Saba Cloud U42 - Learning, Social, Rewards and eCommerce

Saba Cloud

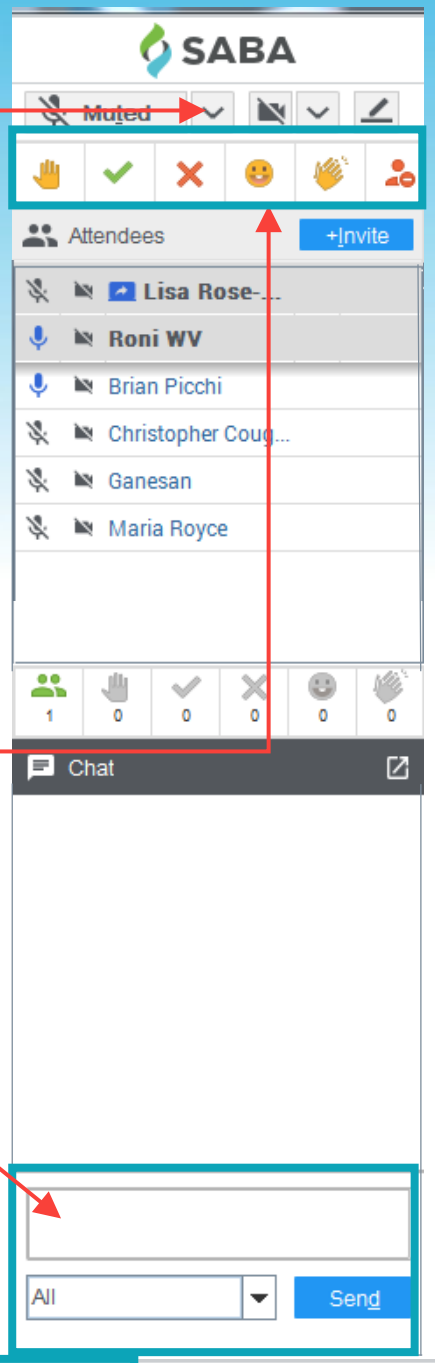
Saba University

Virtual Classroom Logistics

- Saba Meeting orientation
- Ask questions at any time
- Type questions/comments into the “Chat” box
- Use emoticons for responding to questions

For **Technical Support,** please contact:

(888) 799-7222



1.Run the Audio Wizard and test the audio levels.

2. Test out all of the emoticons.

3. Say Hello!

Let us know where you are joining us from. What’s the weather where you are?

For Technical Support, please contact:

AMERICAS (within the United States)
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Outside the United States: **1-650-581-2575**

EMEA
International toll-free:
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Alternate: **+44-1344-382999**

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This session may be recorded

A look forward…

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TOPIC

Core Learning

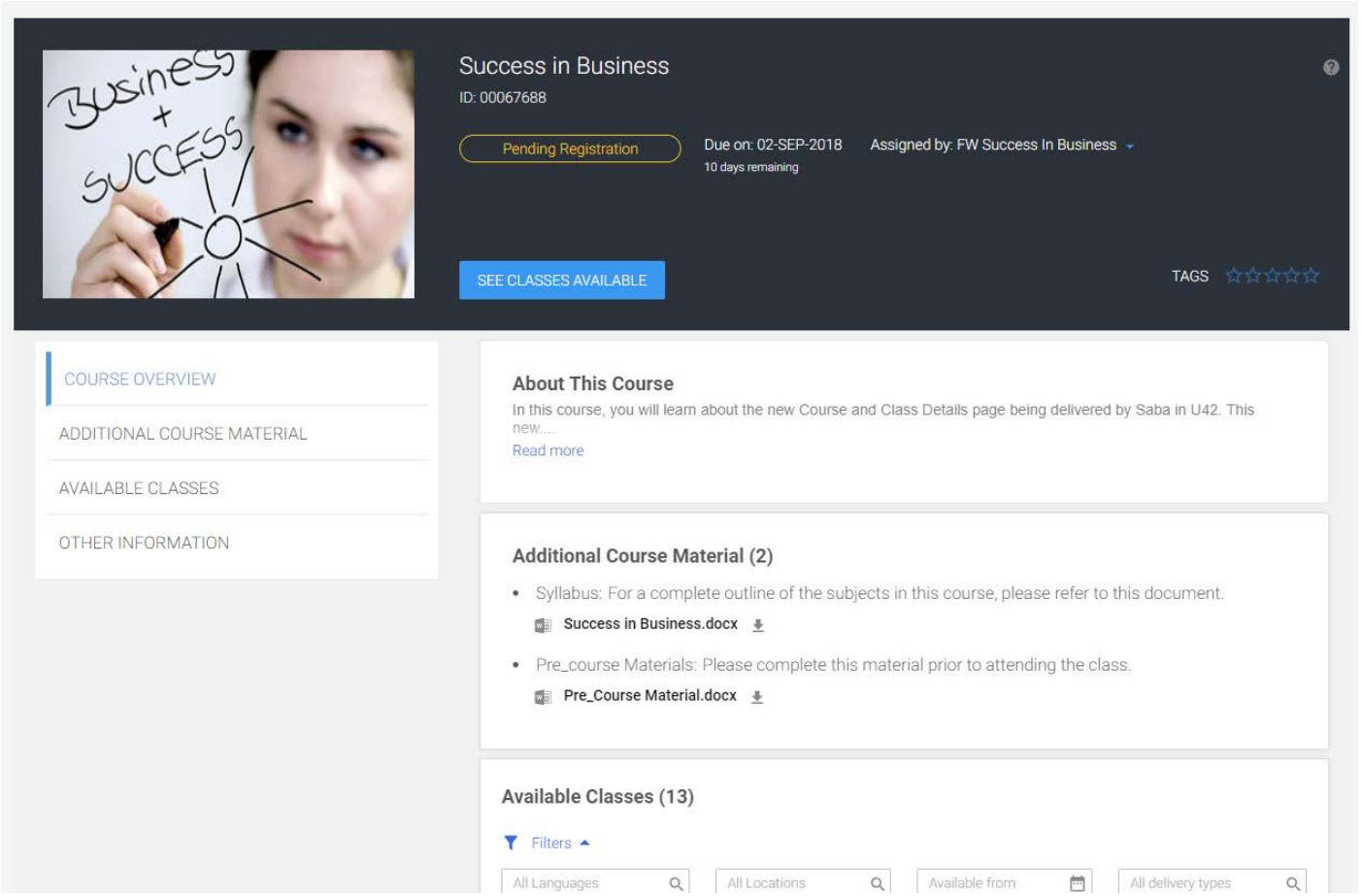
Refreshed Course Details Page

What?	All new Course Details Page
Why?	Customers have been asking for a more intuitive Next Generation user experience when viewing Course and Class Details
Where?	Services > Learning > Learning Beta Visible to Learners from: Course Details Deeplink; Search, Browse and My Plan when clicking on Course Details

Key Notes	• Addresses over 10 community enhancement ideas to include:
	  • Provide greater visibility to Course Attachments
	  • Show more than 2 classes and improved filtering
	• This will have to be enabled by an Admin via a BR under Learning>Learning Beta
	• Additionally, Learners can opt in or out of viewing via this new look and feel through their Account Preferences
	• They will only see this page when Not Enrolled or Not Enrolled-Assigned. Upon enrollment they will see the legacy view. In upcoming releases we will expand this view to additional statuses
	• ALL CLASSES will be shown with the initial sort order as:
	  • WBT; Blended; ILT; VILT – Then Language, Users Location, and Date

Refreshed Course Details Page

DEMO

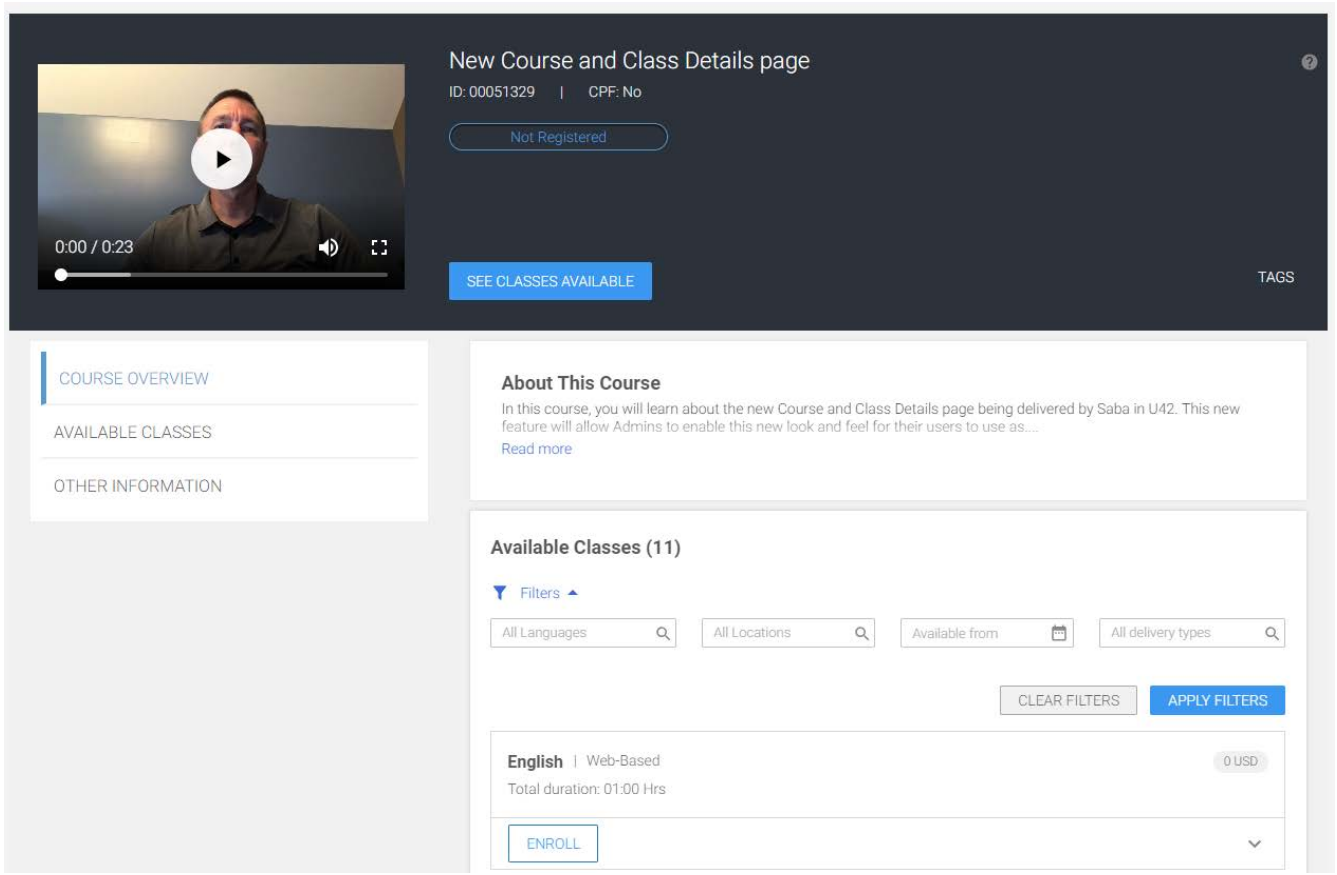


Course Video Preview/Trailer

What?	New Video Course Description
Why?	Provide customers with the ability to enhance the user experience prior to ordering a class to view the description via a video
Where?	Course Details
Key Notes	• Must be enabled by the Admin • Supports up to 30 seconds of HD video (maximum 720 by 1280 pixels) • Only can be added via Course Genie (Quick Course) in this release • Plays only when play button is clicked from within Course Details • Available in Legacy and New Course Details pages • Video Preview is available to the Admin in Course Genie • Course image is scraped from Image to be displayed to learner • There is no charge for this as the video is stored as content on the customer content server (Does not use the new Saba Video)

Course Video Preview/Trailer

DEMO



Role Analysis

What?	New Tab on My Plan for Role Analysis
Why?	Previous to this release, the only way to view Learning which was assigned via a Job Role would be to have Career Planning enabled or to apply filters on the My Plan page.
Where?	ME>My Plan

Key Notes	• Learning assigned to the user will be organized by Job and Job Role
	  • Sort is first by Required and Alpha, then Optional and Alpha
	• Business Rule must be enabled by the Admin
	  • Foundation > Role > Show Role Analysis on My Plan
	• Learning assigned to the user which is not assigned via a role will not be shown in this view
	• As an Org Manager and Manager have access to view the User via My Team, they will also be able to view learning organized this way as well.

