

# BRAINSHARK®

*April 14, 2018*

Product Release Notes

## NEW

### Brainshark Coaching

#### **Machine Analysis with Topic Detection and Machine Scoring (Limited Release/BETA)**

Machine Analysis with Topic Detection is a new component of Brainshark's Coaching solution that augments human scoring and feedback by analyzing video responses to coaching challenges and applies parameters set during Coaching Activity creation to determine a Machine Score. Creators can determine the topics (words they want reps to use), words to avoid, and set ranges for speaking rate, comprehension level, filler words (e.g., ums, ahs, etc.), and duration. The Machine Analysis page is redesigned to allow for quick and efficient access to this information.

#### **Updates to the Create/Edit Coaching Page & Save as Draft**

This is the last of the standalone Coaching pages to be modernized. As part of the modernization, we added a "Save as Draft" feature so that Coaching Activities can now be created, saved, and sent at a future date.

Note: Once participants are selected, the Coaching Activity can NOT be saved as a draft. We plan to address this in a future release.

### Brainshark Content

#### **Record Slide Audio Without Flash**

With Flash disabled in their browser, Brainshark authors may record per-slide audio narrations in Brainshark. A new Record Audio page displays in Flash-disabled, supported browsers when an author creates a new presentation or edits an existing one by recording audio on an existing or newly added slide. This page supports recording, saving, and playing back audio through the computer's speakers and selected audio input device, such as an installed or connected computer microphone. The author can select among several connected or installed audio input devices. The browser may ask the author to allow the computer to access the selected microphone.

It also supports editing Slide Notes without navigating away from the Record Audio page. Authors can create, edit, and save Slide Notes.

In general, users see the legacy Flash-dependent page if Flash is enabled in their browser. The Brainshark Admin can force the new page to appear in supported browsers, regardless of Flash settings, by enabling the "Use Flashless Mic Recorder" setting under Edit Company in Site Tools. One exception is presentations is an author who is editing an existing presentation that contains slide assets originally uploaded after March 2018. In this case, the legacy (Flash-dependent) page is displayed in place of the new page.

This page is compatible with existing customers' network and firewall configurations. Nevertheless, we recommend network/firewall requirements are similar but not identical to our current solution as follows:

The new solution page is compatible with existing customer network/firewall configurations. Nevertheless, customers may want to open certain outbound ports to Brainshark to improve recording quality on the Flash-independent recording page. Brainshark supports RTSP streaming to three destination port/port ranges, as follows:

- UDP Ports 6970-6999
- TCP Port 1935
- TCP Port 80

Please note, the UDP port ranges offers the best performance.

Known Limitations:

- This page does not display for authors recording via telephone
- This page is not supported on Microsoft Edge browsers.
- The Flash-independent page does not display for guest authors when creating a new presentation or adding their voice to an existing presentation.
- In order to use the Flash-independent page, all Internet Explorer authors must download and install the Brainshark Recorder Plug-in for IE. An installer opens in the browser automatically, prompting the author to accept the license terms and conditions and install automatically. As long as the plug-in is not manually uninstalled, this step should be required only once per author.
- When using Internet Explorer, authors cannot use the microphone input volume control.
- When using Chrome, authors may see the same option listed twice in the microphone selector window
- Authors are asked only once to select a microphone. To change the microphone in a future recording session, they must first accept record and discard audio, reload the page to choose a different microphone.
- RTSP is not an HTTP protocol and thus will not work through a web proxy server.

### **Closed Captions**

Authors may upload a caption file to any slide so that users may view captions in the new HTML player.

- Captions are uploaded per slide
- File format must be VTT
- Captions are displayed in the new HTML player only

### **Download Per Slide PowerPoint Files**

The Brainshark author, or any other user with Edit privileges for a given presentation, can download source files from any presentation that contains PowerPoint slides. This feature, which produces a single PowerPoint file per PowerPoint slide, can be accessed by clicking the Manage Slides link on the Edit Presentation page.

Known Limitations: This feature is available only for slides uploaded after January, 2016.

## Brainshark Platform

### User Profile Photo

Users may more easily upload a profile photo to be displayed in the header and in other places throughout Brainshark.

### Permanently Delete User

Company Administrators may permanently remove all personal data associated with a user account. This feature extends the existing 'Delete User' process which has been renamed to 'Disable User'. After disabling the user account the Administrator has the option of also permanently deleting it.

Permanently deleted user accounts are not restorable by the Administrator or by Brainshark.

