

2023

# Monthly Release Notes

- March

Prepared by  
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The logo for Eagle Point Software, featuring a white stylized mountain peak or roofline shape above the text.

Eagle Point  
Software

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# ENHANCEMENTS AND REPAIRS

## Pinnacle Series

### Browser Admin and Management Utility



The Administration Portal for Pinnacle Series allows your administrators to manage users and groups through a browser portal.

The Pinnacle Series Management utility is a Desktop Application that is required for Pinnacle Series Administrators and Managers to set up, configure, and maintain the Pinnacle Series Platform.

#### Repair:

##### ✓ **Azure AD Synchronization**

- **Synchronize User's Manager from Active Directory > Users to be deleted when this box is checked.**
- When a customer sets the 'Synchronize user's Manager from Active Directory' checkbox, the Sync with Active Directory summary shows nearly all users will be deleted.
- Source of bug identified as Microsoft creating a link in their response when we need to pull more records. The addition of managers made the header data so large, that the link for getting the next results wasn't being pulled and API connections maxed out.
- Dev team added in extra calls to dispose of finished connections, freeing up the API to continue making calls as needed.

#### Repair:

##### ✓ **Management Utility**

- **Learning Reports/Learning Path Progress: Discrepancy in calculation of the 'Viewing Time/Video Length %'.**

- Report data was being improperly multiplied for every video tracking item, causing in some cases where the video was rewatched very high values. Tracking calculations were moved outside the join and handled on an individual enrollment basis, which has resolved the issue.

 Repair:

✓ **V2 Users endpoint timing out**

- Updated users' method to separate out property and manager calls. This has dramatically sped up the query.
- The new v2 getallusersmini logic was not trimming the email address that was returned and caused multiple domains for the same value to appear in the user's filter in the front end because of the differences with trailing spaces in the comparison.

## External Learning Tracking



The External Learning Tracking feature enables customers to capture and display evidence of learning from a wide range of third-party sources.

 Enhancement:

✓ **Update Logic for Attributes/Activities**

- Updated 'Activity Definition' Attribute - Verify existing Learning Records are not retroactively updated.
- Updated Activity 'Training Title' - Verify existing Learning Records are not retroactively updated.

 Repair:

✓ **External Learning Records**

- Issue resolved which was causing submission of new learning records to fail.

# KnowledgeSmart

## KnowledgeSmart

### Enhancement to Invites Workflow

- ✓ We added a 'groups' feature to the Surveys and Skills audits Invites > History pages, which allows admins to view and export a sub-set of the invites data.

Survey invite history

All Invites

Export invite data to CSV | Re-send invites | Delete

Show groups | Show dynamic groups | Show search

All your invites

Total invites: 21

KS username	First name	Last name	Email	Survey name	Sent date	Completion date	Status
DinaDesign	Dina	Design	dina@knowledgesmart.net	Employee 360 Review (1592)	06 Jul 2022	06 Jul 2022, 10:16:56	Completed
AnnieArchitect	Annie	Architect	annie@knowledgesmart.net	Manager 360 Review (1591)	06 Jul 2021	06 Jul 2021, 09:26:33	Completed

Skills audit invite history

All Invites

Export invite data to CSV | Re-send invites | Delete

Show groups | Show dynamic groups | Show search

All your invites

Total invites: 10

KS username	First name	Last name	Email	Skills Audit name	Sent date	Completion date	Status
DinaDesign	Dina	Design	dina@knowledgesmart.net	Professional Skills for Designers and Engineers (1309)	05 Jul 2022	05 Jul 2022	Completed

- ✓ To export a sub-set of your invites data, run a search, capture your search results in a new group, then select the 'Export invite data to CSV' tool.

