

DECEMBER
2024



EAGLE POINT
SOFTWARE

Monthly Release Notes

Your Monthly Guide to
What's New and
Improved!

Prepared By:

**Eagle Point Software
Support Team**

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TABLE OF CONTENTS

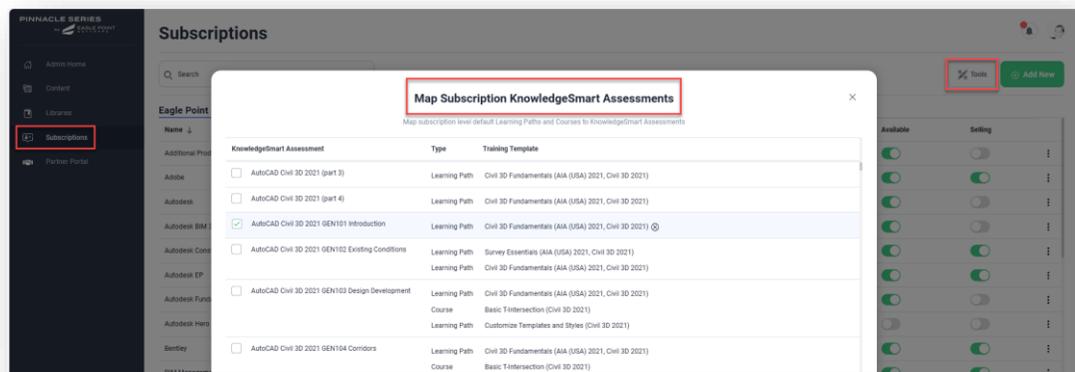
ENHANCEMENTS AND REPAIRS	Page 3
Pinnacle Series Peak Experience <ul style="list-style-type: none"> ✓ Admin Portal Changes and Enhancements ✓ End User Portal Changes and Enhancements 	Page 3 Page 3 Page 7
Pinnacle Series – Bug Fixes	Page 14
KnowledgeSmart <ul style="list-style-type: none"> ○ KnowledgeSmart Enhancements 	Page 16

ENHANCEMENTS AND REPAIRS

Pinnacle Series - Peak Experience - Admin Portal Changes and Enhancements

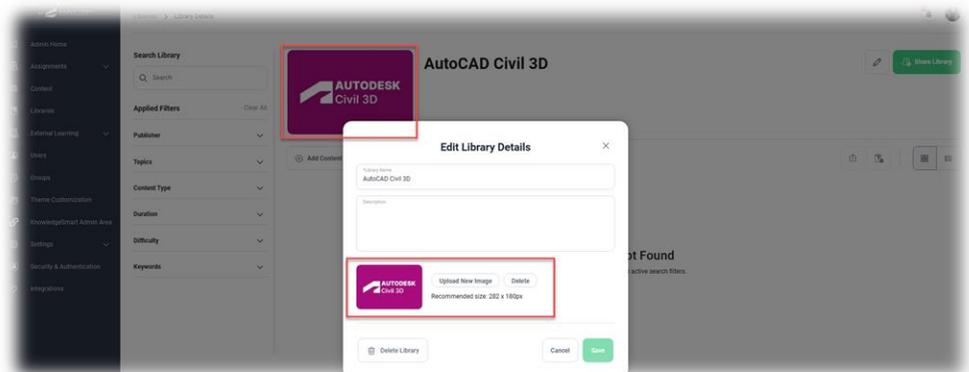
Partner Portal

- KnowledgeSmart Mapping for Partner Subscriptions
 - **Update:** Partners can now override default **KnowledgeSmart Mappings** from the **Subscription area** under the Tools menu.
 - Selecting new defaults will replace the **Eagle Point mapped learning** across all partner subscriptions.



