Saba Cloud Update 41 – Part 1

Saba Cloud

Saba University

A look forward…

The following is intended to outline our general product direction. It is intended for informational purposes only and is not to be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

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VOICE OF THE CUSTOMER!!

THANK YOU!

For your ideas and voting in the **Customer Community** – this keeps the process open and transparent

WE'RE LISTENING

Over the course of the past year we have been able to **considerably accelerate** Customer Community Asks

Direct **Community Requests ↑ 80%**

Saba Video

Saba University

SABA VIDEO

Video Content is a *basic expectation* of Learning.

Our Video Solution is growing ….

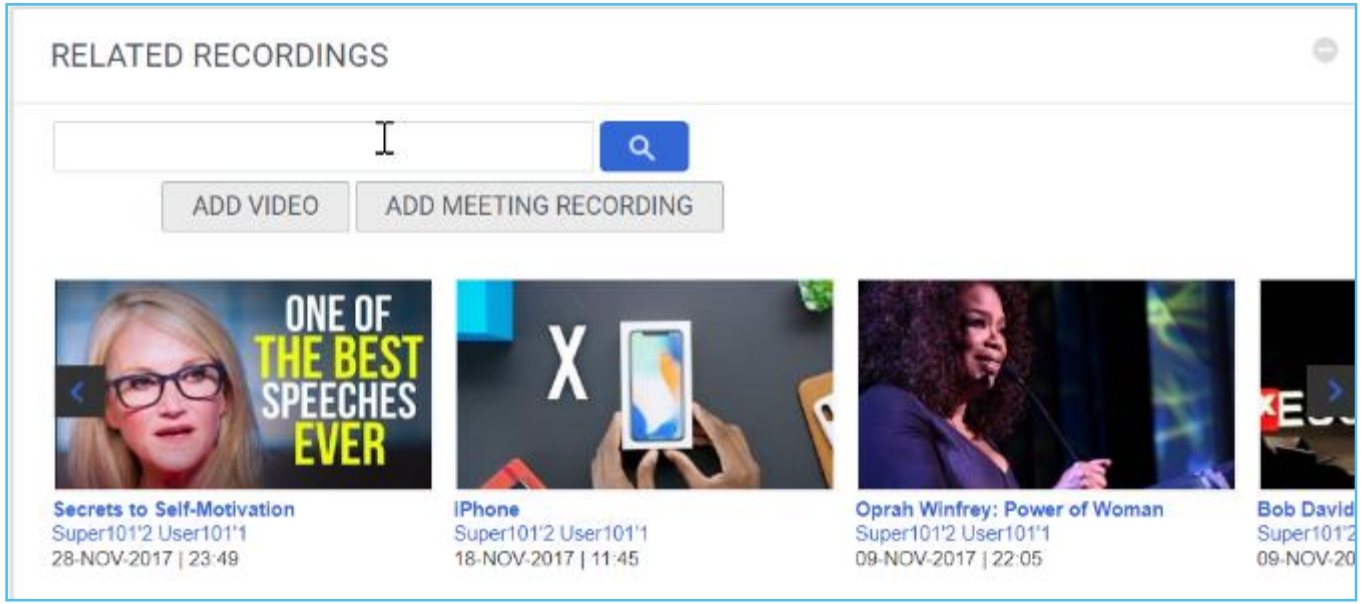
- Easier to administrate
- Easier to track usage
- Easier to keep secure
- Smoother End User Experience

Saba Video is supported across Saba Cloud

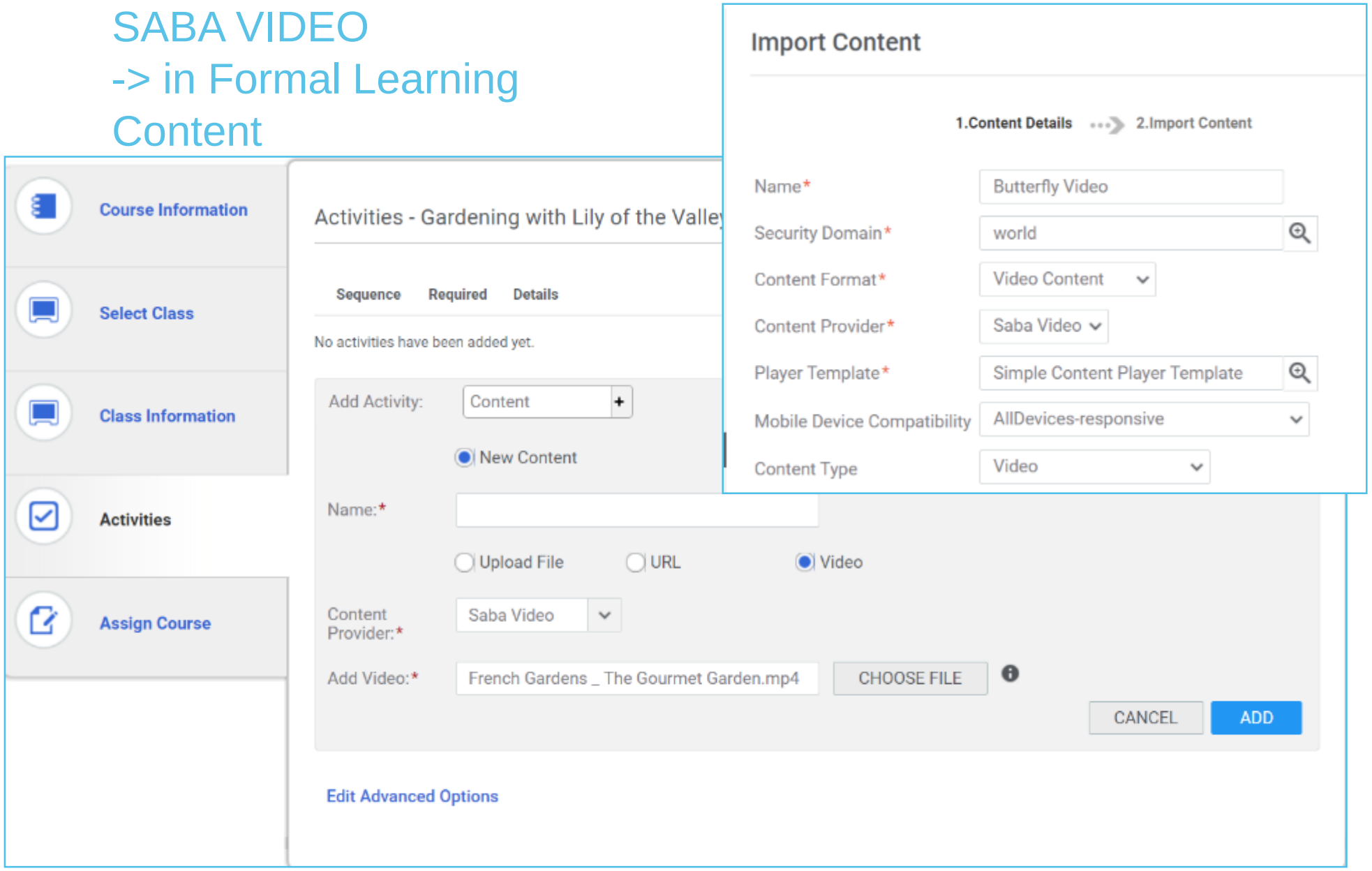
Supported Workflows	
Formal Content Activity	It can be added as a formal content item just like SCORM or AICC within Manage Content or directly to a course via Quick Course options.
Activity Stream	Anyone can contribute it to the Activity Stream.
Collections	A bookmark that can be shared with others.
Groups	It can be group-specific and viewed using the new Group Video section.
Video Channel	It can be added directly to a Video Channel. Clean and simple.

SABA CLOUD VIDEO - What do we offer?

Video Workflow	
NEW Saba Video	In product video streaming service, throughout Saba Cloud Workflows. Excellent tracking and video security options.
Panopto Connector	Marketplace connector. Offers streaming video service.
Embed Workflows	Allows customer to manually paste in embed links from 3rd party hosting service



SABA VIDEO
-> in Formal Learning Content



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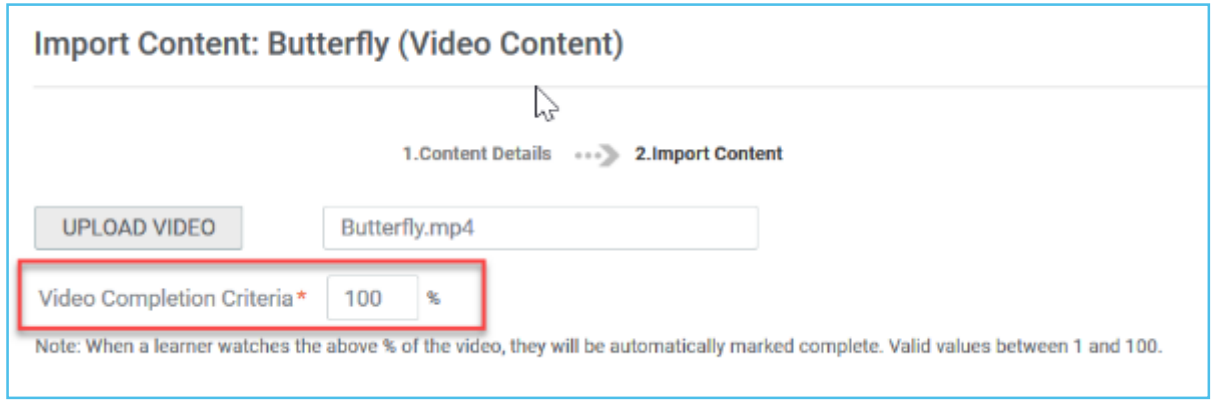
SABA VIDEO
-> in Formal Learning Content

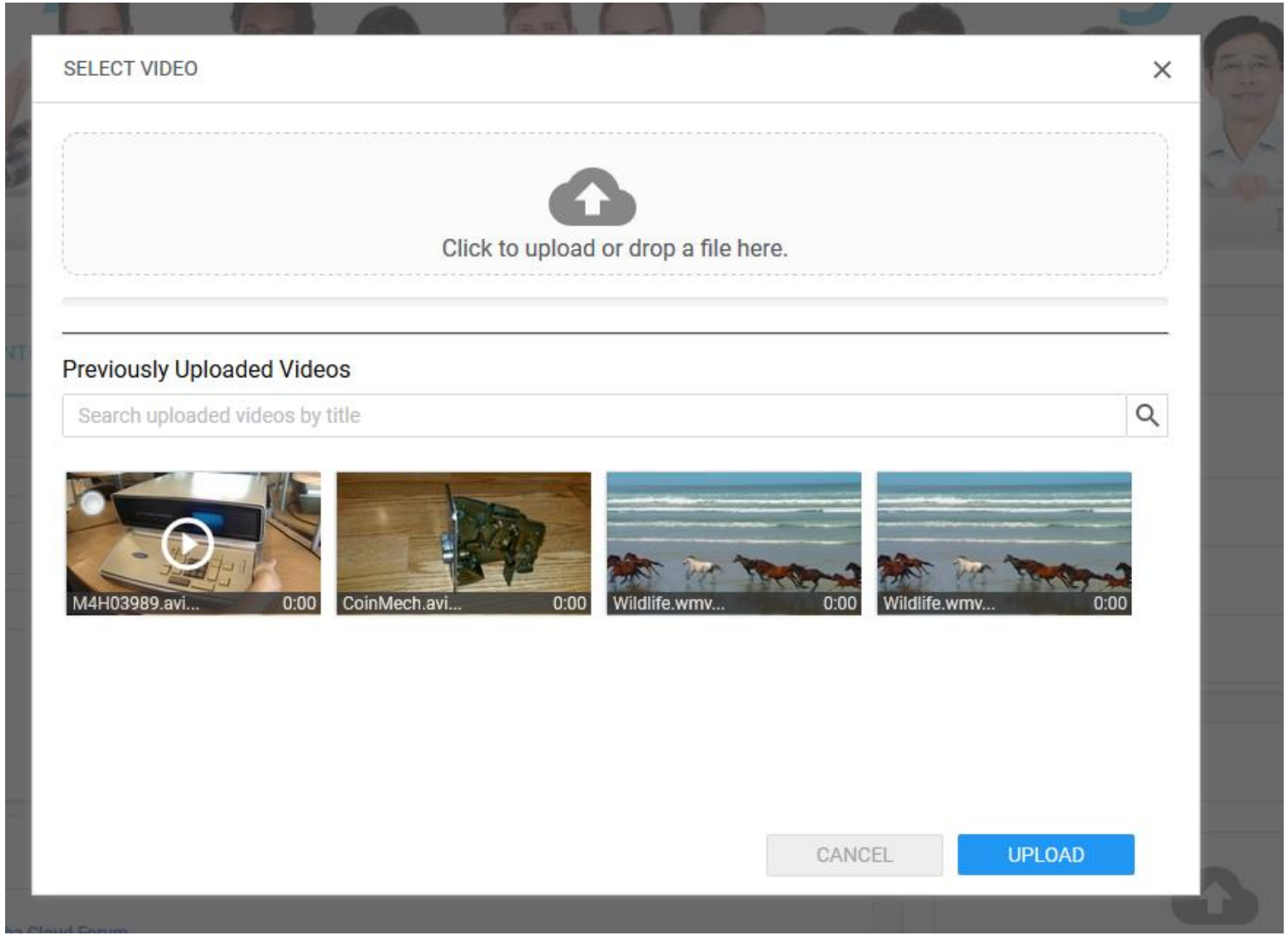
- Video Content attempts are tracked
- Video Content time spent is tracked

ATTEMPT NUMBER	DATE	TIME SPENT	STATUS:	SCORE	RESPONSES
1	23-APR-2018 20:53	00:00:36	Incomplete		

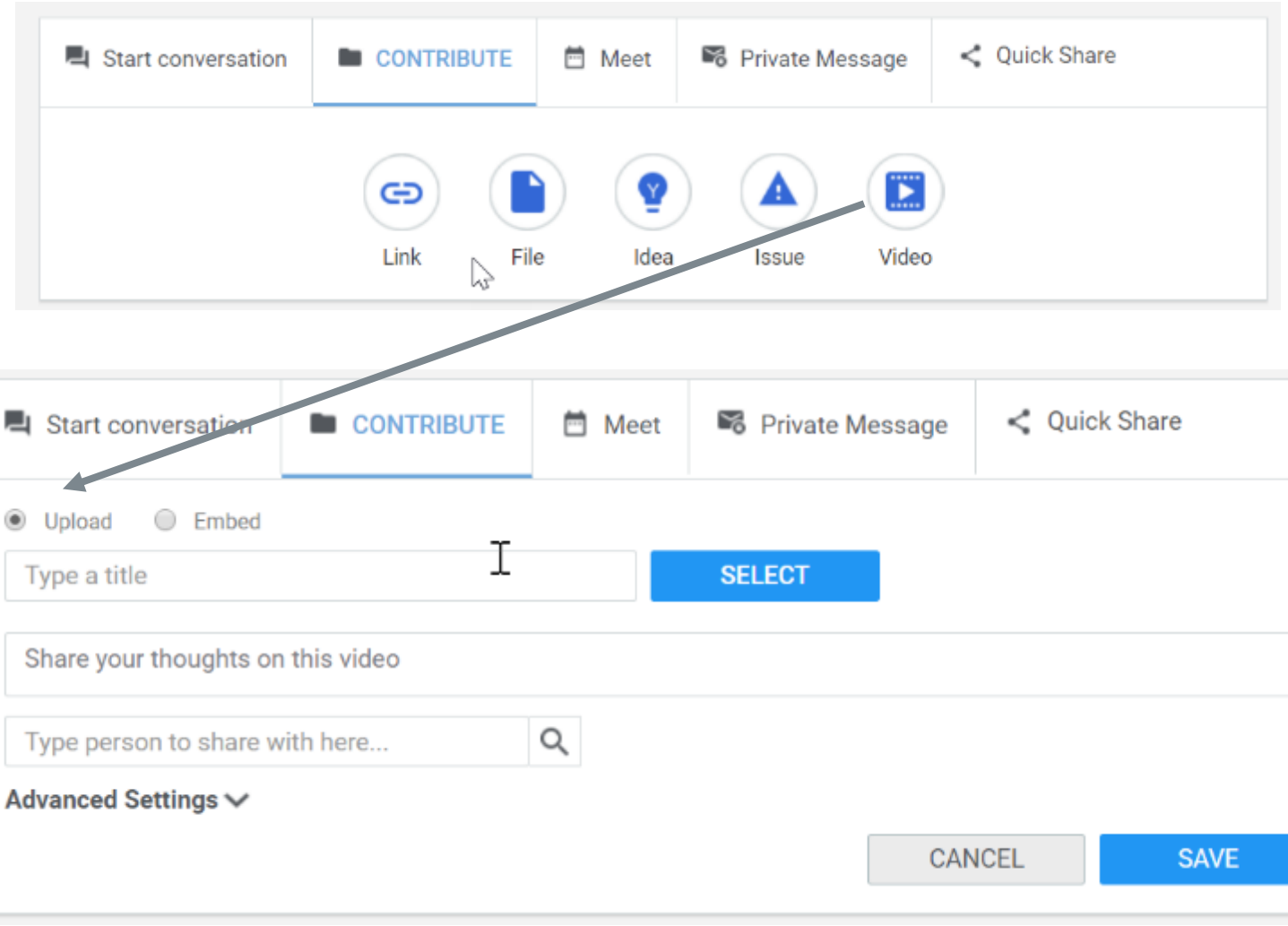
- Content Admin can define a successful completion based on time spent



SABA VIDEO


SELECT VIDEO
Click to upload or drop a file here.
Previously Uploaded Videos
Search uploaded videos by title
M4H03989.avi... 0:00
CoinMech.avi... 0:00
Wildlife.wmv... 0:00
Wildlife.wmv... 0:00
CANCEL
UPLOAD

SABA VIDEO
-> in Activity Stream



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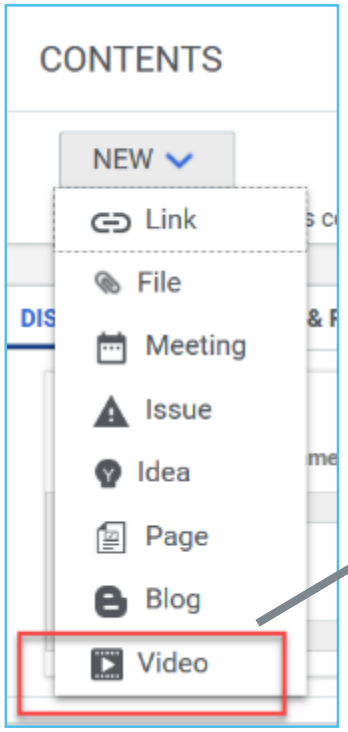
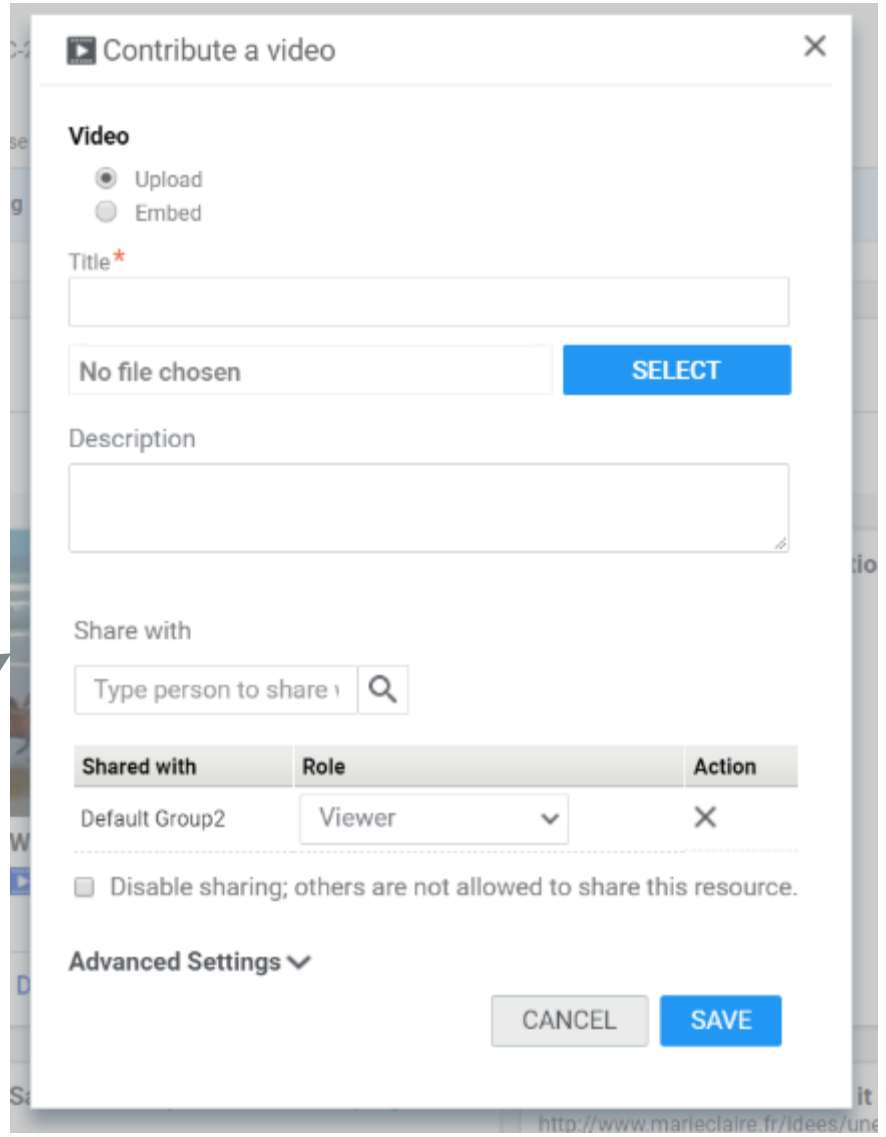
SABA VIDEO
-> in Collections





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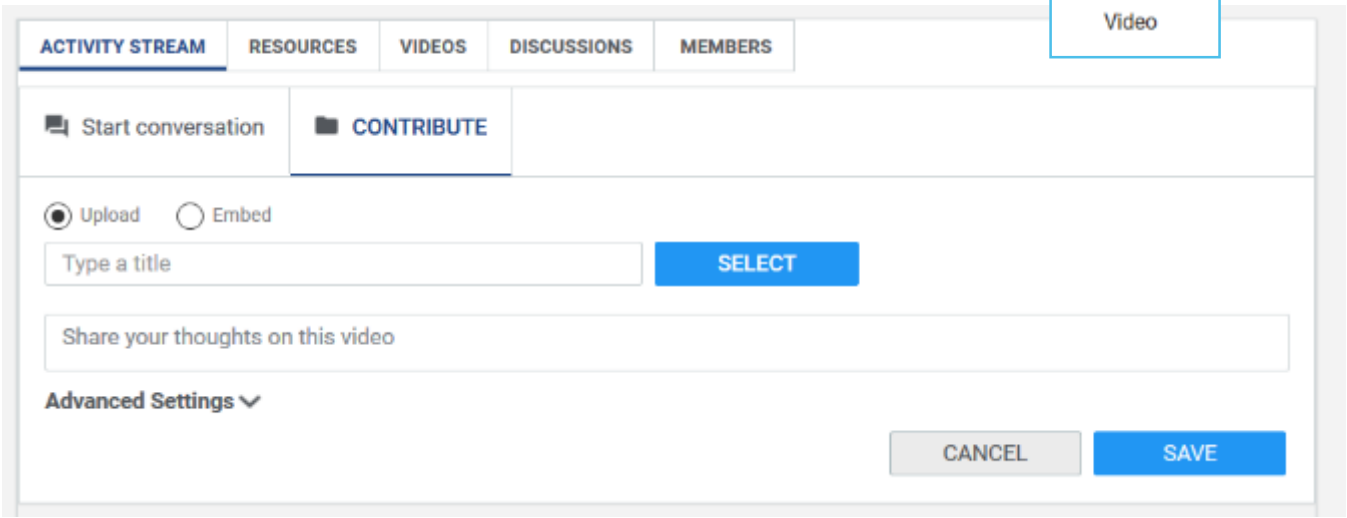
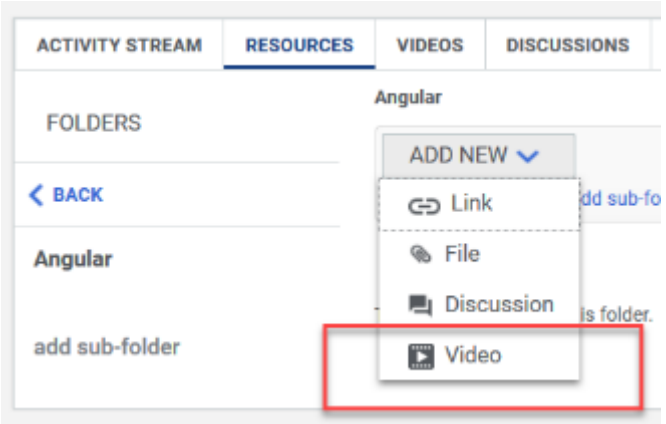
SABA VIDEO
-> in Groups