Survey invite history

All Invites

Export invite data to CSV | Re-send invites | Delete

Hide groups | Show dynamic groups | Show search

Group

View group: Annie | Edit Group Title | Create New Group: | Create | Remove from Group

Add to Group: Please Select... | Add | Delete Group

All your invites

Total invites: 5

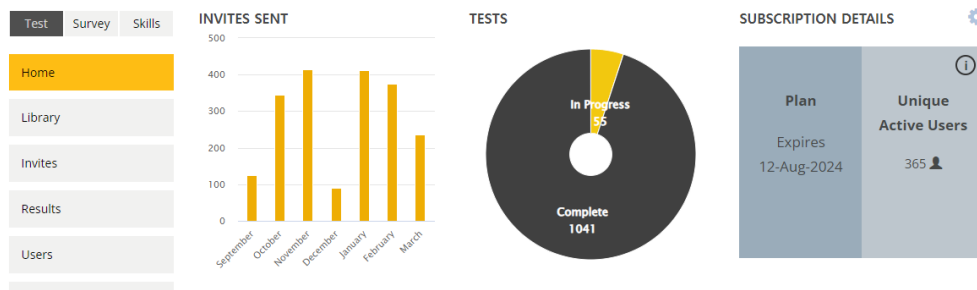
KS username	First name	Last name	Email	Survey name	Sent date	Completion date	Status
AnnieArchitect	Annie	Architect	annie@knowledgesmart.net	Manager 360 Review (1591)	06 Jul 2021	06 Jul 2021, 09:26:33	Completed
AnnieArchitect	Annie	Architect	annie@knowledgesmart.net	Remote Working Survey	30 Apr 2021	30 Apr 2021, 14:24:22	Completed

## BCC on Invites

- ✓ We made an update to the 'Bcc on invite' logic, so that it is now stored against an invite and then any related emails are also bcc'd to those email addresses. The emails covered by this change are:
  - Invites mail
  - Re-sent invites mail
  - Reminder mail
  - Completion mail
  - Expiry date passes without completion mail
  - Results mail
  - Re-sent results mail
  - Email when 'No report' option is set mail

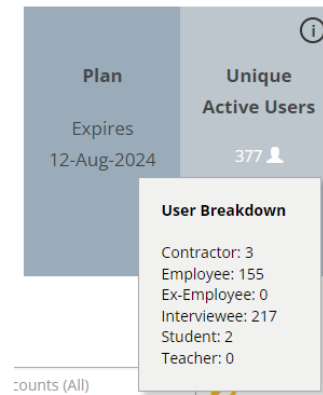
## Unique Active Users

- ✓ We updated the logic for the 'Unique Active Users' data, which displays in the summary box on the 3 x HOME pages.



- ✓ **Tests:** A 'Unique active user' has been sent one or more invites and has logged into and completed at least one assessment (in the selected time period). The act of completing the assessment triggers their 'active' status.
- ✓ **Surveys:** A 'Unique active user' has been sent one or more Survey invites and has logged into and completed at least one Survey (in the selected time period). The act of completing the Survey triggers their 'active' status.
- ✓ **Skills:** A 'Unique active user' has been sent one or more Skills audit invites and has logged into and completed at least one Skills audit (in the selected time period). The act of completing the Skills audit triggers their 'active' status.

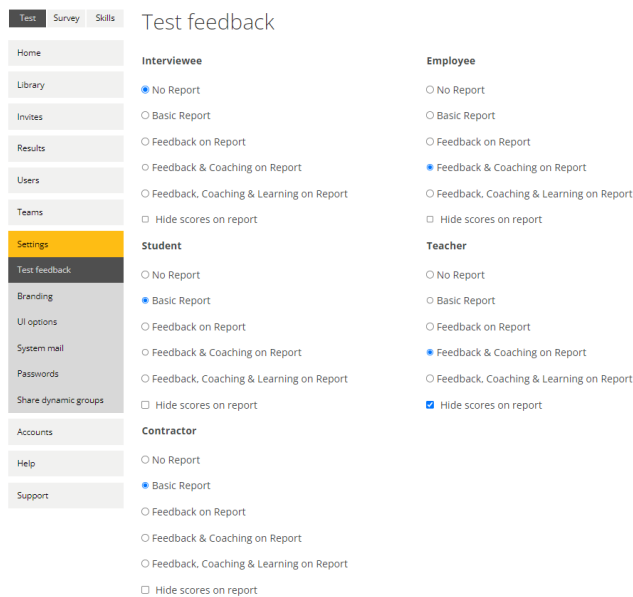
- ✓ Hover over the small 'person' icon to see a breakdown of invite numbers by user status.




