

*October 27, 2018*

Product Release Notes

**NEW**

**Brainshark Coaching**

**Coaching – Practice Field**

The new “Practice Field” features enhance the Coaching platform and workflow by allowing participants to:

* Start the process on a more welcoming Landing Page
* Practice and automatically save “Takes” as they progress
* Share any “Take” with Peers for Feedback (If Enabled at the Coaching Activity level by the Creator)
* Submit their best “Take” for Formal Review only when ready

**Brainshark Content**

**Upload HTML5 Content in Authoring**

Content authors can now upload HTML5 content created using programs such as Captivate, Camtasia, and Articulate (for example). HTML5 content will automatically be launched and viewed using the new HTML5 player, regardless of player or browser settings*.*

This new content type has limited authoring options, like the options present for “Link to Web Content” presentations. Authors will not have the ability to record audio or add additional slides in this initial release. HTML5 content is restricted to Authoring and not available as an option to create a new course in Learning.

**Please note:** HTML5 content will be visible as an option to merge into another presentation, however it is not currently supported in this release.

**Brainshark Integrations**

**V5.5 Brainshark for Salesforce: Learning Achievements Access from Salesforce Lightning Components**

Salesforce administrators may create a new 'Brainshark Achievements' tab in the Chatter profile to display learning certificates and badges.

**Brainshark Platform**

**Manage Users Redesign**

The Manage Users page has been redesigned. The updated interface displays additional columns (Last Visit Date and Company), the page is responsive to browser resizing, and user profile privileges may be updated for multiple users at a time.

**Brainshark Team Readiness Dashboard**

**Saved Activity Filters**

Customers using the Team Readiness Dashboard can now save a list of activities in filters that they can reuse later. Customers can name their filters, so they can better organize and apply information. This enhancement especially helps customers with many activities stay organized and easily find, group, and surface relevant activities for continued monitoring and evaluation of team progress.

**Faster Updates with New Update Time Stamp**

Team Readiness Dashboard now updates every 30 minutes, down from every hour. Customers can see the last and next update times in their local time at the top of the page, in addition to the footer.

**Mobile**

**Mobile App, V 4.2.2**

iOS

• Various fixes and improvements across Coaching
• Users may now take SCORM courses from within the app
• Screen rotation supported when opening browser to view content
• Fix for issues viewing a presentation in full screen
• Fix for issue recording Coaching video for longer than 10 minutes on iOS devices **(iOS only)**

Android:

• Various fixes and improvements across Coaching
• Users may now take SCORM courses from within the app
• Screen rotation supported when opening browser to view content
• Fix for missing thumbnails **(Android only)**
• Fix for issues viewing a presentation in full screen

**FIXED**

**Coaching**

* Fixed formatting on “Duration” component of Machine Analysis
* Fixed footer on all Coaching pages
* Fixed Grade-level inputs
* Fixed Double Transcript lines
* Fixed Screen Recording issues in IE11/Win 7
* User can now change Submission mode in Coaching Recording
* Fixed infinite spinner on Chrome Extension loader
* Adjusted text on Number of Retries
* When creating Coaching Activities, SEND and SAVE are more intuitive
* Fixed issue where Manager as Reviewer could not see their own submission/feedback
* Minimum Video duration now set to 5 seconds (STOP is disabled during this time)
* Fixed Android recording issues
* Adjusted UI on Review Reminder button
* On Feedback page, now shows Preview video from Azure Blog Storage (Speed improvement)
* Fixed Unexpected Error after Publish/Screen Recorder
* Fixed Machine Score Percentage bar (Completion indicator was incorrect)
* Fixed infinite loop in Submission Page
* Fixed issues with SETTINGS button in all environments
* Fixed various Coaching submission issues
* Fixed UI re: Add buttons in Create page
* Fixed disappearing scores in Feedback page
* Fixed CLOSE on SETTINGS in iOS
* Fixed Video Playback issues on Feedback & Leaderboard pages in some environments
* Fixed secondary Navigation links throughout

**Other Coaching Notes:**

* When i-framed, the Chrome Extension Screen Recorder will fail. There is no workaround due to technical limitations of the Chrome browser. Users should use the downloadable Windows Application. A more graceful error condition will be added to 2018.7.
* We have redesigned the Participant workflow in Coaching. As a result, there are some configurations that allow “Quick Preview” of video submissions and other configurations where the Participant must wait for video conversions before they can preview their submission. Details can be found here: [http://team.hq.brainshark.com:5472/display/DEV/File+Formats+Matrix+for+Coaching+Takes+file+uploads](http://team.hq.brainshark.com:5472/display/DEV/File%2BFormats%2BMatrix%2Bfor%2BCoaching%2BTakes%2Bfile%2Buploads) -- In 2018.7 we plan to revisit the workflow and provide a more streamlined preview experience where possible.
* Coaching Takes (Recorded videos, Screen Captures, Uploaded videos) can be shared with: Participants (who have been added as Participants to the select Coaching Challenge/Activity), Reviewers, Managers (if enabled as Reviewers), Head Coaches, and the Activity Creator.
* In some cases, the duration of Webcam videos cannot be detected (e.g., when using HTML5 Webcam Recorder). These durations will incorrectly display as 00:00:00. A fix is planned to

display N/A instead of 00:00:00 where we cannot determine the video length.

**Team Readiness Dashboard**

* Fixed Deleted Coaching Activities still showing in the Team Readiness Dashboard
* Fixed Overlapping “Self-Enrollment” text

**Other**:

URL Parameters not working in new HTML5 Player

Unexpected error turning presentation into Course

Animations not being recognized

Unable to delete authors

Please correct the wording for this error received deleting author

Playback aborted due to a corruption problem

Cannot Delete Users in IE

Manager as Reviewer Issue - Can't see own submission/feedback/retry

Ampersand in a group name produces undesired display of the group name

Editing Scheduled Reports does not save changes

Accessing the challenge there are none that need to be reviewed.

Salesforce App - Cannot record a video

Reporting Permissions Error

SSO Auto create does not populate ManagerUsername

Team Dashboard Issues

Editing Due Dates in Rapid Learning !@^

Thumbnail Error

Search type ahead inconsistent results

PDF voiceover problem

New UI - How to archive a course

"Email certificate" option not working for SCORM courses

Question Audio in HTML

Error when viewing SCORM course

Downloading Video Content in new HTML Player

No audio when playing in HTML5 player

Chrome Recording Extension in SFDC

Filter not appearing in home portal

Cannot save coaching activity responses

Trouble Answering Questions on Mobile App iPad

Prefilled Guestbook parameters not working on new html player

Re-Enroll Limit

PPT upload inconsistently fails

Date Enrolled does not update when re-enrolling for Courses

Mobile App - Reviewing Coaching Challenge

Brainshark SSO Authenticating in LMS

Course not working in HTML player

Student transcript error

Guest Book data not appearing in SF

Firefox Audio timing with slides

Have Not Received FTP Report

Modify Slide duration breaks Video attachment launch