OCTOBER
2024

EAGLE POINT SOFTWARE

# Monthly Release Notes

Your Monthly Guide to What's New and Improved!

Prepared By:

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# ENHANCEMENTS AND REPAIRS

## Peak Experience – Pinnacle Lite

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/Classic

- **Searching significantly slower in Pinnacle Lite and Pinnacle Classic when a Default Language other than English is selected**

  - **Overview:**

    - We have identified and actioned improvements to address performance issues in **Pinnacle Lite**, particularly regarding page load times and search functionality when using non-English languages. Users were experiencing significantly slower response times compared to the full Peak experience when translations were required.

  - **Details:**

    - **Observed Behavior:** Pages in Pinnacle Lite were taking considerably longer to load, especially when performing searches in languages other than English. For example, when searching with Spanish set as the default language, results took 1.9 minutes to load, compared to 5.07 seconds in the full Peak experience.
    - **Expected Behavior:** Page load times, including search results, should be consistent between Pinnacle Lite and Peak, regardless of language settings.

  - **Current Status:**

    - Investigations revealed that the delay was caused by inefficiencies in the translation processes. A potential solution is being explored, including improvements in caching, optimizing translation API performance, and reducing the amount of data sent for translation.

    - **Next Steps:** A long-term solution may involve creating a database or repository to store translations for quicker retrieval, as well as improving caching mechanisms to manage performance more effectively.

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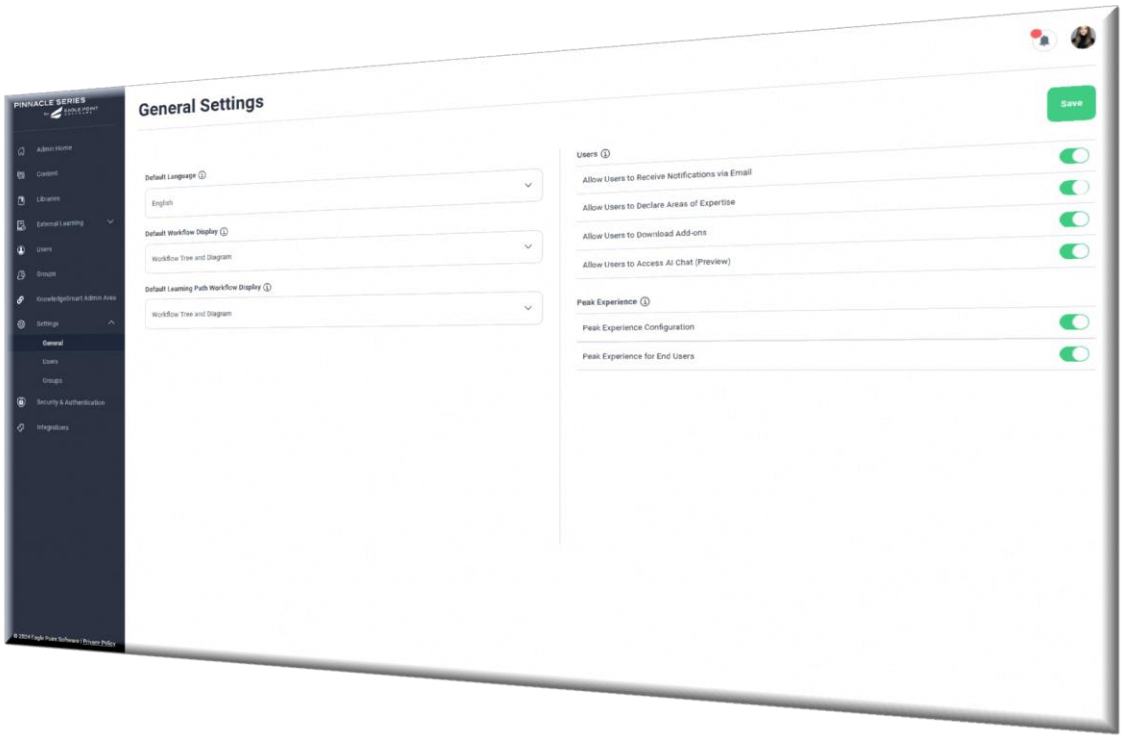
## Peak Experience – Pinnacle Series

The Peak Experience for Pinnacle Series introduces a more intuitive, flexible, and customizable learning platform with new features like image tiles, enhanced libraries, Pinnacle AI for personalized assistance, and improved user management tools. This update is designed to support growth and adaptability, laying the foundation for future innovations and faster feature development.

- We are thrilled to announce that the Peak Experience has officially gone live in production. This marks a significant milestone, and we're excited to see the positive impact this new interface and feature set will have on our customers' learning journeys.
- One of the key highlights is the **flexibility** we've built into the rollout process. Customers now have the ability to **toggle Peak Experience for Admins** first, allowing them to familiarize themselves with the new tools and settings before enabling Peak for their end users. This step-by-step rollout option is designed to ensure a smooth transition at the pace that works best for each organization.
- We believe this flexibility allows you to tailor the Peak experience to your specific needs and ensures that you can introduce these powerful new features in the most effective way for your teams.