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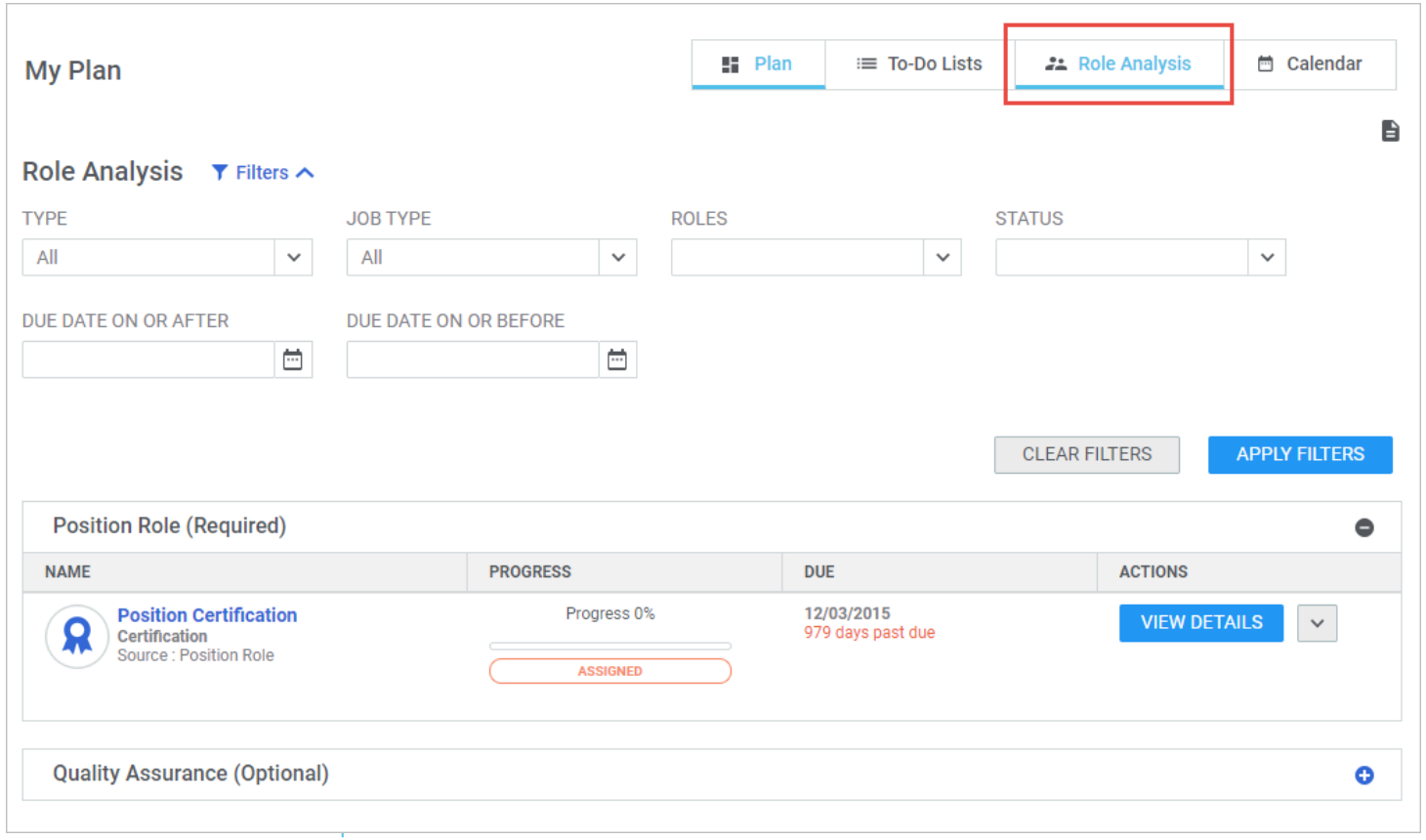
Role Analysis

DEMO



Enhanced Certification evaluation configurability

What?	Admins will now be able to disable old Evaluations and add new ones to Certifications as they can with Courses
Why?	Prior to this release, to update an Evaluation on a Certification they would have to delete the previous evaluation prior to adding. This resulted in a loss of valuable evaluation data.
Where?	Admin > Learning > Learning Catalog > Certifications or Curriculum
Key Notes	• Once disabled, the evaluation cannot be enabled again. • Irrespective of whether an evaluation version is active or disabled in a certification or curriculum, you cannot add the same version again to it. Saba Cloud displays a duplicate evaluation error message. • On disabling an evaluation, it is not removed from users who already had the evaluation due to certification acquisition. Users can still launch and complete the disabled evaluation.

Enhanced course evaluation configurability

Disabled evaluations are still associated to the certification or curriculum. This preserves the link between evaluation results and the certification or curriculum for reporting purpose. However, disabled evaluations are not assigned to new users taking the certification or curriculum.

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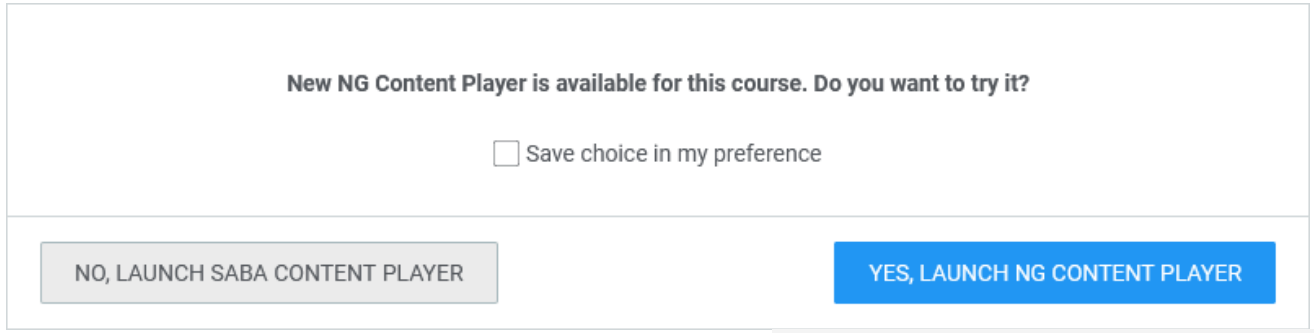
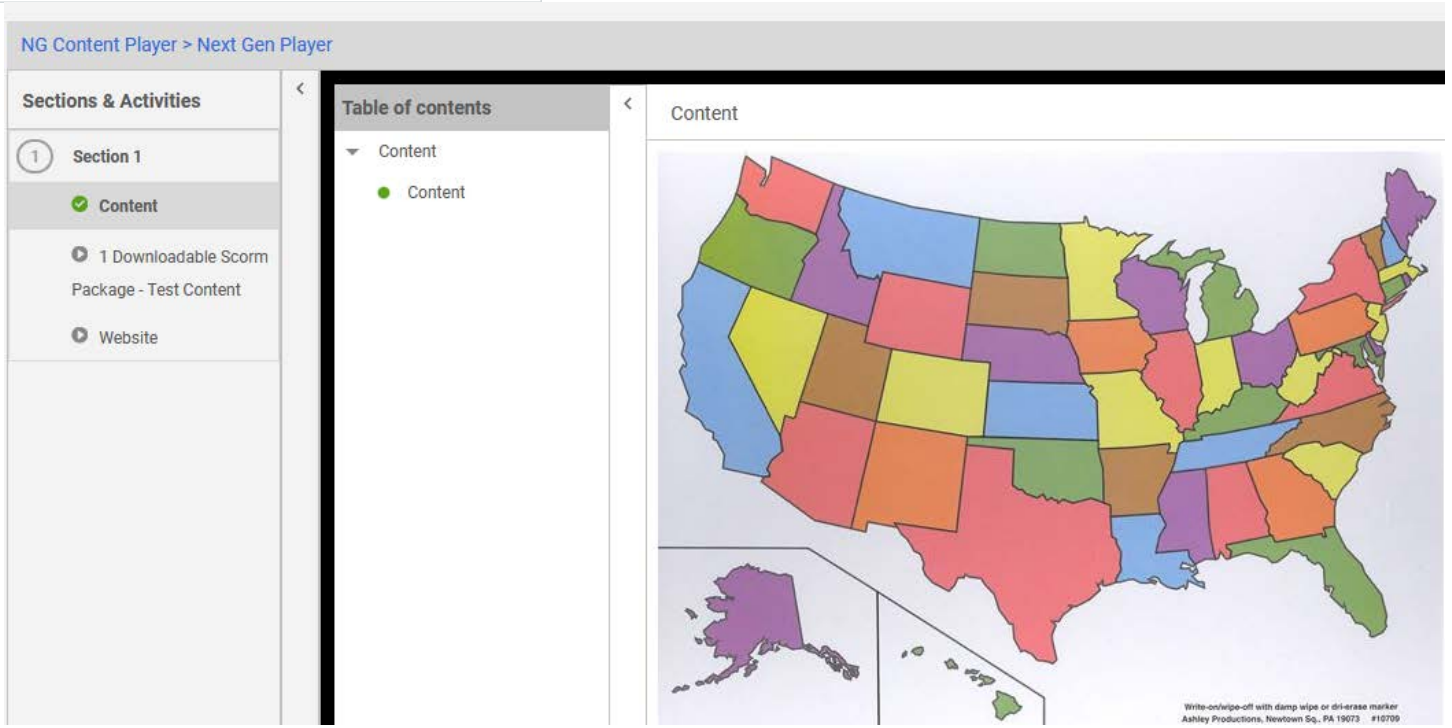
Next Generation Content Player

What?	Learners can choose to use a much more advanced Content Player that supports seamless access to all content activities in one player window, as well as visibility to activity names and sections.
Why?	For web-based classes, it is a better experience for learners when they can access all of the content activities in one window. Previously, they would only be able to launch one content per window, meaning they would need to click the "Launch" button three times if there were three different content activities.
Where?	Services > Learning > Learning Beta
Key Notes	• Only classes created using the new Simplified Course Wizard are supported. • When a content activity has been satisfied, it turns green, allowing access to the next activity.

Next Generation Content Player





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Configure visibility of the Delete Completely button for certifications and curricula

What?	A new option to remove the history of a certification assignment to a user.
Why?	Previously, you could remove the source of an assignment, but the history of that assignment would still remain. That option would also only work if certain conditions were met.
Where?	Admin > People > Certifications > Actions > Edit/Remove Certifications > Delete Completely.
Key Notes	• The administrator must have the security privilege "Can Completely Delete Certification Assignment History For Self and Others" enabled on the Certification component.

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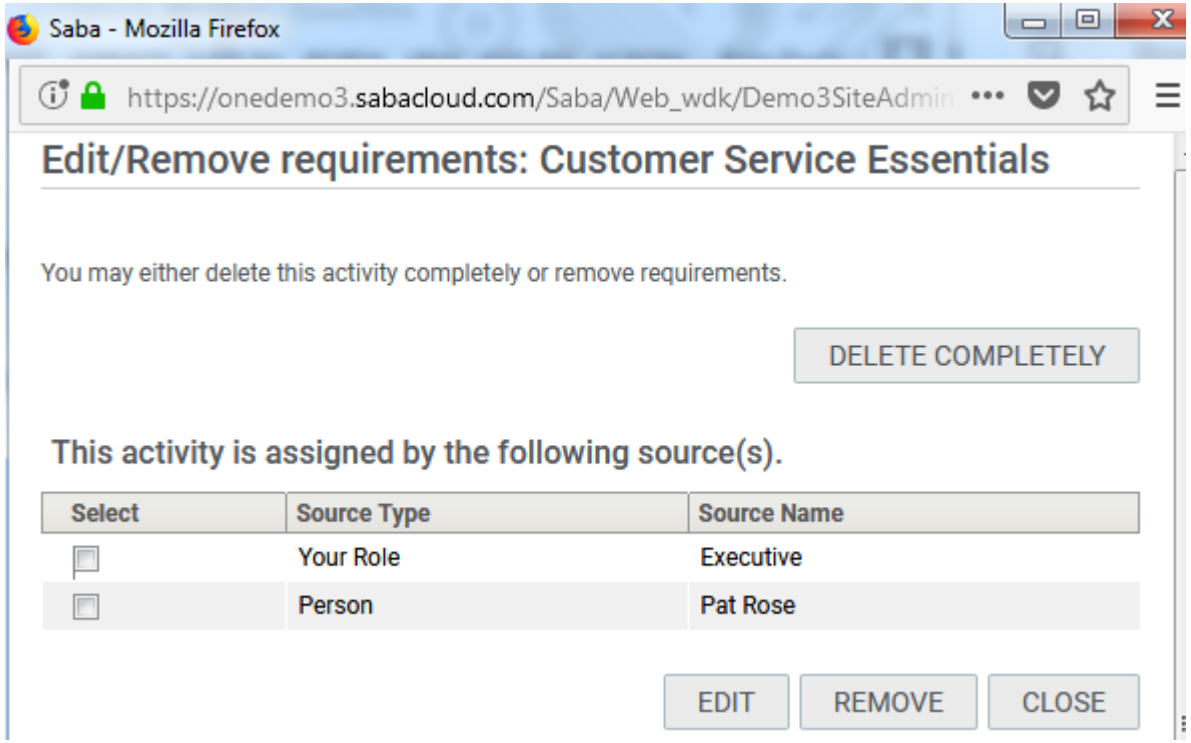
Configure visibility of the Delete Completely button for certifications and curricula



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Manage other's courses created via the simplified course creation flow

What?	Super Users can access simplified courses created by others.
Why?	Previously, the only courses an administrator could access where the ones they made. It is important for certain administrators to be able to edit courses made by others.
Where?	Me > Courses I Manage
Key Notes	• To identify the user that created the course, you need to view the Course Owner section of the course.

