



Litmos
by CallidusCloud

Release Notes

2017.2 Feature Release

Table of Contents

Table of Contents	1
Learning Path Updates	2
Recalculate Learning Paths	2
Optional Courses	2
Certificates and Achievements	2
Noticeboard	3
Learning Paths in Reporting Engine	3
Learning Path Progress Percentage Logic	3
Recurring Reminders	4
Litmos Persist	4
Escalations	4
SCORM Review Mode	5
Bug Fixes and Minor Features	5
What's New in Litmos Content	7
Coming Soon	8
New User Interface	8
Litmos Marketplace	8
Salesforce Version 3.10 - Aggregated Completion Data	9

Learning Path Updates

When Learning Paths were introduced to Litmos in 2014, the basic purpose was to create a container to guide learners through a series of courses. Since then, we've received an overwhelming request for enhancements, many of these requests focus on bringing current Course functionality to the Learning Path level. We have listened and dedicating a large part of this release to your requests around Learning Paths.

Recalculate Learning Paths

Use the Recalculate Learning Paths feature to make changes to Learning Paths affect Learner's completion status, specifically when adding and removing Courses to that Learning Path. Using this feature affects both completed Learners who will be required to take the Courses added and those who will now be marked complete based on the Course removal.

Part of the Recalculate feature also includes the History tab added to the Learning Path. View what Courses have been added or removed, if a Course has been marked optional or required (see below for more details), and when the Learning Path was last recalculated.



Optional Courses

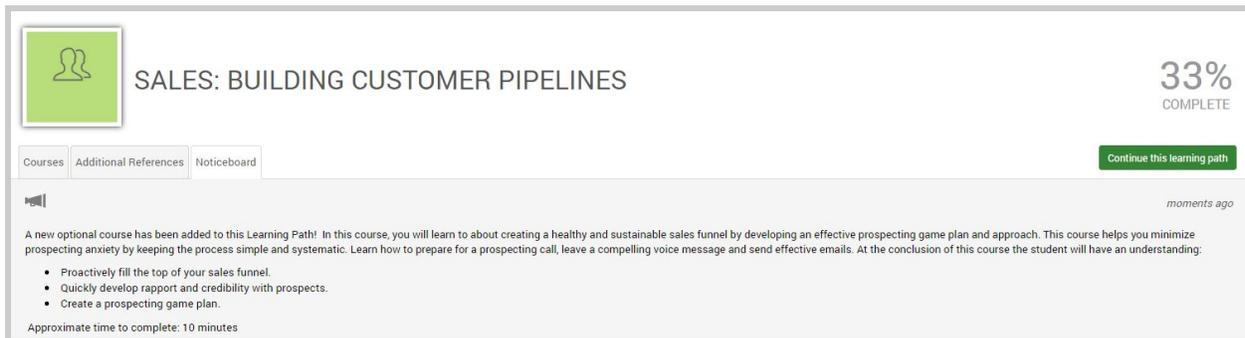
Mark the Courses within a Learning Path as optional for the Learner to take. When the optional toggle is set for a Course in a Learning Path, the Learner will not be required to take that Course. The Learner will then only need to complete the required Courses to be marked complete and earn a Certificate and Achievement for the Learning Path.

Certificates and Achievements

Learners can earn Certificates and Achievements when they complete a Learning Path. Similar to Courses, an Admin can add a Certificate to Learning Paths in a .doc format with placeholders specific for the Learning Path. When a Learner completes that Learning Path, they will then earn an Achievement and the downloadable certificate for that Learning Path.

Noticeboard

Notify Learners of updates through the Learning Path noticeboard. Add information about changes to the Learning Path, changes to Courses in the Learning Path, explain how the Learning Path works, or any other information about the Learning Path a Learner may need to know.



