Participant has submitted (note: Participants can create multiple versions (i.e. submissions) for a specific challenge)
Submission Date	The date on which the Participant submitted that version
Reviewer	The name of the Reviewer
Score	The score that the Reviewer provided for that version
General Feedback	General feedback provided by the Reviewer
Criteria 1 Score	The score that the reviewer provided for the first challenge criteria
Criteria 1 Comments	The comments that the reviewer provided for the first challenge criteria
Criteria 2 Score	The score that the reviewer provided for the second challenge criteria
Criteria 2 Comments	The comments that the reviewer provided for the second challenge criteria

Note: This report displays data for up to 10 criteria, which is the maximum number of criteria that can be applied to a challenge.

## Brainshark Training

### Brainshark Training and Coaching Integration

The integration of Brainshark's Training and Coaching applications allows customers to assess reps' skills and mastery as part of a structured formal learning program. Specifically, Learning Authors who also have the Challenge Creation permission can create and edit new Learning courses that are constructed from a Coaching Challenge. Students who are invited by the Learning Author to participate in the course can issue a challenge response, and Challenge Reviewers can then provide feedback. Data related to this new course type is available in both Learning and Coaching reports.

## **Custom Thumbnail for Curriculums**

Authors creating a Curriculum can attach a custom thumbnail, replacing the default thumbnail taken from the first Course. Students see the custom thumbnail from the Course Catalog and Enrollments pages.

## **Learning Launcher for Desktop Enhancements**

Enhancements for students accessing Brainshark through Salesforce using the Learning Launcher are focused on providing access to the Course Catalog and preventing the browser opening a new tab or window. Applies to Salesforce desktop browser users only.

New functionality includes:

- The full Course Catalog is available for browsing or searching.
- Completed learning items can be viewed and re-launched from the My Courses page.
- Curriculum and Course details can be viewed from the My Courses page.

## **Brainshark Content**

### **Guestbook Options**

The Guestbook Options have been enhanced to support a larger Guestbook Text field, which populates the header of the Guestbook window. This field now supports up to 2,048 characters. This allows content authors to better customize the Guestbook experience for each presentation.

## **Brainshark Integrations**

### **Brainshark Innovation Forum Customer Authentication**

Users will see a new header link in the Brainshark application to the Brainshark Innovation Forum. This will allow users to submit product enhancement suggestions, vote on existing suggestions, and receive alerts from Product Management as new features move through the product lifecycle. The new “Product Suggestions” link in the application header will take any authenticated Brainshark user to the Brainshark Innovation Forum, with auto-login and auto-create features enabled.

The header links will not appear if the “Disable Brainshark Viewer Branding” setting is enabled. An additional change to the header includes a new link to the Brainshark “Customer Hub” that replaces the former Brainshark.com link.

### **Highspot - Brainshark Integration**

Brainshark Content, Training and Coaching can be integrated with Highspot's sales enablement platform. This integration provides authenticated access to Brainshark from the Highspot environment.

The following features are supported:

- Configure Brainshark content as Highspot items, integrated with Highspot's user experience for content management, customer engagement, and analytics
- Access Brainshark’s Learning Locker, including Courses, Curriculums, and Coaching Challenges, directly from Highspot’s application navigation
- Auto-login for existing Brainshark users and auto-create for new Brainshark users (if desired).

## **Manage integration Profiles**

Brainshark support and implementation teams can now set up, configure, and maintain individual Highspot integration profiles. An integration profile is a set of parameters that defines and establishes the integration. It also enables the Highspot Company administrator to enable the integration and create the connection to the Brainshark company in the integration profile. This feature requires System admin privileges. Supported features include:

- Create and configure a new integration profile
- Edit or delete an existing integration profile
- Automatic generation of the GUID parameter, which identifies the integration to the API, upon integration profile creation.

## **Brainshark for Outlook**

Brainshark for Outlook enables Brainshark customers with a Salesforce account to easily connect to their Salesforce Org, search for Salesforce information via the Salesforce Record Lookup, and share recommended content with contacts and leads, all within the Microsoft Outlook environment. Further, associated activity and view data is synchronized with Salesforce. Brainshark for Outlook also honors the Salesforce Opt-Out indicator, providing users with insight regarding the contacts and leads who no longer wish to receive emails.

Brainshark for Outlook is available at <https://www.brainshark.com/solutions/outlook>

## **Brainshark Platform**

### **HTML5 Player Updates**

Enhancements for the HTML5 Player are help address the remaining functionality gaps between the HTML5 Player and the Flash player. The HTML5 player now includes:

- Support for looping presentations
- Mute/volume control in the player window

### **Monthly Utilization Report**

A new Monthly Utilization Report is available for Company Administrators with new KPIs containing a high-level summary of user counts and monthly activity details for popular Brainshark features. The report is emailed monthly to Company Administrators who have the 'Monthly Utilization Report' Communication Preference selected on their profile.

### **Video Upload Performance**

Upload performance of video content to the Brainshark platform has been improved in this release. This includes improved handling of network disruptions during upload.

## FIXED

- Text offsets are not honored with HTML5 player
- Mixed Content message in all browsers viewing SCORM on desktop with HTML5 player
- AICC uploaded file does not play when launched, spinning loaded icon
- When launching a SA preview of a presentation in that is configured to "Launch first attachment without player" an "Unexpected Error" message is displayed
- Brainshark Presentation Viewing Details with Complete status not showing in Salesforce
- View Receipts not being sent for "Launch first attachment without player" presentations when "Notify me when this is viewed" option is checked from Share