Libraries > Banner Redesign

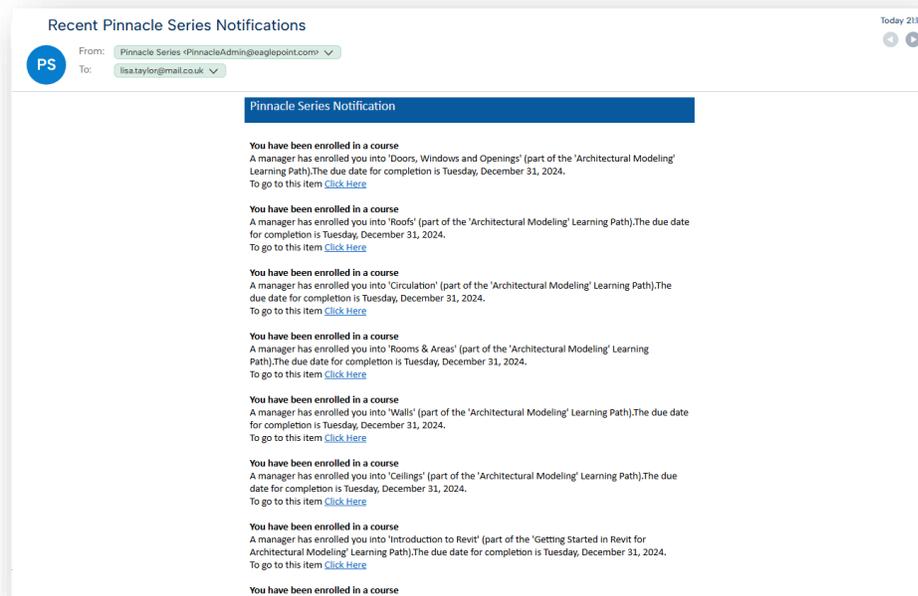
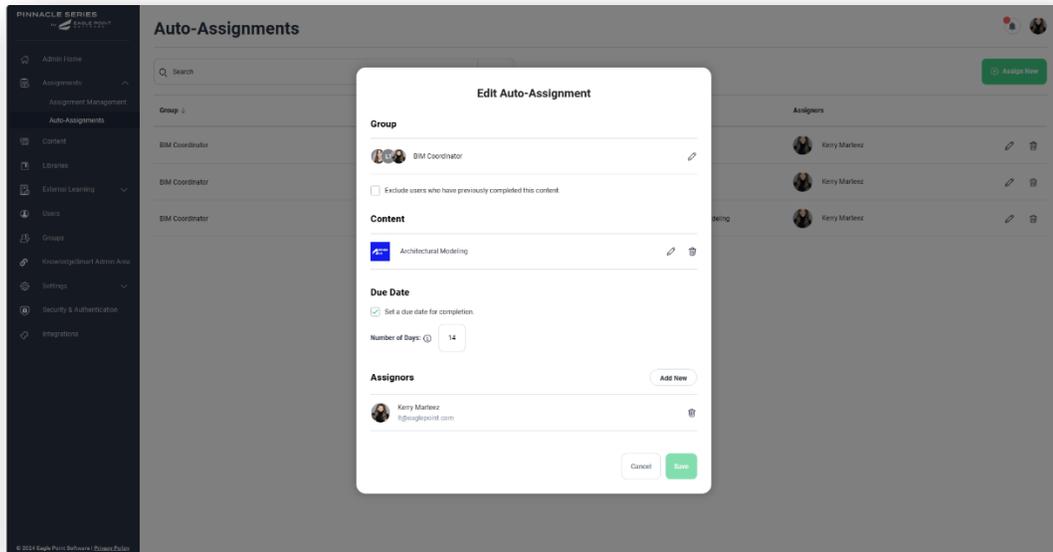
- **Update:**
 - Admins will no longer see or configure banners for Libraries.
 - Instead, **thumbnails** will display next to the library title.
 - The default banner image has also been removed from the **Branding and Themes** area, ensuring a cleaner interface.



Assignments

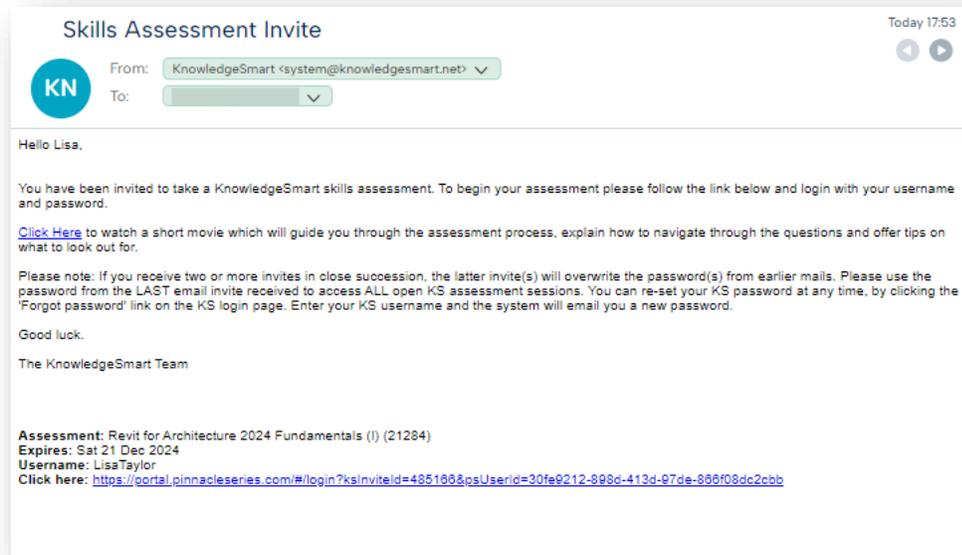
Notifications for Auto-Enrollments

- **Update:** Users will now receive notifications when new **content auto-assignments** are created, ensuring better visibility and awareness.



Notifications for New Assessment Assignments

- **Update:** Users will now receive notifications for newly assigned **assessments**, streamlining communication and engagement.