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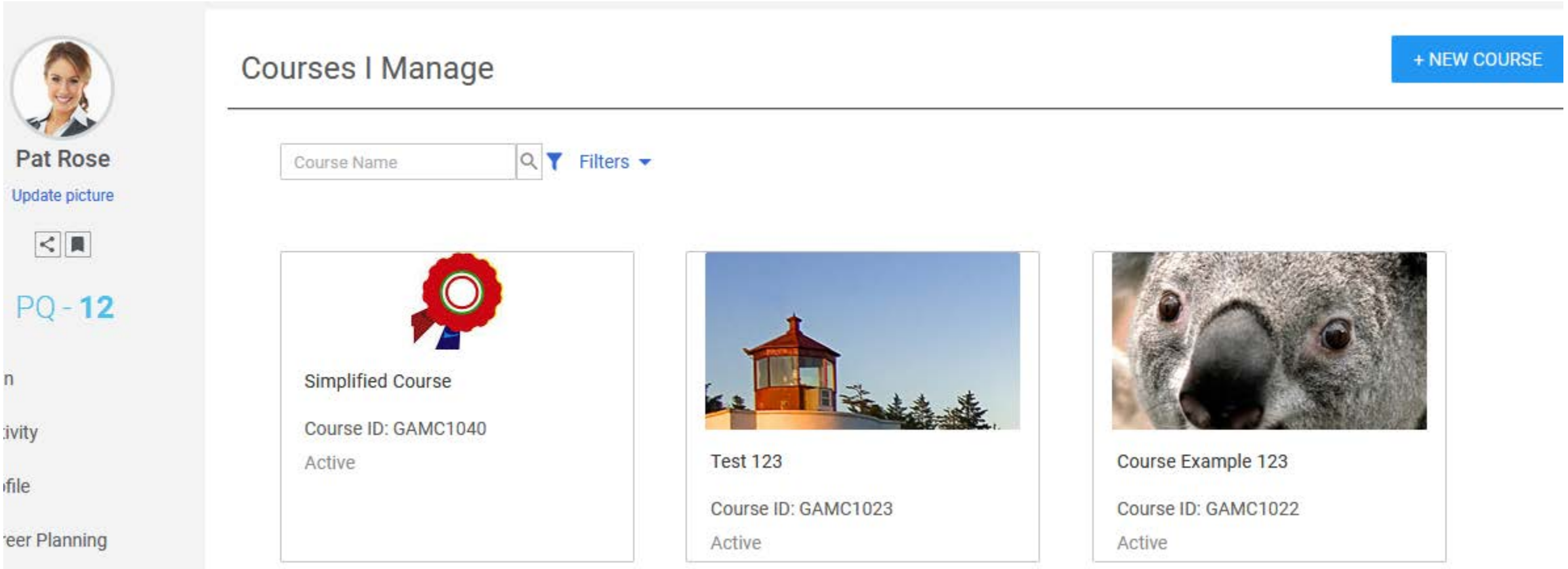
Manage other's courses created via the simplified course creation flow



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Additional Core Learning U42 Features

- New named queries for managers of no show learners
- New named queries for organization managers
- Increased character limit to 1000 for the FOS description field
- Indicate courses completed by equivalents in a certification
- Print a completed checklist
- Update CE plan status based on Ad hoc Transcript data import
- GDPR - Prevent changes to learning associations of users marked as 'Do not process'

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TOPIC

Assessment

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New Survey Question Types

What?	Several new question types: • Smiley – 3 or 5 answer options, similar to Likert Scale • Star – 5 star ranking system • Ranking – Drag and drop answers in the correct order • Numeric – A range of numbers is defined and the user must enter a number within that range
Why?	These collectively empower customers to ask much more specific questions that solicit information they care about.
Where?	Admin > Learning > Manage Assessments > Manage Survey Questions
Key Notes	• The Advanced Assessment service must be enabled.

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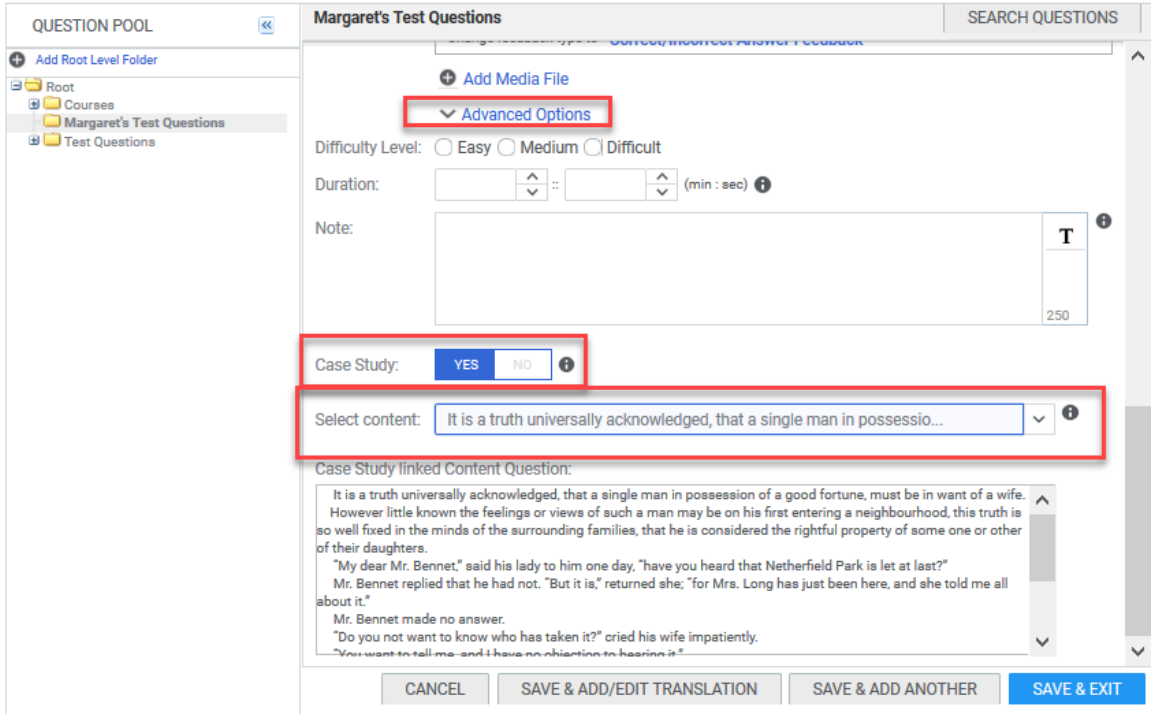
Case Study Question Type

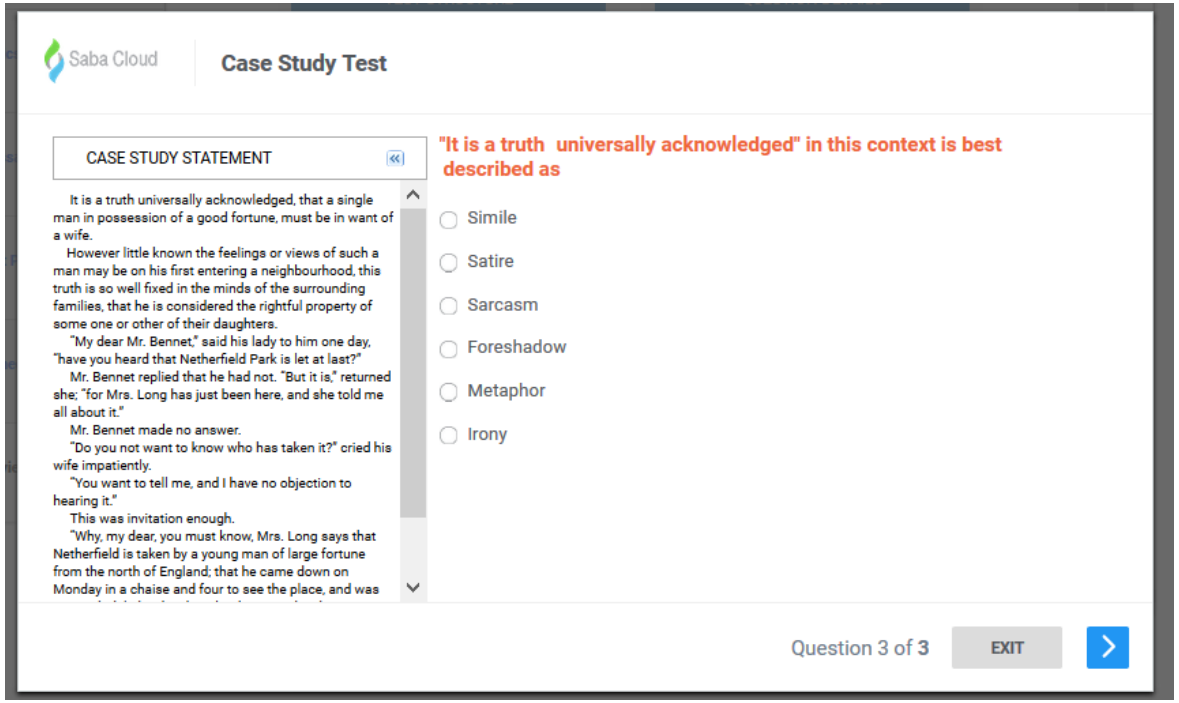
What?	Building on Content Type Questions we are now supporting a workflow for exam questions that reference a large piece of content like a case study.
Why?	Usability - In typical case study, student is referring to a document, video or large block of text to answer multiple questions. While we had a non-scoring "content type question," it was not laid side by side to the questions so students could not easily refer back, especially where navigation was not enabled. This enhancement allows students to easier refer to the "case study" while completing each question.
Where?	Admin > Learning > Manage Assessments > Manage Test Questions
Key Notes	• Advanced Assessment feature • Only applies to Tests (not applicable to surveys) • The content question must remain in same folder as Case Study Questions which refer to that content. That question is locked until the reference link exists and cannot be moved, archived or deleted. • A case study question can only have one content question linked to it, however questions in a test can link to different content questions.. • Pedagogue feature now in Saba Cloud!

Case Study Question Types

Admin Flags a Case Study question and links it to content



Viewer can refer to Case Study while answering related questions



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Additional Assessment Security Options

What?	Test or Survey security can be inherited from the folder level.
Why?	If customer is using the ACL security model for tests or surveys, they are required to add the names of each person who can manage a test/survey as it is created. If all tests/surveys had large group of named “managers,” this could be cumbersome. This enhancement allows customer to set up the ACL at the folder level and security ACL will be inherited by each test/survey created in that folder.
Where?	Admin > Learning > Manage Assessment > Manage Tests and Surveys

Can delete an empty folder

What?	Ability to delete empty folders which contain archived questions.
Why?	If questions have been archived and they belong to a folder that should be removed, then the customer should be able to perform that action.
Where?	Admin > Learning > Manage Assessment > Manage Tests and Surveys

Additional Assessment U42 Features

- Super Simple Survey Workflow
- Horizontal Display of Survey Scale
- Improvements for Scale type Questions

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TOPIC

E-Commerce

Private Class Enhancements

What?	Private Class Filters to make it easier for administrators to manage private class orders.
Why?	Private classes – where the cost is not linked to the number of attendees – is ideal for some types of businesses. This release makes private classes easier to administrate
Where?	Admin > Learning > Manage Classes
Key Notes	• The Display for Learner checkbox is disabled by default for classes that are created from learning requests with private class orders. • A Private Class checkbox has been added to the search filters on the Manage Classes > Classes page. A similar checkbox Private Class Purchase also appears on the Order History page under Registrar Desktop. • On the class details page, a Private Class Information section appears that displays the order number associated with the class. This link opens the order details. • On the private class purchase order details page, the Order Items section denotes whether its a private class. • On the Registrar Desktop > Order History page, the Class type column has been removed. • Registrar can now adjust the price for private class orders that are already placed or while placing orders.

Tax Calculation Improvements

What?	Tax calculation for users registering with Subscription when BR is enabled to not apply tax to the order
Why?	It's possible that taxes should only apply to courses outside of a Subscription.
Where?	Services > Ecommerce > Subscription