## Hide Results on Report

- ✓ We added a new feature which allows KS admins to hide score information on Skills assessments reports, on a per account basis. This setting works for different user types, so admins can decide which types of users can (or cannot) see their Skills assessment scores (and stage score breakdown).

- There are 5 check boxes on the Test > Settings > Test feedback page. 'Hide score on report'.








- Admins can choose to hide Skills assessment scores for different user types on a per account basis.
- At the end, the user can view their report, which does not show an overall score value, or individual stage score values:

Report summary for Teacher Bob Show all detail 

**Assessment ID 224189: Hide score test**

Completed on	Duration (hh:mm:ss)	Score	Logins
01 Mar 2023	00:00:25	N/A	1

Question	Duration	Score	Details
1 RAC-Sheets-ViewSection	00:00:05	Incorrect	
2 RAC-SharedCoordinates-AlignGrid	00:00:05	Incorrect	
3 RAC-SharedCoordinates-MeasureAngle	00:00:00	Correct	
4 RAC-SharedLocations-CityState	00:00:10	Correct	
5 RAC-TrueNorth-BasePoint	00:00:05	Correct	

- If permitted, the user can view question feedback, correct answer choices, coaching notes and training tags.
- The default options are: 'Correct', 'Partial score' and 'Incorrect'.
- The results email received by the user does not show a score value.
- When the user completes their Skills assessment, the overall score will only be visible to account admins on the Results > Data page.
- The feedback labels can be edited on a per assessment basis, on edit test step 4 (Test settings > Hide score text):

Survey

Exam mode

Hide score text

**Finish**

Hide test score text

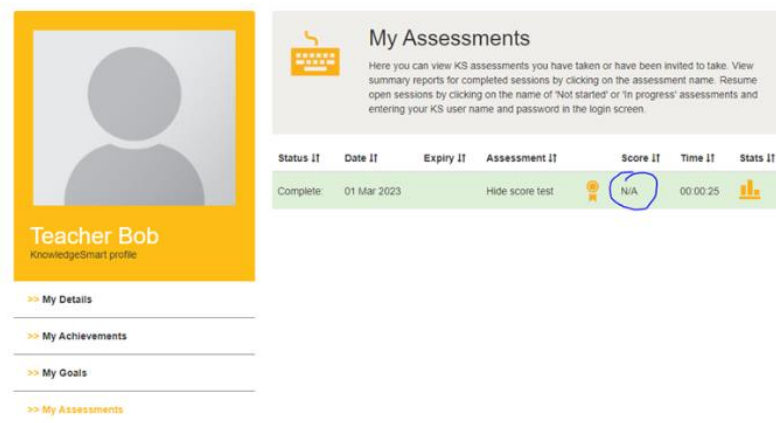
Banding  Lower band  Upper band



### Hide test score text

Banding	Lower band	Upper band	
<input type="text" value="A bit wrong"/>	<input type="text" value="0"/>	<input type="text" value="20"/>	<input type="checkbox"/>
<input type="text" value="A bit right"/>	<input type="text" value="21"/>	<input type="text" value="50"/>	<input type="checkbox"/>
<input type="text" value="Better"/>	<input type="text" value="51"/>	<input type="text" value="80"/>	<input type="checkbox"/>
<input type="text" value="Right!"/>	<input type="text" value="81"/>	<input type="text" value="100"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>

- If the user logs into their personal user page, they will not see a score for their assessment on the 'My Assessments' page.



**My Assessments**

Here you can view KS assessments you have taken or have been invited to take. View summary reports for completed sessions by clicking on the assessment name. Resume open sessions by clicking on the name of 'Not started' or 'In progress' assessments and entering your KS user name and password in the login screen.

Status	Date	Expiry	Assessment	Score	Time	Stats
Complete	01 Mar 2023		Hide score test	N/A	00:00:25	

[My Details](#)  
[My Achievements](#)  
[My Goals](#)  
[My Assessments](#)

A couple of things to consider:

If the 'Hide scores on report' setting is toggled on, this will hide score data for all results on the account. This includes all existing Skills assessment results and any future results.

If you want to have a mix of hidden scores and visible scores, this is possible. You can create a linked account for hidden scores and any assessments for which you want to hide the final scores should be taken from that account, with the appropriate settings in place.

If you toggle off the 'Hide scores on report' setting, all results will be visible once more.