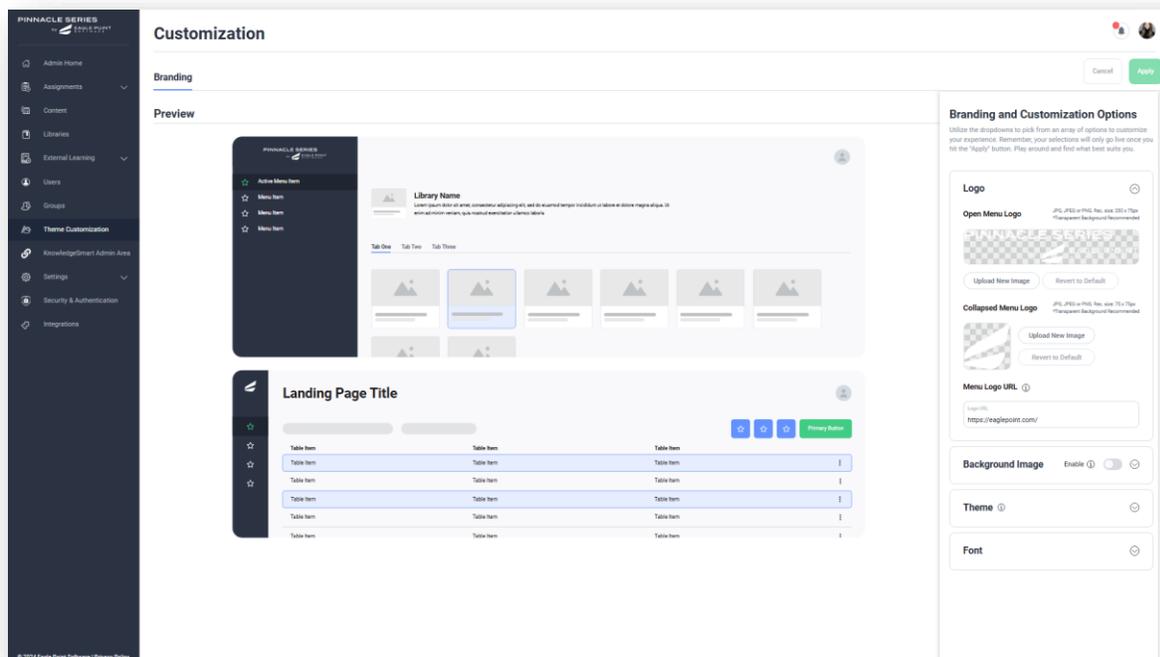


Key Information

1. **Notifications Excluded for Assignor:**
 - If the user creating an assignment (the Assignor) is also included as a participant, they **will not receive a notification** for that assignment. Assignments created will appear in **Assignment Management** and will display in the user's Peak end-user experience as expected.
2. **Email Notification Process:**
 - Email notifications for assignments are processed approximately **every 5 minutes**.
 - If a user has not seen a notification within the system during this process and has email notifications enabled, they will receive an **email notification** for the assignment. If users view the system notification within the 5-minute window, no email notification will be triggered.
3. **Consistent with Classic Experience:** These notification behaviors are consistent with how the feature currently operates in the Classic experience.

Note: We do not have 'Completed Assessment' notifications done yet.

Branding & Customization for Clients



Custom Logo Updates at Client Level

- **Update:** Clients can now override the partner setting to apply their own logo for both the **large** and **collapsed** views within Peak Experience.

Custom Background Image Updates at Client

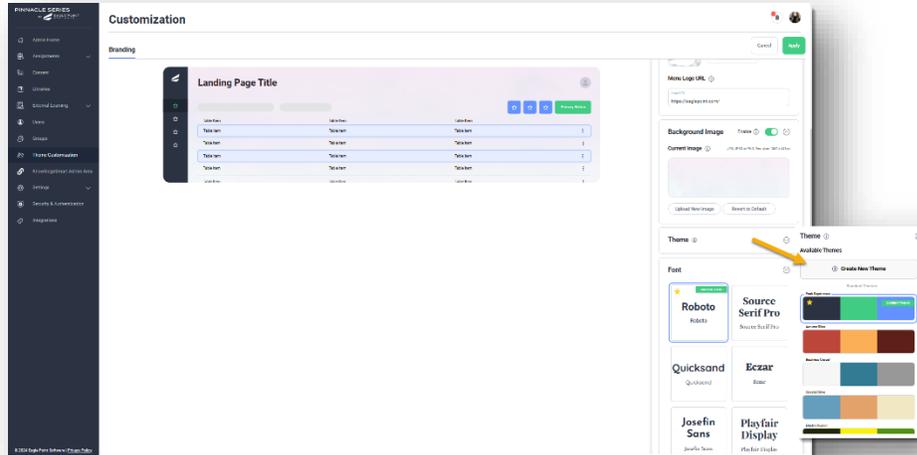
- **Update:** Clients can override the partner setting to upload and apply their own **background image** in the Peak Experience.

Custom Font Updates at Client Level

- **Update:** Clients can override partner settings to apply their own **font** across the Peak Experience, further enhancing branding consistency.