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## Platform Enhancements and Quality Improvements

- Despite just launching Peak into production yesterday, our development team has been proactively addressing key areas to drive continuous improvement. This release includes crucial updates to permissions management, content consumption, assignments, and overall platform stability. Our agile approach ensures we can swiftly implement refinements, providing an even smoother experience for all users.

- **Key Updates:**

  - **Permissions Management:** Only Content Admins can now access Search and Replace, enhancing security and role management.
  - **URL Redirection:** Classic Pinnacle content URLs now seamlessly redirect to Peak, ensuring uninterrupted access to courses.
  - **Video Progress Tracking:** Enhancements in tracking ensure accurate in-progress video reporting.
  - **Assignment and Enrollment Fixes:** Improved visibility of self-enrollments and fixed time discrepancies for assignments after 8 PM CST.
  - **Content Filtering & Editing:** Resolved issues around filtering by difficulty and duration, ensuring smoother content workflows.
  - **Assignment Emails:** Updated templates ensure all assignments, with or without due dates, display correct information.
  - We remain committed to driving incremental improvements, ensuring a seamless experience across Peak.

## Pinnacle Browser – Browser

The Pinnacle Series Browser is an essential tool for navigating the Pinnacle Series platform. It provides users with a seamless interface to access learning resources, courses, and content with ease.

### ✓ Repairs

- **Pinnacle Portal > Session Timeout > Users stay logged in for ~24 hours without being logged out due to inactivity**

  - **Overview:**

    - A repair has been implemented to resolve an issue where user sessions were not timing out after the expected period of inactivity. Previously, users would remain logged into the platform for approximately 24 hours before being automatically logged out.

  - **Details:**

    - Users were not being logged out after the typical inactivity period, with sessions remaining active for up to 24 hours. The issue was reproducible under various conditions and environments.

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- Testing confirmed that users would receive a session warning only after unlocking their device following extended periods of inactivity.

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- **Current Status:**
  - The repair has been applied globally to ensure that users are logged out after the intended period of inactivity.
  - The **Unique User Sign-In Usage Report** should now reflect accurate user activity, with session durations aligning with expected logout times.
  - This fix ensures that security protocols and session management function as intended.

## Pinnacle Browser – Management Utility

The Pinnacle Series Management Utility simplifies the process of managing content for administrators, allowing for seamless creation, organization, and synchronization of learning materials. With this tool, admins can efficiently upload, edit, and customize content, ensuring that all users have consistent and reliable access to the most relevant resources.

### ✓ Repairs

- Progress Report Raw Data Tab Repair
  - **Overview:**
    - We have implemented a repair to address an issue where the **Raw Data** tab in the **Learning Path Progress** report was not populating under certain filtering conditions. This repair ensures that your reporting data is now displayed accurately across all relevant tabs.
  - **Details:**
    - The issue occurred when applying specific group filters and selecting a reporting period of **'Last Year.'**
    - While the **Report** tab populated correctly, the **Raw Data** tab remained empty for longer time periods.
    - This behavior has been corrected and the report now functions as expected for all tenants.
  - **Current Status:**
    - The repair has been applied across affected tenants, ensuring that both the **Report** and **Raw Data** tabs populate data as expected.
    - The issue was related to certain filtering conditions and date ranges, which has now been resolved.

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# KnowledgeSmart

## ✓ KnowledgeSmart Enhancements

- Synchronise Pinnacle Users with KnowledgeSmart

- **Overview:**
  - We're excited to introduce a major enhancement to Pinnacle Series: **The KnowledgeSmart User Management Synchronization**. This feature is designed to automate the syncing of user data across platforms, providing a seamless experience for managing users, improving data accuracy, and saving valuable admin time.

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- **Key Enhancements:**

  - **Automated User Syncing:** Automatically synchronize key user data between Pinnacle Series and KnowledgeSmart, eliminating the need for manual updates and reducing the chance of errors. The following fields will be synchronized:

    - **Email Address:** Ensures the user's email is consistent across both platforms.
    - **First Name & Last Name:** Syncs the user's full name as entered in Pinnacle Series.
    - **User ID:** The Pinnacle Series User ID becomes the unique identifier in KnowledgeSmart, ensuring alignment between platforms.

  - **Seamless User Experience:** Users benefit from a **single login**, enabling them to access both platforms with ease, which improves engagement and streamlines access to learning materials.
  - **Real-Time Sync Logs:** Full visibility into all user data changes with real-time sync logs, providing transparency and compliance oversight. You can easily track and audit updates to user profiles, giving you full control over your data.
  - **Flexible Activation/Deactivation:** Organizations have the flexibility to easily **activate or deactivate** the synchronization feature based on their needs. This ensures you can manage user data when it fits your workflow, with the ability to toggle the sync process on or off as required.
  - **Scalability for All Sizes:** Whether managing a small team or a large enterprise, the synchronization is designed to scale effortlessly, allowing for efficient management of user data without additional admin overhead.