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TOPIC

Saba Rewards

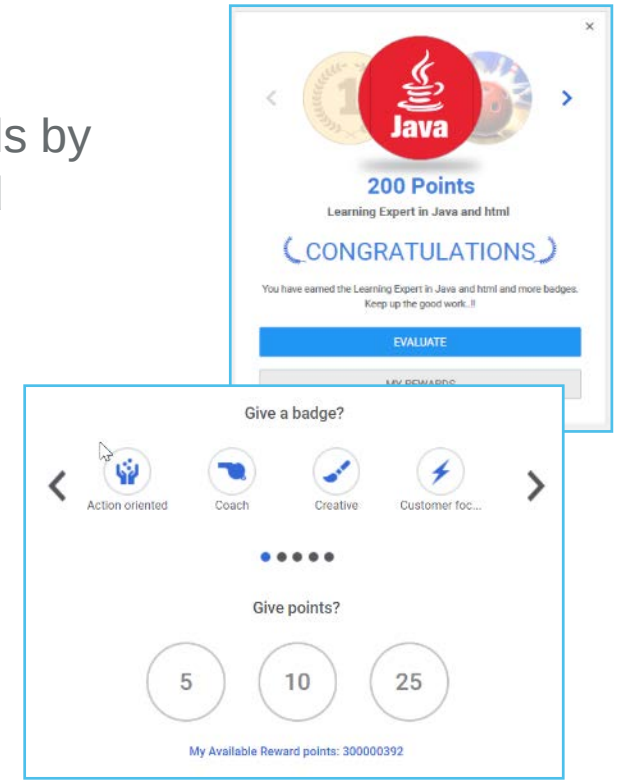
The Big Picture

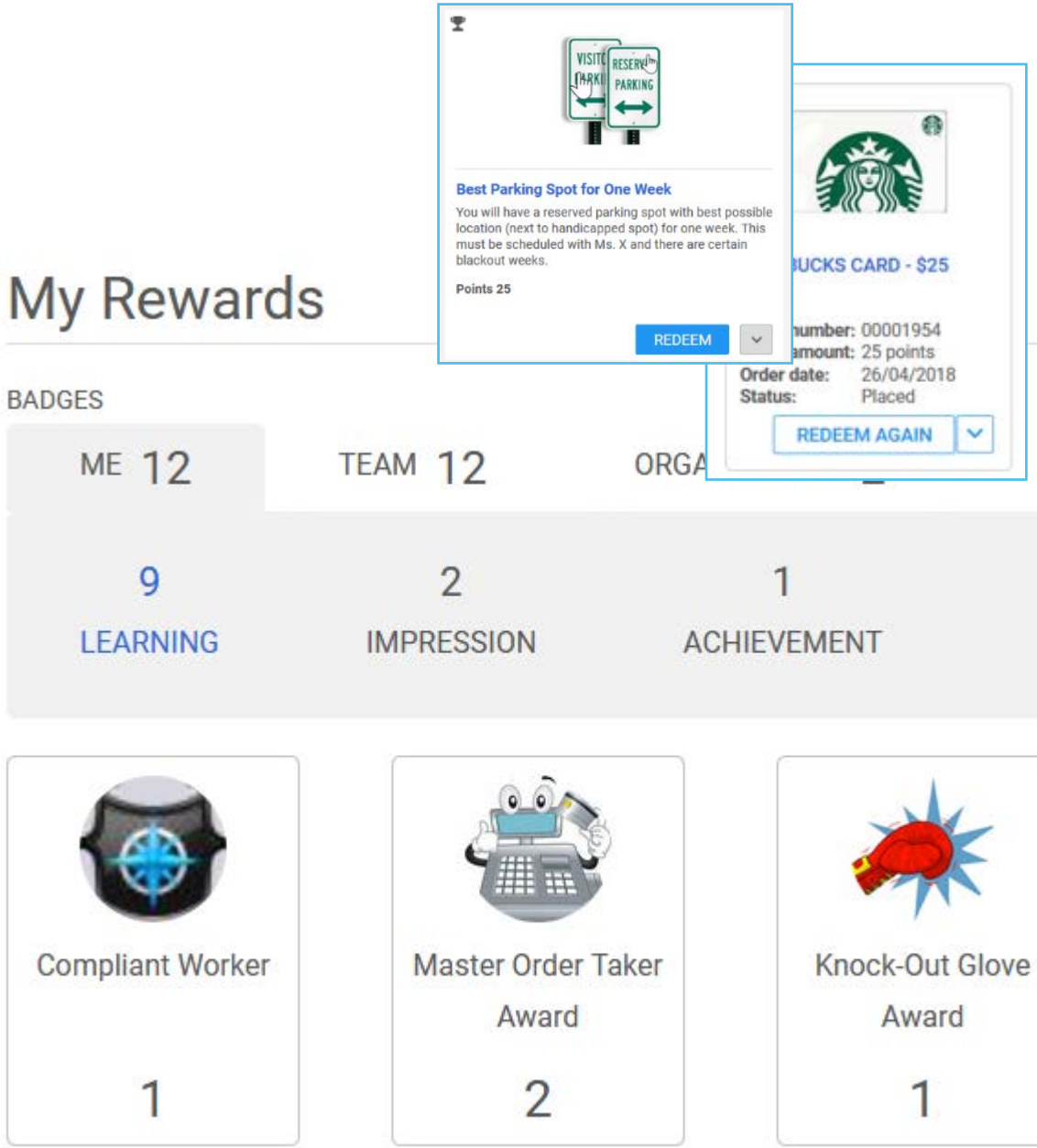
People are motivated and feel good when receiving a badge and points.

Rewards strengthen the connection to business goals by increasing engagement and encouraging behaviors.

Rewards are all about connection – learning, performance, engagement and informal compensation.

Now let's make it easier…





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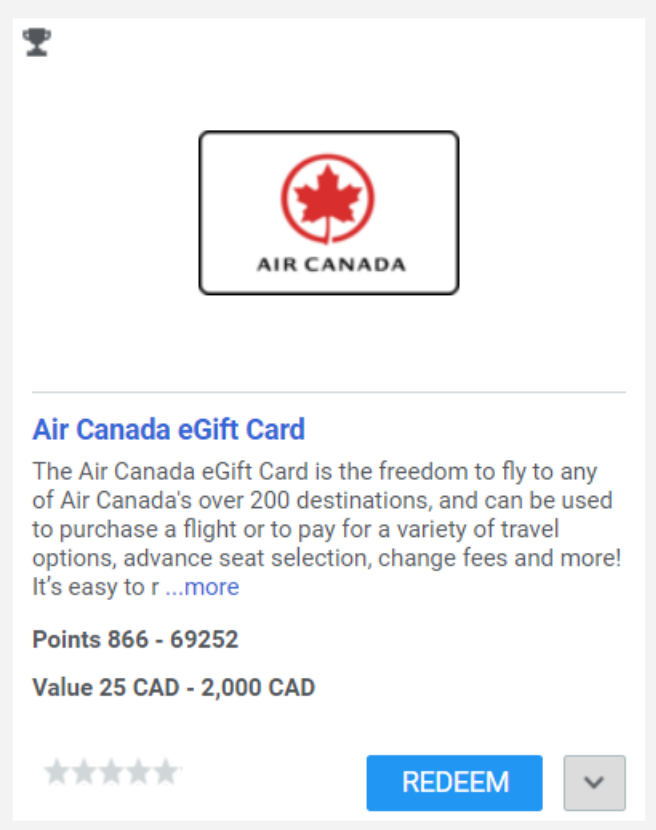
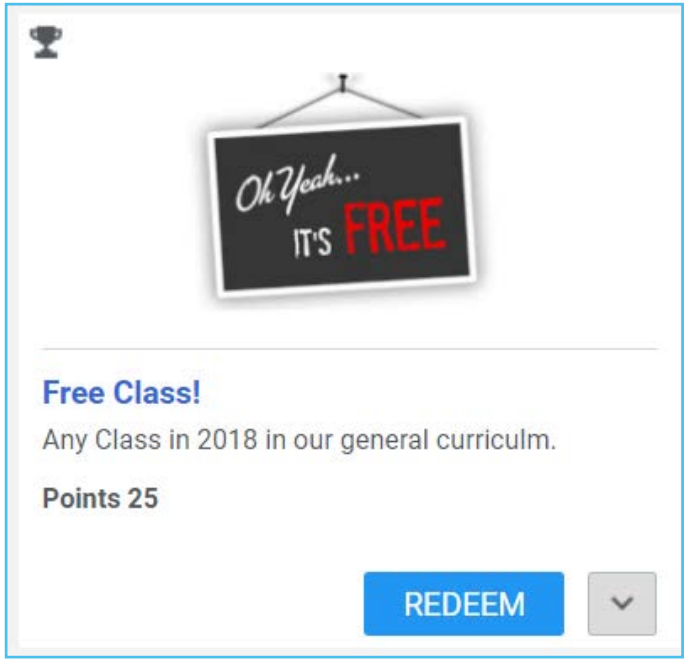
Less Work for Admin – No Waiting for User

Automation of Gift Card Rewards



Automation of Frequent Shopper Rewards



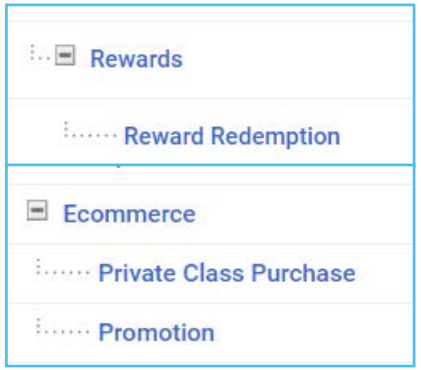
Automated Reward Administration – Promotions

What?	• Another Hyper-Connection! This time between Rewards and Learning for Extended Enterprise (Ecommerce). The Admin creates a Reward and flags it as a promotion. Promotion is automatically created. Upon redemption learners automatically receive promo-code and can activate the free class or other promotion.
Why?	• Promotion Rewards are generated automatically so employees can use their reward immediately while relieving administrators from managing orders. • Instant Gratification for Learners. No wait to consume the reward. • Great way for a customer selling learning to reward loyal consumers
Where?	HR – Manage Rewards, Search, Me – Rewards – My Wallet
Key Notes	• When admin creates this type of reward a promotion is automatically created. • If user earns same reward twice, a second promotion will be created. • If user buys multiple items in one order the percentage discount is applied to the most expensive item

Your System Admin Setup Checklist

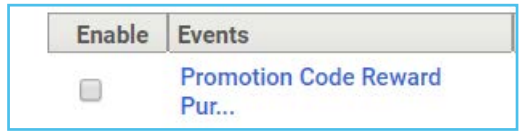
Enable Services

- Foundation – Rewards – Reward Redemptions
- Ecommerce - Promotions



Notifications

- Brand / Customize notifications as needed
- Promotion Code Reward Purchased Notification *(new!)*



Enable Business Rules

- Rewards – Assign Points on earning Learning or Achievement Badge

Components

- Rewards *(new attributes!)*
- Reward Orders *(new attributes!)*

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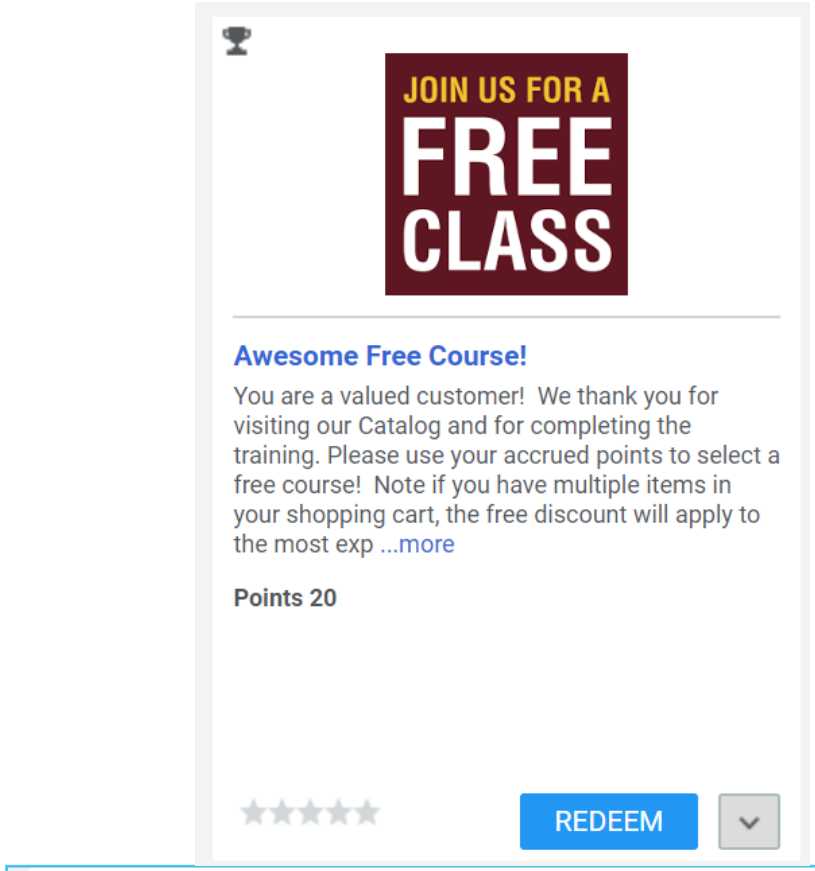
Automated Reward Administration

***Hyper Connecting* Rewards and ECommerce**



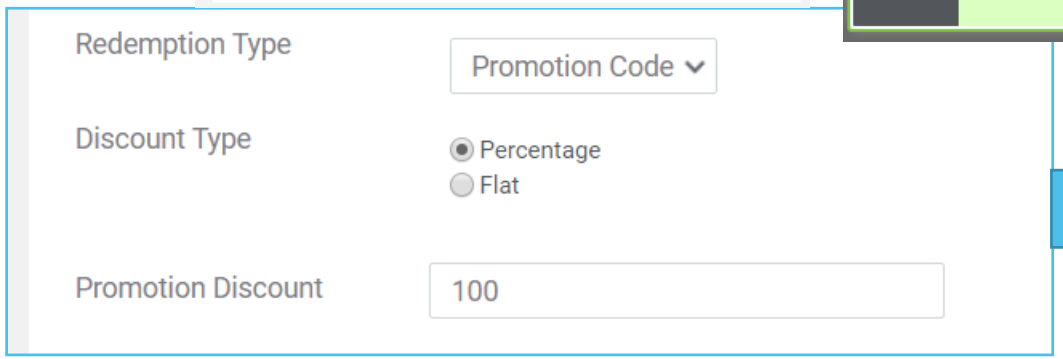
Next Purchase

Apply coupon code

Coupon code : CUZ2FKDWM8

Total coupon discount (100%) : 20

You have successfully purchased Reward. Your Order Number is 00002389, Promotion code : CUZ2FKDWM8



Auto Create

Promotion

Name

Awesome Free Course!