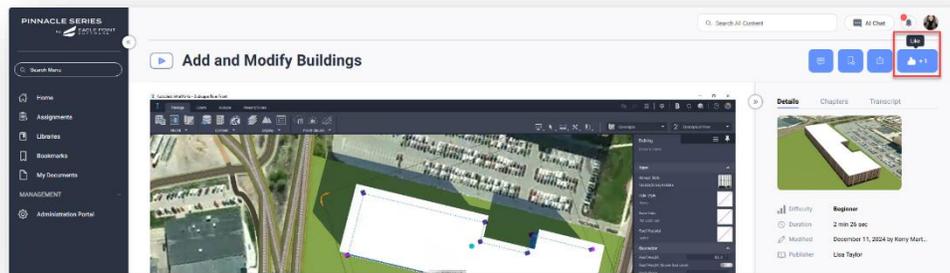
Custom Theme Updates at Client Level

- **Update:** Clients can now customize and override partner settings for **themes**, enabling personalized branding in the Peak Experience.



Peak Experience - End User Portal Changes and Enhancements

Content Consumption – Recommend/Like Button



- **Update:** End users can now click the **recommend button** on individual content items. The total recommendation count will update automatically, providing real-time feedback and engagement metrics.

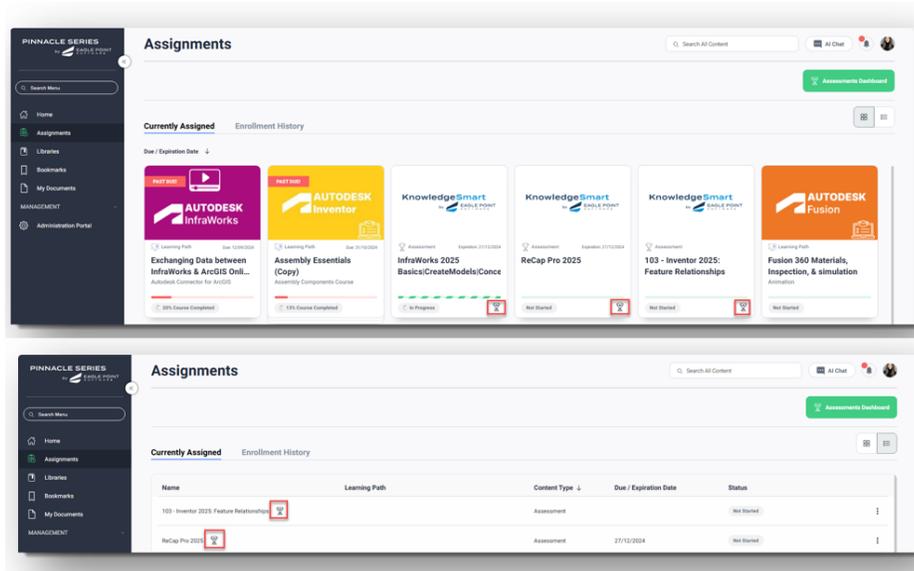
Libraries – Library Banner Redesign

- **Update:** The banner has been **removed** from the libraries' landing page. End users will now see a thumbnail displayed to the right of the library title, enhancing the visual layout and navigation clarity.



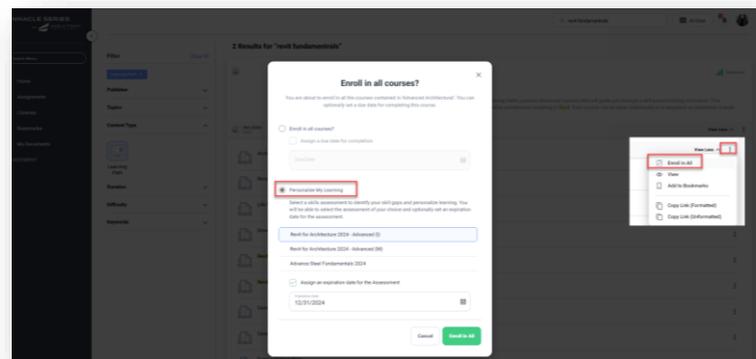
Assessments – Display Personalized Learning Assignments

- **Update:** Personalized learning assignments now display the **KnowledgeSmart trophy** in both **list** and **tile views**, ensuring users can easily identify assigned assessments.



