How do we set up Content?

1. Overview

Bsharp Converse Content is a smart tool that lets you quickly create structured training modules from documents, images, videos, and quizzes. With its AI tool, Learnbee, you can instantly convert PDFs into interactive content and publish them with the right user targeting, rules, and reminders.

Module Deployment is the complete process of creating and launching a learning module in Converse. It consists of four core steps:

1. **Module Details** → Define all metadata
2. **Content** → Build the training structure and upload learning materials
3. **Add Users** → Select the learners who will receive the module
4. **Settings & Publish** → Configure notifications and launch the module

Organizations need a scalable way to:

- Create structured training content
- Target specific users or teams
- Track completion and compliance
- Maintain consistent, high-quality learning formats
- Deliver training using multiple channels (in-app, email, WhatsApp, Google Chat)

2. When to Use?

Use the module deployment process when you need to:

- Launch a structured training program
- Upload learning materials such as PDF, video, quiz, text
- Enforce completion rules (mandatory pages, minimum view time)
- Roll out training to selected teams or regions
- Run compliance, onboarding, product training, or certification programs
- Track completion and engagement reports

Use this feature if:

- You want a structured module instead of ad-hoc files
- You need to track completion

- You want sequential learning (locks)
- You want to reach specific target groups
- You want automated reminders
- You want reporting at module, page, or quiz level

3. Concepts

Module

A complete learning unit consisting of sections, pages, and content.

Section

Top-level grouping inside a module (e.g., Intro, Core Offering, Summary).

Page

A learning block within a section containing content items.

Content Item (Card)

Individual learning material:
Text, Image, PDF, Video, Quiz, LearnBee content, SCORM.

Skill / Sub-skill

Categorization tags fully configurable via admin settings.

Product Family / Product

Mapping used for product-based learning setups.

Mandatory Page

Learners must complete this to finish the module.

Lock Page

Learners must complete the previous page before unlocking the next.

Minimum View Time

Timer on PDFs/videos that ensures enough viewing is done.

Attribute Group

Automatically assigns modules based on user properties (country, department, etc.).

Assigned Notification

Message sent when a module goes live.

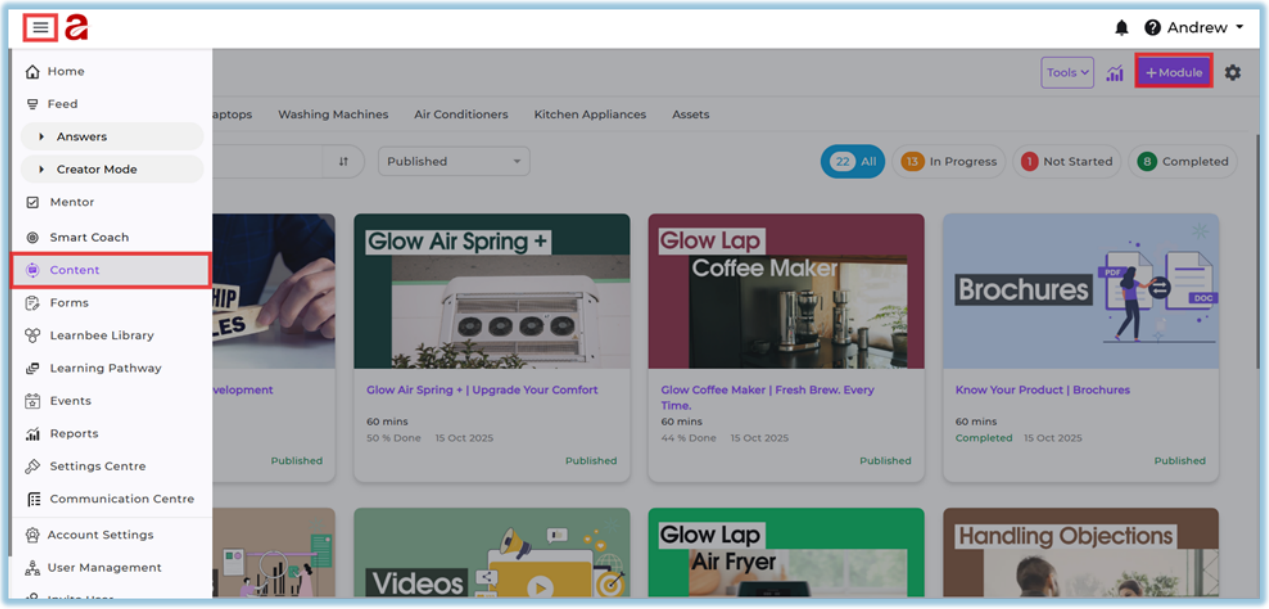
Reminder Alert

Follow-up messages sent only to users who haven't completed training.