Via Group Activity Stream



Via Group Resources



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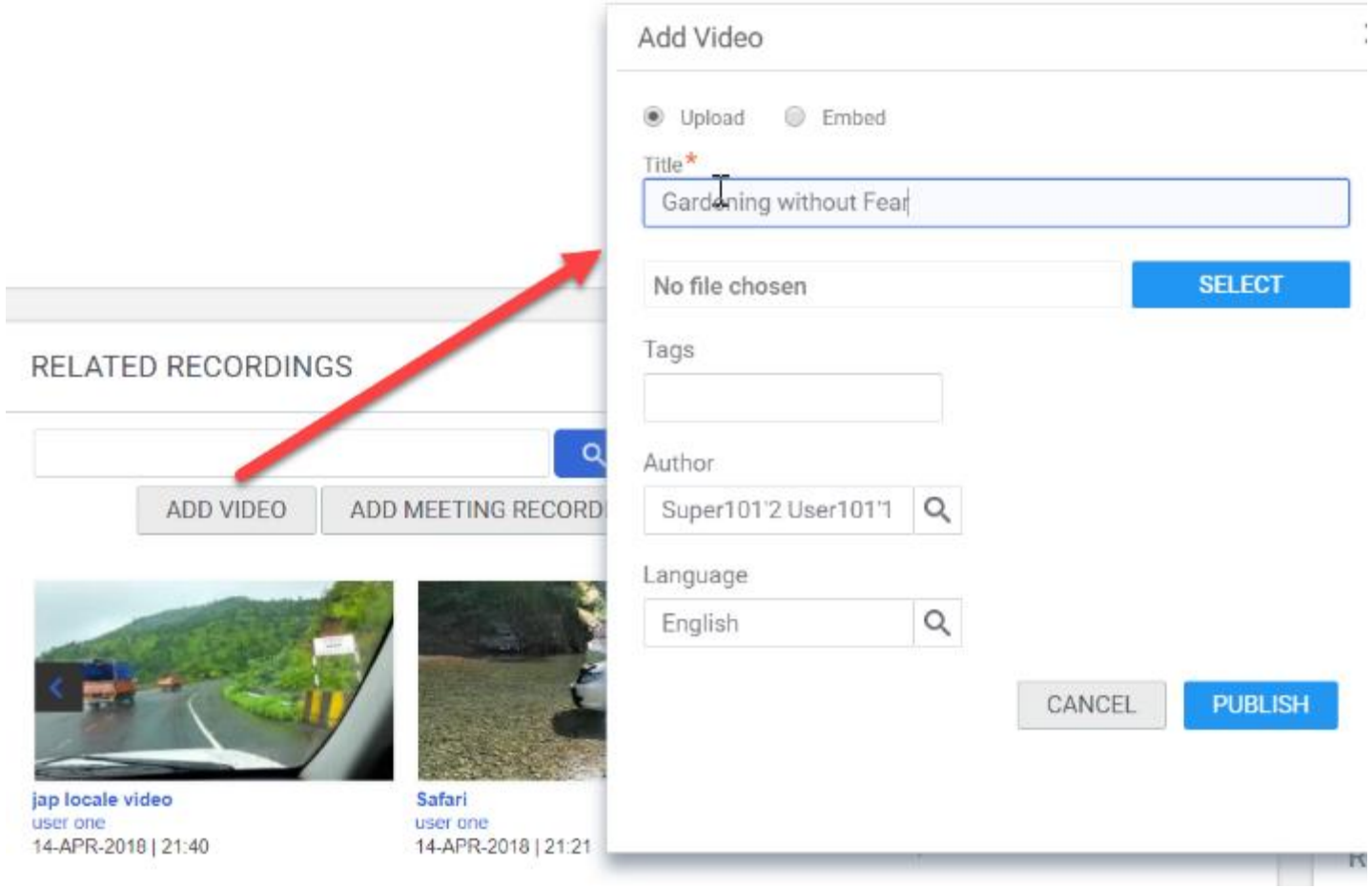
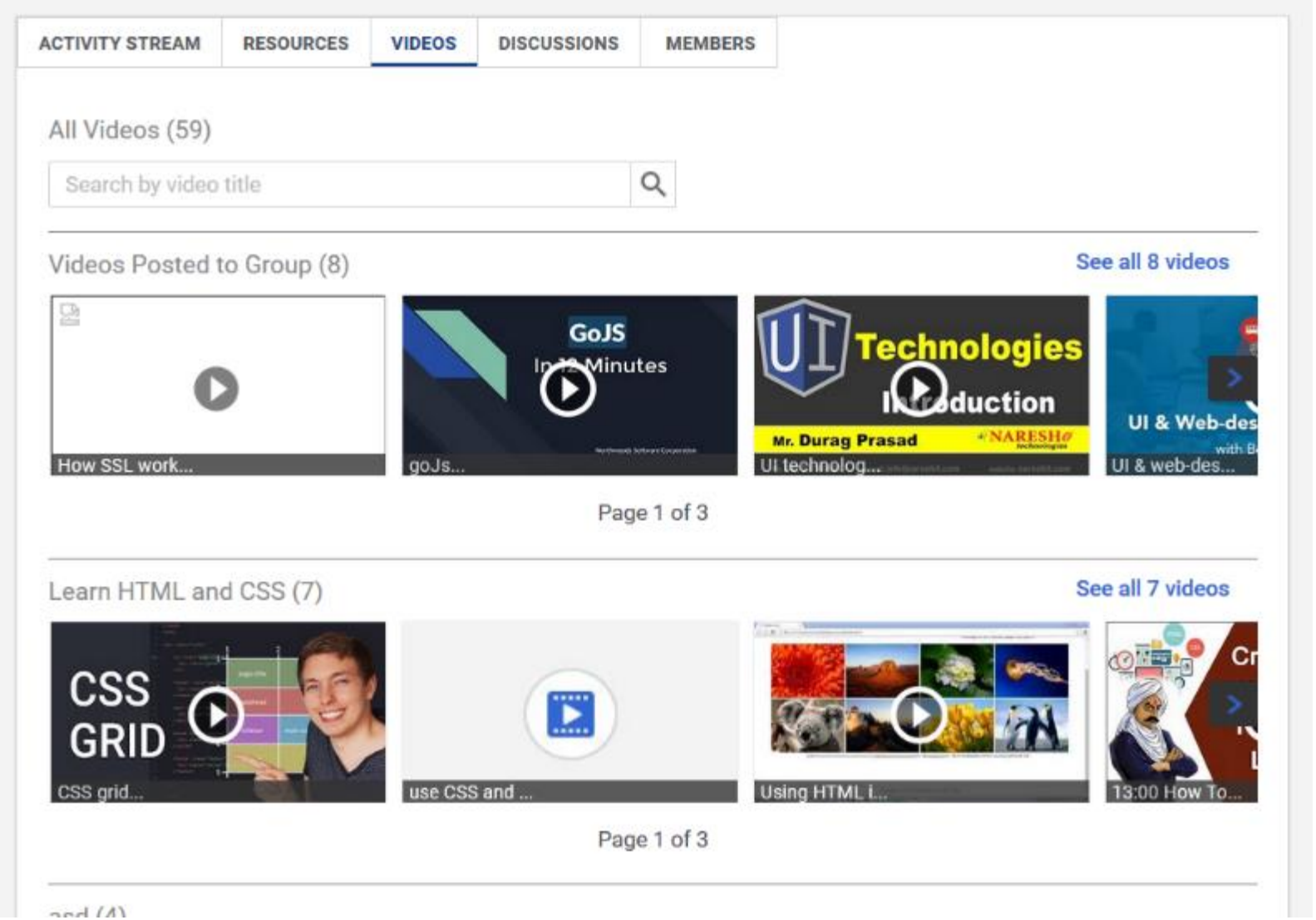
SABA VIDEO
-> in Video Channels



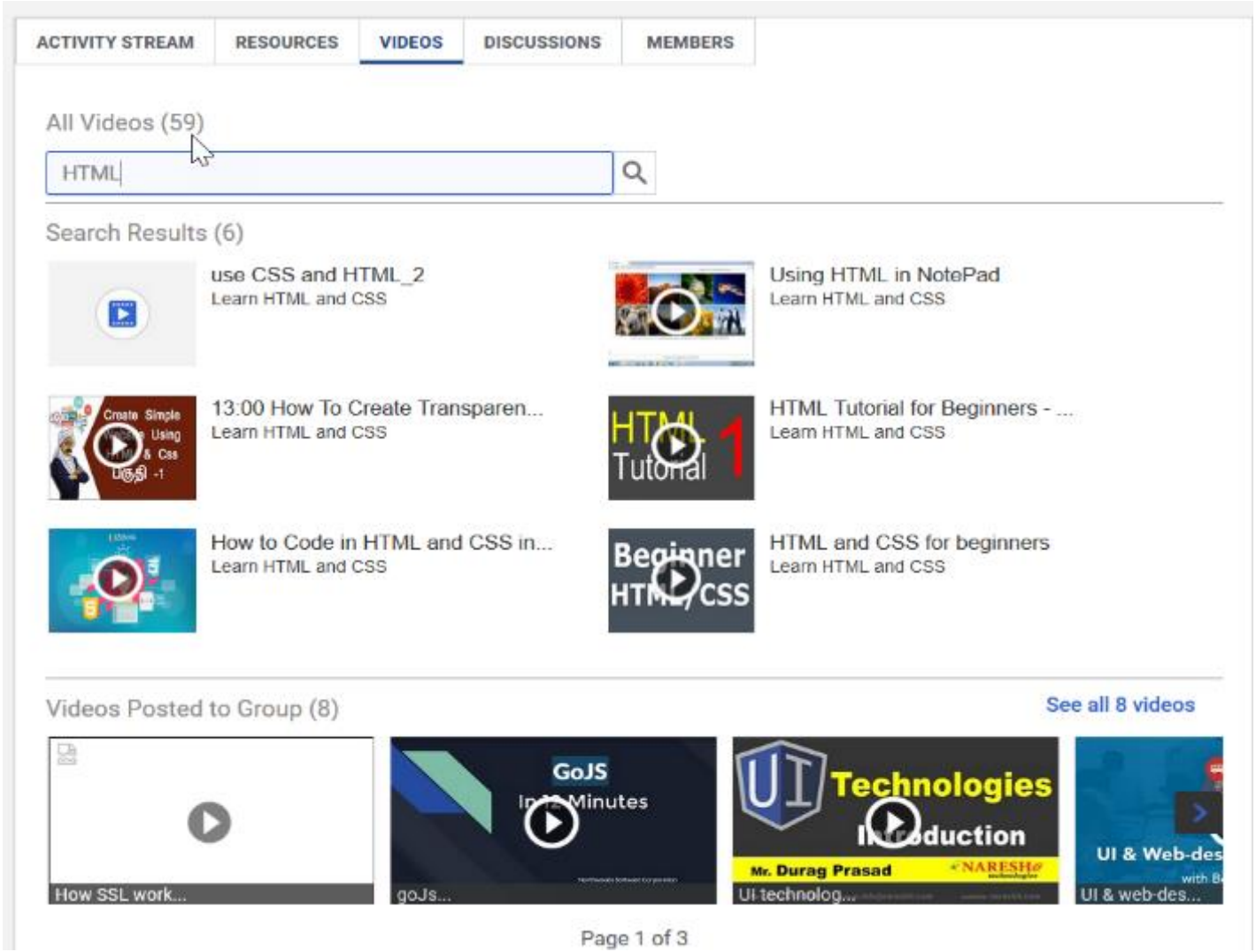
SABA VIDEO
→ Group Channel Video

WHAT?	Ability to share a Video Channel into a Group
WHY?	Customer community request where customers are looking to contain the user experience within the group but prefer the carousel display of videos and having all the videos in one place.
WHERE?	Groups
NOTEWORTHY	• Existing videos in group will be organized into a carousel view • To share channels to group, requires new Video Channel service to be enabled by group owner • Only Group Owner can share / unshare video channels to the group • Group member can subscribe from group if not subscribed to shared channel • For existing customers, this feature does not require Saba Video.

SABA VIDEO
→ Group Channel Video – Group Member View



SABA VIDEO
→ Group Channel Video – Group Member View



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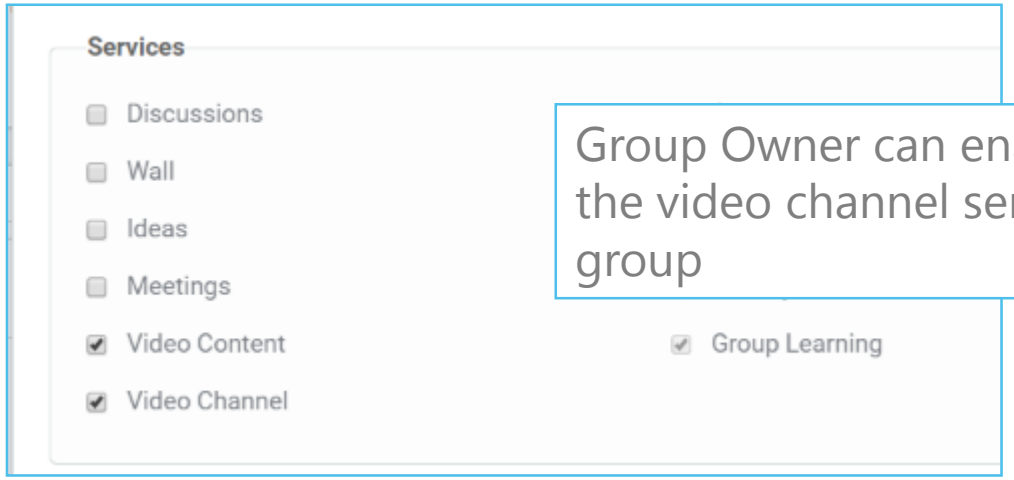
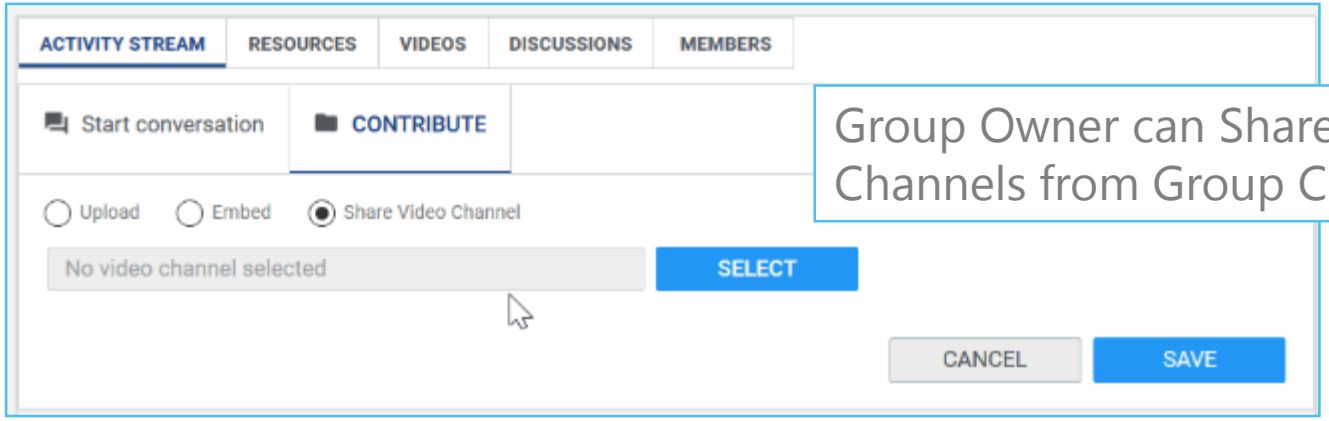
SABA VIDEO
→ Group Channel Video – Group Owner View

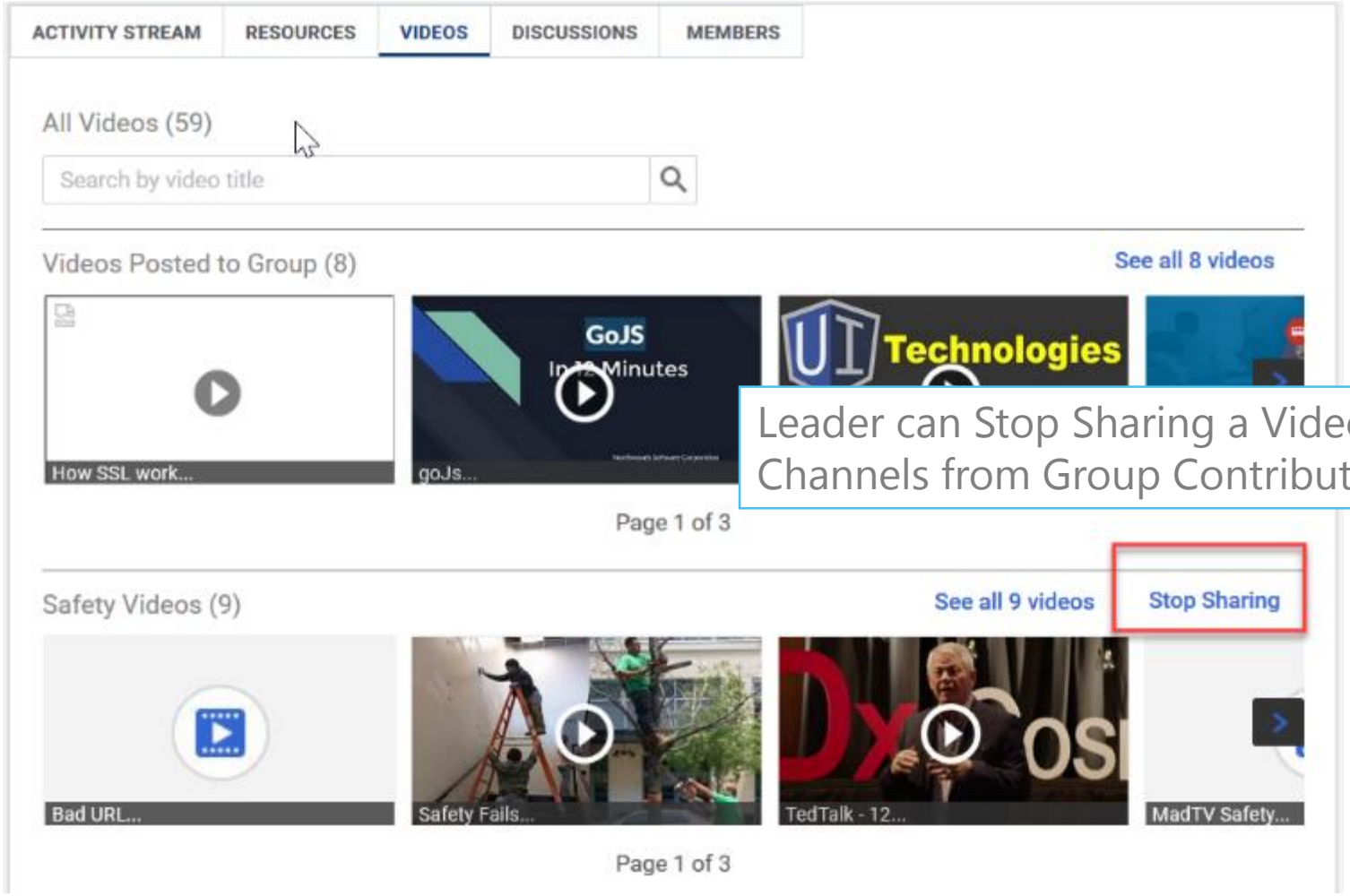


Group Owner can enable/disable the video channel service for the group



Group Owner can Share Video Channels from Group Contribute area.

SABA VIDEO
→ Group Channel Video – Group Member View



Leader can Stop Sharing a Video Channels from Group Contribute area.

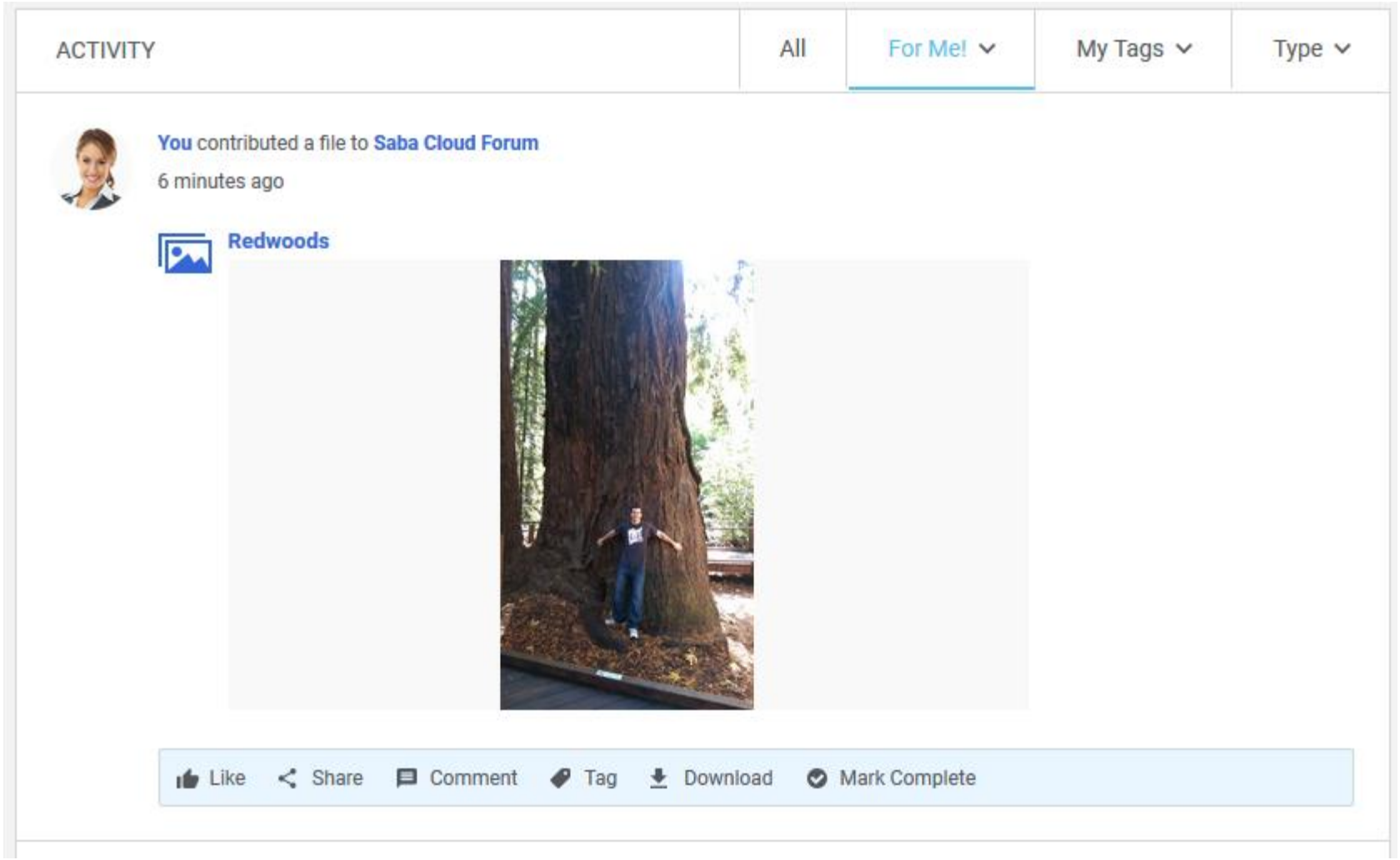
Informal Learning / Social

INFORMAL LEARNING / SOCIAL
→ Additional Stories

Items in green from
Customer Community

Problem	Solution
Activity Stream shows just part of a portrait image (tops of people's heads)	Picture is now resized and displayed completely in the Home Activity Stream and Group Activity Stream.
Learning admin doesn't have way to be sure that content is loading.	Visual indicator when a leaning admin is loading or saving content
Confusion between bookmark folders and collections naming	Renaming Collections throughout except for *the act* of bookmarking.