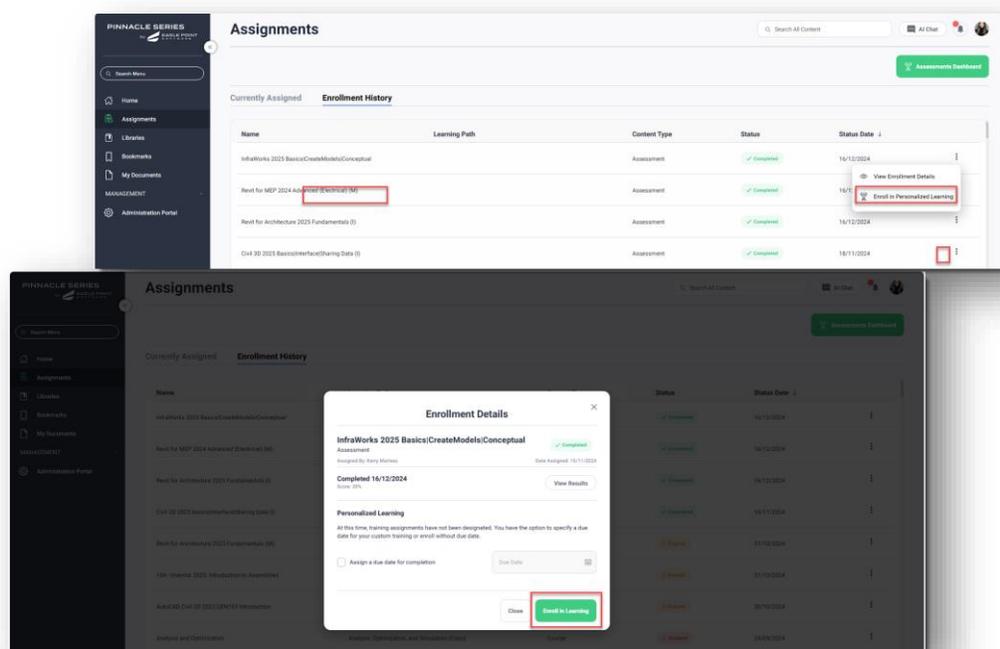
Enrolling in Personalized Learning from Search and Learning Paths

- **Update:** Users can now enroll in personalized learning directly from the **Learning Path overview** and **Search results** pages.
 - Users may personalize a single course or an entire learning path by self-assigning an assessment.
 - Immediately after personalizing, users can begin their assessments, which will appear in their **assignments carousel** and **landing pages**.
 - **Admin Note:** This feature must be enabled within KnowledgeSmart to be accessible to users. Enrollments will reflect in the **Assignments Management Area**.



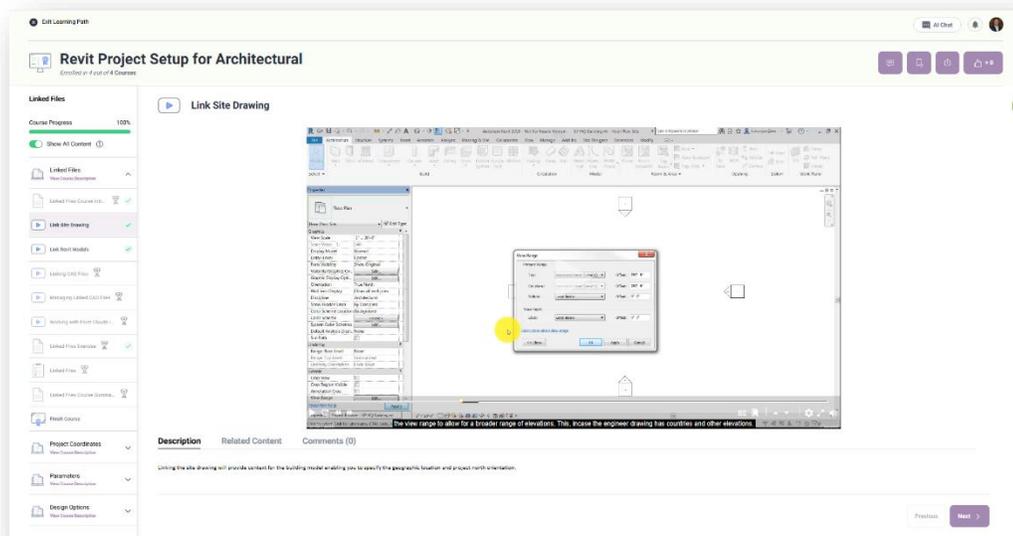
Enrolling in Personalized Learning from Enrollment History

- **Update:** Users who have completed an assessment can now enroll in personalized learning directly from their **Enrollment History** area.
 - Appropriate error messages will display if:
 - No learning gaps are identified.
 - No mapped training is available for learning gaps.
 - The user is already enrolled in mapped learning.
 - Enrollments will update in the **Assignments Management Area**.



Viewing and Completing Personalized Learning

- **Update:** Users can now:
 - View and complete their **personalized learning**.
 - Use the "Show All Content" functionality for comprehensive visibility.
 - Access reporting on personalized learning **completion status**.



Assessment Record Management in Enrollment History

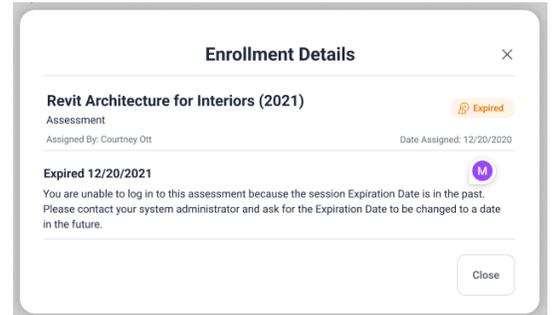
This update clarifies how assessment records in **Enrollment History** behave when invites, results, or assessments are deleted in KnowledgeSmart:

1. **Deleted Assessment Invites or Results:**
 - If an **invite** or **result** is deleted in KnowledgeSmart, the corresponding record will be removed from the user's **Assignments > Enrollment History** in Peak, regardless of its status (Completed or Expired).