4. How to Set It Up / Configure It

To start setting up Content:

1. Click the **menu icon** on the top-left.
2. Select **Content** from the left-side menu.
3. Click **+ Module** on the top-right of the Content page.



The deployment process is divided into **four guided steps**.

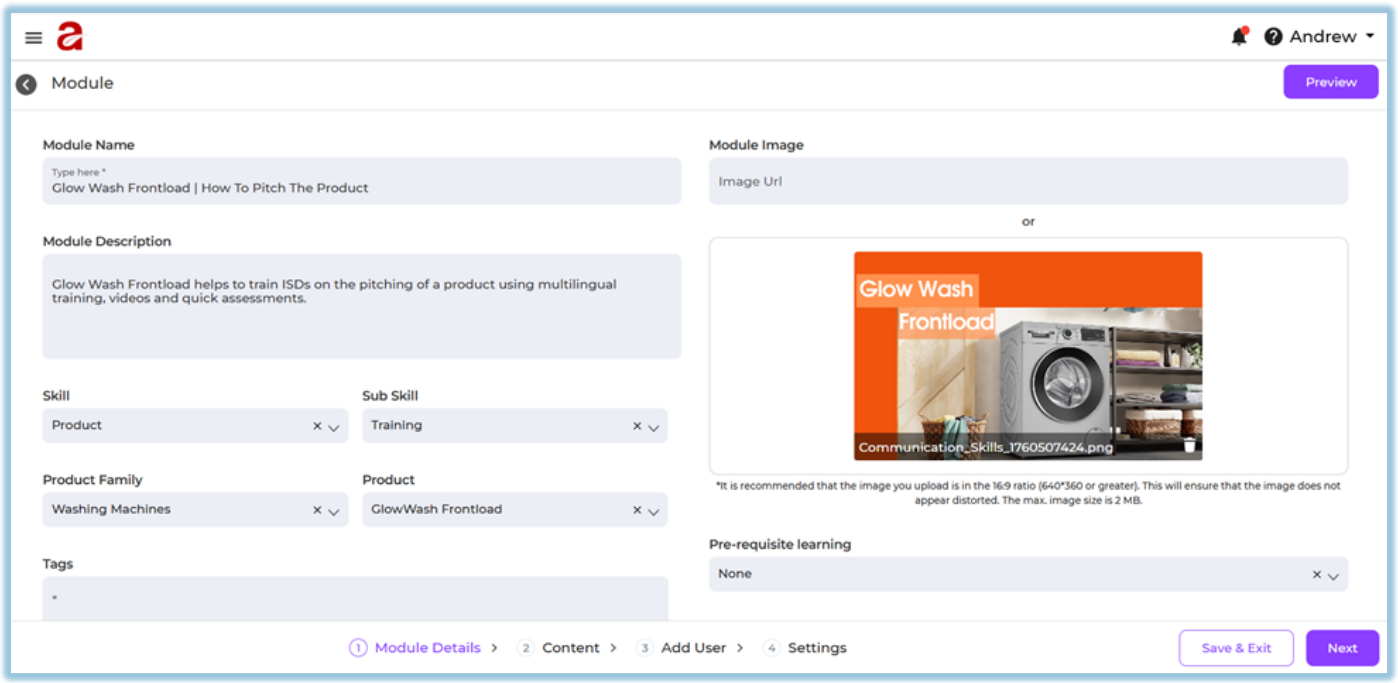
STEP 1 — MODULE DETAILS

(Define metadata and classification)

Setup Steps

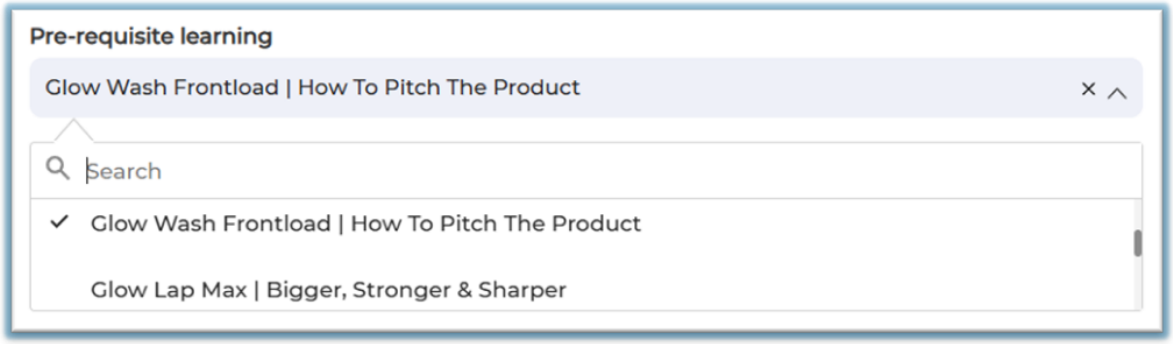
1. Enter module name and description
2. Choose Skill and Sub-skill

