BRAINSHARK
Power your content. Power your sales.™

June 24, 2017
Product Release Notes

NEW

Brainshark Coaching

Brainshark Screen Recorder

Challenge participants can respond to a Coaching challenge by recording their computer screen along with their web cam. The Brainshark Screen Recorder is available on non-mobile Windows operating systems and requires users to download and install an executable file. To successfully respond to a Coaching challenge, recordings should be 60 minutes or less in duration.

Known limitation: Because this application is new, virus-checking software such as Symantec may flag the file "brainshark.screenrecorder.bundle.exe" as "inconclusive". If this file is downloaded directly from the Brainshark Coaching application, we recommended selecting "allow" to open the screen recorder.

Brainshark Content

Support for Multiple File Conversions

Brainshark authors can now create multiple assets without interruption to their workflow. During conversion progress, the author may navigate to a different Brainshark page, upload additional content such as new videos, or close the browser.

Each time an author creates a new presentation or course, he or she can edit key fields such as Title, Description, and Folder on the Upload page. Once the "upload" process has finished and "conversion" has begun, the author can Save these edits and immediately start creating a new presentation or course, without waiting for the conversion process to complete.

Note: This feature applies to the file "conversion process" only. If the author navigates away or closes the browser window during the "upload process" (prior to the start of content conversion), the file upload may be unsuccessful.

Brainshark Integrations

Brainshark CRM Connector for Microsoft Dynamics 365

The new Brainshark CRM Connector for Microsoft Dynamics 365 provides Dynamics users with seamless access to Brainshark's platform for Content, Training, Coaching, and Reporting, directly from Microsoft Dynamics. A Microsoft Dynamics administrator will be required to install the Brainshark CRM Connector package in order to connect their Dynamics instance with Brainshark services.

Brainshark CRM Connector for Salesforce

The new Brainshark CRM Connector for Salesforce V5.0 is the next generation of Brainshark Sales Accelerator. New and existing customers can install or upgrade to this package. It contains four new Brainshark Lightning Components. Salesforce Admins can use these Lightning Components to build Salesforce community pages or Lightning App pages with embedded Brainshark functionality. These components include:

- Brainshark Login component: Allows a user to establish session with the configured Brainshark company site. Required on each Lightning page that contains any other Brainshark Lightning component that requires Brainshark authentication. Properties can be set using the Property Editor in Lightning App Builder or Lightning Community Builder. The login portal is typically configured to be hidden after a successful login, by checking the "Hide after login" checkbox.
- Brainshark Portal component: Displays the homepage of the configured Brainshark company site. Properties can be set using the Property Editor in Lightning App Builder to display one of the following apps: Content, Learning, Coaching, Reporting, and Favorites. Properties can be set using the Property Editor, including displaying or hiding the Brainshark header, which allows users to access multiple Brainshark tabs within a single component.
- Brainshark Player component: Displays the Brainshark player in a Lightning page. Properties can be set using the Property Editor to display a specific presentation from the Brainshark company's site.
- Brainshark Launcher component: Displays formal Learning content, including enrolled courses by status, most popular courses, as well as the Course Catalog.

NOTE: The Sales Accelerator package name has been updated to Brainshark CRM Connector for Salesforce for all customers, regardless of the version they have installed.

Known Limitations: The Salesforce user or Community user must be a recognized Brainshark user, unless the User auto-create for SA setting is enabled for the connected Brainshark company. The Brainshark Portal component does not support authoring. The Brainshark Player component can be configured to play only one Brainshark presentation per component. Any component except the Login component may be added multiple times to a single page or Lightning app; the Login component must be added only once. Some components are not optimized for mobile viewing.

Brainshark Platform

Brainshark User Interface Refresh

An updated user interface is now available. This is an optional switch for organizations that provides a streamlined content portal and integrated view of courses and curriculums in Learning Locker. For more information on the new user interface watch the Enhanced Content Portal overview.

Note: Organizations wishing to enable the new user interface may contact Brainshark Support.

Automated Manager-Based Groups

Brainshark can now automatically create and update user groups based on the manager field of a user profile. When enabled by the Company Administrator, a group comprised of all users reporting to a single manager is created. This group name will contain the prefix "MGR" and the manager will be assigned as the group manager. If the assigned manager is changed or removed, related manager-based group changes will be synchronized.

Configurable Session Timeout

Company administrators can now configure the number of minutes or hours before a user will be automatically signed out of Brainshark due to inactivity. User inactivity can be interrupted by the user by clicking in the Brainshark application or viewing a presentation continuously. The setting is found on the General Preferences page. The default setting is the System Default, which is set by the Brainshark System Administrator.

Known Limitation: After viewing content for the same period of time as the Session Timeout Length, the Brainshark player may prompt users to click in the player to continue viewing.

HTML5 Player Updates

Updates to the HTML5 player include support for Custom URLs and Enhanced SCORM content. With the Custom URL feature (also labeled as "New Address"), Brainshark authors can customize the end of each content URL. Brainshark content that has been downloaded as a supported enhanced SCORM package may be used to create a course in Brainshark or another Learning Management System. These can now be played in the Brainshark HTML5 Player by disabling Flash in the browser.

As an added convenience, we've revised text copy on the player warning message that tells the user the HTML5 content is currently unavailable during the HTML5 asset conversion process. The new message is "This content is currently unavailable for viewing. Please try again in a few minutes. If this message persists, please contact the author or sender."

Brainshark Training

Replace SCORM Package in Course

Authors and administrators may update the SCORM package for a course without creating a new course or re-enrolling students. Students previously enrolled who have not yet completed the course will be reset to an 'Enrolled' status.

FIXED

Brainshark Pro
- HTML5 play button disappears in LMS intermittently
- Unable to "hide coaching submission from Leaderboard"
- Conversion of video does not complete
- "User can create animated content" feature gets disabled unexpectedly
- Enrollments removed from coaching challenge course
- Certain Video slides not playing on mobile
- Left Navigation Menu is Missing Choices in Manage Slides View when accessed through Edit Course
- The Brainshark Light Player theme causes the share icon to be invisible
- General Error message when trying to edit or run scheduled reports
- The My Curriculum-All Curriculums view displays zero (0) for enrolled, incomplete, completed and total enrolled when values greater than 0 should be displayed.

Brainshark CRM Connector for Salesforce
- Null Value not returning filter values in SA (Requires Update to Brainshark CRM Connector for Salesforce Package)
- Handle special characters in Lead and Contact records so the email Contact Modal always returns results
- Fix in Content-in-Context "My Favorites" tab to return accurate content