AUGUST
2024

Monthly
Release Notes

Your Monthly Guide to
What's New and
Improved!

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EAGLE POINT
S O F T W A R E

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ENHANCEMENTS AND REPAIRS

Pinnacle Series

Peak Experience

The Peak Experience for Pinnacle Lite: This foundational release features a sleek new interface, streamlined infrastructure, and enhanced scalability. Designed to simplify future development, speed up market responsiveness, and support frictionless growth, it sets up users and partners for long-term success in the AEC and manufacturing industries.

- Repairs – Pinnacle Lite

  - **Resolved Issue 1: Certificate Access and Display**
    - ✓ **Affected Area**: Peak End User > Assignments > Enrollment History
    - ✓ **Affected Functionality**: Assignment > Enrollment History > Completed Courses
    - ✓ **Users who completed a course from a subscription with an associated certificate faced the following issues:**
      - An error message indicating that the user could not access the content.
      - A pop-up indicating no available certificate despite confirmation that a default certificate was associated with the content.
      - In some instances, the pop-up displayed "Loading Certificate" but failed to load or display any certificate after 30 seconds.

    - ✓ **Resolution**:

      - The underlying issues causing the error messages and loading failures have been identified and resolved.
      - Users should now experience smooth access to their course details and certificates as expected.

  - **Resolved Issue 2: Incorrect Course Progress and Certificate Status**

    - ✓ **Area impacted**: Pinnacle Lite > Peak Experience
    - ✓ **Issue:** Users experienced incorrect course progress reporting in the Enrollment History. Specifically, after completing a course with 100% review, the system incorrectly displayed the course as 77% or 88% complete. As a result, users were wrongly informed that they had not earned the associated certificate due to allegedly skipped content.
    - ✓ **Cause**: The issue was traced to a problem where the backend wasn't updating course progress correctly if a video within the course was viewed for less than 1 second.
    - ✓ **Resolution**: The backend issue has been fixed. Course progress is now accurately tracked, ensuring that if users complete 100% of the course content, it will reflect correctly in the Enrollment History, and the appropriate certificate will be available for download.

The Pinnacle Browser offers a streamlined and intuitive interface, making it easier for users to navigate and access the full range of tools and resources. This update enhances performance, supports future growth, and is designed to meet the evolving needs of users in the AEC and manufacturing industries.

- Repairs

  - **Pinnacle Series Portal > Work Center: Users getting Work Group notification emails when all notification settings are toggled off**

    - ✓ **Issue Description:** A Customer reported an issue where members of a work group named "Welcome to Pinnacle Series" received email notifications despite all notification settings for the work group being toggled off.
    - ✓ **Developer Insights:**
      - Notifications were likely generated for each user when new content was added to the work group.
      - The system is designed to send an email notification if the in-app notification is not read within 10 minutes.
      - There appears to be a potential bug where the system does not recognize when notification settings for a work group are toggled off, leading to unintended email notifications being sent.

    - ✓ **Issues Identified and Resolved**

      - **Inconsistent Notification for Group-Associated Users**:
        Notifications were not sent to users who were part of a group associated with the work group, only to those directly added to the work group. This discrepancy led to some users receiving notifications while others did not.

      - **Ignoring Notification Settings on Content Addition**:
        The system incorrectly generated notifications when content was added to a work group, regardless of whether the "Content added to Work Group" notification option was active. This issue was specific to content addition; other activities, such as removing a group, correctly checked the notification settings.

    - ✓ **Resolution**

      - **Unified Notification Handling**:
        The system has been updated to ensure notifications are sent to all users associated with a work group, whether directly added or part of an associated group. This ensures consistent behavior across all users within a work group.

- **Correct Enforcement of Notification Settings**:
  The notification logic has been corrected to respect the work group's specific notification settings. Now, notifications are only sent when the corresponding option (e.g., "Content added to Work Group") is active. This ensures that users receive notifications only when intended, based on the settings configured for the work group.

- ### Enhancement – External Learning Tracking

  - **Spreadsheet Upload**

    - ✓ **Feature Request**:

      - **Objective**: This enhancement will provide clients greater flexibility in submitting proof of external learning, streamlining the process, and improving overall functionality. When submitting new external learning records, we allow clients to upload spreadsheet files to prove course completion.
      - **Current Limitation**: Only .docx, .png, .jpeg, or .pdf files with a maximum size of 5MB are currently allowed.

  - **Enhancement Details**

    - ✓ **New File Type Support**:

      - **Addition**: The system now supports uploading spreadsheet files (.xls, .xlsx) for external learning records.
      - **Functionality**: Users can attach spreadsheets as proof of course completion alongside the previously supported file types. The maximum file size remains at **5MB**.

    - ✓ **Manager Review and Access**:

      - **Verification**: Managers can view their subordinates' external learning records and access uploaded documents, including the newly supported spreadsheet files.
      - **Process**: When a manager clicks on a file attachment in the external learning record management area, the document is automatically downloaded for viewing.

    - ✓ **End User Access**:

      - **Linking**: Uploaded documents, including spreadsheets, are linked in the external learning records management area and the end user's external learning history details.
      - **Access**: End users and their managers can download and view the attached files directly from the external learning history records.

KnowledgeSmart

✓ KnowledgeSmart

✓ KnowledgeSmart Enhancements

✓ **New Best Practice Guide for Skill Assessment Authoring**

- o We published a new guide to provide best practices, practical tips, and step-by-step instructions for creating effective skills assessments using the KnowledgeSmart Test platform.
- o This guide is a valuable resource for anyone involved in assessment authoring within the KnowledgeSmart platform, providing the tools and knowledge needed to create assessments that genuinely make a difference in skill evaluation and development.