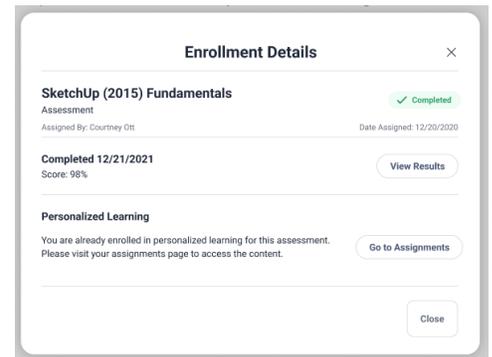
2. **Deleted Assessments:**
 - If an **assessment itself** is deleted in KnowledgeSmart, the record will remain in the Enrollment History table with the following options available based on its status:
 - **Completed Assessments:**
 - **View Enrollment Details:** Opens the "Enrollment Details" modal.
 - **Enroll in Personalized Learning:** Launches the "Enroll in Personalized Learning?" modal.
 - **Expired Assessments:**
 - **View Enrollment Details:** Opens the "Enrollment Details" modal.
 - Users can still **enroll in personalized learning** from the "Enrollment Details" modal or the "Enroll in Personalized Learning?" modal.

New System Modals to Guide User Personalized Learning Experience

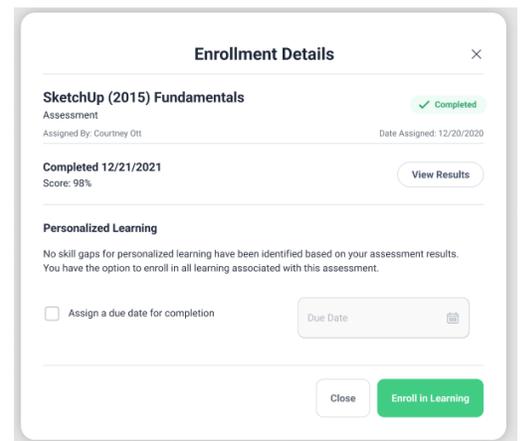
- Enrollment Details for an Expired assessment:



- Enrollment Details when Personalized Learning already assigned:



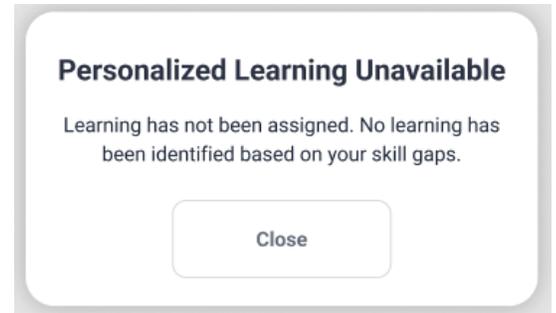
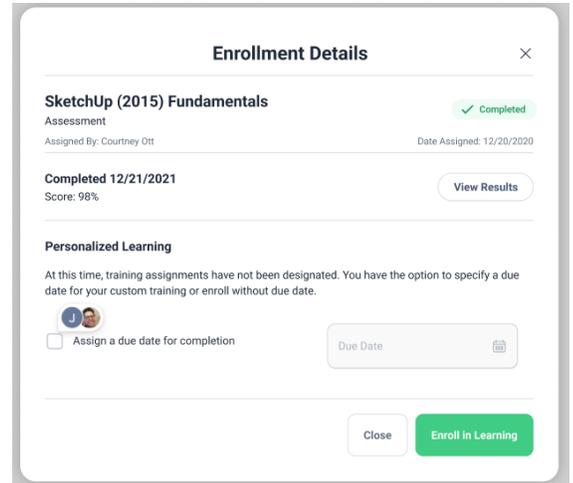
- When no skill gaps were identified based on user's assessment score (*for instance, if a training template was mapped to the assessment but the user scored 100%, or, if the assessment questions had no training tags*). This enrollment will show up as a normal assignment, not as personalized learning:



- Enrollment Details when a training template isn't mapped to the assessment:

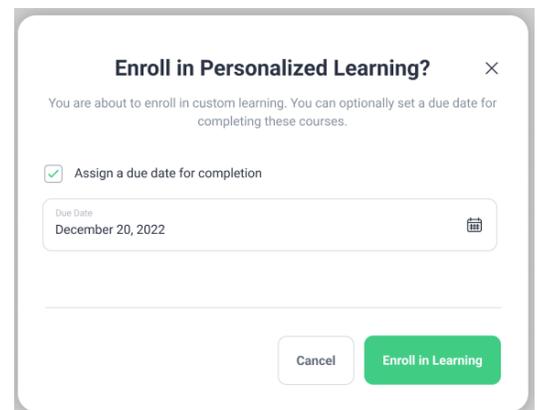


- When skill gaps were identified, but the training template doesn't align (either the content is void of learning tags, or the tags don't match the training tags in KnowledgeSmart):