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Automated Reward Administration – Gift Cards

What?	• Tango Card is an e-gift card provider allowing businesses to reward employees with the gift cards they really want. It offers a wide variety of gift cards through their extensive catalog. • This connector is a great complement to Saba Cloud custom rewards. • Employees can use the points they earn in Saba Cloud from their learning or performance (impressions) efforts to purchase gift cards.
Why?	• Gift card orders are processed automatically so employees can use their rewards immediately while relieving administrators from managing orders. • It is easy and seamless to create and manage a custom reward store in tango, reducing the admin burden for the admin.
Where?	Marketplace, HR – Manage Rewards, Search, Me – Rewards – My Wallet
Key Notes	• Tango Card connector available on the Marketplace to customers using Rewards. • Complements the rewards offering by providing a catalog of **300+ gift cards**. • New gift cards being added by Tango Card to the rewards catalog on a regular basis. • Fixed and variable gift card values offered in a wide range of countries and in various currencies (cash value prepaid cards, non-profit donation, and various e-gift cards) • Customer has the ability to **configure how much money a point is worth to proceed with the conversion**. • Customer can **decide which gift cards are available** to employees for redeeming. • Employees can exchange their points earned for gift cards. • Instant delivery. The order fulfillment is processed automatically. Employees can use their gift cards immediately without the need for an admin to process the order.

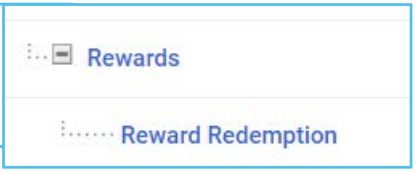
Your System Admin Setup Checklist

Enable Connector

- Open Tango Card Marketplace Connector *(new!)*
- Create and Fund Tango Card account via link
- Add Account details and Test

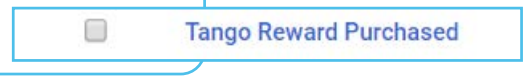
Enable Services

- Foundation – Rewards – Reward Redemptions



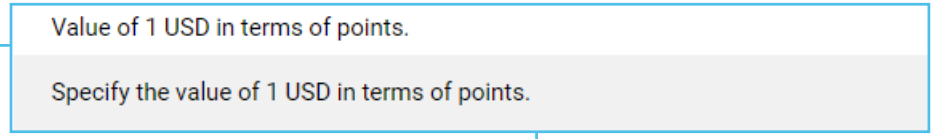
Notifications

- Brand / Customize notifications as needed
- Tango Reward Purchased Notification *(new!)*



Enable Business Rules

- Rewards – Assign Points on earning Learning or Achievement Badge
- Rewards – Assign Points on leaving an Impression
- Rewards – Value of 1 USD in terms of points *(new!)* – *Important!! - Configure how much money a point is worth*

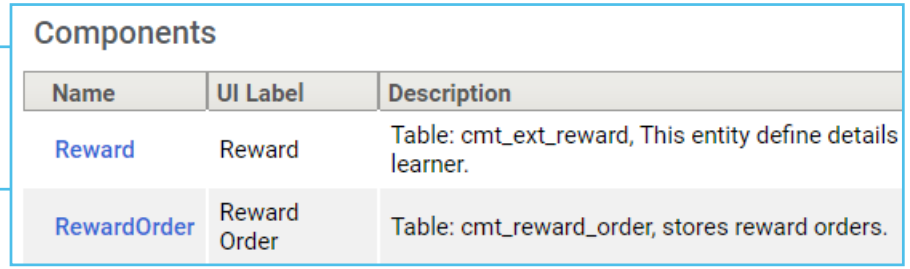


Exchange Rates

- If supporting Tango Gift Cards across multiple currencies, confirm currencies and Exchange Rates are in place with process (manual, RDI, API) to update exchange rates.

Review Components

- Reward *(new attributes!)*
- Reward Order *(new attributes!)*



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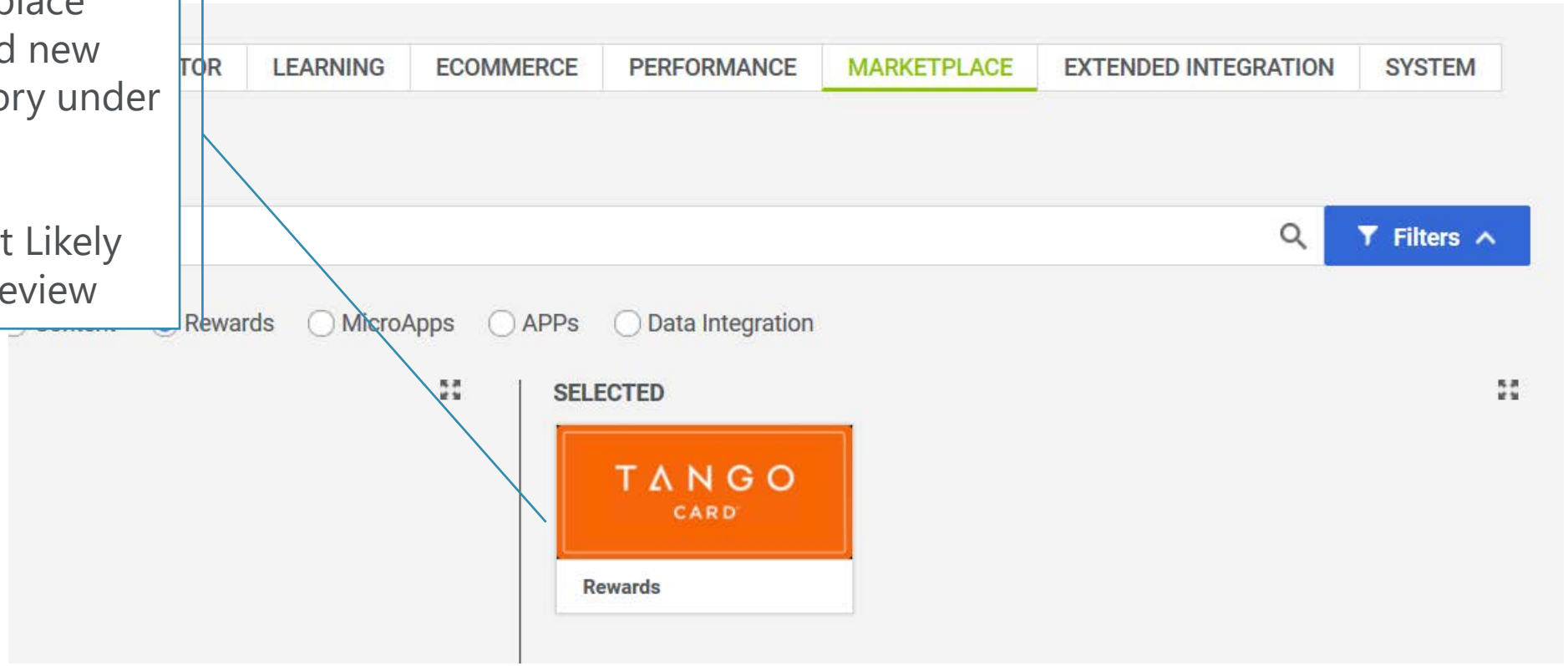
Automated Reward Administration

New Marketplace connector and new connector category under Filters.

Connector Cost Likely – Still under review



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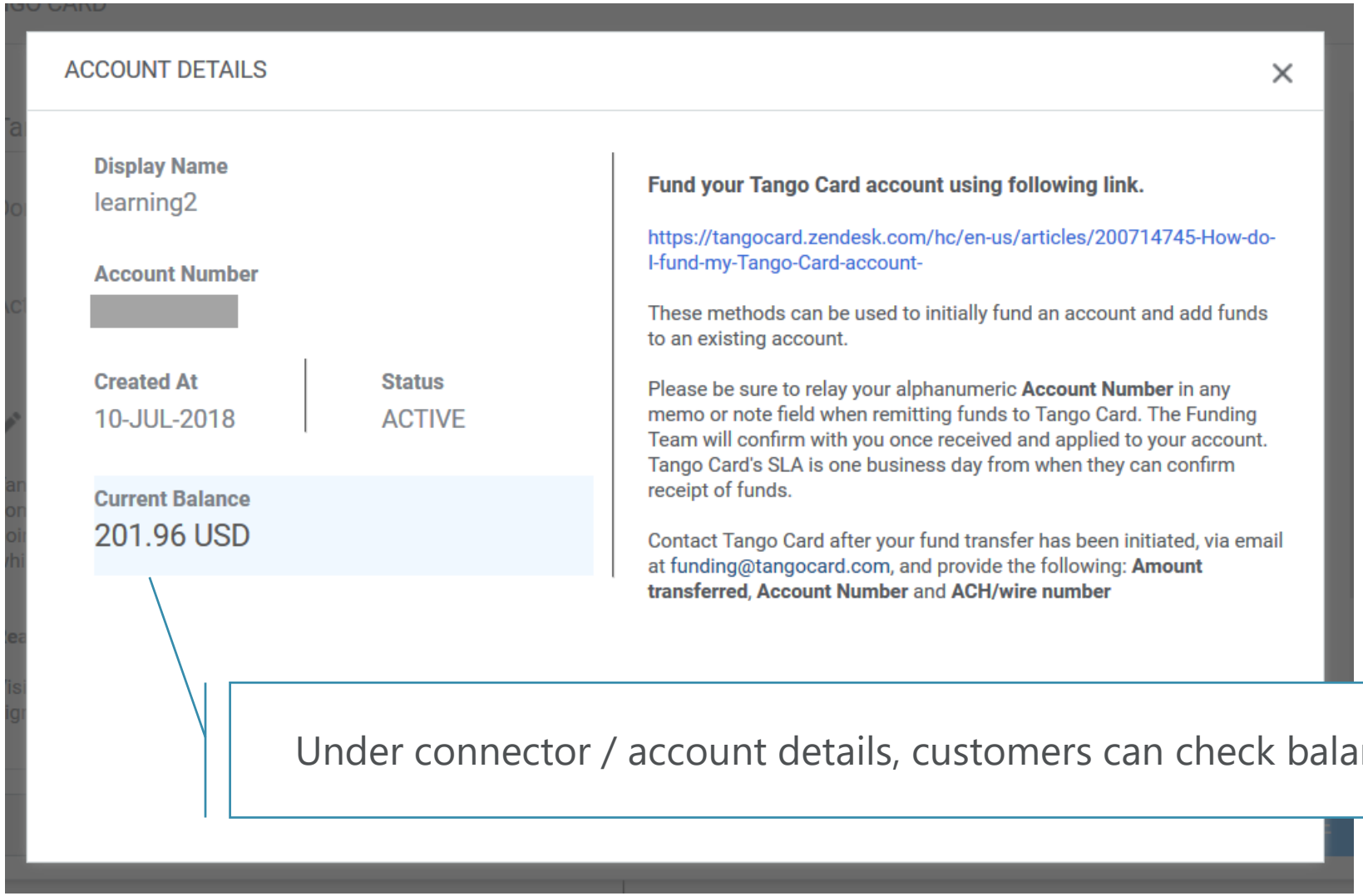
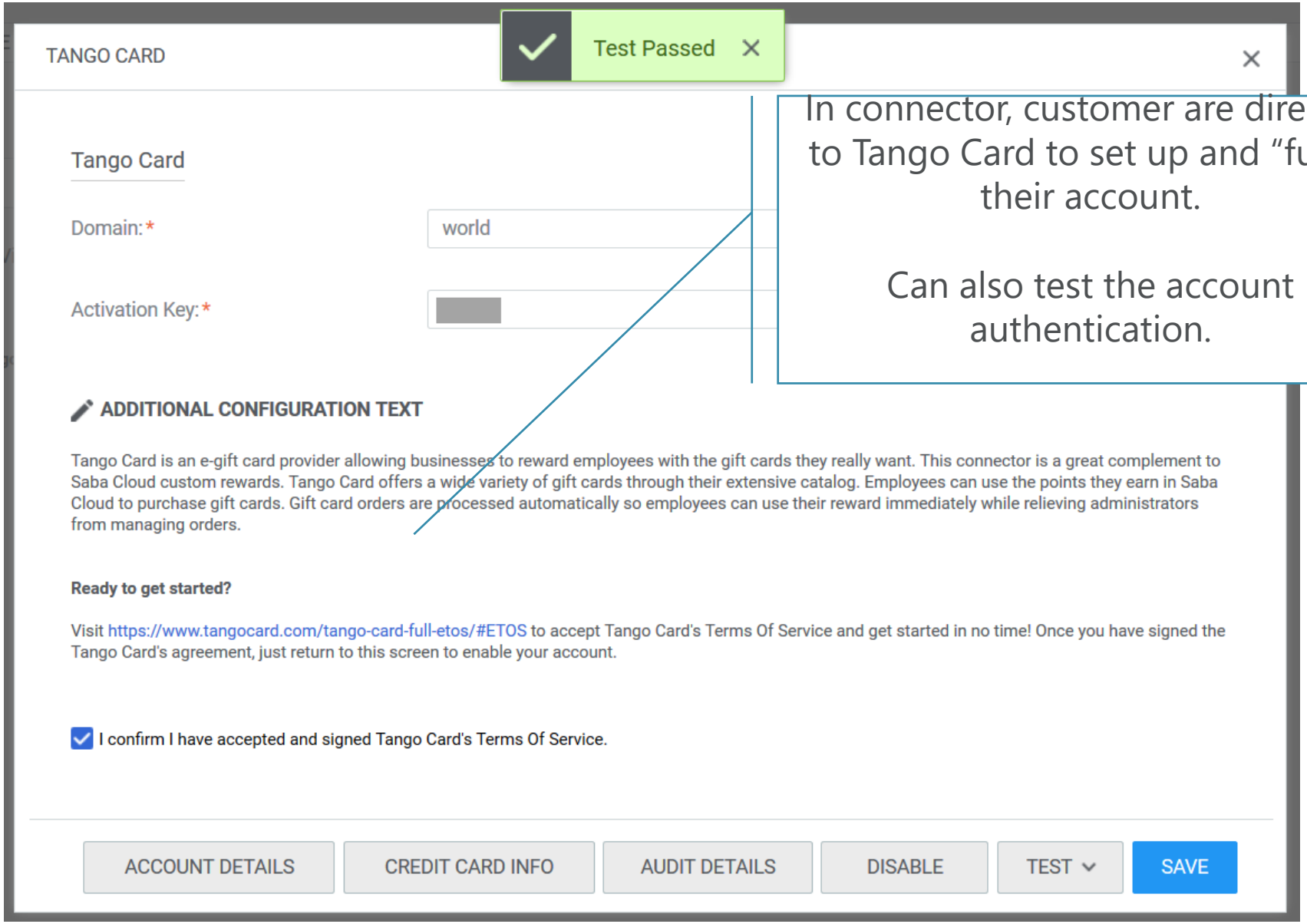
Automated Reward Administration



Under connector / account details, customers can check balance.