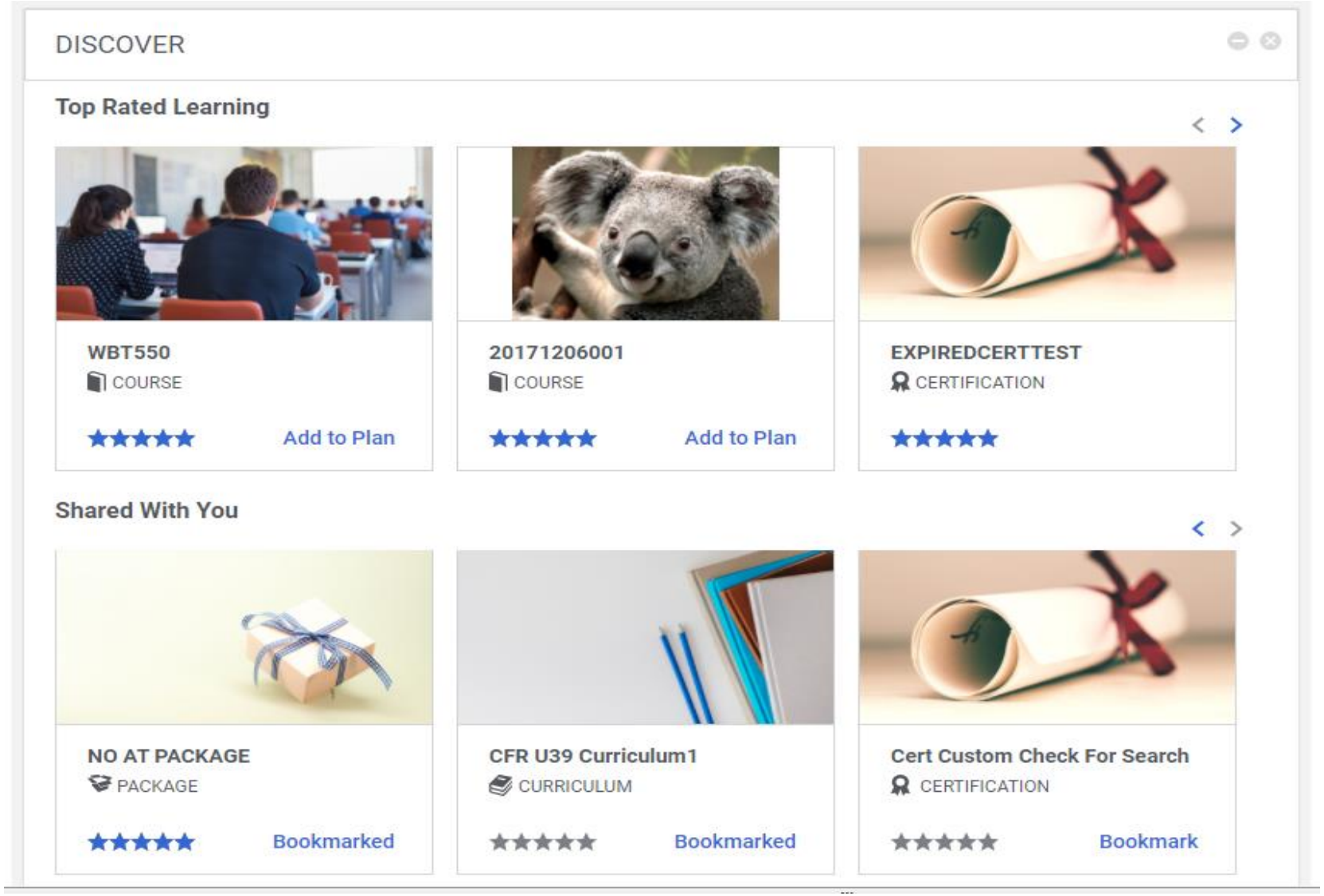
INFORMAL LEARNING / SOCIAL
→ Additional Stories



SABA DISCOVER PORTLET
→ Additional and Configurable Ribbons

WHAT?	**Two New Ribbons** **Ability for Admin to Configure which Ribbons Display**
WHY?	Customer feedback was to include urgent and in-progress learning and it gives more control to admins on how the portlet displays, especially as we expand the number of ribbons.
WHERE?	Home Page
NOTEWORTHY	• Configurability under New Discover Portlet service. The Discover Portlet itself can not be Enabled / Disabled via services; however, the admin can Personalize for Others and manage the portlet display in same way other portlets can be managed.

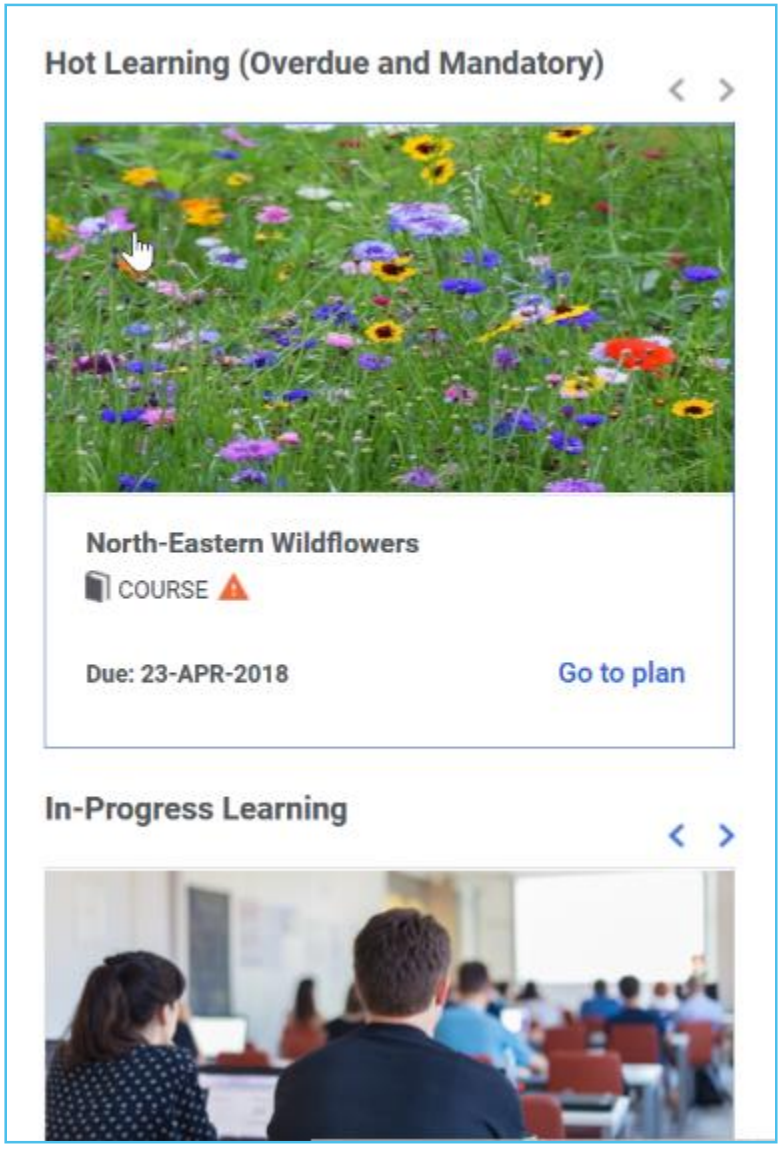
Discover Portlet – A New Visual and Personalized Way to Learn



DISCOVER PORTLET

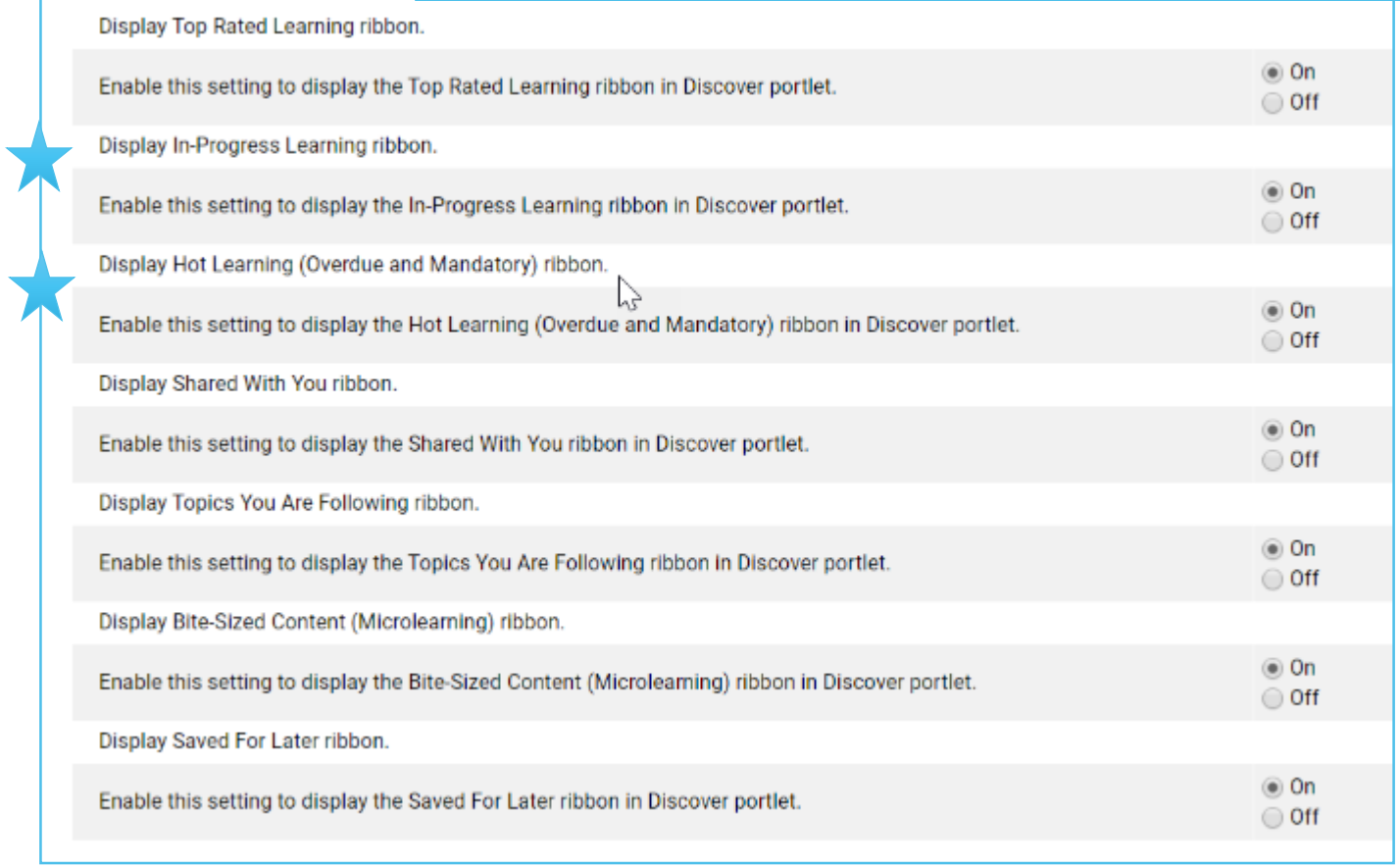
Browse Section (“Ribbon”)	
Bite-Sized Content	Displays ONLY social micro courses and appears only when the Microlearning service is enabled.
Shared with You	Displays all items like files, links, videos, and so on that have been shared with you
Topics You Are Following	Displays formal and informal learning content that are tagged, if you are following same topic tag.
Saved for Later	Displays items you have added to your “Saved for Later” Collection.
In-Progress Learning	Learning where user has started but not completed the class / class content.
Hot Learning	Overdue and Mandatory items. Includes items which will be due in next 30 days
Top-Rated Learning	Displays top-rated learning items such as courses, certifications and curricula. Requires Rating service at domain level. Requires Web 2.0 Actions.

DISCOVER PORTLET
-> New Ribbons focused on Learning Plan



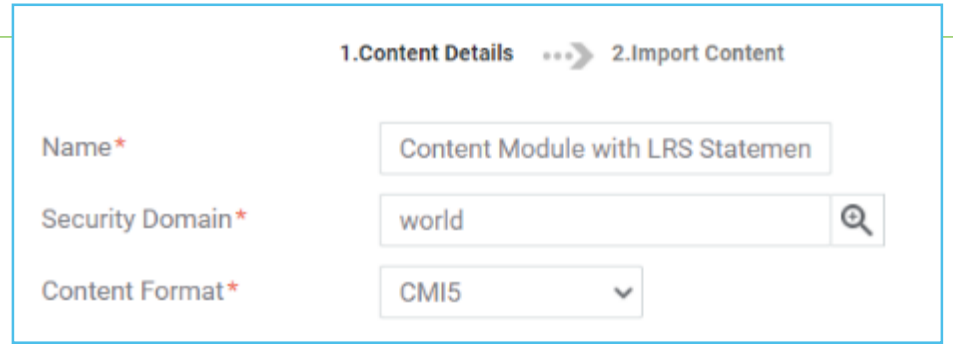
DISCOVER PORTLET
-> Admin Configurability

Admin can now Enable and Disable Discover Portlet Ribbons. Enabling ribbon still depends on Underlying service. For example, “Bite-Sized Content” requires Microlearning service.



CONTENT AND SABA DISCOVERY
→ Support for CMI5 Content Standard

WHAT?	We Now Support CMI5 Content Format.
WHY?	Customers are moving to content standards that support LRS statements. CMI5 is a better standard for Saba to support as it leads to greater consistency and fewer support issues.
WHERE?	Content Library
NOTEWORTHY	



CMI5 is an elearning specification (like SCORM, AICC, and TinCan) that takes advantage of the Experience API for recording learning statements in an LRS.

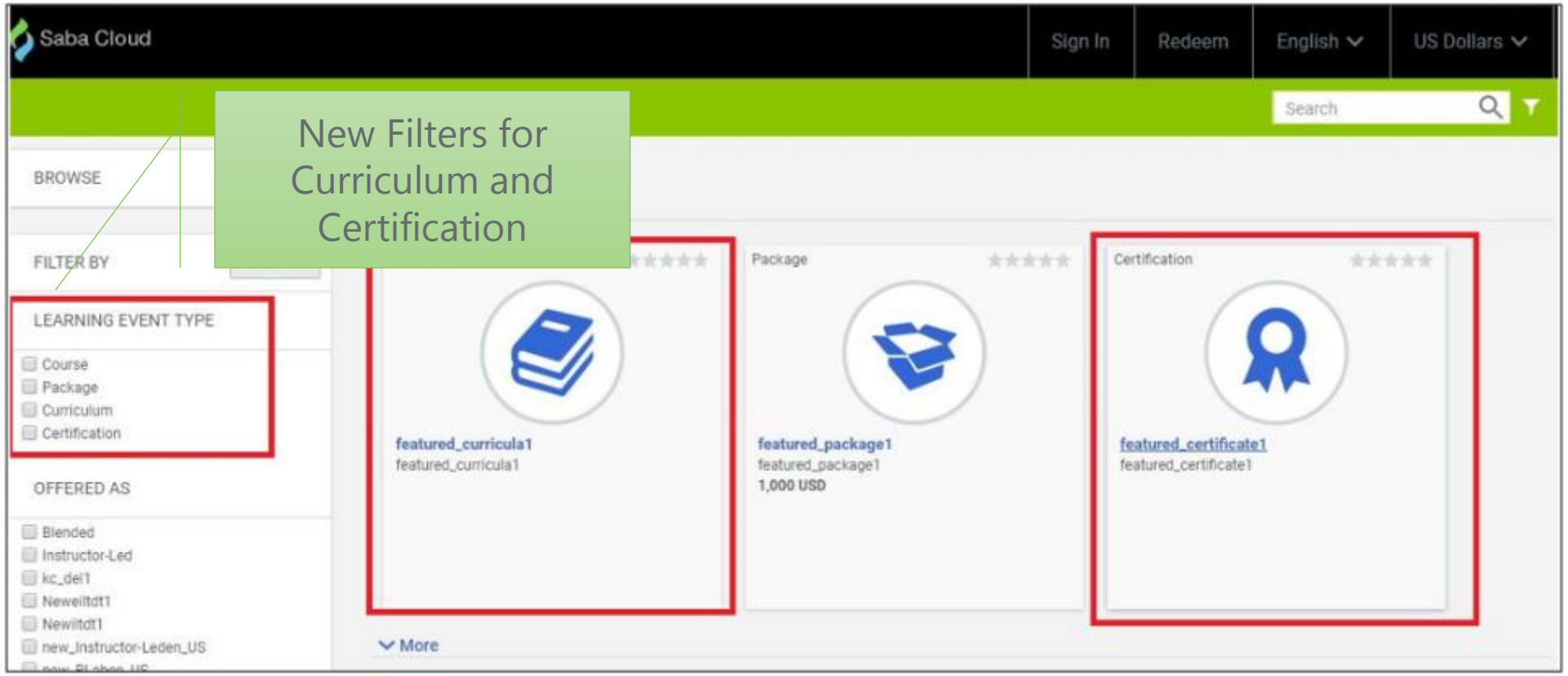
Compared to TinCan, CMI5 provides better interoperability, packaging content in a way the LMS can understand critical information like completions and bookmarking.

Ecommerce

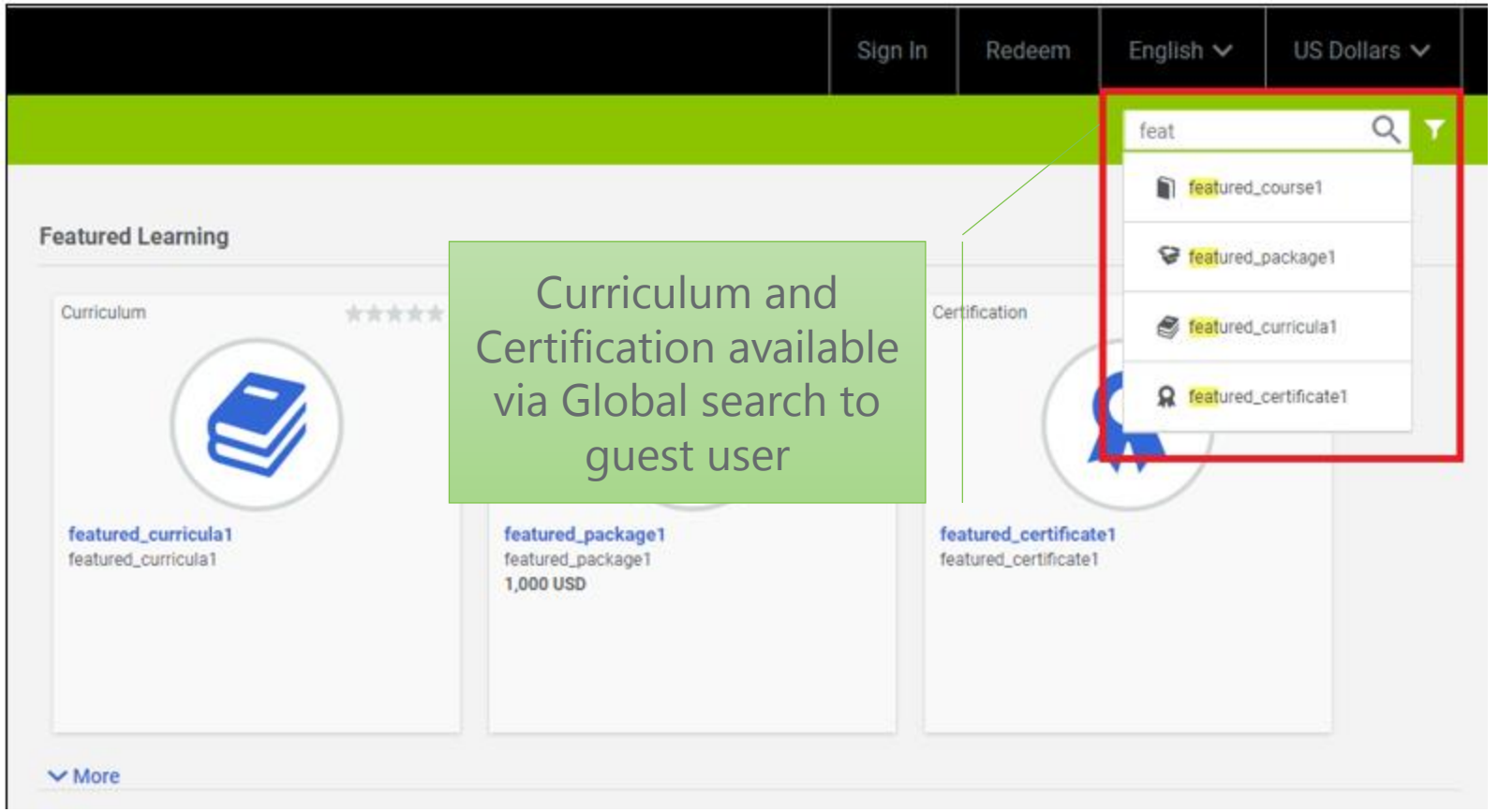
EXTENDED ENTERPRISE AND ECOMMERCE
→ No Roadblocks to Selling

WHAT?	**Certifications and curricula are now added in the guest catalog for purchase along with the courses and packages. Two new filters: Certification and Curriculum, have been added under the Learning Event Type.**
WHY?	All items that can be purchased should display in guest catalog.
WHERE?	Guest User Learning Catalog Logged-In User Learning Catalog
NOTEWORTHY	

Expanded Learning Catalog

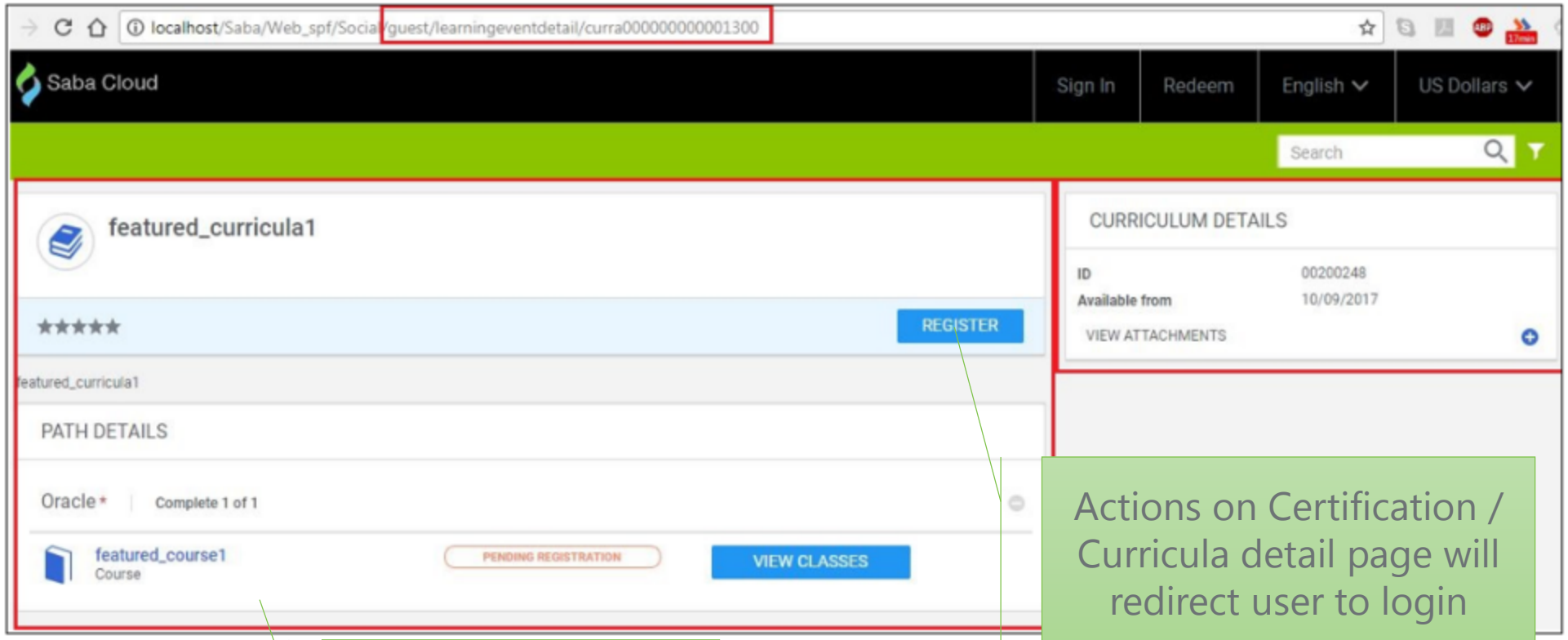


Expanded Learning Catalog



Expanded Learning Catalog

Upon selecting a Certification / Curricula, detail page will display for guest user.