The screenshot shows a user interface for a Learning Path titled "SALES: BUILDING CUSTOMER PIPELINES". On the left, there is a green square icon with a white person silhouette. To the right of the icon, the title "SALES: BUILDING CUSTOMER PIPELINES" is displayed. In the top right corner, a green progress indicator shows "33% COMPLETE". Below the title, there are three tabs: "Courses", "Additional References", and "Noticeboard". A green button labeled "Continue this learning path" is located in the top right corner. Below the tabs, there is a notification area with a speaker icon and the text "moments ago". The notification reads: "A new optional course has been added to this Learning Path! In this course, you will learn to about creating a healthy and sustainable sales funnel by developing an effective prospecting game plan and approach. This course helps you minimize prospecting anxiety by keeping the process simple and systematic. Learn how to prepare for a prospecting call, leave a compelling voice message and send effective emails. At the conclusion of this course the student will have an understanding:" followed by a bulleted list: "• Proactively fill the top of your sales funnel.", "• Quickly develop rapport and credibility with prospects.", and "• Create a prospecting game plan." At the bottom of the notification, it says "Approximate time to complete: 10 minutes".

Learning Paths in Reporting Engine

As promised, each major release will include additions to the Reporting Engine. In the Theme of this release, a Learning Path object has been added. Use this Reporting Engine object to report on information about Learning Paths in your system and the Courses within those Learning Paths.

Learning Path Progress Percentage Logic

The most frequent pieces of feedback we had received is that Learning Path progress percentage is confusing to both Learners and Admins. This is specifically confusing when modules have been added to a course in a completed Learning Path. Because of this feedback we have changed the criteria for calculating Learning Path progress. Progress is now based on number of courses completed, not modules completed.

For example, if a Learner is working through a Learning Path with two Courses. The first course is 10 modules and the second course is one module. The previous logic would mark the Learner's progress at 91% complete. The new logic will mark the Learner's progress at 50% complete for the Learning Path. This change will only affect the progress percentage and will not affect completion status.

Although we don't anticipate this change to be a massive change for most, it may be more obvious for any accounts that have Learners In Progress of a Learning Path and the number of modules in each of the Courses in the Learning Path greatly varies in each Course.

Recurring Reminders

Everyone needs a little prompt when we miss an assignment or reminder email for a compliance course. That is why we introduced Recurring Reminders feature. With this feature, administrators can

- Set up recurring automatic reminders for courses in order to drive higher course completions.
- Set emails to send reminders each day or each week until the learner has completed the course or define a set number of reminders to be sent.