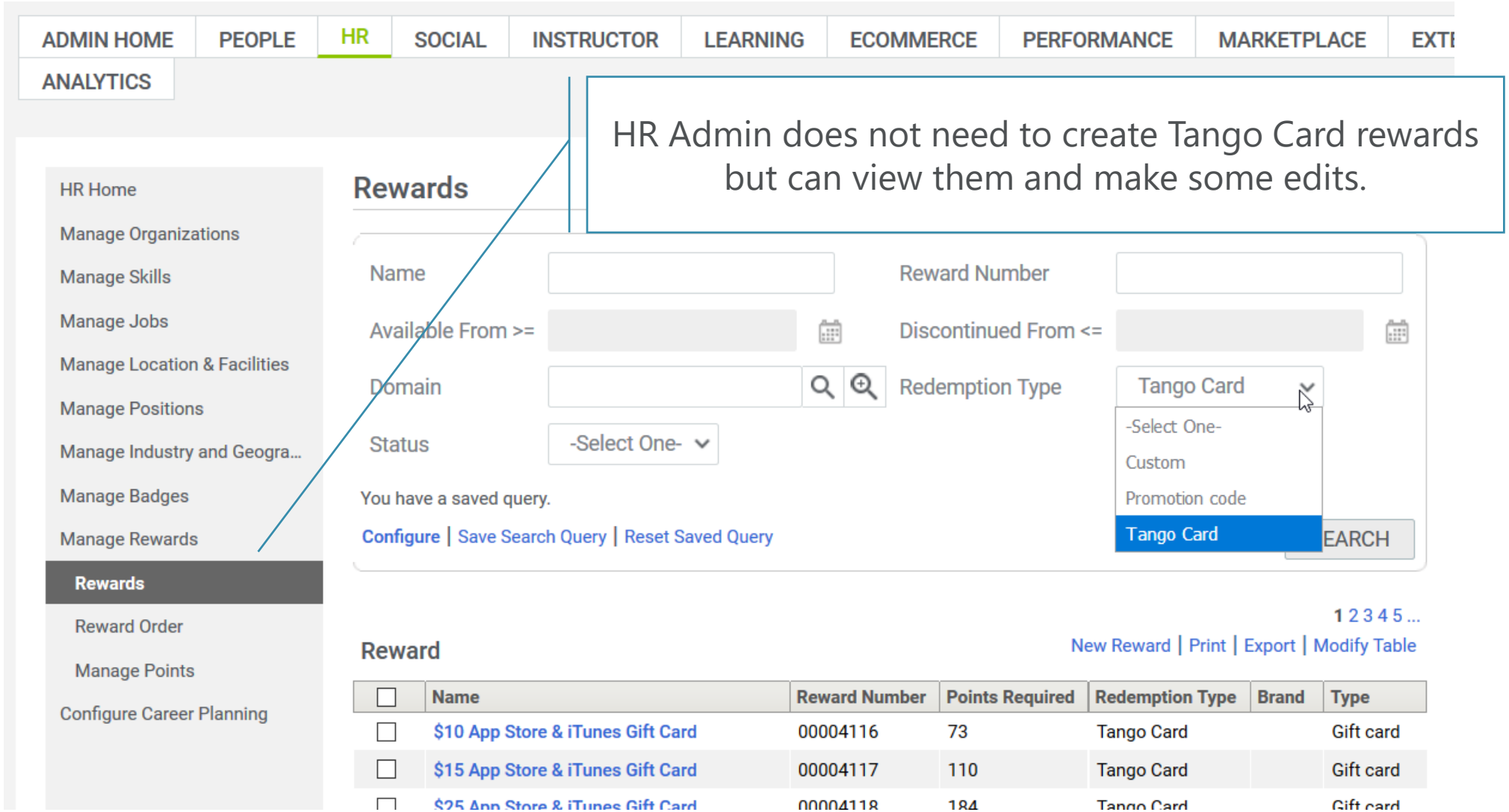
Automated Reward Administration



In connector, customer are directed to Tango Card to set up and "fund" their account.

Can also test the account authentication.

Automated Reward Administration



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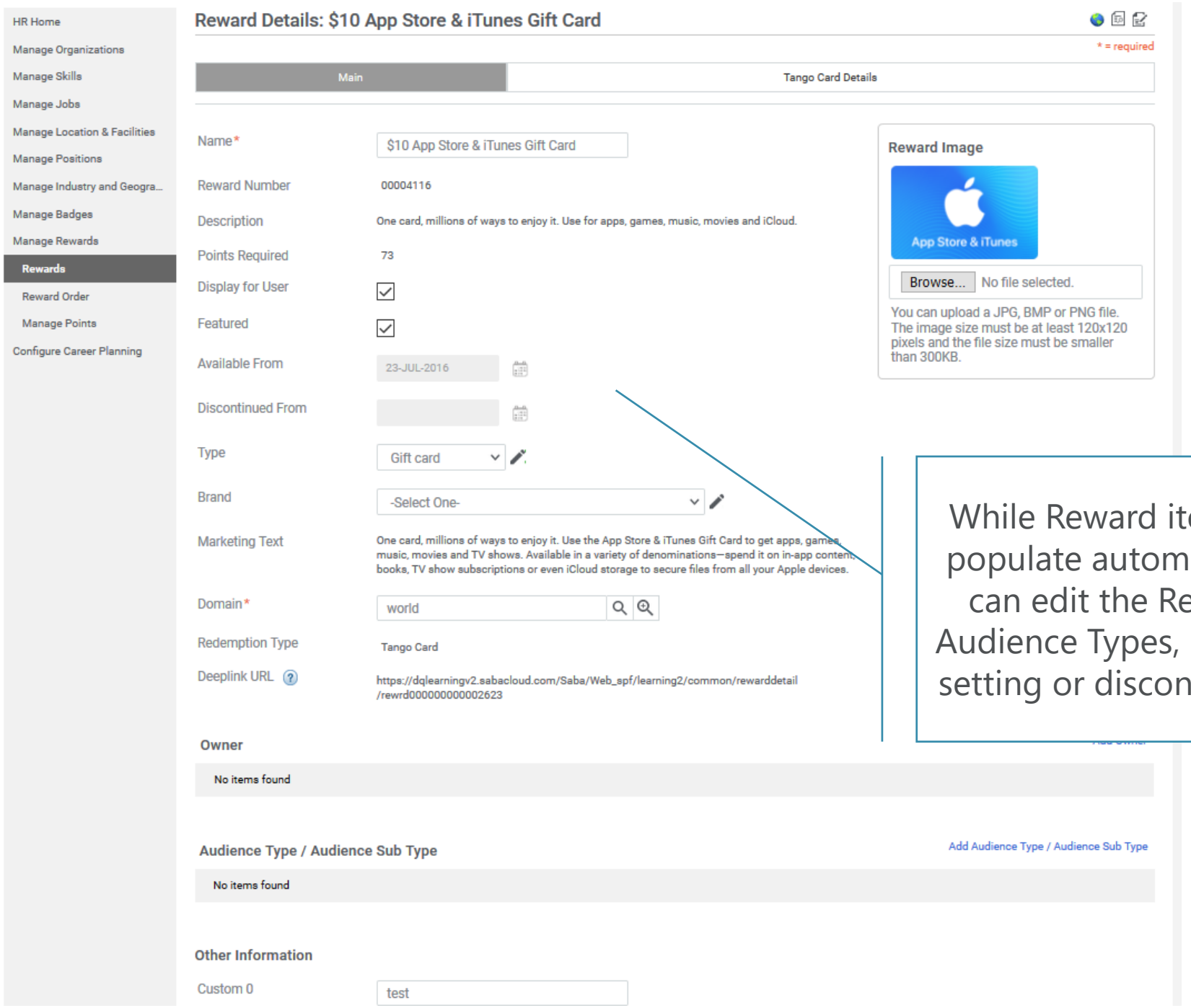
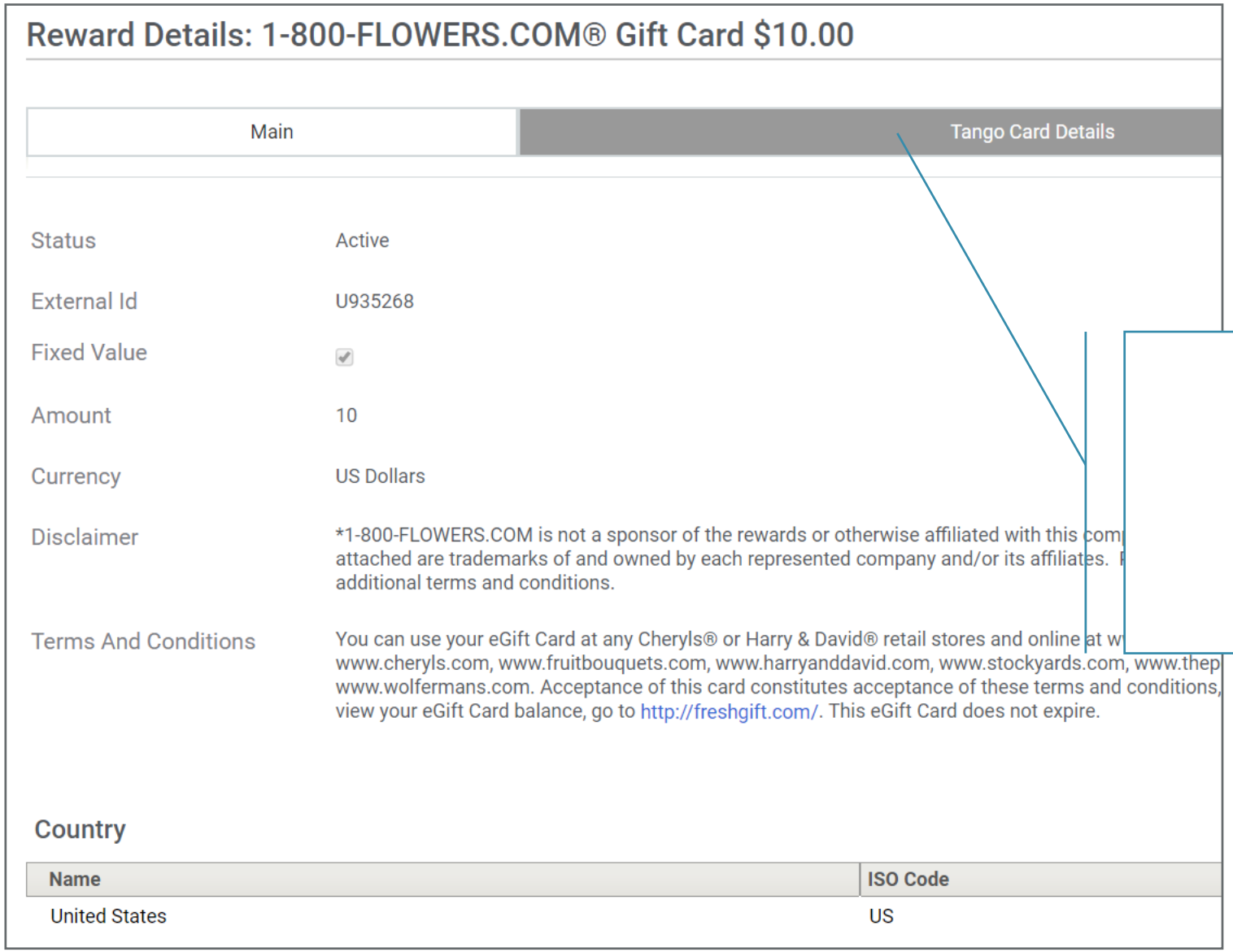
Auto