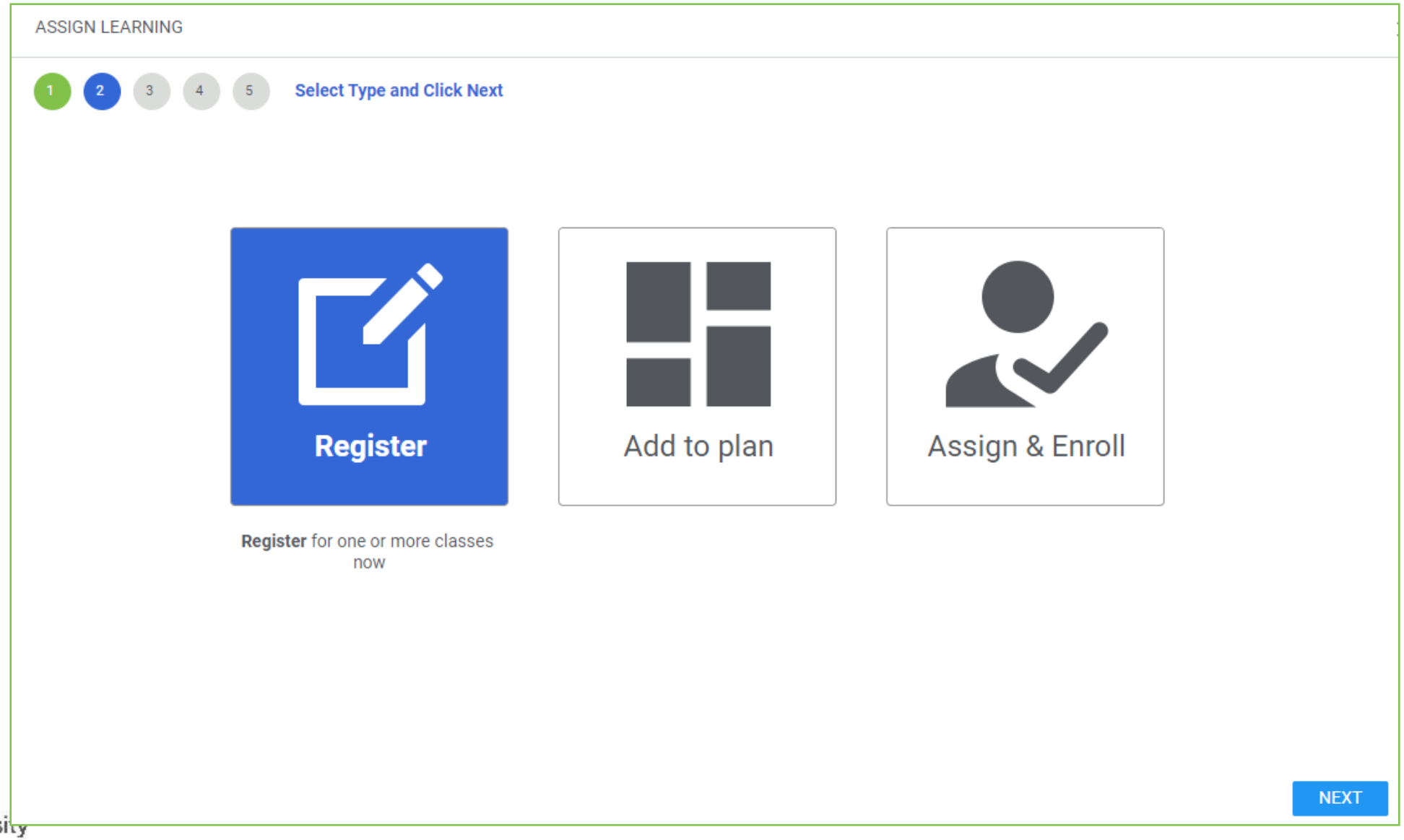
Actions on Certification / Curricula detail page will redirect user to login screen.

No social actions will be present on detail page. (Like, share, Bookmark)

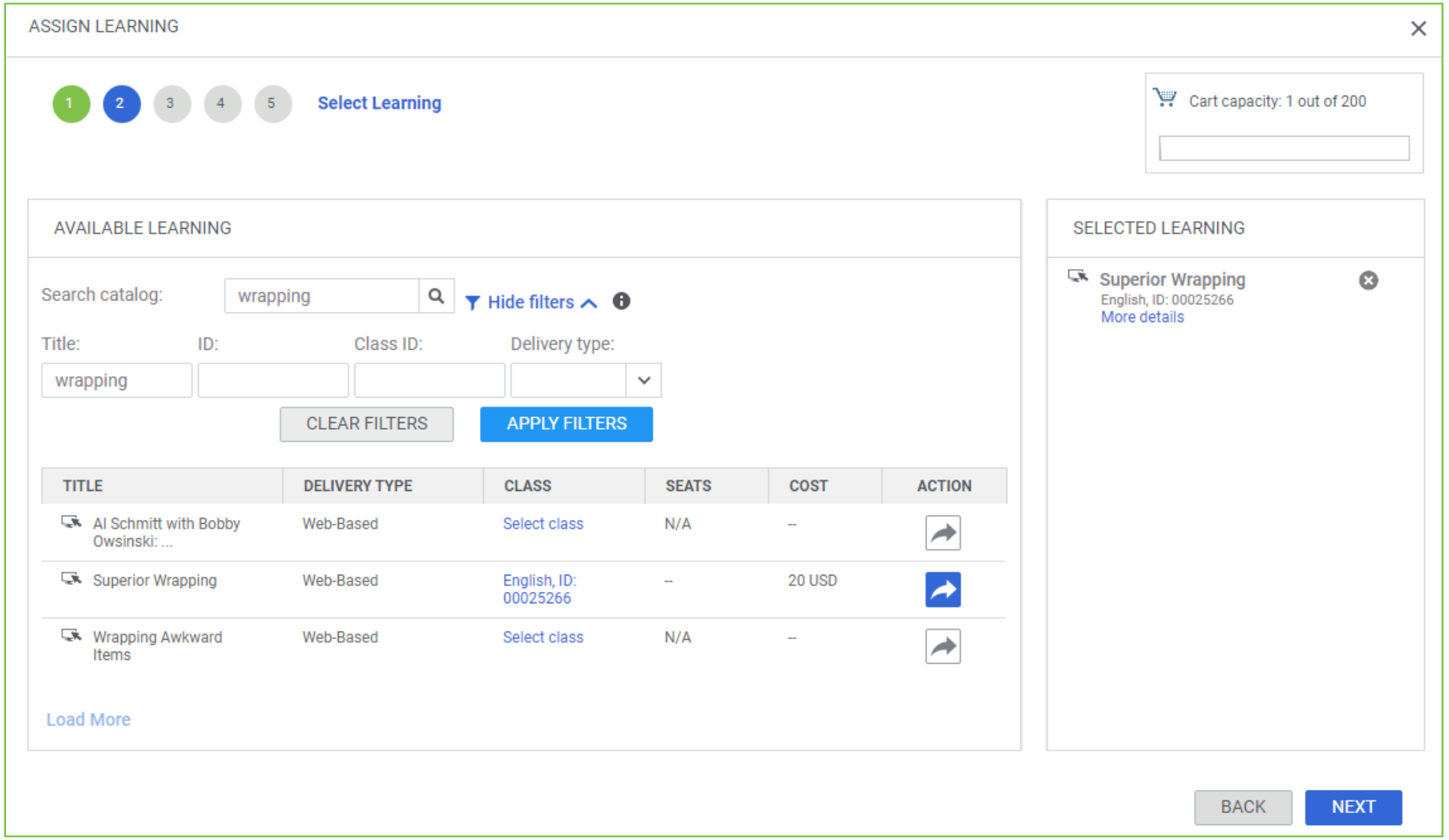
EXTENDED ENTERPRISE AND ECOMMERCE
→ No Roadblocks to Buying

WHAT?	**1) External Manager with Ecommerce Enabled can Register Team and Pay via Assign Learning.** **2) External Manager can Assign Certifications & Curricula and complete the payment flow to register users in selected learning items that make up the Cert/Curr.**
WHY?	External Managers were using Buy for Others process to purchase training for team members. This is more of a gift card process, so the registration is not created at the time of the purchase. External Managers needed a way to purchase and register at the same time.
WHERE?	My Team > Assign Learning
NOTEWORTHY	• Applies to Managers, Alternate Managers, and Organization Managers • As part of this enhancement, we also allow registrar to complete Assign & Enroll flow with payable orders.

Assign Learning with ECommerce



Assign Learning with ECommerce



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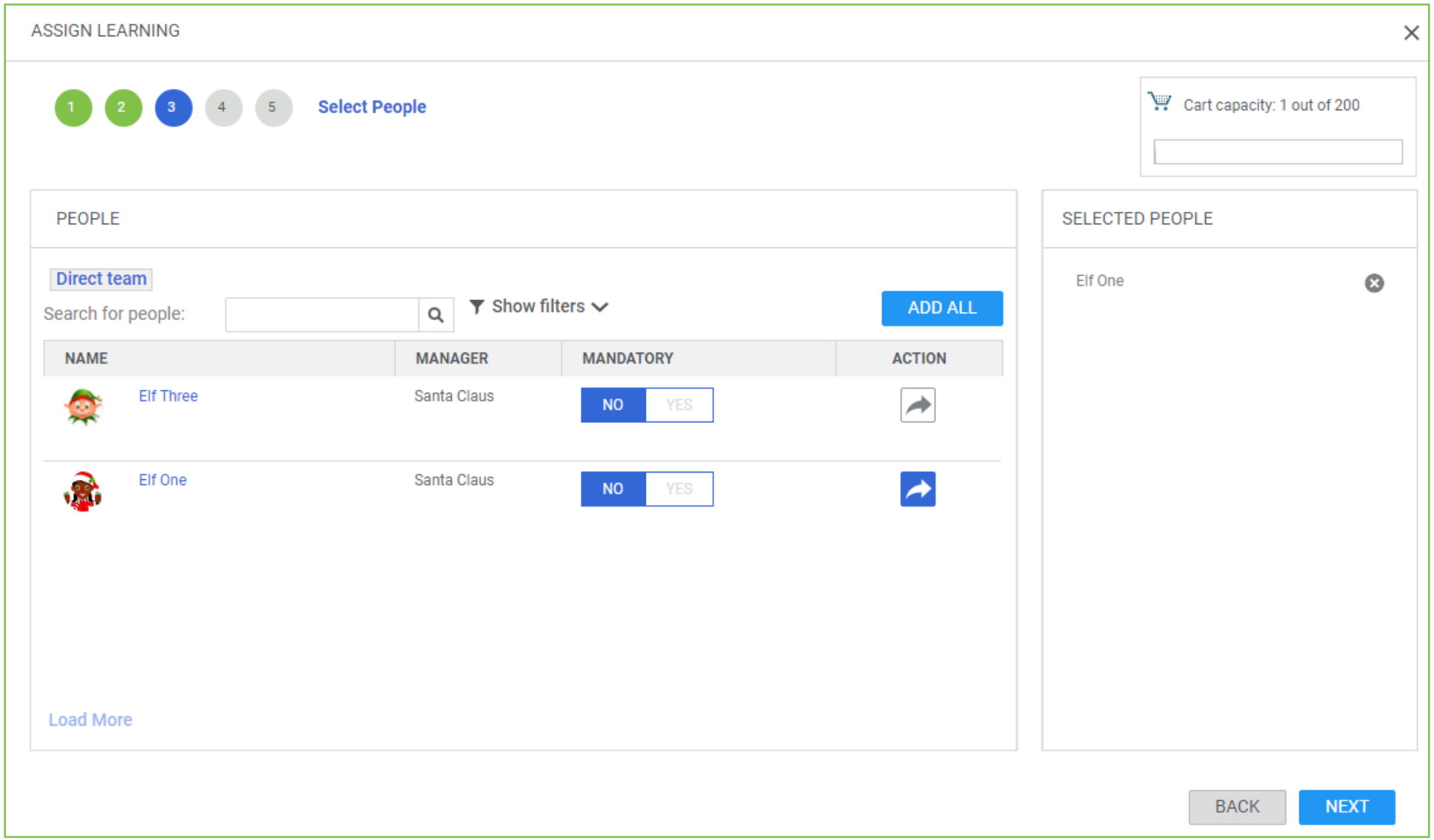
Assign Learning with ECommerce



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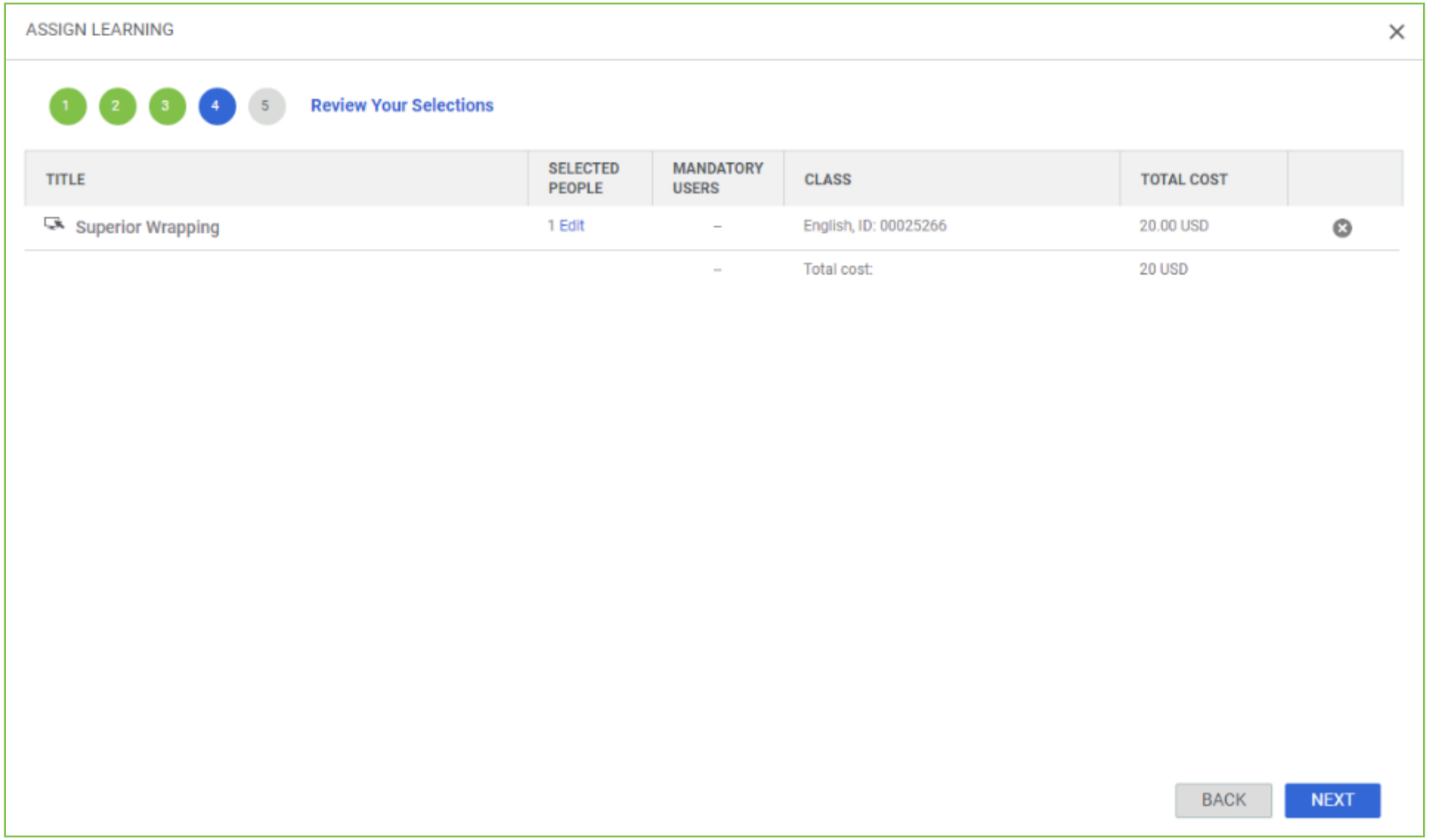
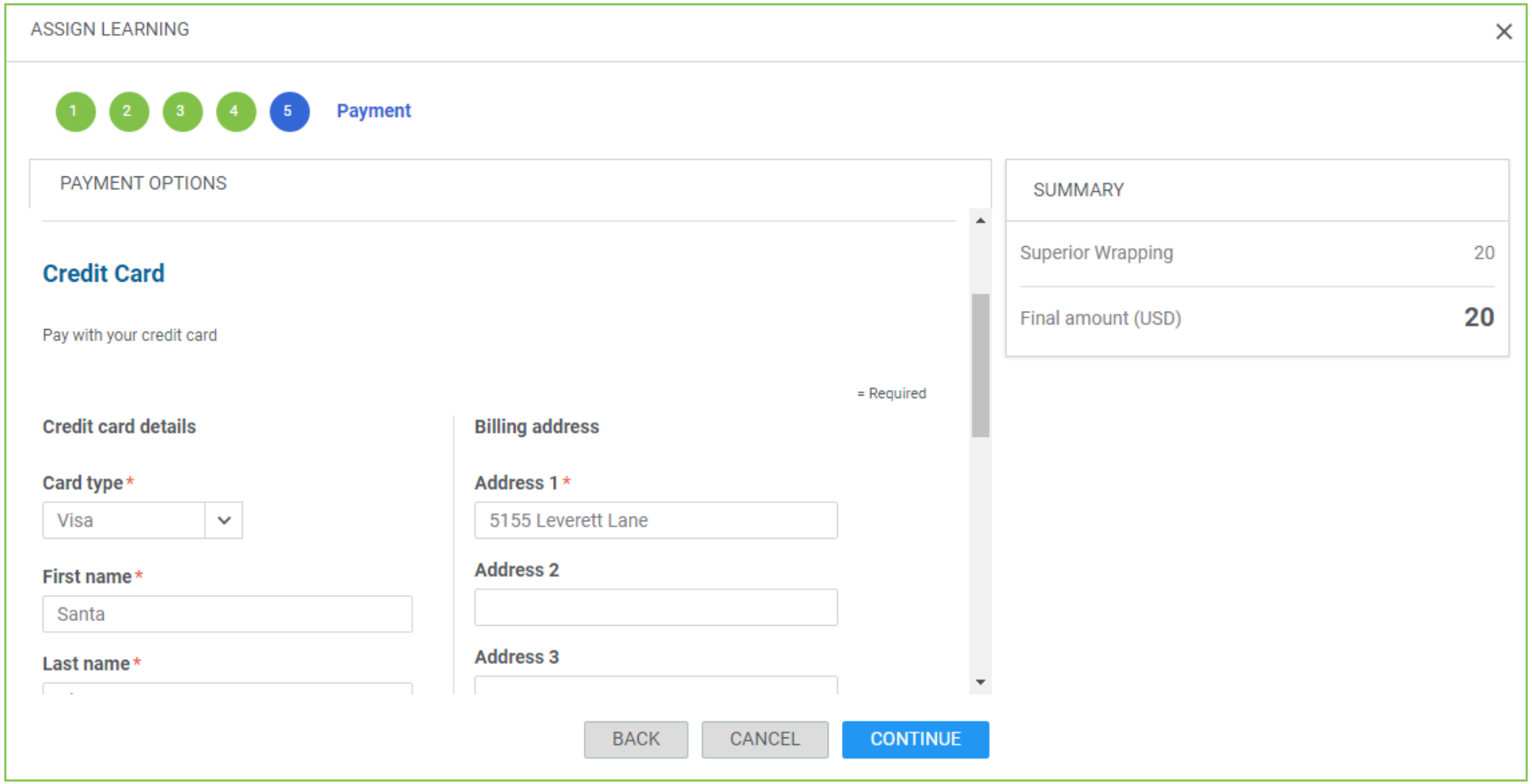
Assign Learning with ECommerce



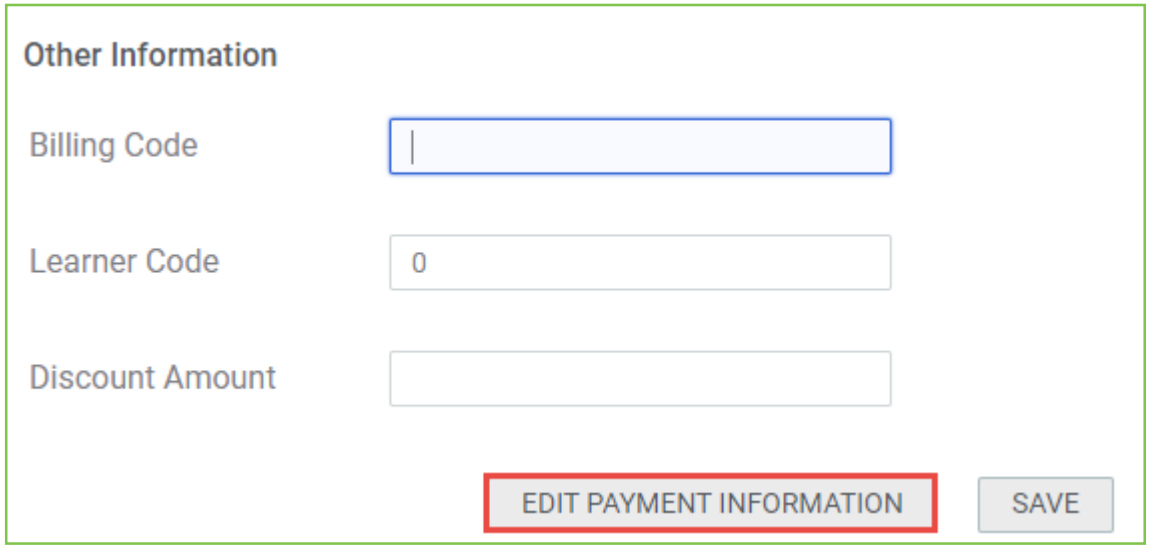
Assign Learning with ECommerce

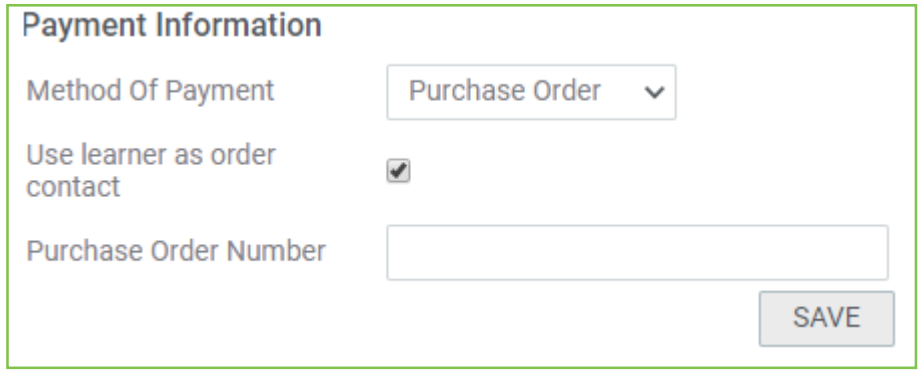


EXTENDED ENTERPRISE AND ECOMMERCE
→ No Roadblocks to Buying

WHAT?	Support for Ecommerce in Prescriptive Rule Based Registrations
WHY?	People Admin can now purchase training as part of a bulk registration via Prescriptive Rule.
WHERE?	Admin > Learning > Registrars Desk
NOTEWORTHY	Supports following payment types • Purchase Order • Training Unit • Subscription Order • Invoice Me • Pay Later Saba Cloud does not store credit card data. Customer could allow credit card purchase of a subscription (for X dollar limit) which could be used. • If Pay Later option is selected, then the order gets created with Payment Initiated status. Learner will not have access to content until payment details are added to his individual order. • After adding the class with payment details, you can edit the payment information if needed by selecting Edit Payment Information from Actions.