- **Customer Benefits:**

  - **Time Savings:** This automation reduces the time spent on manual user data management, freeing up your team to focus on more strategic tasks, such as training development and workforce performance optimization.
  - **Data Accuracy & Compliance:** The synchronization ensures that key user data remains consistent between Pinnacle Series and KnowledgeSmart, minimizing errors and ensuring compliance with data management regulations, such as GDPR.
  - **Easy User Access:** With a single login for both platforms, your team will experience seamless access to all their training resources, boosting engagement and productivity.

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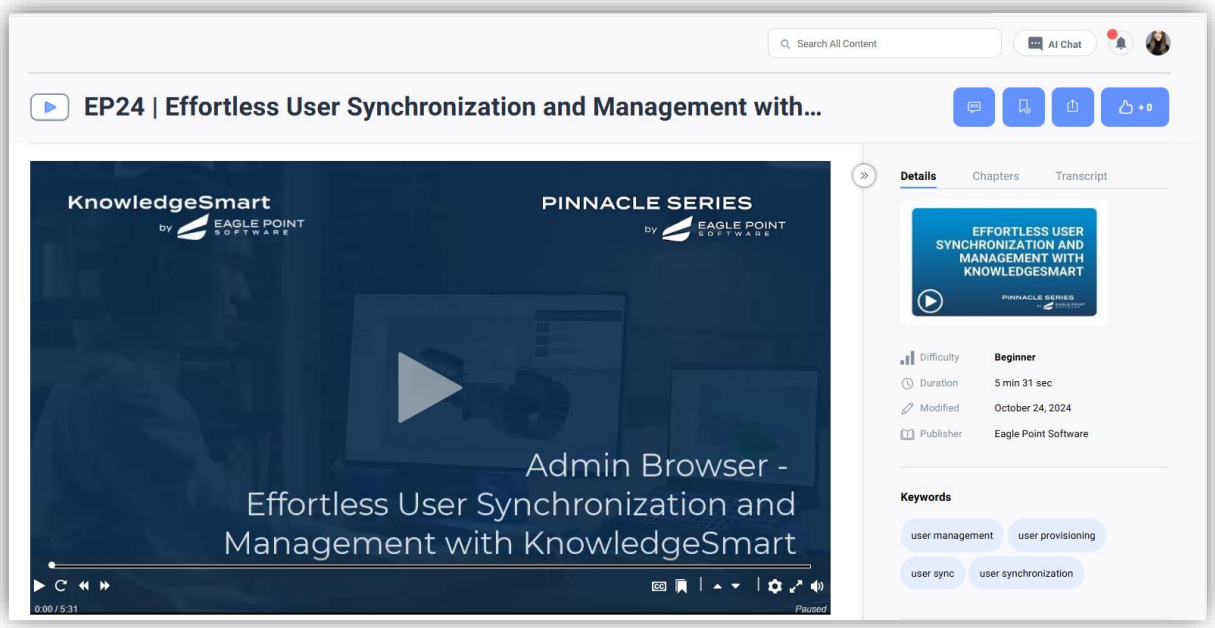
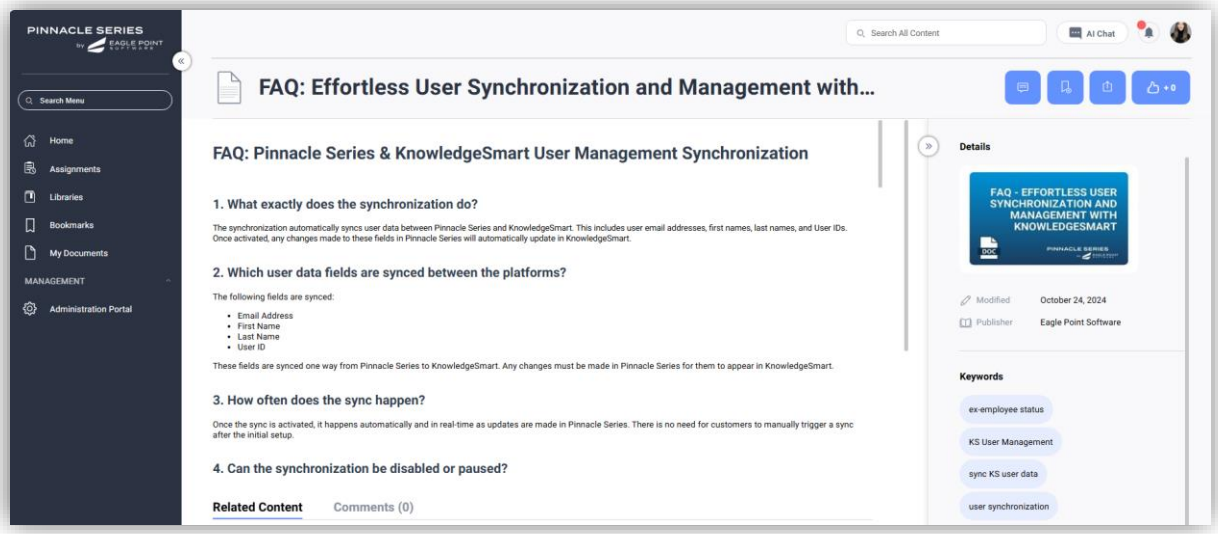
- **New Video Resource**




- **New FAQ Document**

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