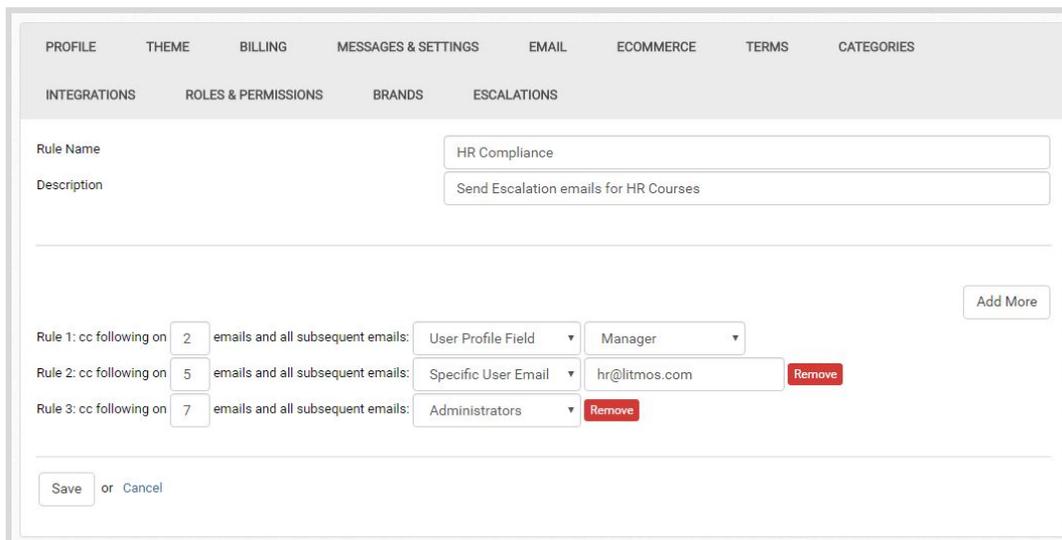
Litmos Persist

Litmos Persist is a series of notifications with the purpose to encourage Learners to complete their training, specifically their required training. Over the past few releases we have been rolling out Litmos Persist in phases. In this release, we are keeping up the momentum by introducing Escalations.

** Litmos Persist is part of an add on module.*

Escalations

When multiple email reminders do not do the trick, get Learners to complete their courses by notifying all Administrators, their manager, or the entire HR team. Escalations can be set to cc additional email addresses to notify them that a Learner still has training to do. These cc's can be set to different email levels to include additional people as time goes on. For example, notify their manager when compliance is coming close and only then include HR once the Learner has fallen out of compliance. Because these rules are flexible, set them as necessary.



The screenshot shows the 'ESCALATIONS' configuration page in the Litmos admin interface. The page has a navigation bar with tabs: PROFILE, THEME, BILLING, MESSAGES & SETTINGS, EMAIL, ECOMMERCE, TERMS, CATEGORIES, INTEGRATIONS, ROLES & PERMISSIONS, BRANDS, and ESCALATIONS. The 'ESCALATIONS' tab is active. The main form contains the following fields:

- Rule Name:** HR Compliance
- Description:** Send Escalation emails for HR Courses
- Buttons:** Add More (top right), Save or Cancel (bottom left)
- Rule 1:** cc following on 2 emails and all subsequent emails: User Profile Field (dropdown), Manager (dropdown)
- Rule 2:** cc following on 5 emails and all subsequent emails: Specific User Email (dropdown), hr@litmos.com (text input), Remove (button)
- Rule 3:** cc following on 7 emails and all subsequent emails: Administrators (dropdown), Remove (button)

SCORM Review Mode

Enable Review mode for SCORM modules to allow Learners to review completed SCORM modules without resetting their previous results. Reopening the module will retain the Learner's prior scores and interaction data from their original attempt for reporting purposes without interfering with their Learning.

Bug Fixes and Minor Features

- SSO for mobile to direct Learners to the Mobile App
- Add a History tab to Learning Paths
- Team Leader CSV report missing users from other teams
- Course completion does not link over if the course is assigned via a Team
- Team Leaders CSV report missing users from other Teams
- API Course ID and User ID is switched in /results/details, /courses, and /users
- State that a report sent from the the reporting engine expires in 24 hours
- On the Learner Dashboard, the number of courses "To Do" includes expired courses
- Course completion date is updating when the course is recalculated
- Admins and Account Owners see past sessions they're instructing in the Available Sessions tab.
- Oops error message occurs when clicking on an old Saved Report.
- Shopify integration sends Welcome email even if the user is already in Litmos.
- Create a Report is missing users in User View tab.
- Manage Discussion page shows an oops message at the bottom of the page and unable to post messages
- Discrepancy between To Do list and People Quick Report
- Notification Email cannot be removed from Assessment Settings
- Course category only shows 10 courses with Recommended Courses enabled
- Reporting Engine Assessment results - Answers Learners selected are not showing on report for multiple choice
- Remove Social Media links when integration has been disabled
- Show Teams in Team Leader dropdown in alphabetical order
- Next button doesn't work for Inactive people in a team
- Minor UI changes for better User Experience

What's New in Litmos Content

Litmos Studios is creating new topics, which cover a wide range of topics! New topics for this release include:

- **Accounting for Managers:** Understanding the language of accounting and finance is critical for all managers. This quick series of five 10-minute courses demystifies accounting jargon including cash flow, income statements, profit margin, and more.
- **Customer Service:** Happy customers are the real measure of success for any business; satisfied customers positively impact your business. This seven-course program is now in our new mobile-friendly Articulate Rise format and refreshed to meet the needs of your busy and on-the-go staff.
- **Information Security:** Digital technology develops at a rapid space, stay ahead of the curve with information technology education. Create a culture of security and compliance through this refresher five-course series, now in Articulate Rise.
- **Compliance:** Compliance education is more than protecting the sensitive information of your clients. Protect your staff by giving them a solid understanding of workplace diversity, discrimination, safety in the workplace, and more. Now offering 16 compliance courses in the new mobile-friendly Articulate Rise format.

[Click Here for The Full Content Release Notes](#)

Coming Soon

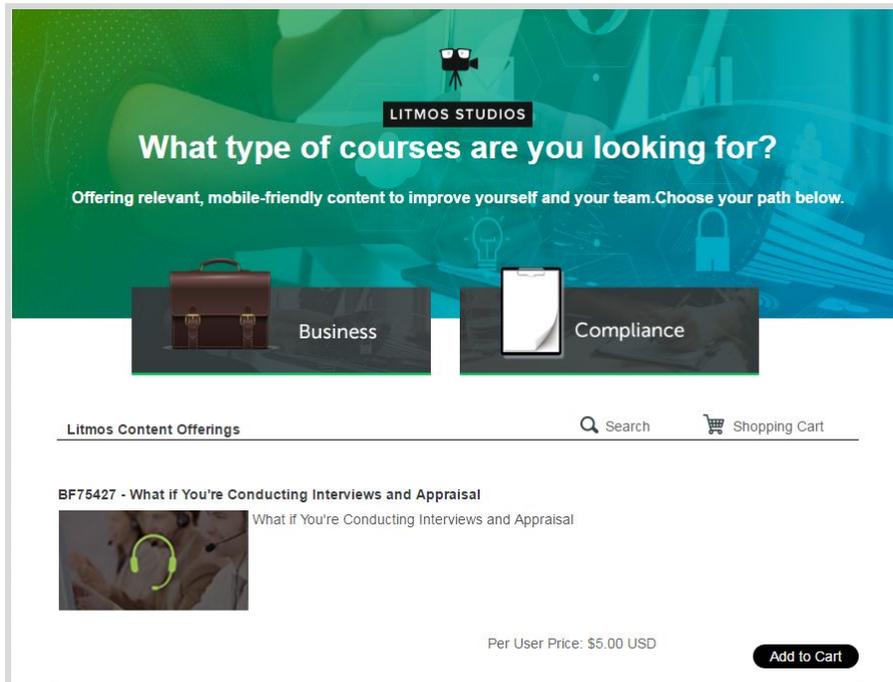
New User Interface

Litmos user interface is getting a facelift! The Litmos design team is currently designing a new User Interface for Litmos. This new User Interface is not ready to be released just yet, but we wanted to give all our customers a heads up and provide some preliminary information on what you need to know:

- The new User Interface will include a forward thinking design intended to be easier to use than ever and affect both desktop and mobile versions. We are progressing the tile view to include your favorite features from the classic view as well.
- No features or functionality will be removed.
- We are making every effort to ensure that we preserve existing CSS tags and customizable items.
- **More details will be provided before this new User Interface is released.**