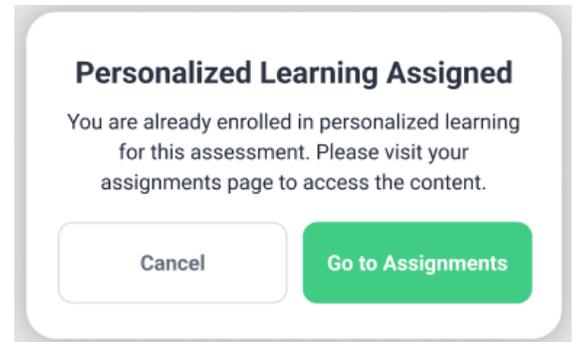


Enroll in Personalized Learning

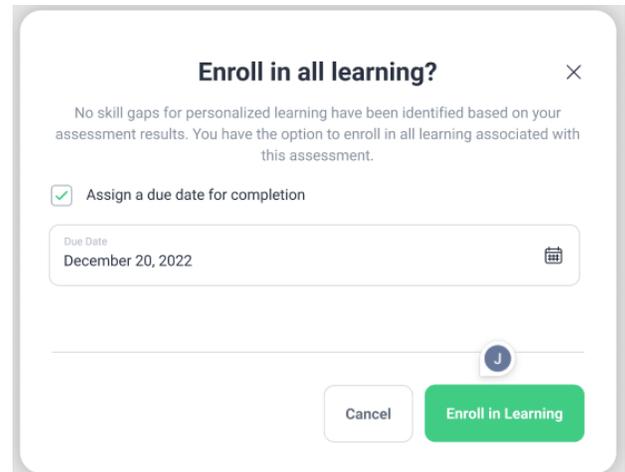
- General modal when Personalized Learning is not assigned:



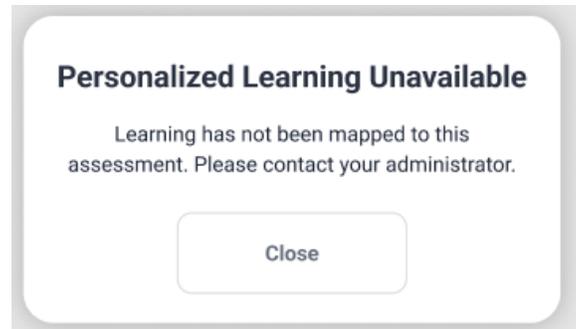
- When Personalized Learning is already assigned:



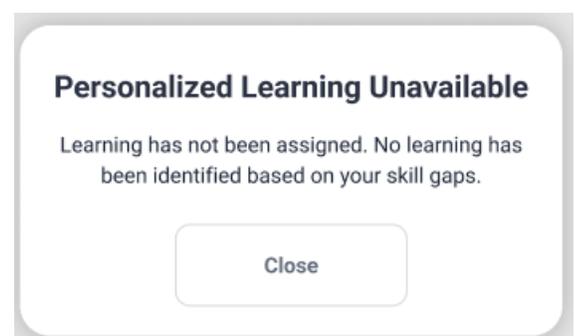
- No skill gaps identified based on user's assessment score:



- Missing training template:



- Skill gaps identified, but template did not align:



Bug Fixes

Admin Portal

- **"Access Denied" Error:** Resolved an issue where Admin Portal pages failed to load if the client logo was not applied in Classic Branding & Customization.
 - **Keyword Filter Duplication:** Fixed an issue where keywords in search filters duplicated and could not be cleared.
 - **Tool Links in Content View:** Resolved display issues with linked Word, PPT, Excel, and PDF documents.
-

Content Management

- **Tenant Certificates:** If a tenant had never applied a custom certificate, they would encounter an error within the Peak Experience when trying to configure a new one. This has been repaired. New certificates can now be applied even if the tenant had none previously.
 - **Bulk Actions in User Documents Tab:** Bulk actions have been removed where unnecessary.
 - **Quiz Question Text Overflow:** Long quiz questions now display properly within the content window.
 - **Subscription Video Download Protection:** Customers can no longer download subscription videos.
 - **Image Editor Alignment:** Corrected misalignment issues when uploading and editing images.
-

Assignments

- **Missing User Images:** User images now display correctly when adding users to new assignments.
- **Re-Enroll Duplication:** Prevented multiple re-enrollments of the same assessment.
- **Expiration Date Display:** Fixed date discrepancies between the table and modal views.
- **Assignment Count Errors:** Resolved incorrect assessment count during assignment creation.
- **Unresponsive Assignment Page:** The page no longer becomes unresponsive when adding additional assignors.

Personalized Learning

- **Auto-Assignment of Personalized Learning:** Personalized learning assignments now trigger automatically upon assessment completion. If a user was assigned an assessment which mapped to personalized learning from within Peak Assignments area, they were not being assigned the personalized learning in classic. (Tenant must have Peak on for Configuration and off for End Users). This has been repaired.

