

BRAINSHARK®

March 9, 2018

Product Release Notes

NEW

Brainshark Integrations

Brainshark CRM Connector for Salesforce V5.1

In this release, Salesforce Lightning customers can use two new Lightning components: Brainshark Content in Context and Brainshark Setup. The Content in Context experience has been upgraded across Classic and Lightning, desktop and mobile, with the addition of a Brainshark Lightning Quick Action button.

With the Brainshark Setup Lightning component, Salesforce admins can configure the CRM Connector for Salesforce product within Lightning experience. With the Brainshark Content in Context Lightning component, customers can use the Lightning App Builder to place the component where they want it to appear on the record page. On desktop, Lightning users get a single page experience for browsing and previewing content in context. Finally, Content in Context renders more quickly when loading the record page, particularly if the component comprises multiple content tabs, including the Lightning component and Visualforce page. All content tabs, except the first tab, are populated on demand rather than on page load, reducing page loading times for all users.

Salesforce mobile app users can access content in context on any record page through the Brainshark Lightning Quick Action button. Salesforce admins can place this button on any record page using the Page Layout editor.

Known Limitations:

- The Brainshark Content in Context Lightning components is not designed for use outside of Salesforce record pages.
- In Chatter pages or Chatter Profile subtabs, the full-screen button on the Brainshark HTML5 Player may be missing or inoperable.
- In the Brainshark Content in Context Lightning component or Quick Action button, users cannot delete comments nor sort columns.
- In the Salesforce app, content plays back in a new browser window, rather than in the modal itself.
- In the Salesforce app, launch first attachment without player is not supported on mobile devices.
- In the Salesforce app, only Portrait mode is supported for Android device users.
- In the Salesforce app, player aspect ratio is incorrect in portrait mode for users of ios versions older than 11.2.

FIXED

The integration uses a retired URL as the official endpoint for the Salesforce API.

HTML player is cut off on Salesforce Chatter.

New Version of Chrome (v64) Breaks Coaching Webcam in SFDC.