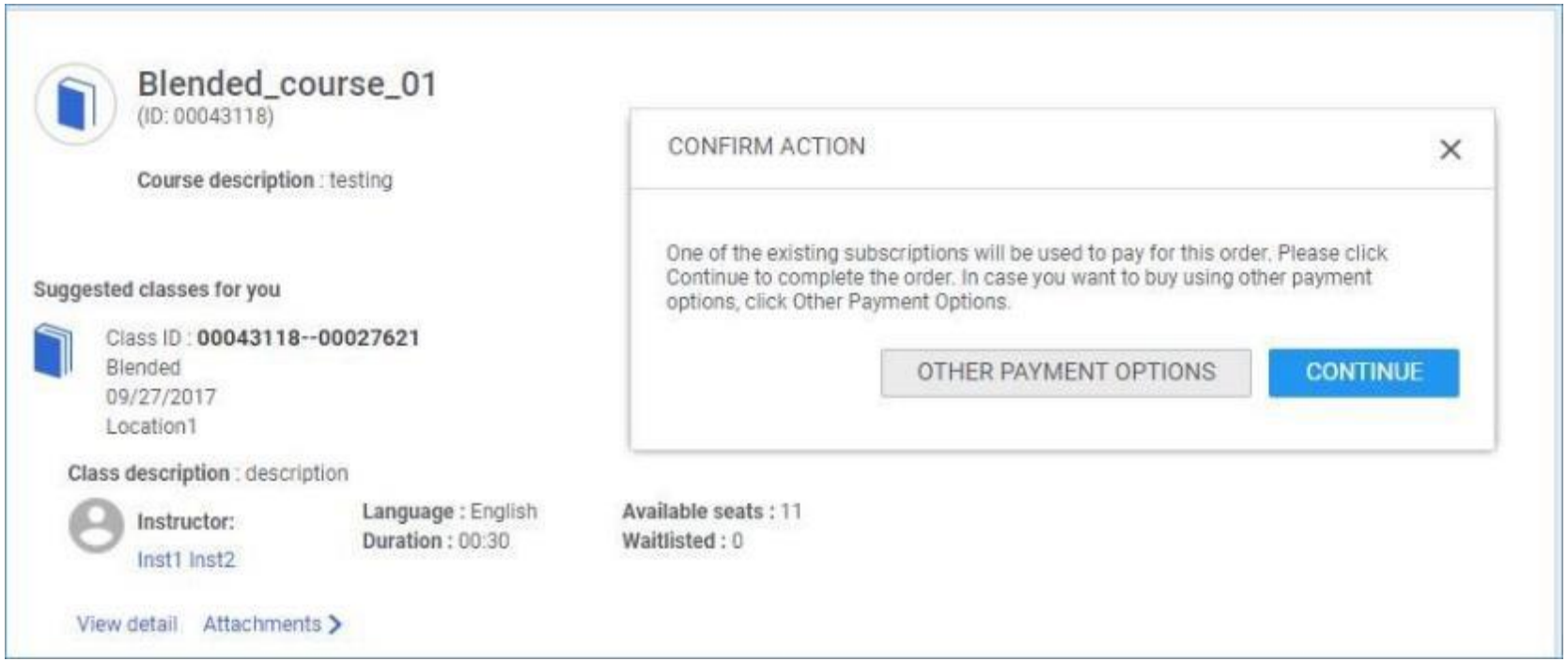
Ecommerce in Prescriptive Rules





EXTENDED ENTERPRISE AND ECOMMERCE
→ No Roadblocks to Buying

WHAT?	Option for End User to Choose Another Payment Type Even If Covered By a Subscription
WHY?	Not all subscriptions are based on expiration. Some subscriptions have a spending or a registration cap. In these cases, the learner may choose to save their subscription and pay with another payment type.
WHERE?	Payment workflow



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Core Learning

Notable Changes

Notable Changes
→ Add External Completed Learning Component Aware

WHAT?	Add Completed Learning Component Aware
WHY?	This is a solid community request. Many customers require custom fields for Course Creation. Prior to this release customers either had to not require custom fields or not use Add External Learning.
WHERE?	My > Add External Learning My Team > Add Completed Learning (New)
WHAT?	Now, when a custom field is set to display on the Course component, this field will be exposed when creating an Ad Hoc course via Add External Learning.

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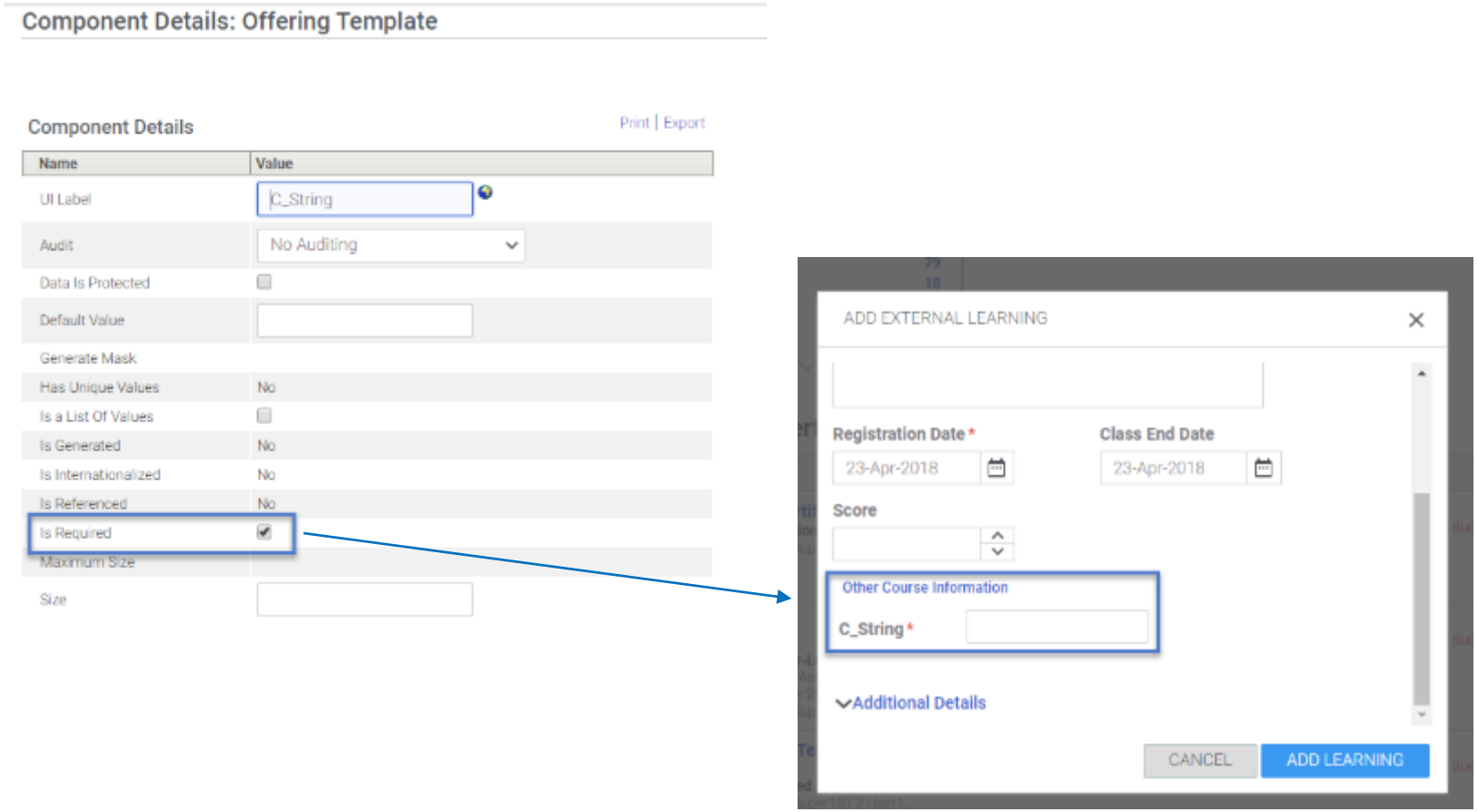
Notable Changes
→ Add External Learning Component Aware

- Here you can see where the Component has Custom 0 labeled as C_String and marked as required.



Notable Changes
→ New Org Manager Named Queries

WHAT?	New Org Manager Named Queries – Part II
WHY?	Provide additional named queries for 4 Learning Notifications as customers need to have more notifications which notify Organization Managers so they are aware of critical changes and can take appropriate action
WHERE?	Admin > System > Configure System > Notifications
WHAT?	**1. Instructor-Led Class Cancelled** **2. Learner Certification Expiration in X days Reminder** **3. Learner certification is Expired** **4. Change StartDate/SessionTemplate of Instructor-Led Class**

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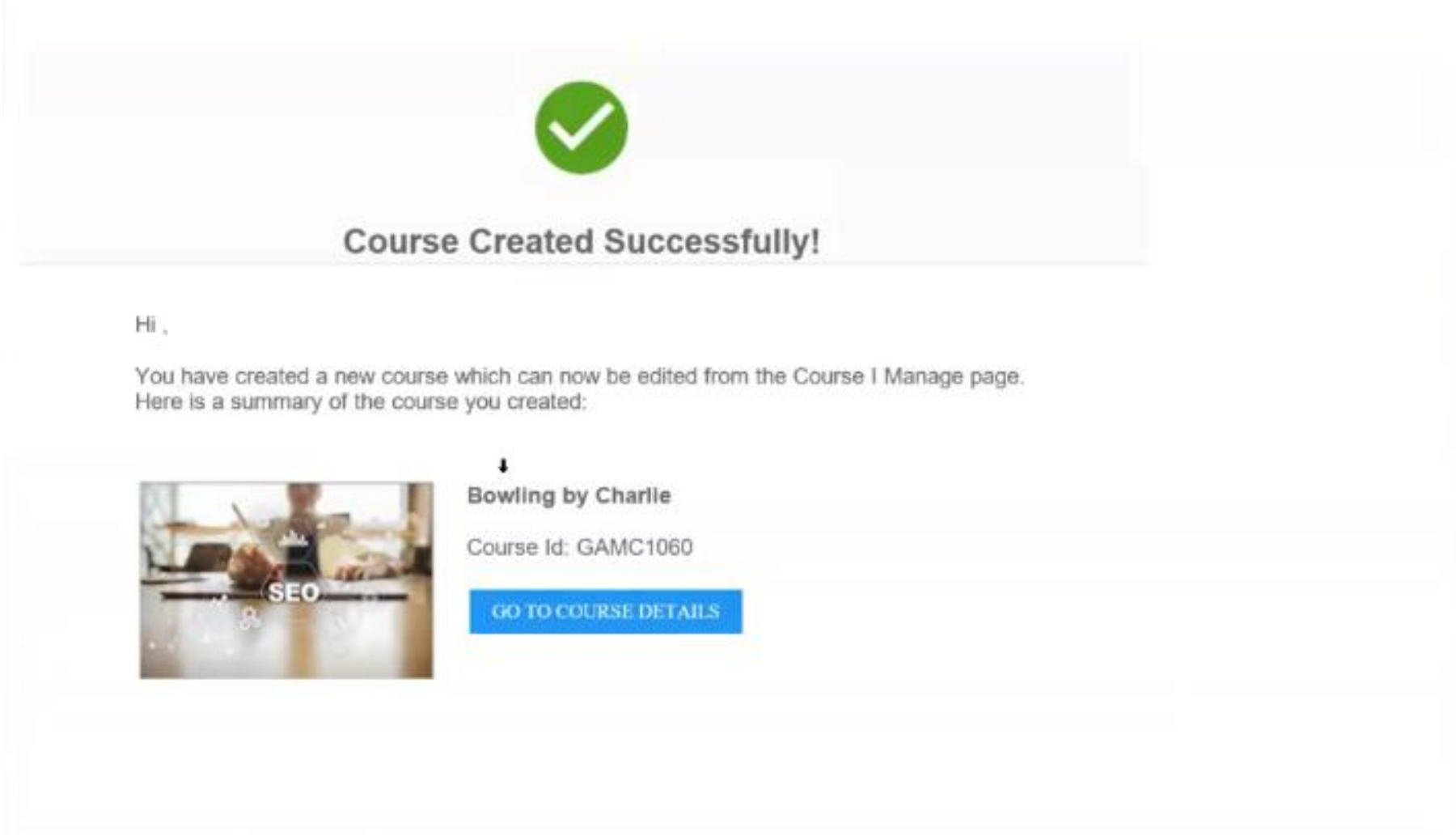
Notable Changes
→ New Org Manager Named Queries



Course/Class Simplification w/Gamification

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Course/Class Simplification with Gamification\
→ Course/Class Templates

WHAT?	Provide Catalog Admins with the ability to create Course/Class Templates to be used when creating a Course
WHY?	• Customers love our capability but want to be able to decentralize the management of the catalog with less training and without having to give up Admin rights. • Customers like the Quick Course, but often say: "We like it, but can't use it as it has X and doesn't have Y"
WHERE?	Admin > Learning > Manage Learning Catalog > Course Template
NOTEWORTHY	• Catalog Admins will have the rights to create and manage templates • They support only the OOB field supported in the current Quick Course and any custom field enabled on Course and Class • Have three statuses: Draft, Active and Inactive • When accessed for the first time a sync will run to synchronize the Template with Component Dictionary • Also, when a change is made in the Component upon save all templates will be updated • Templates are Domainable

Course/Class Simplification with Gamification
→ Introducing New Achievement Badges

WHAT?	Accelerated Learning Compliance using Game Theory with the introduction of two new Achievement Badges
WHY?	• Customers have long asked for Gamification to reward learners who meet due dates • Not only complete the learning on time but to also ensure learners are comprehending and retaining the material. Through the First-Try badge, they can now reward them for completing a test on the first try
WHERE?	Admin > HR > Manage Badges > Badges
NOTEWORTHY	• These are OOB Badges which cannot be disabled nor can the image be changed • Only the HR Admin with proper rights can add points to the badges • The points assigned to the badges will be the same for every course if the course is gamified and points are allowed • Unlike the Course Badge introduced in a prior release, these badges can only be assigned from the Course and not from the Manage Badges • On-time badge is only awarded once per course. However, the First Try Badge can be awarded as many times as there are Tests in the course

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Course/Class Simplification with Gamification
→ New Local Catalog Admin role

WHAT?	To support the new Course Creation workflow we have introduced a new security role: Learning Admin – Local Catalog Admin
WHY?	• This security role allows end users to create and manage courses using a new, streamlined UI and workflow. The ability to use templates can be added to simplify the creation process.
WHERE?	Admin > System > Manage Security > Security Roles

NOTEWORTHY	• OOB this role will be able to do the following:
	  • Create a Course via the new workflow with the basic fields
	  • Manage these courses through a new page: Courses I Manage
	• Additional privileges will need to be added to allow these new Admins to Create using Templates, Gamify and Gamify with Points

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Course/Class Simplification with Gamification
→ New Course/Class Creation

WHAT?	New Course Creation workflow to allow for the decentralization of the Learning Catalog
WHY?	• Customers have asked for the ability to allow key users in their company to create Learning for registration without having to spend numerous hours training and giving up Admin rights
WHERE?	Home > New Course Me > Courses I Manage
NOTEWORTHY	• Merged Course, Delivery Type, WBT Class and Content into one workflow • OOB, only the minimum fields required to create all objects are exposed during creation • Domain is the users Home Domain by default • Available From is defaulted to todays date unless the course is saved as draft (this status is only for display purposes and not reportable) • Display for Learner and Call Center are also checked by default • You are now able to group activities into Sections

Course/Class Simplification with Gamification
→ Gamify a WBT Course

WHAT?	New Create Course workflow with the ability to Gamify
WHY?	• Our customers have long asked for the ability to Gamify Learning to encourage learner to complete learning on time and to increase engagement
WHERE?	Home > New Course Me > Courses I Manage
NOTEWORTHY	• To Gamify a Course the Local Catalog Admin role will need the privilege: Can Local Catalog Admin Gamify Course • This only allows the course to assign a course completion badge, and the two achievement badges; No Points • To Gamify a Course with Points an additional privilege is required of: Can Local Catalog Admin Add Points to Gamified Course • Creating a course using a Template will require the privileges of: Can Local Catalog Admin Use Course Template on the System Component and also Is Local Catalog Admin • Recommend that the Local Catalog Admin security role be Cloned if they have different Local Catalog Admins creating in different ways

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Course/Class Simplification with Gamification
→ Security Role Settings

System Component Privileges

☐	Can configure Career Planning
☑	Is Junior Catalog Admin
☑	Can Junior Catalog Admin use Course Template
☐	Can Create Blogs

Offering Template Component Privileges

☑	Change Display for Web and Call Centre
☐	Can Revoke/Cancel Recurring Course Assigned to Others
☑	Can Junior Catalog Admin Gamify Course
☑	Can Junior Catalog Admin Add Points to Gamified Course
☐	Can View Protected Data
☐	Admin View

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Course/Class Simplification with Gamification
→ Create Course & Manage Courses I Created

WHAT?	Provide the ability for a Local Catalog Admin to create and manage the courses they have created
WHY?	• As stated, customers want to decentralize their catalog without giving up Admin rights
WHERE?	Me > Courses I Manage

NOTEWORTHY	• Local Catalog Admins will get the privilege of Is Local Catalog Admin on the System Component which give them access to the Portlet and Courses I Manage
	• These courses cannot be managed anywhere but through this workflow
	• Local Catalog Admins will be able to view all courses they are a Creator or an Owner of via Courses I Manage page
	• With that, Admins will need to do one of the following to assist or troubleshoot
	  • Ensure they are the Owner of the Course
	  • Screen share with the Creator or Owner
	  • Proxy in as the Creator or Owner

Course/Class Simplification with Gamification
→ New Pre-defined Course Notifications

WHAT?	New Look and Feel Pre-defined Course Notifications
WHY?	• Many customers have requested we provide notifications without Saba Branding
WHERE?	Admin > System > Manage Notifications > Events

NOTEWORTHY	• The following Events have the new look and feel available:
	  • Course Created
	  • Course Added to Profile
	  • Course Due in 30 Days
	  • Course Due in 15 Days
	  • Course Due Today
	  • Target date changed for a course in learner's plan
	• Existing Pre-defined events will remain
	• To take advantage of these new events, customers will need to enable

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Saba Rewards

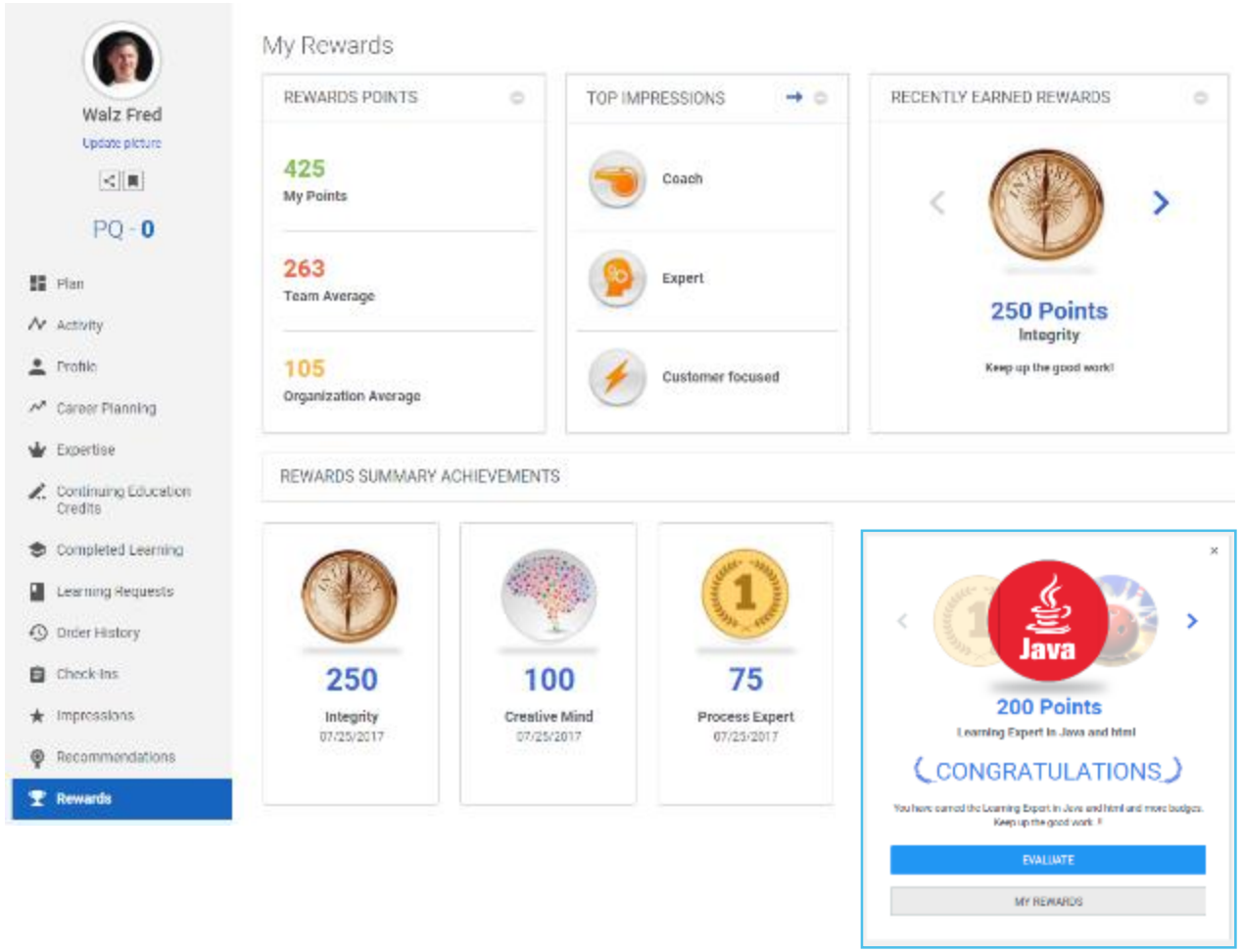
Saba University

Rewards – What Do We Have Now?