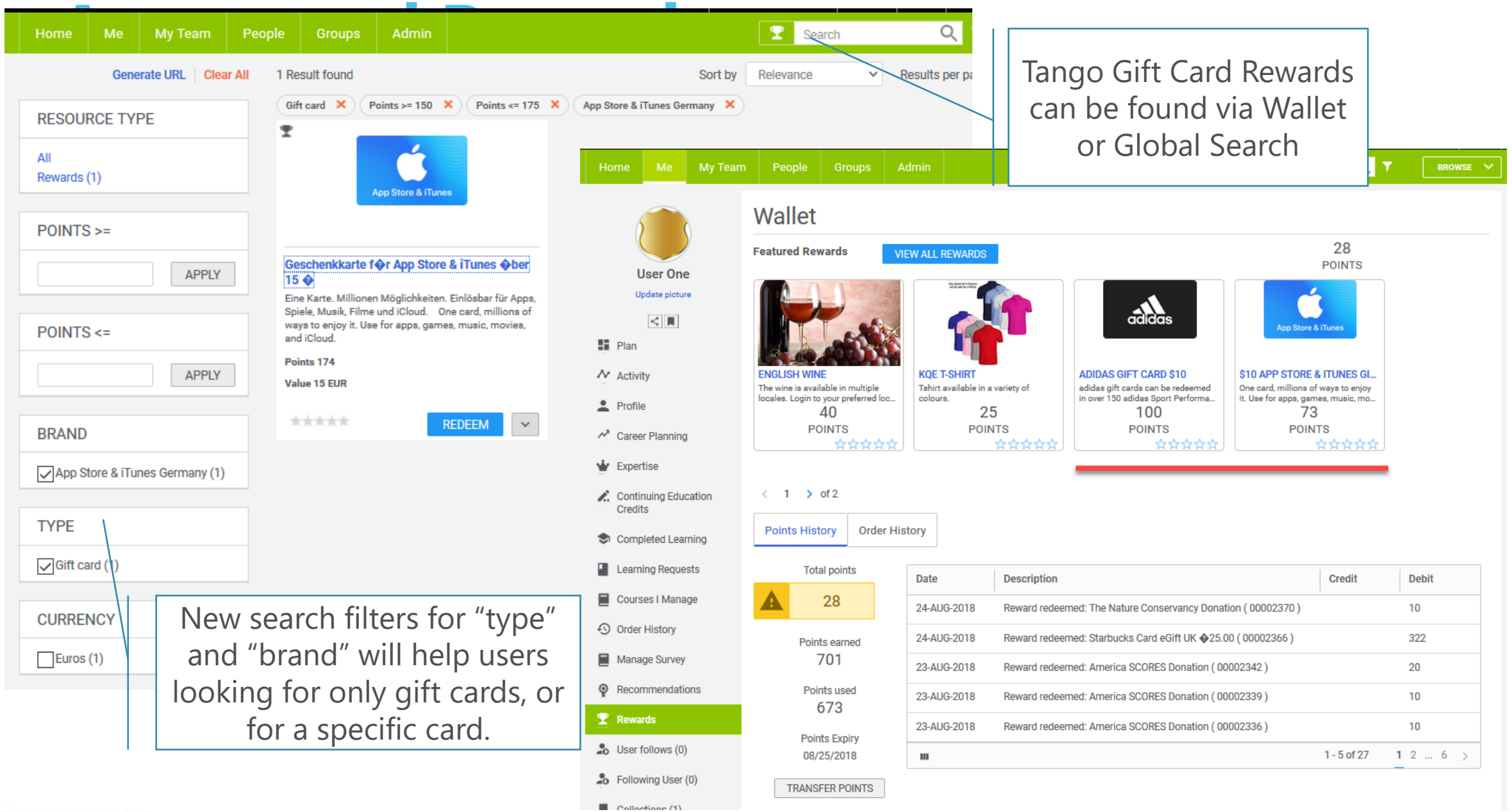


While Reward item details will populate automatically, admin can edit the Reward to Add Audience Types, change display setting or discontinue the item.

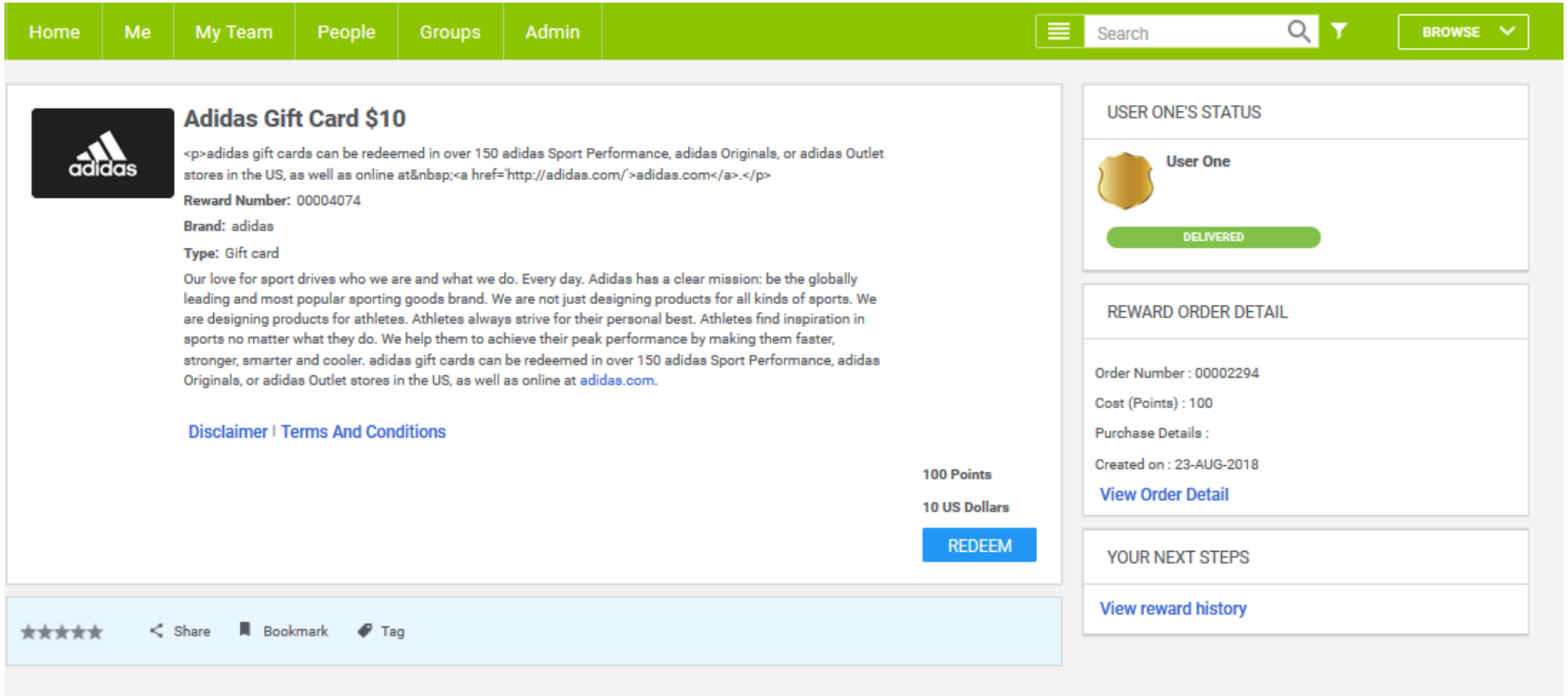
Automated Reward Administration



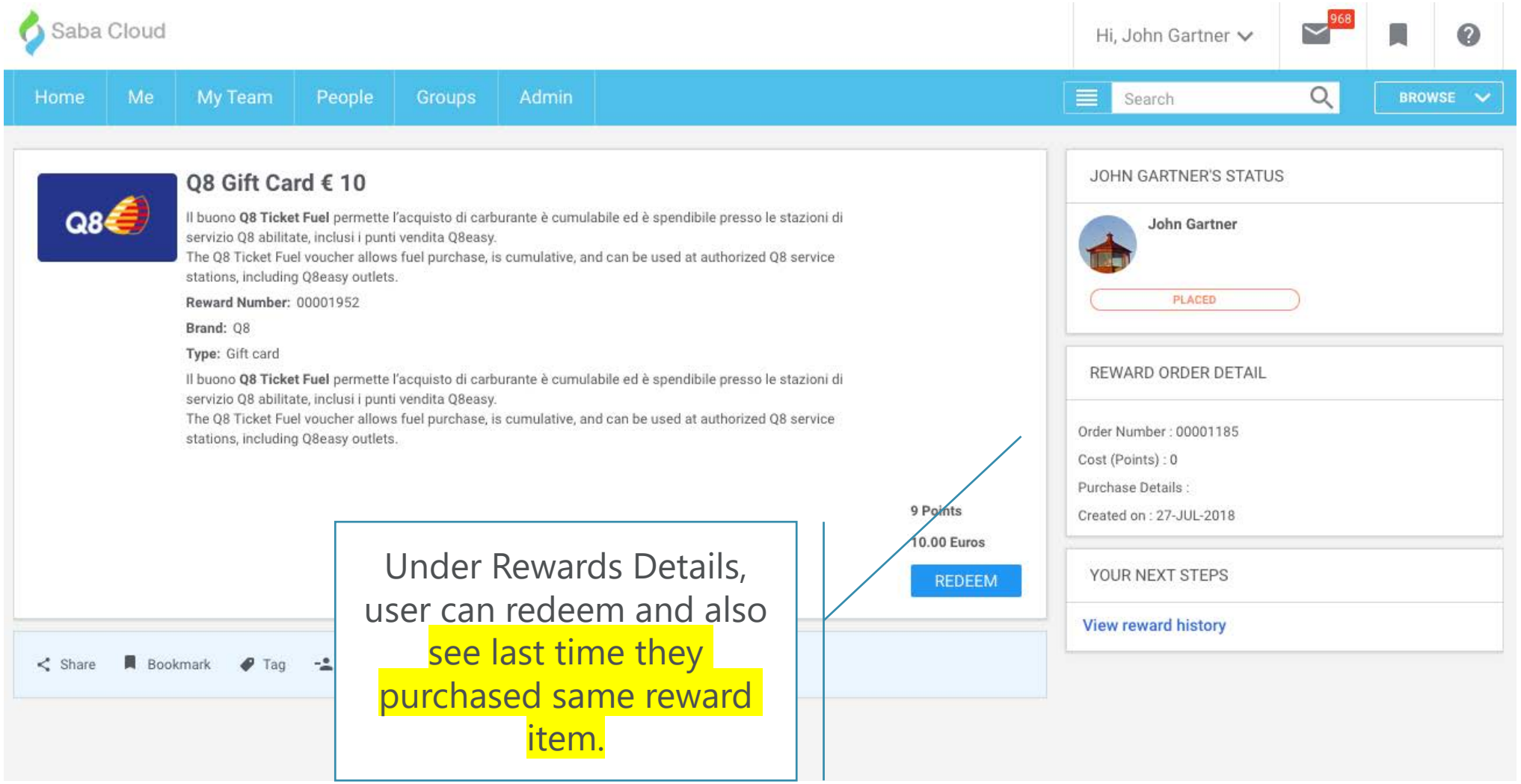
Tango Card Details


Home
Me
My Team
People
Groups
Admin
Search
Generate URL
Clear All
1 Result found
Sort by
Relevance
Gift card
Points >= 150
Points <= 175
App Store & iTunes Germany
RESOURCE TYPE
All
Rewards (1)
POINTS >=
APPLY
POINTS <=
APPLY
BRAND
App Store & iTunes Germany (1)
TYPE
Gift card (1)
CURRENCY
Euros (1)
App Store & iTunes
Geschenkkarte f€r App Store & iTunes €ber 15 €
Eine Karte. Millionen Möglichkeiten. Einlösbar für Apps, Spiele, Musik, Filme und iCloud. One card, millions of ways to enjoy it. Use for apps, games, music, movies, and iCloud.
Points 174
Value 15 EUR
REDEEM
Tango Gift Card Rewards can be found via Wallet or Global Search
New search filters for “type” and “brand” will help users looking for only gift cards, or for a specific card.
Home
Me
My Team
People
Groups
Admin
BROWSE
User One
Update picture
Plan
Activity
Profile
Career Planning
Expertise
Continuing Education Credits
Completed Learning
Learning Requests
Courses I Manage
Order History
Manage Survey
Recommendations
Rewards
User follows (0)
Following User (0)
Wallet
Featured Rewards
VIEW ALL REWARDS
28
POINTS
ENGLISH WINE
The wine is available in multiple locales. Login to your preferred loc...
40
POINTS
KQE T-SHIRT
Tshirt available in a variety of colours.
25
POINTS
ADIDAS GIFT CARD $10
adidas gift cards can be redeemed in over 150 adidas Sport Performa...
100
POINTS
$10 APP STORE & ITUNES GI...
One card, millions of ways to enjoy it. Use for apps, games, music, mo...
73
POINTS
1 of 2
Points History
Order History
Total points
28
Points earned
701
Points used
673
Points Expiry
08/25/2018
TRANSFER POINTS
Date
Description
Credit
Debit
24-AUG-2018
Reward redeemed: The Nature Conservancy Donation (00002370)
10
24-AUG-2018
Reward redeemed: Starbucks Card eGift UK €25.00 (00002366)
322
23-AUG-2018
Reward redeemed: America SCORES Donation (00002342)
20
23-AUG-2018
Reward redeemed: America SCORES Donation (00002339)
10
23-AUG-2018
Reward redeemed: America SCORES Donation (00002336)
10
1 - 5 of 27
1 2 ... 6

Automated Reward Administration



Automated Reward Administration



Under Rewards Details, user can redeem and also see last time they purchased same reward item.

TOPIC

Saba Video

Captions

What?	Administrators can upload Captions (Subtitles) for Videos Learners see a CC button in the video player. They can choose the language in which they want to view subtitles.
Why?	- Provide additional clarity for learners not native to the language or accent. - View videos in a public place where audio volume must be low
Where?	ME > Content Launch, ME > Activity stream / Group Learning Admin > Manage Content Manage Videos in Learning, Social and System Admin
Key Notes	- Captions can be uploaded in different languages. - The locale of the user and the language of the caption are NOT related. Users can choose any language to view the captions in. - Only SRT file format supported for Captions. - Captions are not visible on the Mobile App yet. - For Social, captions can not be uploaded by the video contributor yet. They can only be uploaded from Social Admin screen.