3. Select Product Family & Product
4. Add Tags (optional)
5. Choose Module Type (Training, Policy, Certification, etc.)
6. Select Importance (High/Medium/Low)
7. Select Language
8. Enter Duration
9. Upload Thumbnail image



10. Set **Pre-requisite Module**

A pre-requisite module is a module the learner must complete first before starting the current module.
This ensures the learner follows the correct learning order.
Only **one** module can be added as a pre-requisite module.



Example:
If there are two modules:

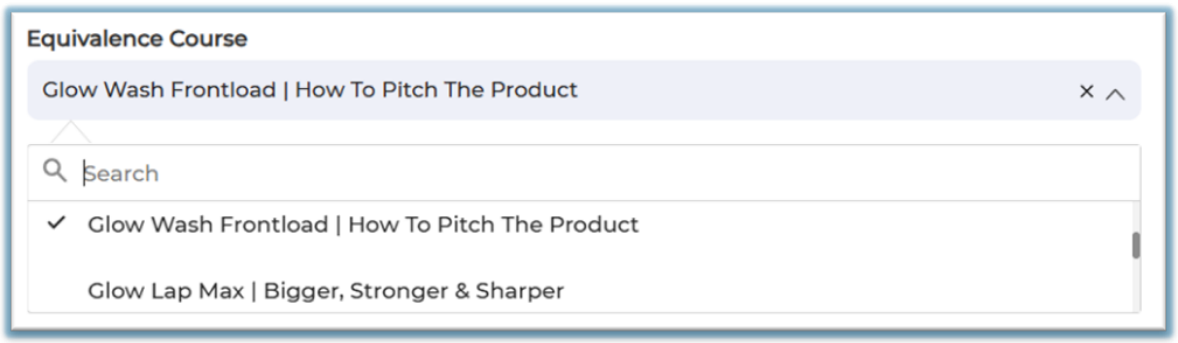
- Module – Part 1
- Module – Part 2

Here, **Part 1** is the pre-requisite module for **Part 2**.

When a learner opens **Part 2**, the system will ask them to complete **Part 1** first.
This is because Part 1 contains the basic information needed before moving to Part 2.

11. Set **Equivalence Module**

An equivalence course is another module that teaches the **same learning content**.
If two modules are equivalent, completing **either one** will count as completing **both**.
Only **one** module can be added as a Equivalence module.



Example:
If you have:

- **Module A – Glow Air Fryer Overview (PDF)**
- **Module B – Glow Air Fryer Overview (Video)**

You can set Module B as the **equivalent** of Module A.

This means:

- If the learner completes the **video**, the **PDF** version also shows as completed.
- And if they complete the **PDF**, the **video** version will also be marked completed.

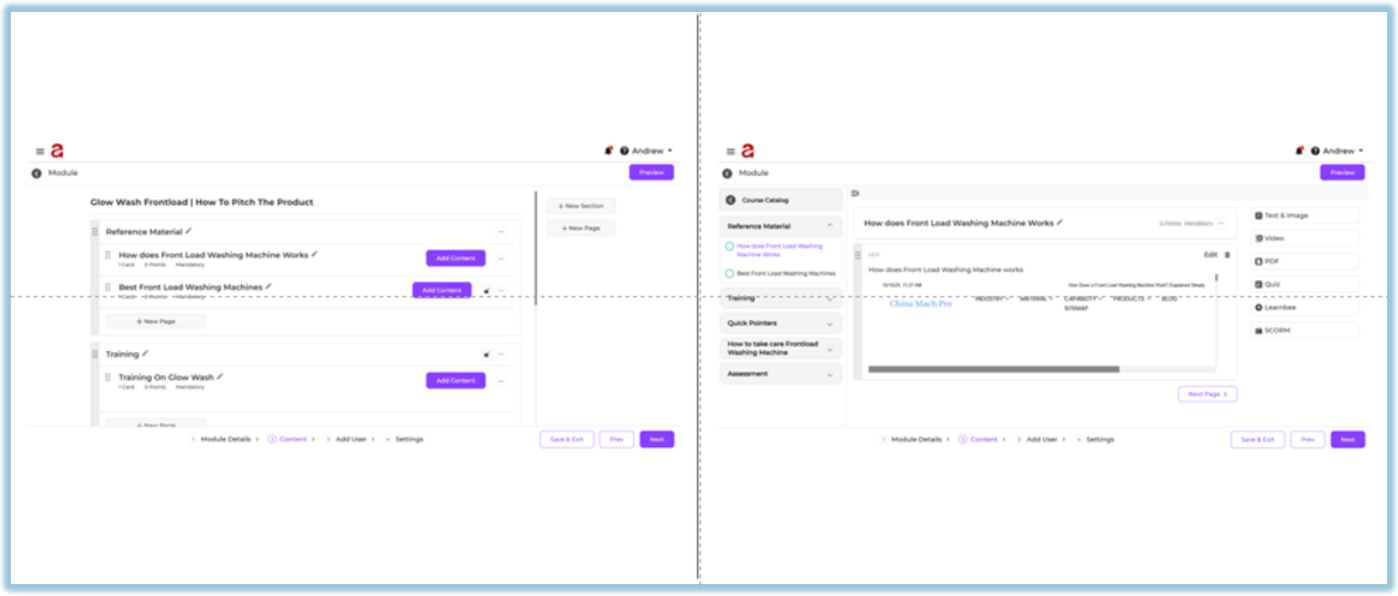
➡ All configuration options referenced here come from admin settings pages.
(Example: Skills, Languages, Product Families, and Module Types)