Learning Motivation:
- **Badge** for Course completion
- **Badge** for Certification and Curriculum completion
- **Points** per Badge
- Reward Messages
- Reward Notifications

Impression Rewards
- **Badge** for Impression
- Visual tie in on Rewards page

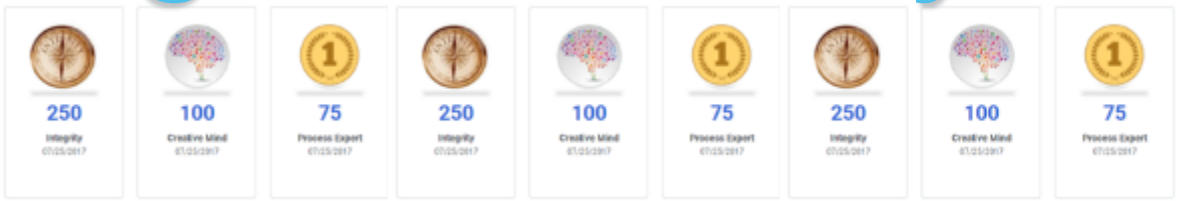
Points-Based **Leaderboard**



SABA REWARDS
→ Foundation Rewards Service

WHAT?	Rewards Service is moved from Collaboration to Foundation
WHY?	Learning customers who do not choose to use Collaboration features can still get benefit from rewarding learning completion.
WHERE?	Admin > System > Configure System > **Foundation** > Rewards
NOTEWORTHY	• Two Business Rules under Rewards Service control use of Points

Badges for Everyone!!



SABA REWARDS
→ Badge Security Updates

Problem	Solution
Admin needs to manage badging for all users in the system.	HR admin with appropriate rights, can create a badge and assigning points to that badge regardless of whether rewards and/or points are enabled on his/her own domain..
Admin needs full access to align learning items with badges	When adding learning item to a badge, **admin can see all the learning items** for which they have domain rights to see even if a learning item is not on the same domain as the badge.
Optimize points workflow and display.	Learning Badge restricted to 1000 points. Existing Badges not affected. Points given as part of an Impression will also be restricted to 1000.

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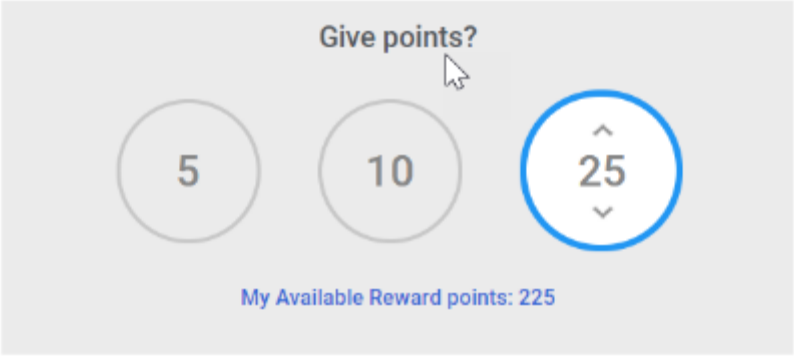
SABA REWARDS
→ Peer Rewards and Impressions

WHAT?	Ability to give points to a peer as part of giving an Impression.
WHY?	End users are accumulating points from completing learning and certification programs. Now these points can be used to reward a peer who has gone above and beyond for you.
WHERE?	Impression workflow
NOTEWORTHY	• Business Rules under Rewards Service controls use of Points



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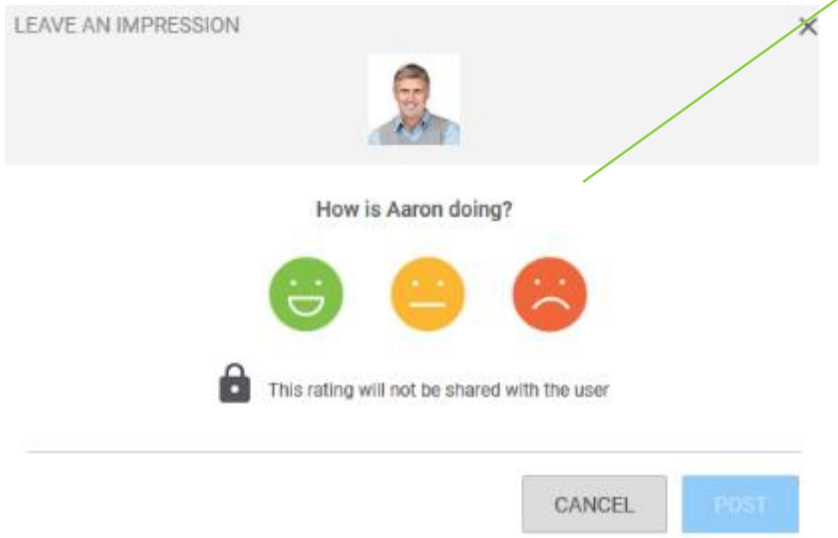
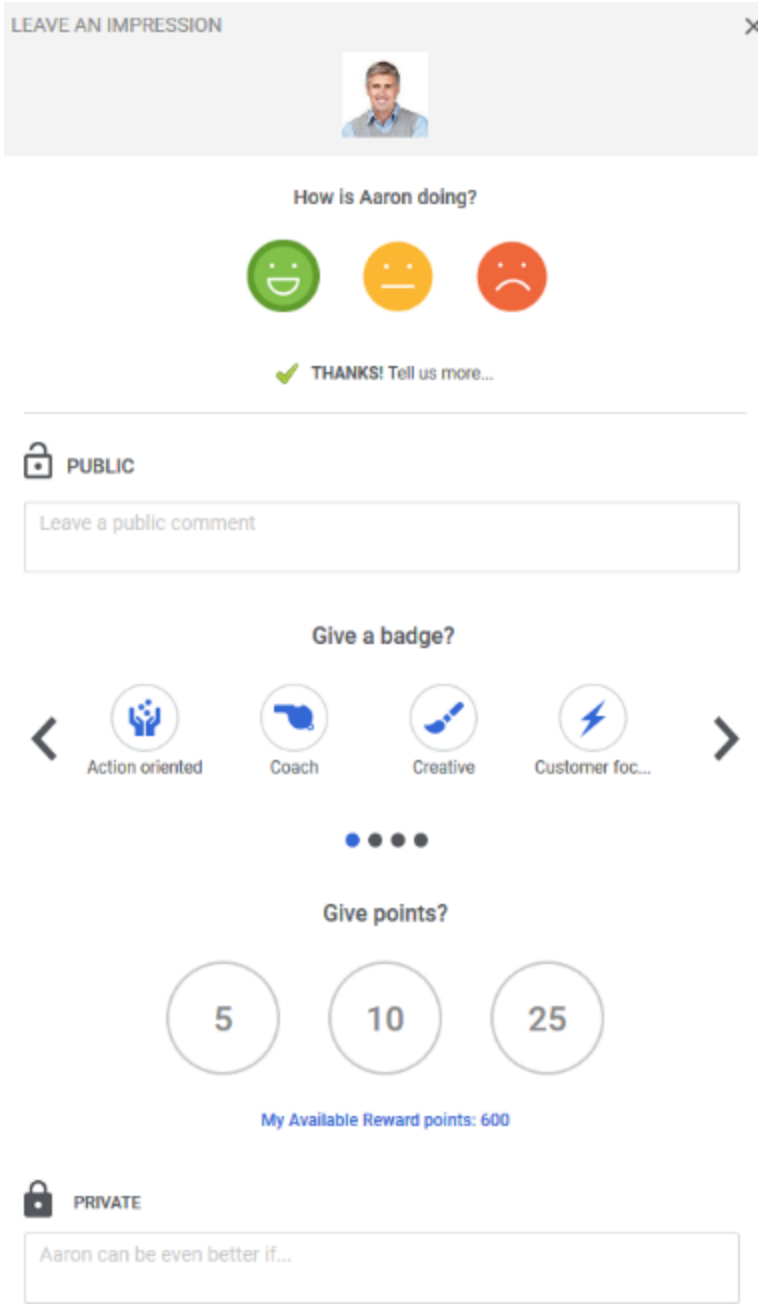
SABA REWARDS
→ Peer Rewards and Impressions

- Impressions NPS Updated “How is X doing?”
- Badge Options unchanged
- New Points option
  - Shows available points
  - Provides default point gifts
  - Allows you to raise/lower value
- Private comment unchanged





SABA REWARDS
→ Peer Rewards and Impressions

Aaron Good

Update picture

PQ - **0**

- Plan
- Activity
- Profile
- Career Planning
- Expertise
- Continuing Education Credits

My Rewards

BADGES

ME 12 | TEAM 2 | ORGANIZATION 2

6	4	2
LEARNING	IMPRESSION	ACHIEVEMENT

WALLET

700 POINTS

Master Order Taker Award

1

New Hire Winner

1

Diversity Superstar

1

Compliant Worker

1

Anti-Corruption Regulation Badge

1

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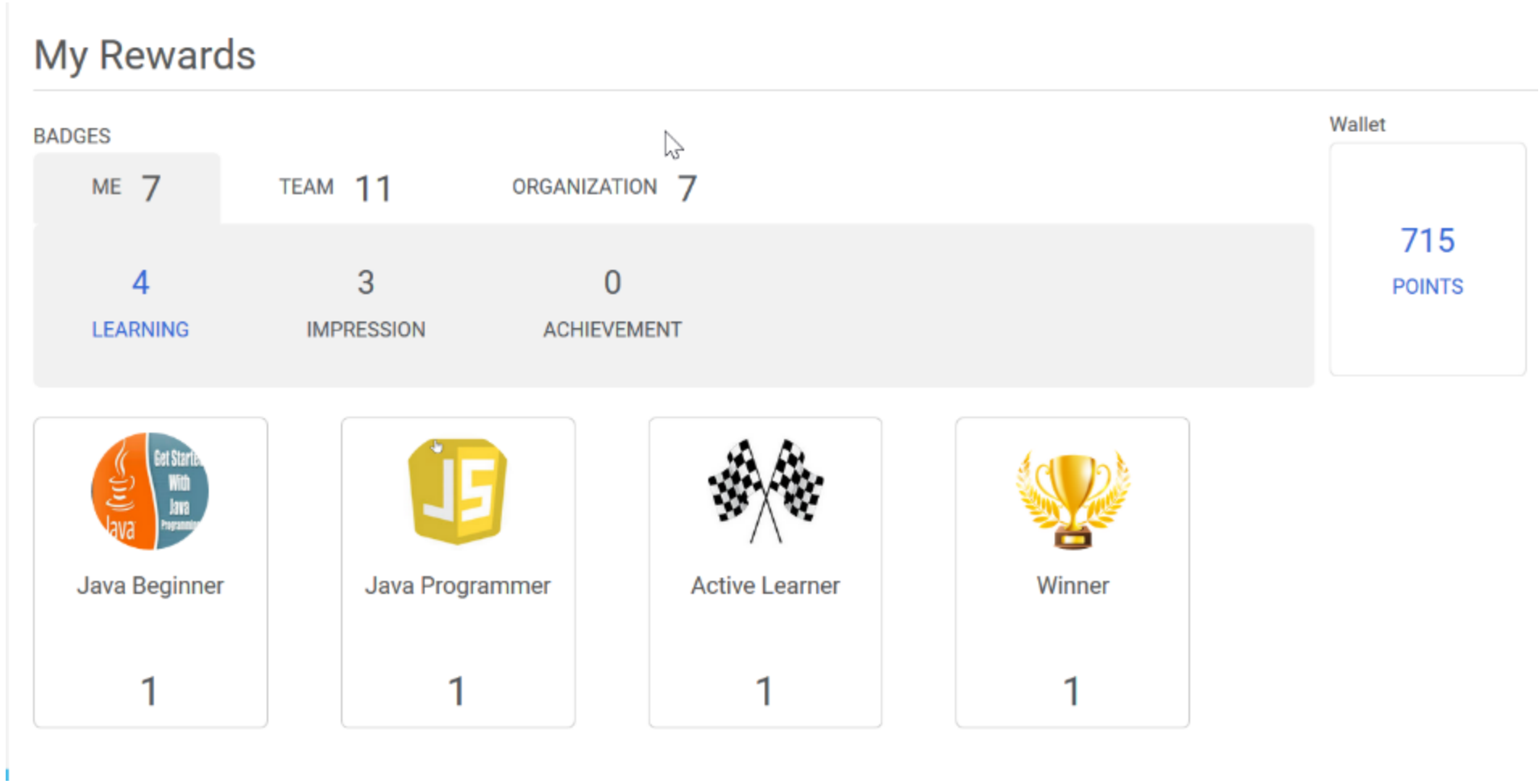
SABA REWARDS
→ Updates to My Rewards Page(s)

WHAT?	**My Rewards Page Updated to Accommodate Impression and Achievement Badges – and Expansion of Leaderboards.** **Badge Count now used in Leaderboards. Accumulation of Points is still displayed.**
WHY?	Expanded Usage of Badging and Points across Saba Cloud Workflows!
WHERE?	Me > My Rewards
NOTEWORTHY	• Rewards service Controls visibility of My Rewards page • Impressions service controls visibility of Impressions • Business Rules under Rewards Service controls use of Points • Rewards Redemption service controls behavior of Points "Wallet"

SABA REWARDS
→ Updated My Rewards Page



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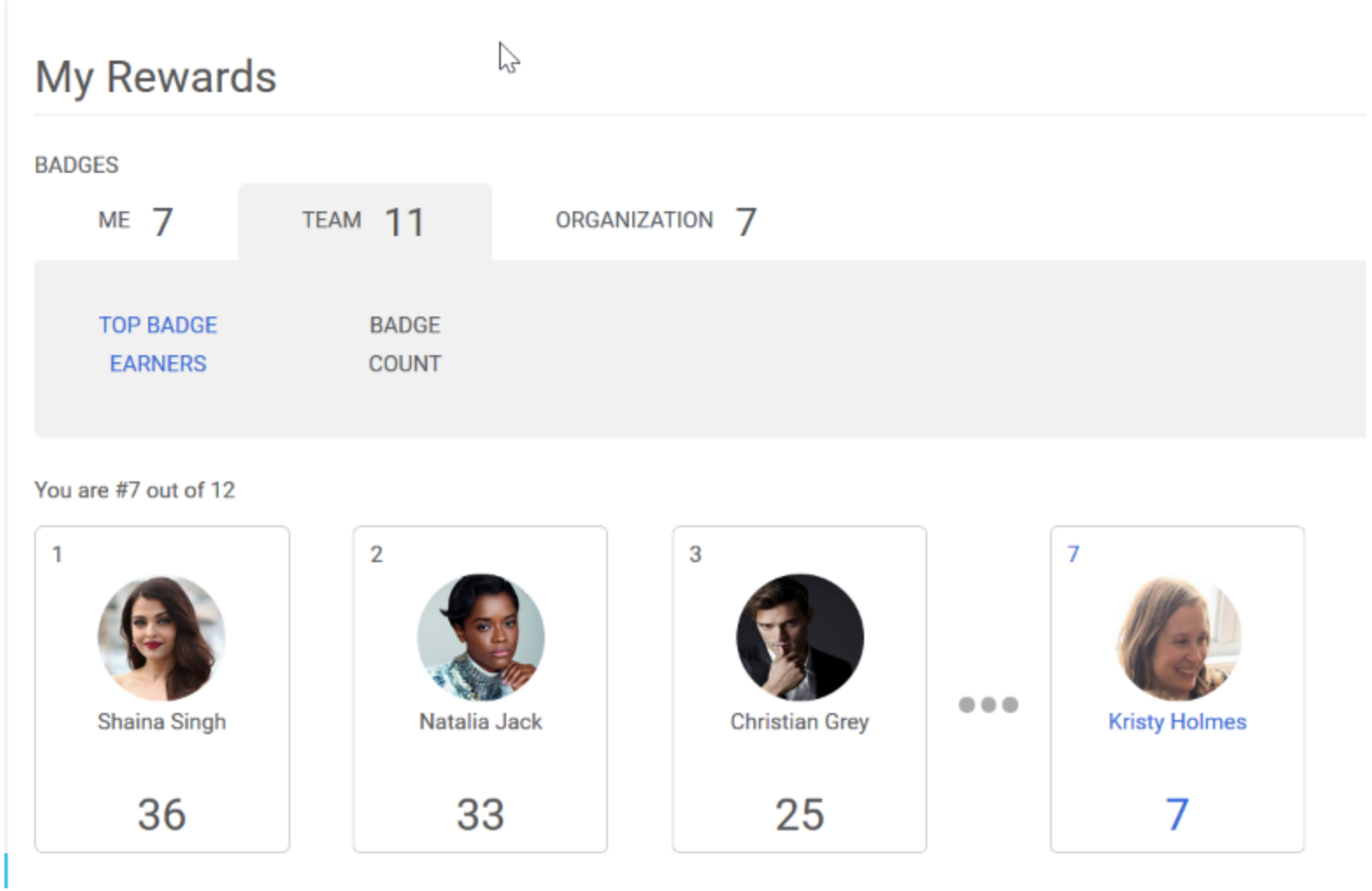
SABA REWARDS
→ Updated My Rewards Page



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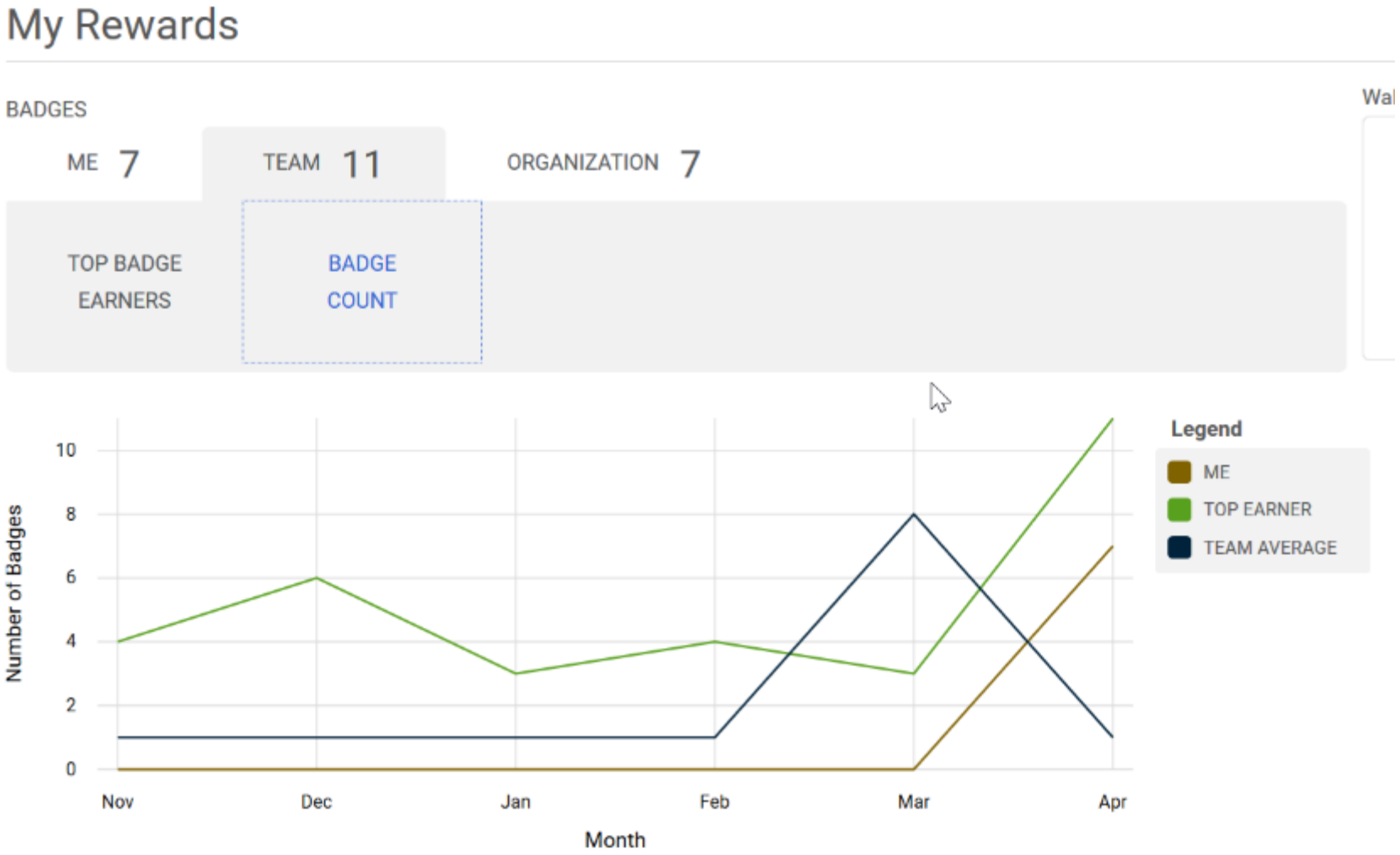
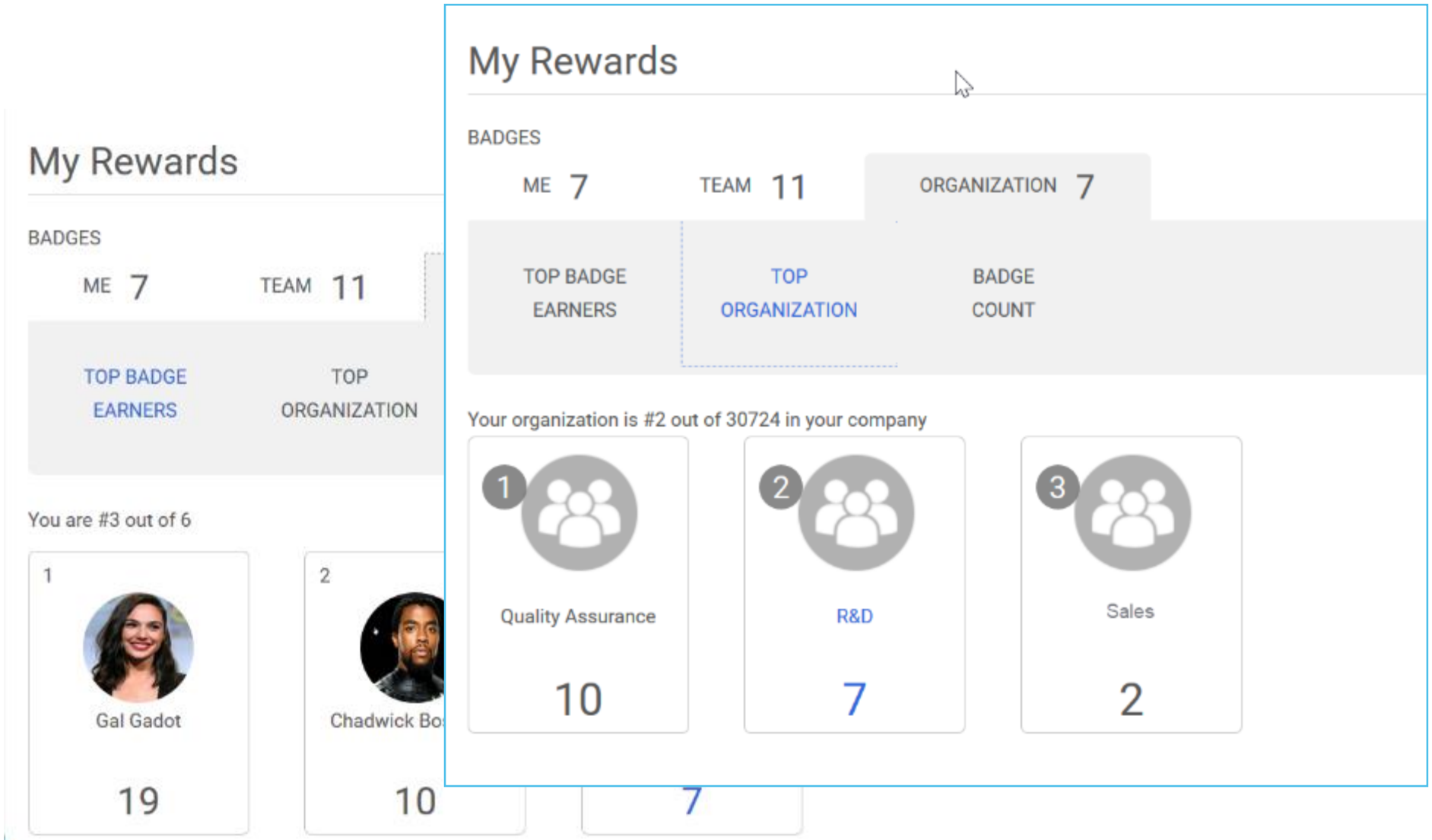
SABA REWARDS
→ Updated My Rewards Page