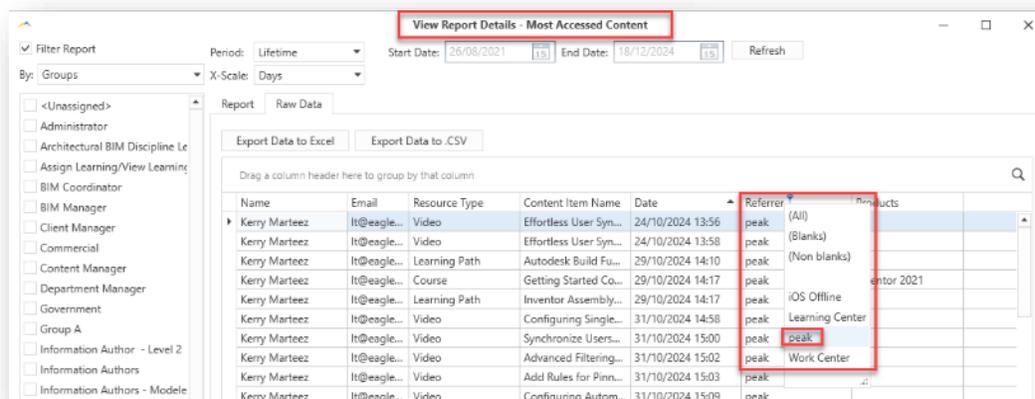
- **Removal of KS Assignments:** If KS integration is turned off, assignments and history will no longer be displayed for end users.

End User Portal

- **Content URL Routing:** Clicking on video/document links now directs users to the correct content instead of the homepage.
- **Tree View in Workflows:** Corrected inaccuracies in workflow swimlane displays.
- **HTML Document Translations:** Bullet points and formatting now translate correctly.
- **AI Chat Translation:** The AI Chat now responds in the user's selected language.
- **Video Checkmark Alignment:** Resolved alignment issues for completed videos.
- **Display on Hover:** Library titles now display as a popup when hovering over them.

Reporting (Management Utility)

- **Usage Reports:**
 - Fixed reporting data stoppage for "Resource Access" and "Most Accessed Content" past September 20, 2024. All content types are referenced, and a new referrer is added to distinguish 'Peak' activity. More granularities are being reviewed.



Name	Email	Resource Type	Content Item Name	Date	Referrer	Products
Kerry Marteez	It@eagle...	Video	Effortless User Syn...	24/10/2024 13:56	peak (All)	
Kerry Marteez	It@eagle...	Video	Effortless User Syn...	24/10/2024 13:58	peak (Blanks)	
Kerry Marteez	It@eagle...	Learning Path	Autodesk Build Fu...	29/10/2024 14:10	peak (Non blanks)	
Kerry Marteez	It@eagle...	Course	Getting Started Co...	29/10/2024 14:17	peak	entor 2021
Kerry Marteez	It@eagle...	Learning Path	Inventor Assembly...	29/10/2024 14:17	peak iOS Offline	
Kerry Marteez	It@eagle...	Video	Configuring Single...	31/10/2024 14:58	peak Learning Center	
Kerry Marteez	It@eagle...	Video	Synchronize Users...	31/10/2024 15:00	peak peak	
Kerry Marteez	It@eagle...	Video	Advanced Filtering...	31/10/2024 15:02	peak Work Center	
Kerry Marteez	It@eagle...	Video	Add Rules for Pinn...	31/10/2024 15:03	peak	
Kerry Marteez	It@eagle...	Video	Configuring Autom...	31/10/2024 15:09	peak	

- **Anonymized User Data:** Resolved an issue where anonymized users were not displaying in Unique User Sign-In reports. Please see this new Pinnacle Series document regarding the anonymization process.
 - **Classic Link** - [Understanding Data Anonymization in Pinnacle Series](#)
 - **Peak Link** - [Understanding Data Anonymization in Pinnacle Series](#)

KnowledgeSmart

KnowledgeSmart Enhancements

Enhanced Invite Management in KnowledgeSmart

- **Gain Deeper Visibility and Control Over Your Invite Lifecycle**
 - We've supercharged the **KnowledgeSmart invite process**, making it easier to track, manage, and troubleshoot invites directly from your Admin Dashboard.
- **What's New?**
 - **Detailed Invite History** - Drill down into the invite lifecycle with a complete history:
 - Who sent the invite, and when
 - Original send date and any resend dates
 - Number of sent invites and reminders
 - Date of the last reminder
 - Self-invite status
 - Access new new email log
 - ✓ View the full email delivery details, including:
 - Invite ID
 - Recipient username
 - CC and BCC recipients for full transparency
 - ✓ **NEW:** Track invite delivery success with clear indicators:
 - **Green entries:** Successful deliveries and confirmations
 - **Red indicators:** Failed invites with specific error codes (e.g., bounced addresses) for faster troubleshooting



- **Key Benefits**

- **Full Visibility:** Know exactly who received and accepted test invites.
- **Faster Troubleshooting:** Resolve invite failures with precise error details.
- **Simplified Workflow** Boost efficiency with clear tracking and delivery insights.

Note: This enhancement applies to newly issued invites only.



We're committed to saving you time, improving invite management, and giving you the tools to succeed with KnowledgeSmart.