Captions

HANNAHTEALYT
still,
for a while now and ever since I started
0:08 / 11:50

360 Degree Video

What?	**View 360 degree videos in Saba Cloud**
Why?	Certain training can best be delivered in a 360 view. E.g. Human anatomy, building architecture, etc.
Where?	Manage Videos in Learning, Social and System Admin
Key Notes	- A 360 video provides ability to pan and view 360 degrees of horizontal and 180 degrees of vertical landscape. - Videos must be marked as 360 to activate the 360 player. Saba cannot intrinsically distinguish between 360 and flat videos. Hence, customers should only mark videos that are 360 as 360 else the view would be distorted. - It is recommended that 360 degree videos be high resolution (1080 or higher) for good quality viewing - For Social, video contributor cannot mark video as 360. Only a Social Admin can. - Not supported on the Mobile App yet. If required customers can use Mobile browser for now.

Saba Software, Inc.

360 Degree Video Demo

Video Bookmarking

What?	**Users can resume videos from where they left off**
Why?	Sometimes videos can be long and users would love the system to remember where they left off
Where?	System Admin > Microsites > Site Properties > Saba Video Configuration
Key Notes	- Bookmarking is disabled by default. Can be turned on by System Admins. No Support ticket required. - Bookmarking is only available for formal content. - Bookmarking is not available on the Mobile App yet.

Saba Software, Inc.

Video Bookmarking

Saba Video Analytics

What?	**Reports, Dimensions and Metrics specifically for Saba Video**
Why?	Being able to report on Video greatly increases the value of Saba Video
Where?	Analytics
Key Notes	**OOB Reports** Video Duration Report for a Learner - See which formal videos a learner has watched, for how long, etc. Video Duration Report for a Courses - See which learners have watched a video, for how long, etc. **Dimensions** Video: Name, size, duration, status. Created by/On, Updated by/On and Deleted by/On Video usage: Viewed On, Duration watched, Is Completed Applies to Formal and Informal **Metrics** Videos: Total videos uploaded / deleted. Total/Average video duration Video Usage: Number of views, Total/Average watched duration. Note - we already have the metric for Time Spent.

Saba Video Analytics (Video Usage by Learner)

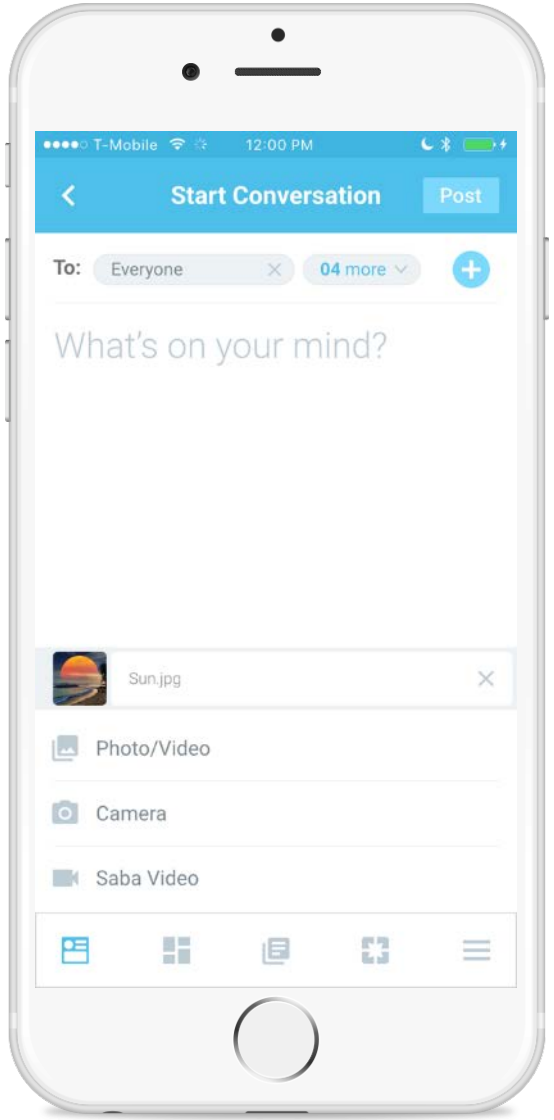
Course Title	Content name	Timespent in Content Attempt (HH:MI:SS)	Video Duration (HH:MI:SS)	Video Watched Duration Session (HH:MI:SS)	Is Video Completed	Video W Session
Formal content IE WBT						0.22
	Formal content IE					0.22
		0:00:21	0:20:01	0:00:13	No	0.22
Formal video new tab WBT						219
Formal video new window WBT						23.94
Formal video story WBT						18.86
Total						262.02

Mobile Upload

What?	Ability to Contribute Saba Video in the Activity Stream.
Why?	User-generated content is a big driver of user engagement, and allows Saba to position better against competitors.

Key Notes	• Currently, in the Activity stream, the start conversation and file contribution are different modules. We have merged all the sharing option together. The new sharing screen will be called as “Contribution” Screen.
	• We have the following options to share from Contribution screen.
	  • Text
	  • Photo/Videos (Gallery)
	  • Camera
	  • Saba Video
	• The group information screen will be accessible from “Contribution” screen by clicking plus button. By default, this screen will have the list of all available groups. The group selection will be changed according to Sharing type as Photos and Videos can be shared with multiple groups. In case of edits, the selected group will be shown on the top of the group list.
	• The character limit is applicable as defined by admin according to the different sharing options. The remaining character count will be represented when the user is tying the message.

Enhancement in Contribution flow



Mock-up. This screen is in under development.

Saba University

TOPIC

Social

What's New in (Informal) Learning?

- Microlearning classes now part of Discover portlet "Bite-Size" Ribbon and Micro filter results in Global Search
- Update Saba Cloud workflows to support SM increase in audio channels
- Improve Monitoring of Dynamic Group Memberships
- Group Canvas now follows security model for the group

Microlearning Enhancements

What?	**Microlearning classes now part of Discover portlet "Bite-Size" Ribbon and Micro filter results in Global Search.**
Why?	Further Integration of Formal and Informal Learning
Where?	1. Home > Discover Portlet 2. Global Search

Saba Meeting Workflow Enhancement

What?	**Saba Cloud workflow enhancements updated to support Saba Meeting increase in audio channels**
Why?	Prior meeting leader could only increase audio channel from within the session leader controls. Now these can be updated at time of meeting creation.
Where?	Me > Meeting > Schedule Meeting

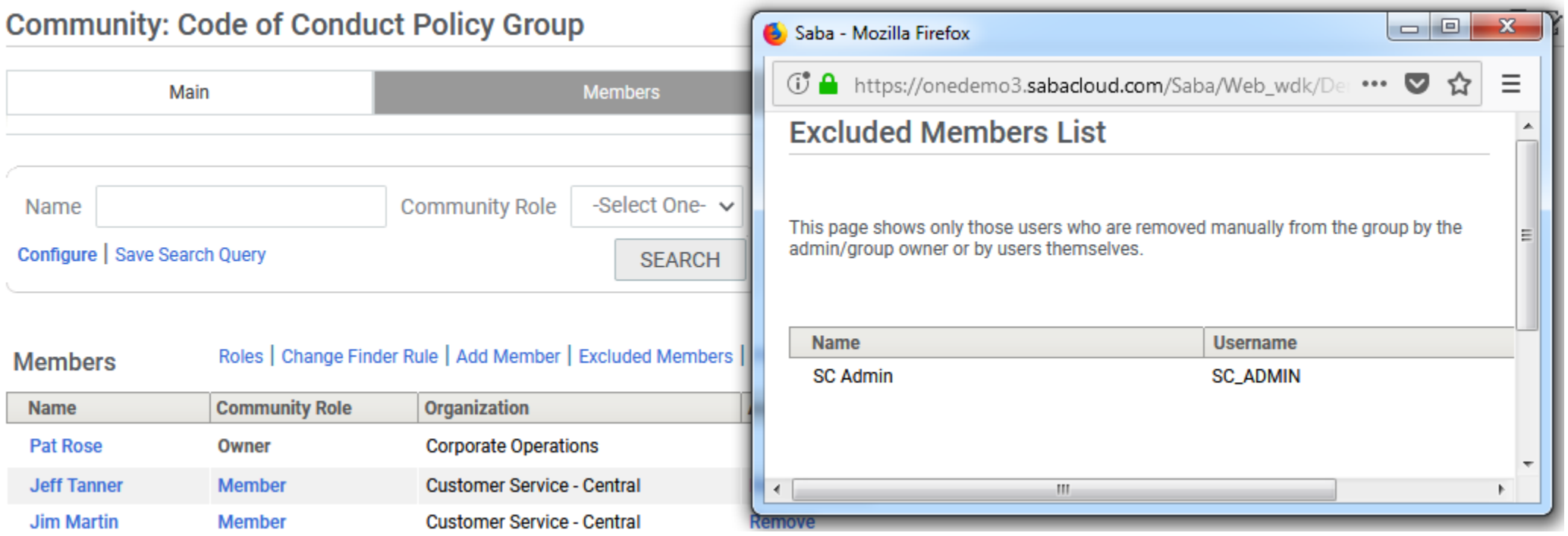
Group Enhancements

What?	**Group Canvas now follows security model for the group**
Why?	The System Canvas can be set to either the Home Domain of the user or their Default Group. When set to be domain-based, any System Admin with the appropriate privileges can modify the Canvas for their domain. If it is group-based, then it should allow the Group Owner(s) to modify it, regardless of domain settings.
Where?	Services > Foundation > Canvas Configuration BR

Group Enhancements

What?	**Improved monitoring of dynamic group memberships**
Why?	Over time, users may choose to “leave” a group or they may be excluded when setting up the group membership. Later customers may wonder why specific users who meet dynamic criteria are not getting joined to a group. This feature better shows to customer who is being excluded and why.
Where?	Groups

Excluded Members



Saba Cloud Customer Community

http://community.sabacloud.com

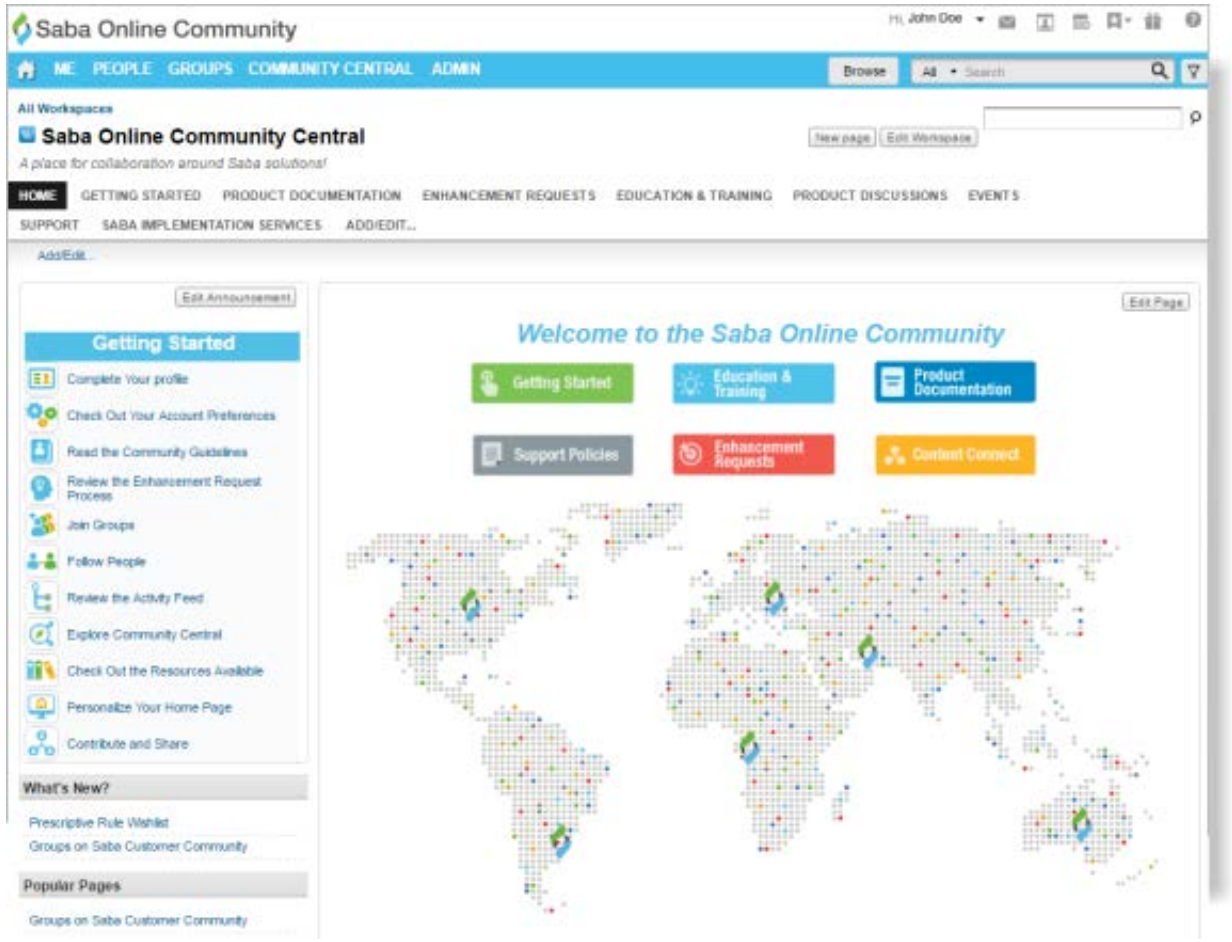
Saba Online Help

Education & Training

Documentation

Product Discussion Group

Saba Events



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QUESTIONS?

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