SABA REWARDS
→ Updated My Rewards Page



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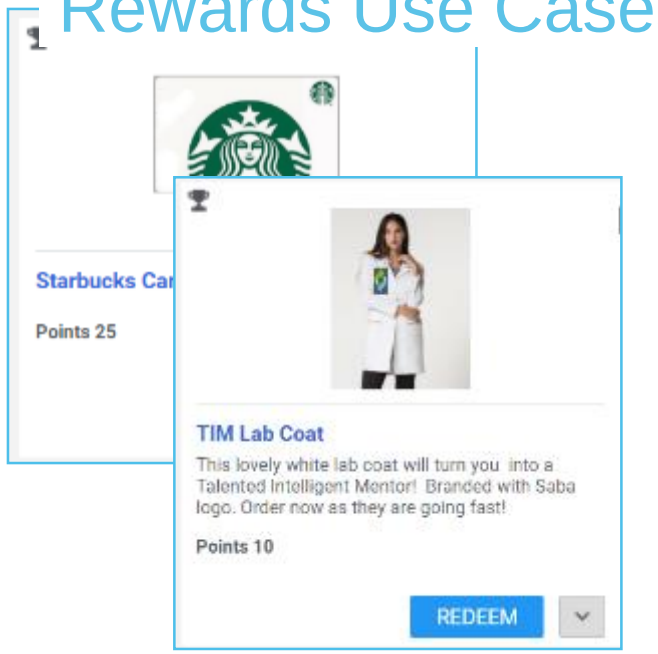
SABA REWARDS
→ Rewards Redemption

WHAT?	The Ability for an End User to Redeem their Points for Incentive items
WHY?	Allows organizations to recognize extra effort.
WHERE?	Admin > System > Configure System > Foundation > Rewards > **Rewards Redemption** Admin > HR > Manage Rewards Me > My Rewards > My Wallet
NOTEWORTHY	• Rewards service Controls visibility of My Rewards page • Business Rules under Rewards Service controls use of Points • Impressions service controls visibility of Impressions • Rewards Redemption service controls behavior of Points "Wallet" • Points/My Wallet page will display if Rewards Redemption is Off but only Points History will display • If Rewards Redemption service is Off, Reward items in global search is also disabled

Rewards Use Cases



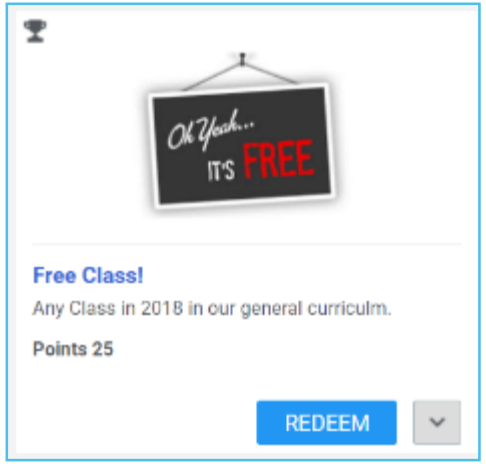
Internal Employee

- Branded Backpack
- Best Parking Spot
- Day Off
- Team Party/Restaurant
- Gift Cards
- Donation

Non Standard

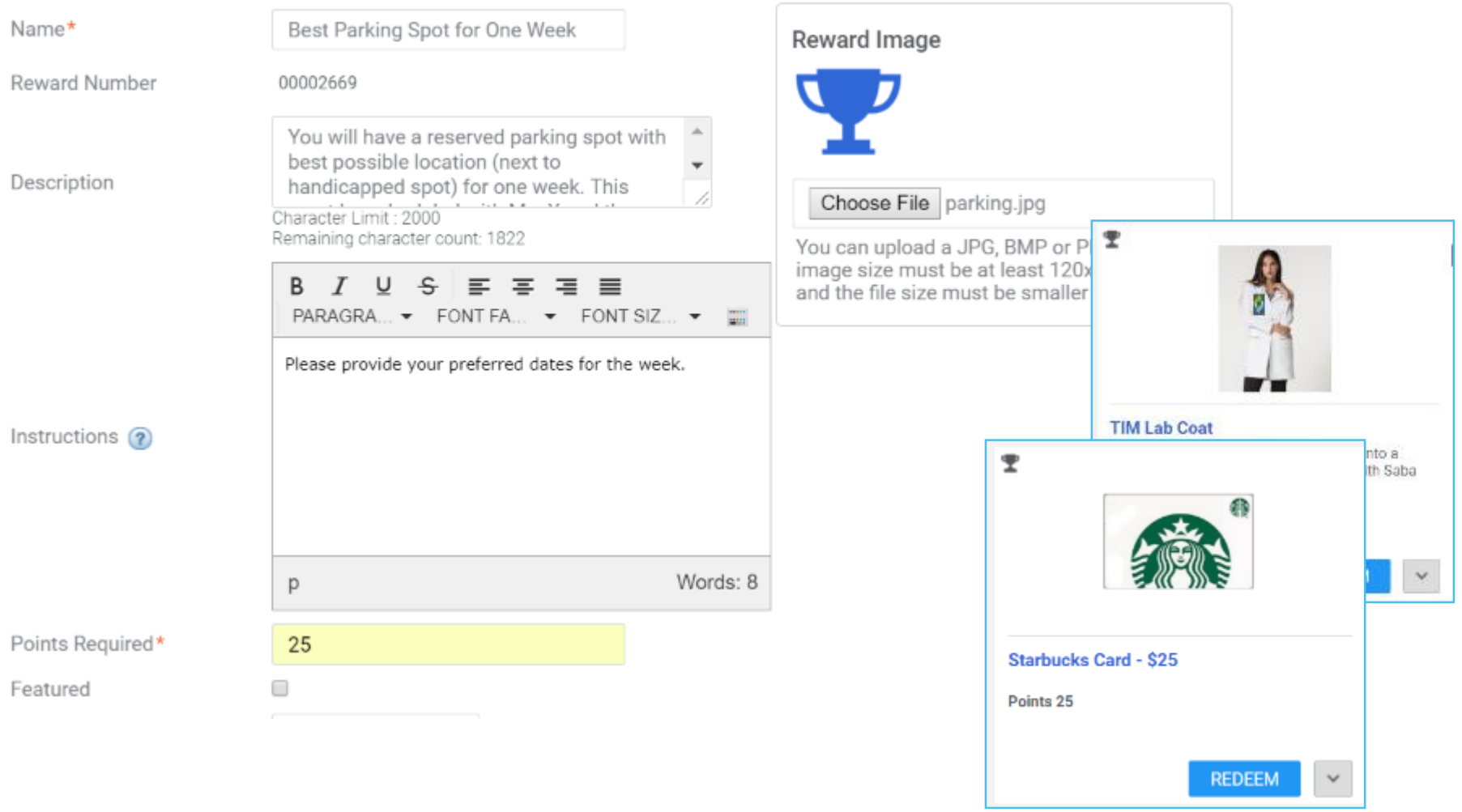
- Developmental Opportunities
- Product

External Users – Customer, Suppliers
May be Rewarding Frequent Shoppers



- Free Course
- Discount
- Consulting Time

Admin – Creating Reward Items
→ Fast and Easy…



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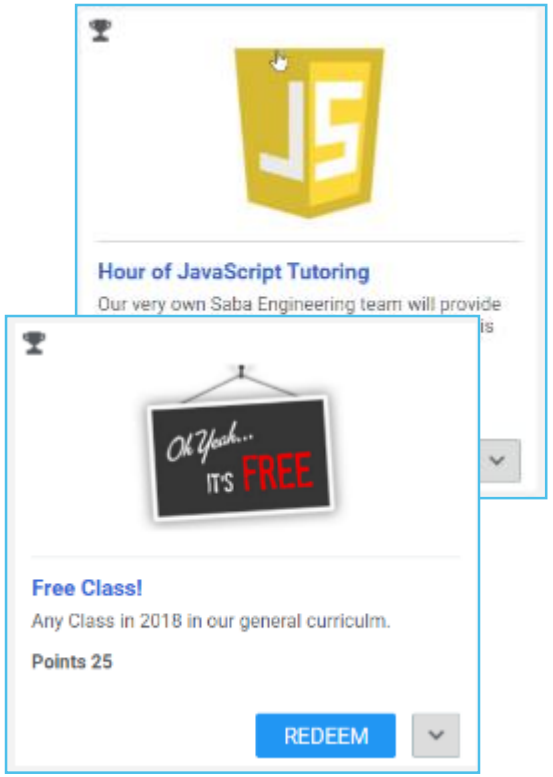
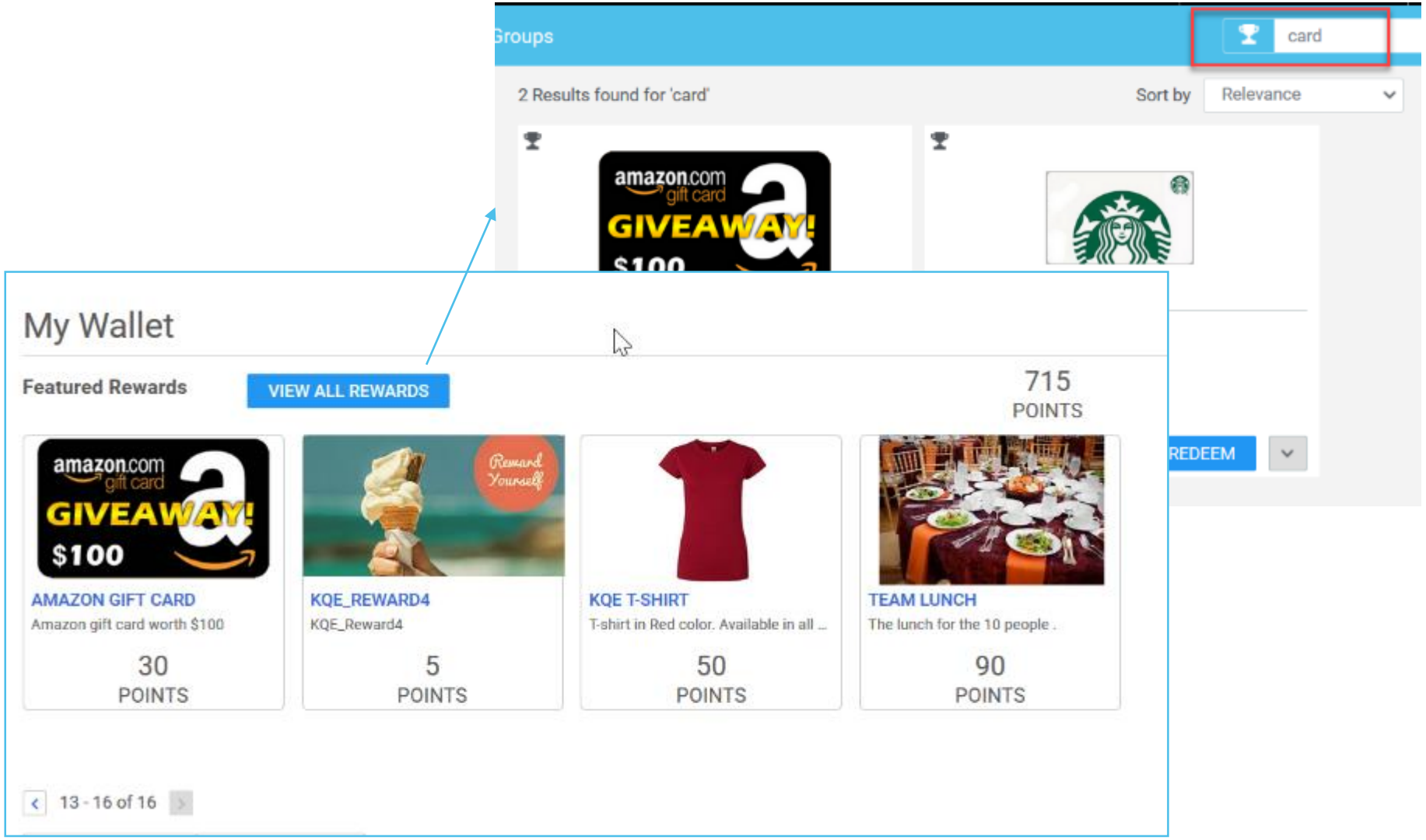
Admin – Creating Reward Items
→ …with lots of options

- Control Communication
  - Person creating badge is automatically owner and will get notifications. Owner can be updated or additional owner added.
- Control who Sees What
  - Rewards Items are domain aware and can also be aligned with Audience Types
  - All Rewards can be searched via global search
- Control Availability
  - Available from / Discontinued on dates
- Promote specific items
  - Featured rewards will be showcased in My Wallet
  - Use the deeplink to promote an item in an email or post on external site
- Control Visuals
  - Marketing text option with Rich-Text Editor if you want a very specific “look”

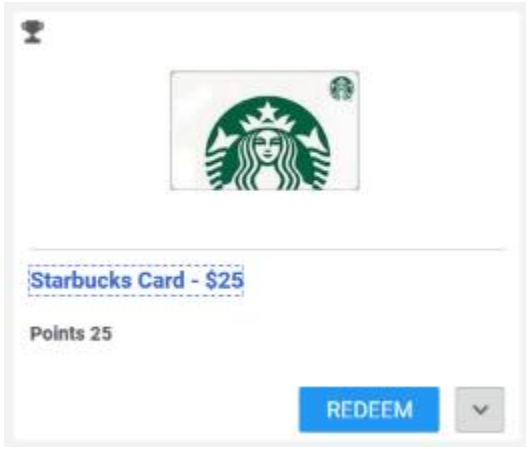


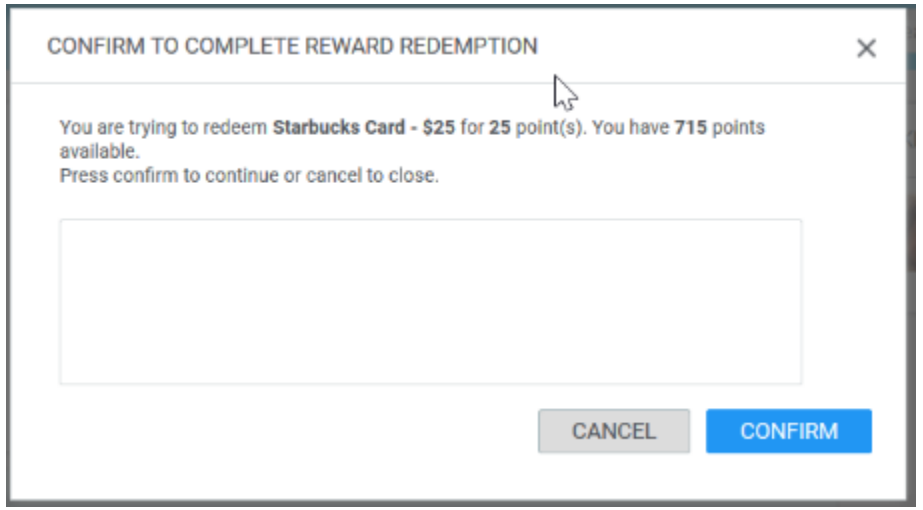
End User – Redeeming Rewards
→ My Wallet

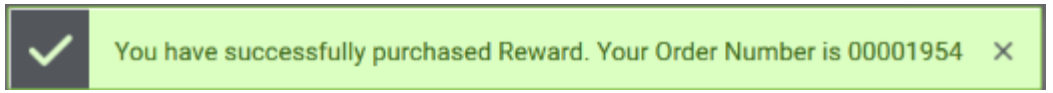


End User – Redeeming Rewards

→ My Wallet

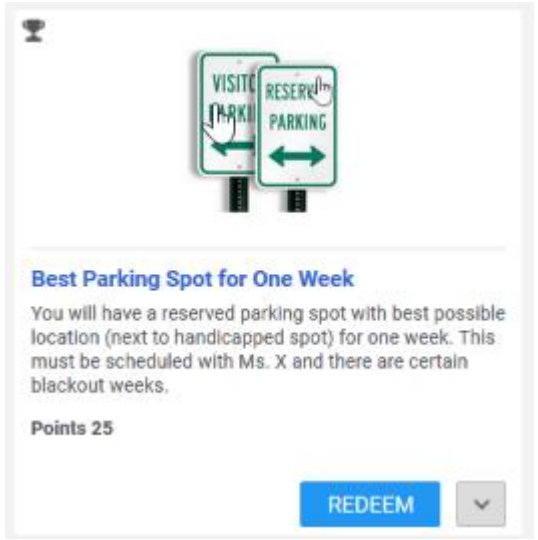


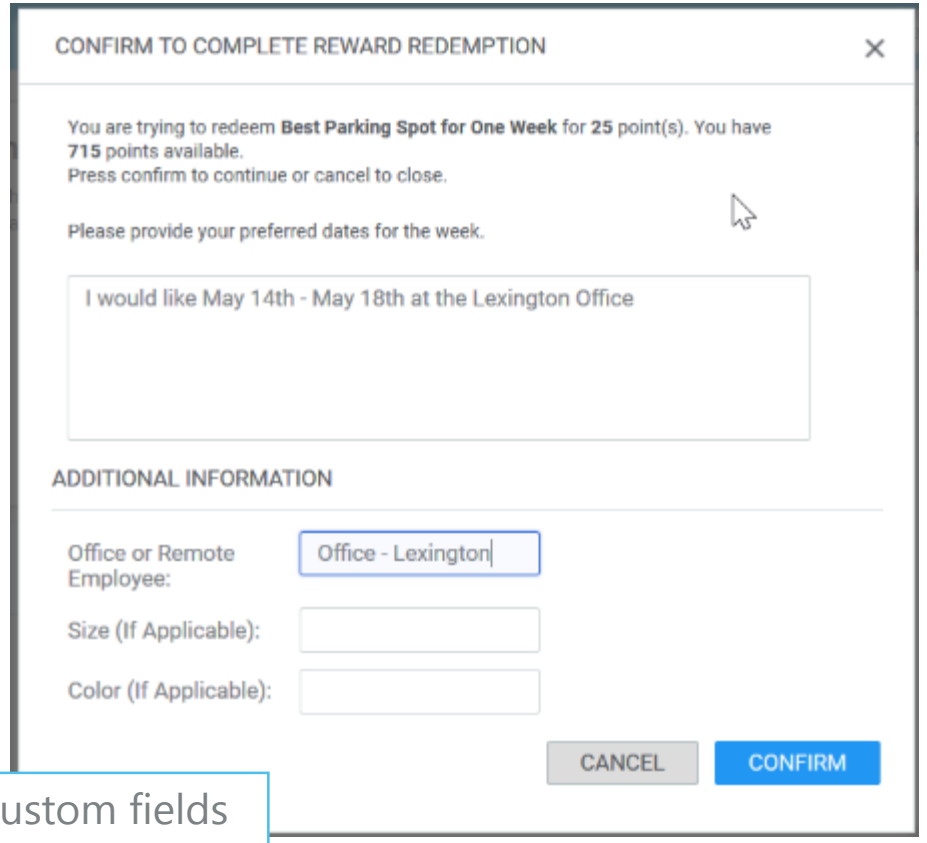




End User – Redeeming Rewards

→ My Wallet

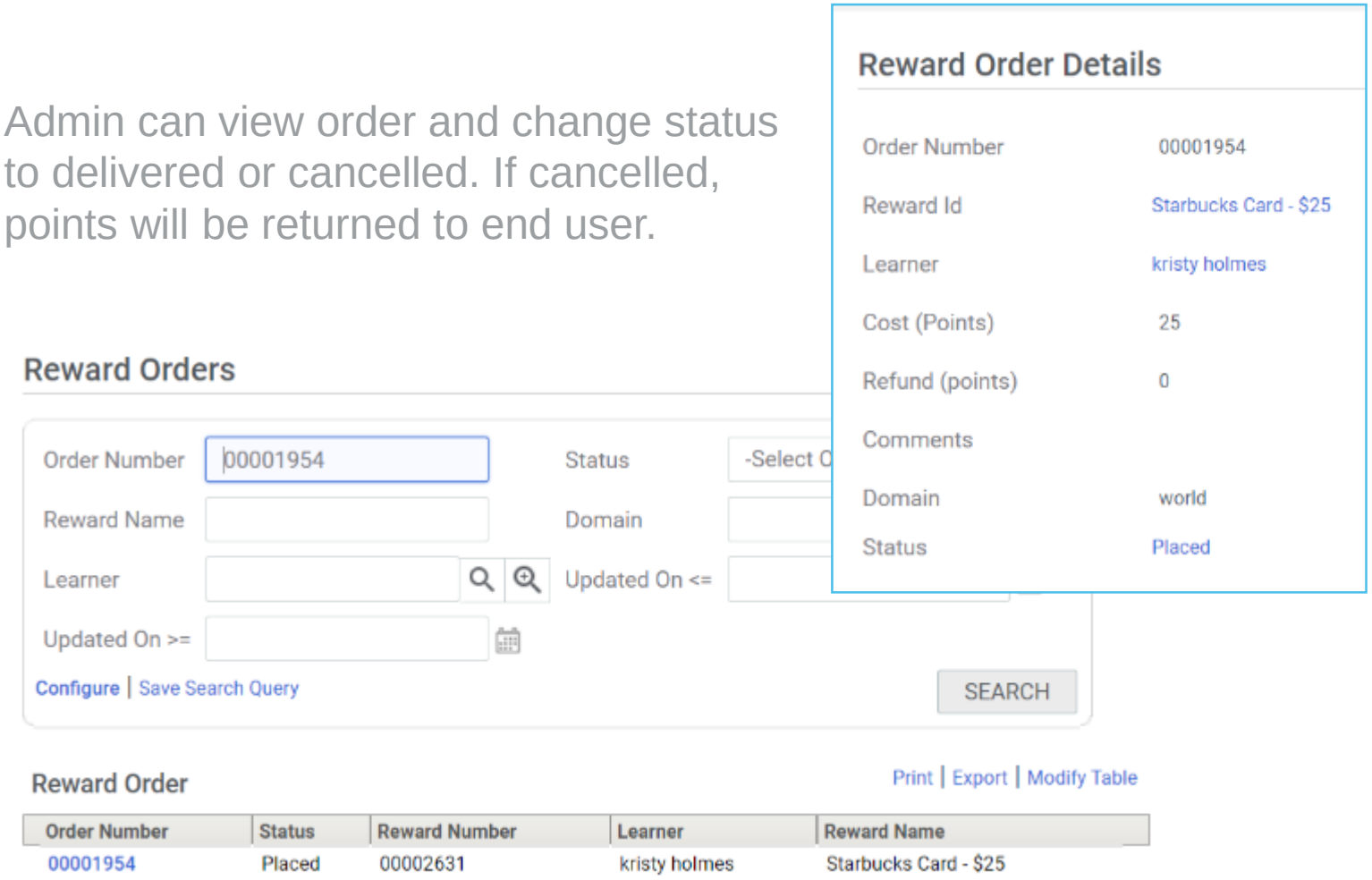




Tip! Enable custom fields to gather frequently needed information.

Manage Orders

Admin can view order and change status to delivered or cancelled. If cancelled, points will be returned to end user.