### Rationalize Company Settings

To reduce time and complexity associated with configuring and maintaining Company settings, the following disused settings have been deprecated. They have been enabled for all Brainshark companies and cannot be disabled:

- Enable Ranking and Rating Question Formats
- Enable Enhanced Mobile Tracking
- Enable Enhanced Mobile Questions

The following disused settings have also been deprecated. However, they have been disabled for all Brainshark companies and cannot be enabled:

- Enable Brainshark Publish to Reuters
- Enable Slide Content Editing
- Enable Screen Sharing
- Enable Live Meeting imports
- Enable the MyBrainshark Installer

### Presentation Expiration Rules

Brainshark Company Administrators can now set default expiration dates for all Company presentations. This feature can be accessed on the Presentation Security page, under the Presentation Settings heading under Manage Company. The expiration date for existing presentations can be set to a specific date, and for new presentations, to a specific number of days past the presentation's creation date. Authors can adjust the expiration date or the notification email, or disable expiration, at the presentation level. Note: the Last Modified Date of an existing presentation is not changed if its expiration date is updated using this feature.

### Additional Logic on Archival Rules

Brainshark Company Administrators can choose to automatically archive any content based on the number of times it has been viewed within a selected period, as well as the number of days since it was last modified.

## Brainshark Training

### Course and Curriculum Re-enrollment

Authors and administrators may re-enroll students into courses and curriculums in which they have previously been enrolled. The new feature supports:

- Certification programs that require students to re-certify in the same course or curriculum after a period of time
- Students who have exceeded the maximum number of course attempts
- Expired enrollments

### Course Enrollment Report Update

The Course Enrollment Report is updated to provide enrollment data for historical and current enrollments. Current enrollments are the default with an option to include historical enrollment information. Customers who use the re-enrollment feature to re-enroll students are able to run this report to see all enrollments for a course.

### Update text in SCORM Complete window

To reduce confusing when closing a SCORM course window, Brainshark Learning users see an updated message on the Brainshark Learning page after closing a SCORM course window. The message reads, "Course status has been updated. You may close this window."

## FIXED

### Coaching

- Entries are now recorded when user switches away from upload page
- Coaching challenges were not appearing on iPad – Select versions (FleetWholesale)
- Reviewers logged out of coaching (Heartbeat added to prevent this)
- Fixed issue with Uploading/Conversions
- Unable to play back Coaching submissions on IE11/Win7
- Incorrect behavior for Non-Scored Challenges – You can now enter general feedback (and no other feedback) and the feedback is saved

### Brainshark Pro

- Group Management not working on Learning Tab
- Course Catalog does not return any results
- "Limited" Curriculum does not appear on Progress Tracker
- Missing "My Transcripts" in Salesforce
- Student unable to see their curriculums
- Learning view permissions security not working
- Group Reminder emails sending after reminder setup
- Course Details with Question Results report missing data in CSV format
- Course Enrollment Score Column Blank
- Group Manager able to see and run reports on ALL groups
- White box on login page
- Uploaded mp3 audio files not playing on question slides
- Auto Enrollment not enrolling students

- User able to view content on Home page they do not have access to
- Content from Trusted Networks not in My Content in new UI
- Background audio not playing on iPhones
- "Click play to advance slides" on URL slides not functional
- Folders missing (or showing incorrect number) in filter on My Content page
- Html player is cut off on SF Chatter
- No date on course certificate from HTML5 player
- My Content tab not displaying Expired content
- Uploaded pdf documents thumbnail images are not converting properly
- Due date not reflecting for future group members
- Error downloading unhooked SCORM due to question background
- Update content to reflect the correct view counts
- Embedded Presentation with video slide counts as view without being played
- The Featured presentations on the Home page is delayed in updating
- Matching Question slide breaks with space at the end of the answer
- HTML5 player not allowing viewers to move ahead
- PDF with uppercase extension does not display thumbnail correctly
- Restore Sharing email template to the Brainshark Default
- Course Catalog is empty when max enrollment is added
- Audio track out of sync to video in presentation
- Scheduled Report is pulling back too much data
- Copy/Move no longer works from My Content page
- Powerpoint not appearing when Manage video sync page loads
- My Content: Long delay in page update
- Prompt to install Terasys WebRTC Plugin in IE

#### **Brainshark CRM Connector for Salesforce**

- New Version of Chrome (v64) Breaks Coaching Webcam in SFDC
- Intermittent Prompt to login to BSK from SFDC
- Full screen button not working in modal player