Litmos Marketplace

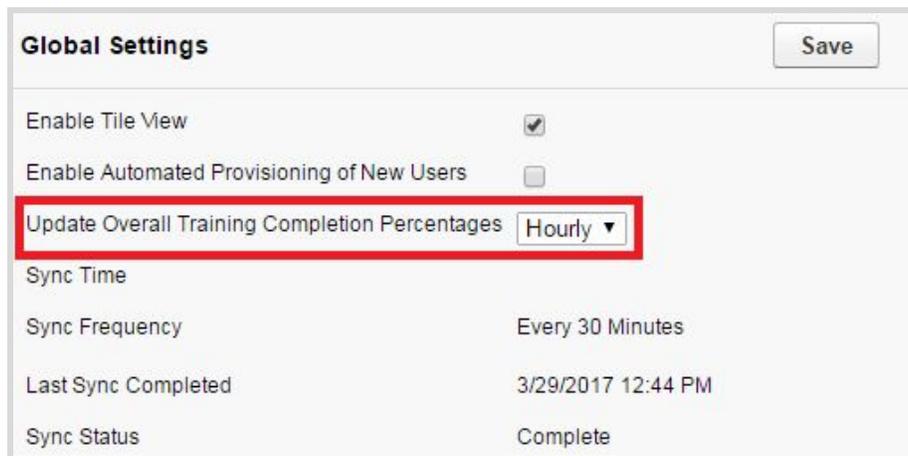
Need more content in your Litmos account? No problem! Use our new Content Marketplace to purchase content to populate your Course Library with Soft Skill Courses, required Compliance Courses, and much more. Once the release is live, click on the Shopping Cart icon in the navigation to get started.



Salesforce Version 3.10 - Aggregated Completion Data

Litmos is releasing a new version of the Litmos for Salesforce app package. This version will provide performance and scalability enhancements that *significantly* optimize the processing and syncing of data between Litmos and Salesforce.com, while also drastically minimizing apex processing prerequisites on the Salesforce platform. Other minor changes in version 3.10 include :

- Litmos will now pre-calculate overall completion percentages for Users and Contacts directly in the Litmos database, and send this pre-calculated data up to the Salesforce platform. A new object called “Overall Completion Results” is introduced for this data, and a new scheduler setting within the “Litmos Setup” tab of the package will determine how often User and Contact Records are updated with this overall completion result data. Please consult your Salesforce CRM Administrator to understand how this change could affect your Org’s business automation related to triggers, workflows and the like.



Global Settings		Save
Enable Tile View	<input checked="" type="checkbox"/>	
Enable Automated Provisioning of New Users	<input type="checkbox"/>	
Update Overall Training Completion Percentages	Hourly ▾	
Sync Time		
Sync Frequency	Every 30 Minutes	
Last Sync Completed	3/29/2017 12:44 PM	
Sync Status	Complete	

- The completion percentage fields on the Contact and User details are now designed to update asynchronously, based on the frequency of the new scheduler setting (shown above).
- The Queue Sync log will no longer show “pending” sync records for module, course and learning path records. It will show Users and Contacts records being provisioned or synced to Litmos, and it will show the count of the new “overall completion” result sync from Litmos. The User Module Results, User Program Results and User Learning Path Results that were once monitored in the Queue Sync log under the Litmos Setup tab can be viewed in the Litmos Queue report, available in the “Litmos Reports” folder under the main Reports tab in Salesforce.

- The Contact and Account training widgets will display completion percentages as integers instead of decimals.
- Synced Achievement records no longer produce query errors
- The My Users tab will now include paging and handle larger volumes of Users
- The Contact Training Widget will update every half hour.
- The Account Training Widget will update every half hour.
- "Start Date" was mislabeled as "Assigned Date" in the Contact Training Widget. It will now read "Start Date".



About Litmos

Backed by CallidusCloud (NASDAQ: CALD), Litmos is the world's fastest growing enterprise learning solution. It unifies learning management, the extended enterprise, and prepackaged content in an innovative platform to meet any organization's internal and external training needs. Built to help learning organizations achieve success, Litmos is highly secure, focuses on the end user, and provides time to value three times faster than traditional learning solutions. Over 4 million users in more than 130 countries and 22 languages use Litmos to optimize their learning and development, improve performance, and monetize training.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. © 2017 Litmos by CallidusCloud. All rights reserved.