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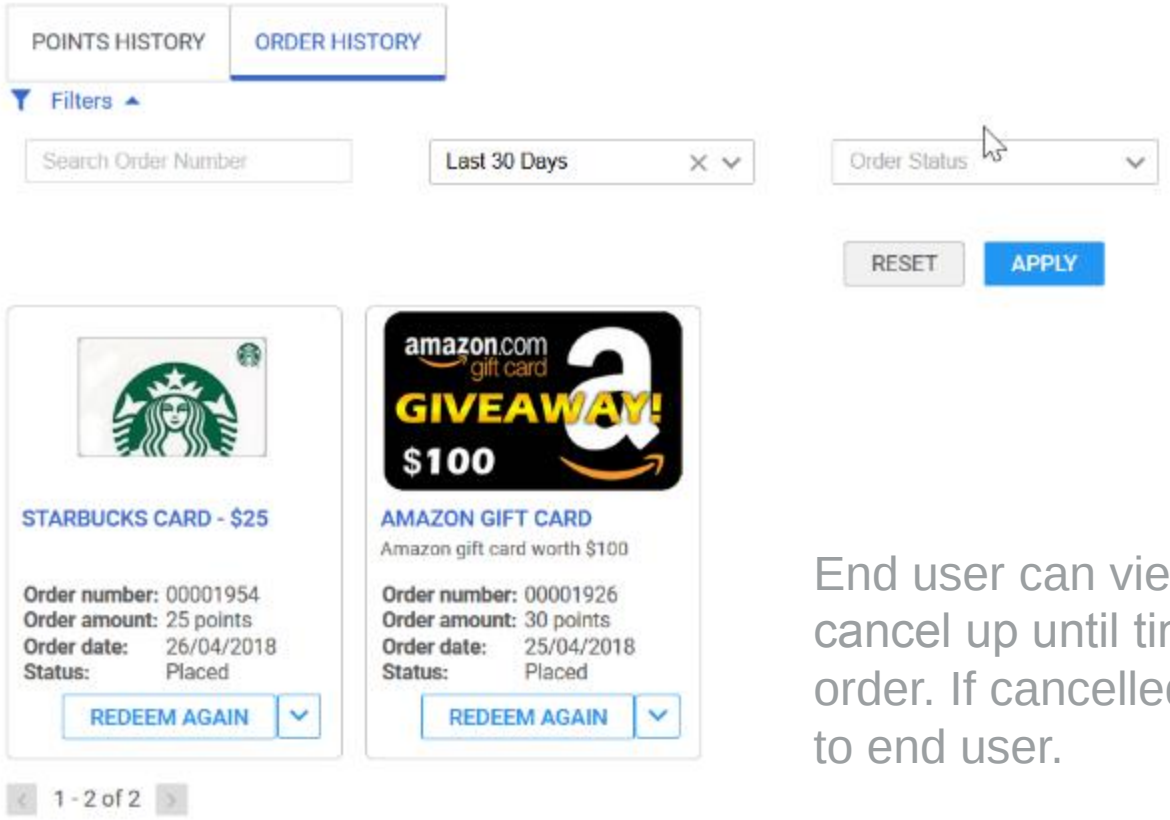
Manage Orders



End user can view order and change cancel up until time admin “delivers” the order. If cancelled, points will be returned to end user.

End user can also “Redeem (favorite same item) Again” from order history.

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SABA REWARDS
→ Points Management

WHAT?	**End user can view points history** **Admin can reverse points transfer in case of error** **End user can transfer points outside of impression**
WHY?	We are offering flexibility to allow admin to deal with unusual cases. Maybe end user gave points to a peer only to discover peer had left company. This flexibility is also available to teams who may want to pool points to purchase a group lunch type of reward.
WHERE?	Admin > HR > Manage Points Me > My Rewards > My Wallet > Points History
NOTEWORTHY	• Points/My Wallet page will display if Rewards Redemption is Off but only Points History will display

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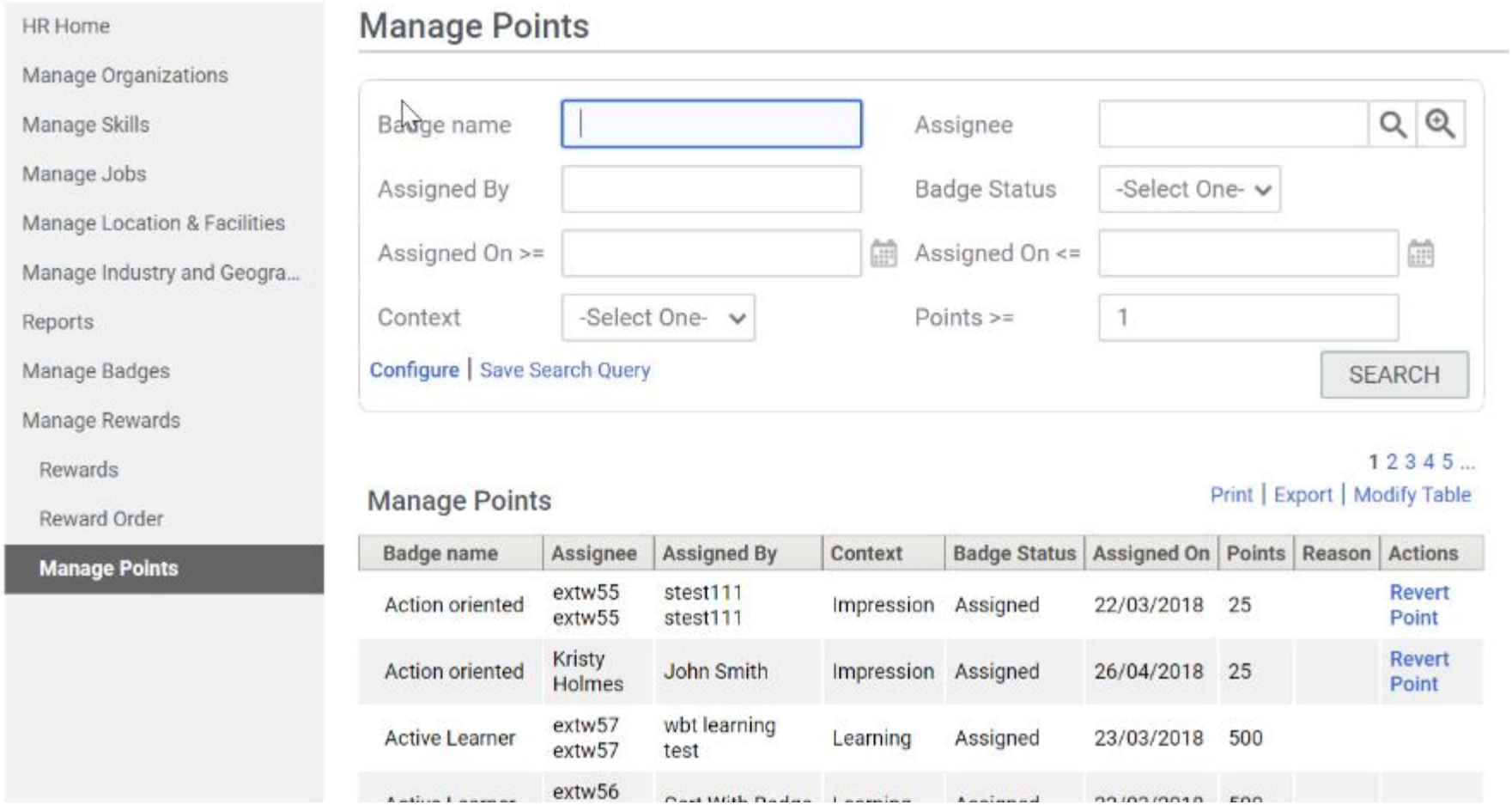
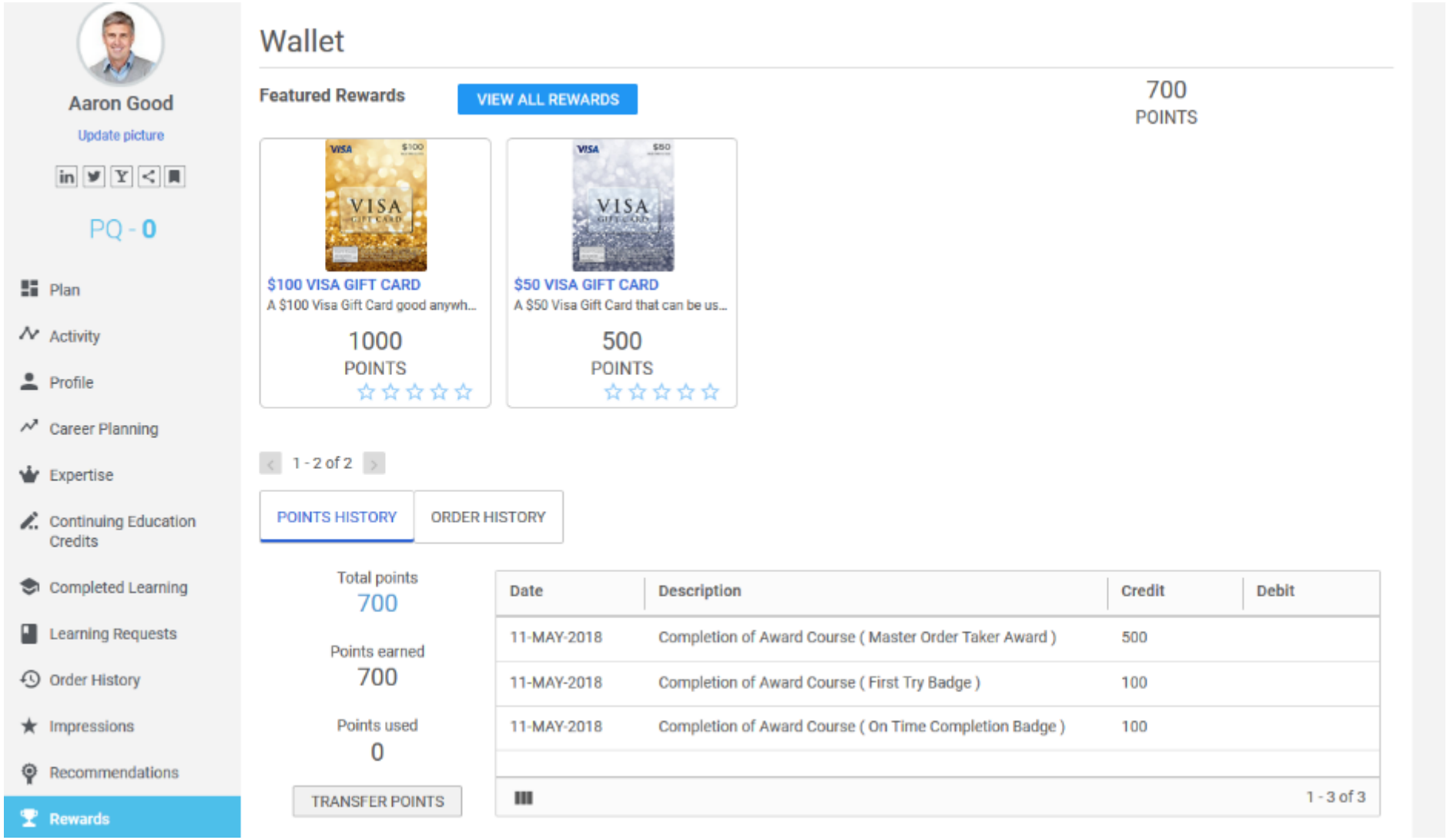
Admin - Reward Points Management



End User - Reward Points History and Transfer Points



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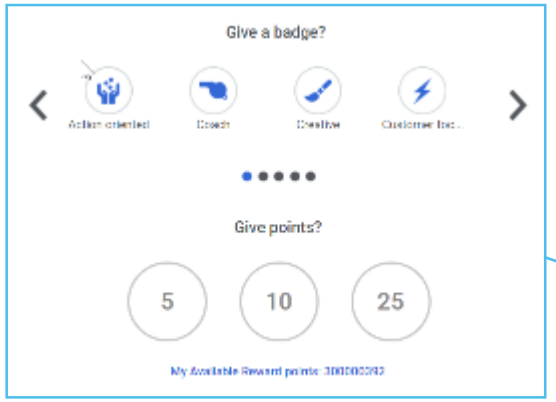
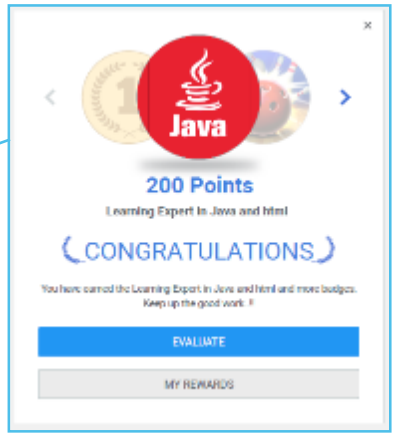
Summary Rewards Workflow



Points are gained through Impressions

Points are gained by completing learning items

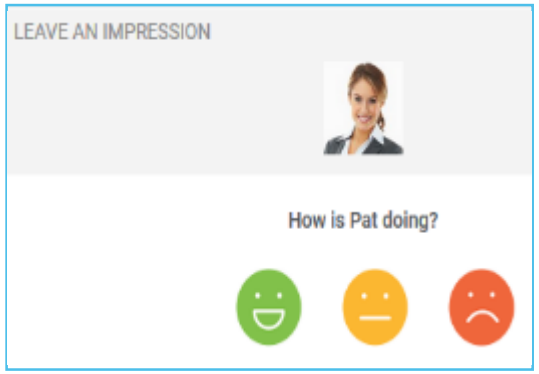


Wallet

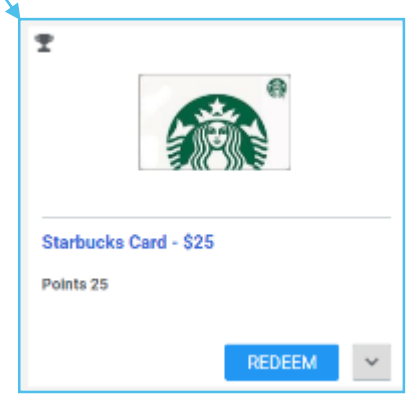
715

POINTS

Points can be given to peers via Impressions



Points can be “redeemed” for Reward Items



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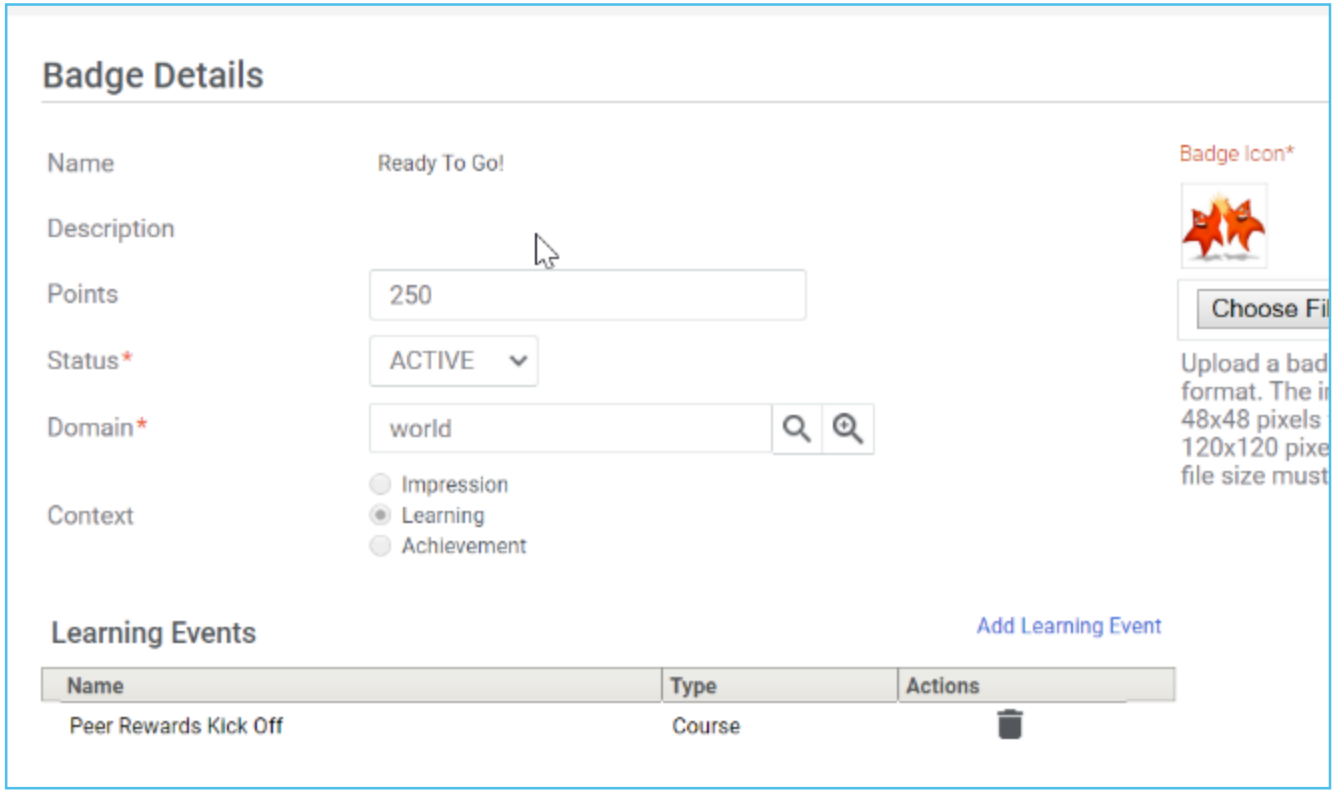
Rewards Workflow – Getting Started

- A Recommendation for “Seeding Points” is a class with quick review of company goals for Peer Rewards program. Upon completion students gets a Badge with a “kick start” of points.



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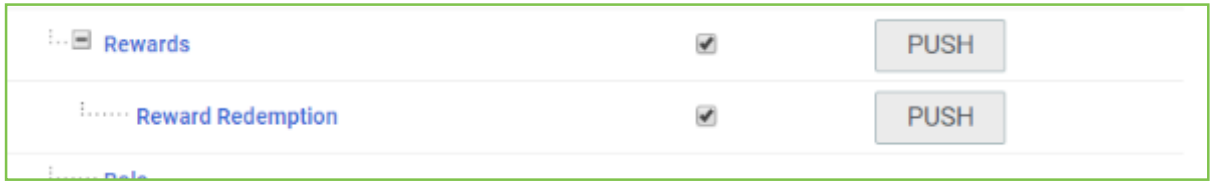
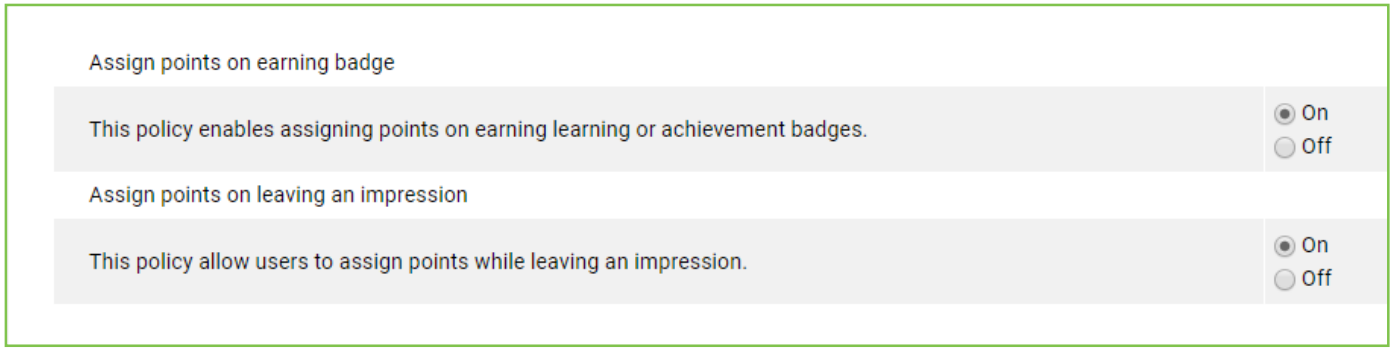
REWARDS
→ Services

- Rewards is now a service under Foundation. Collaboration does not need to be enabled.



- Two Business Rules under Rewards to govern Points.



- Additional service for Rewards Redemption.

REWARDS
→ Services

- Under Rewards Redemption Service
  - New Component

Components Print | Export | Modify

Name	UI Label	Description
Reward	Reward	Table: cmt_ext_reward, This entity define details of rewards, which can be redeemed by learner.
RewardOrder	Reward Order	Table: cmt_reward_order, stores reward orders.

  - New Notifications

Events Print | Export

Enable	Events	Type	Description
☑	Reward Order Cancelled	Triggered Event	Triggered when Reward order is Cancelled
☑	Reward Order Confirmed	Triggered Event	Triggered when Reward order is confirmed
☑	Reward Order Delivered	Triggered Event	Triggered when Reward order is Delivered
☑	Reward purchased	Triggered Event	Triggered when a learner purchases Reward

Saba Cloud Customer Community

http://community.sabacloud.com

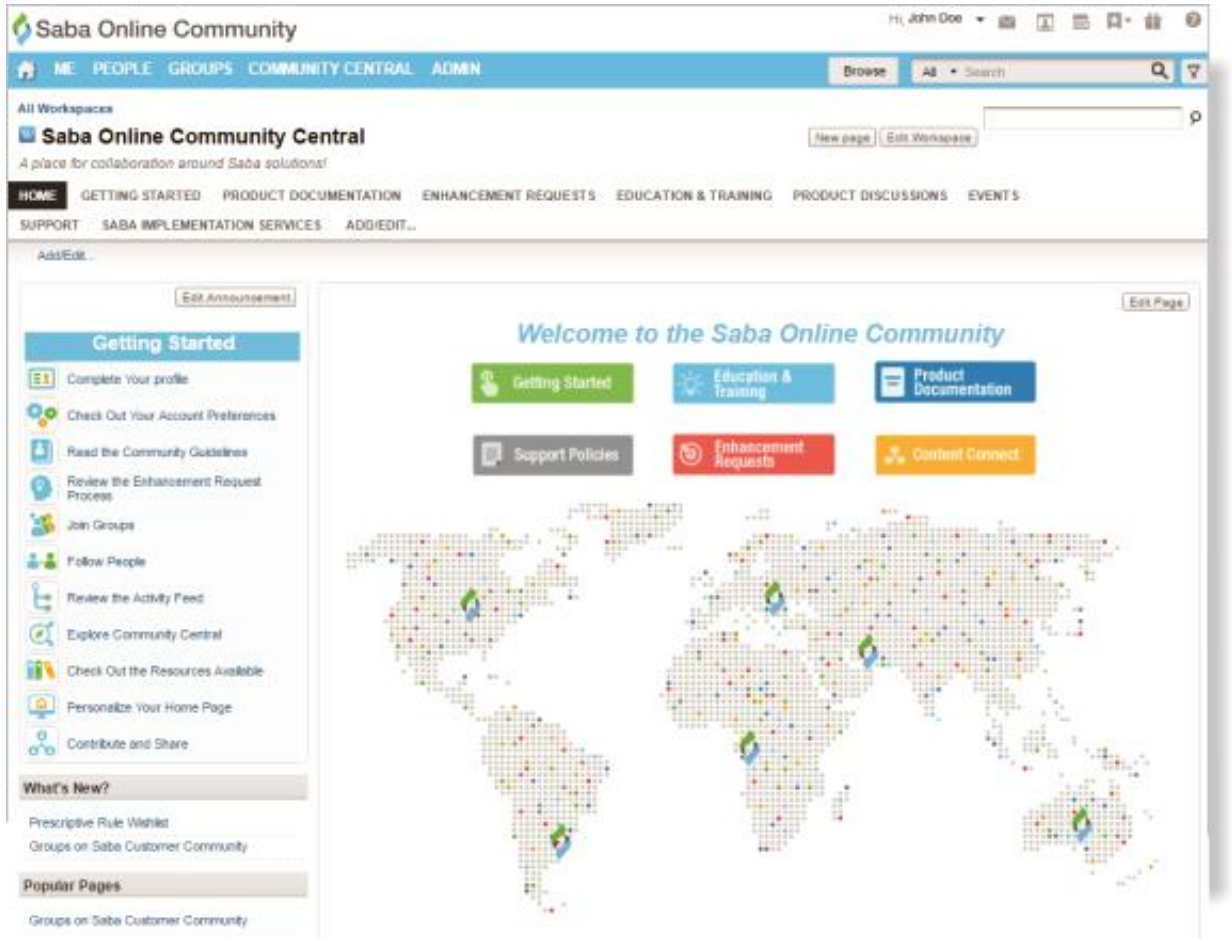
Saba Online Help

Education & Training

Documentation

Product Discussion Group

Saba Events



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QUESTIONS?

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