STEP 2 — CONTENT

(Build the actual training journey)

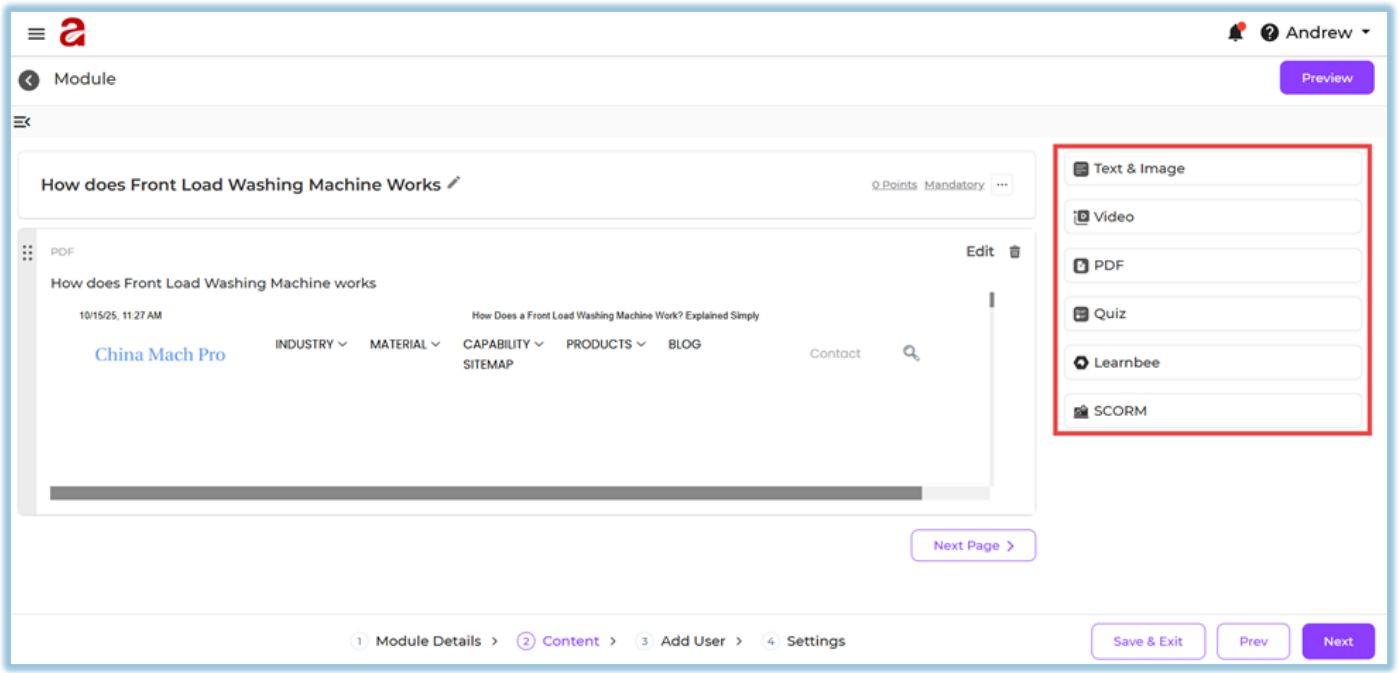
Structure Overview

A module → contains **Sections** → each contains **Pages** → each holds **Content Items**.



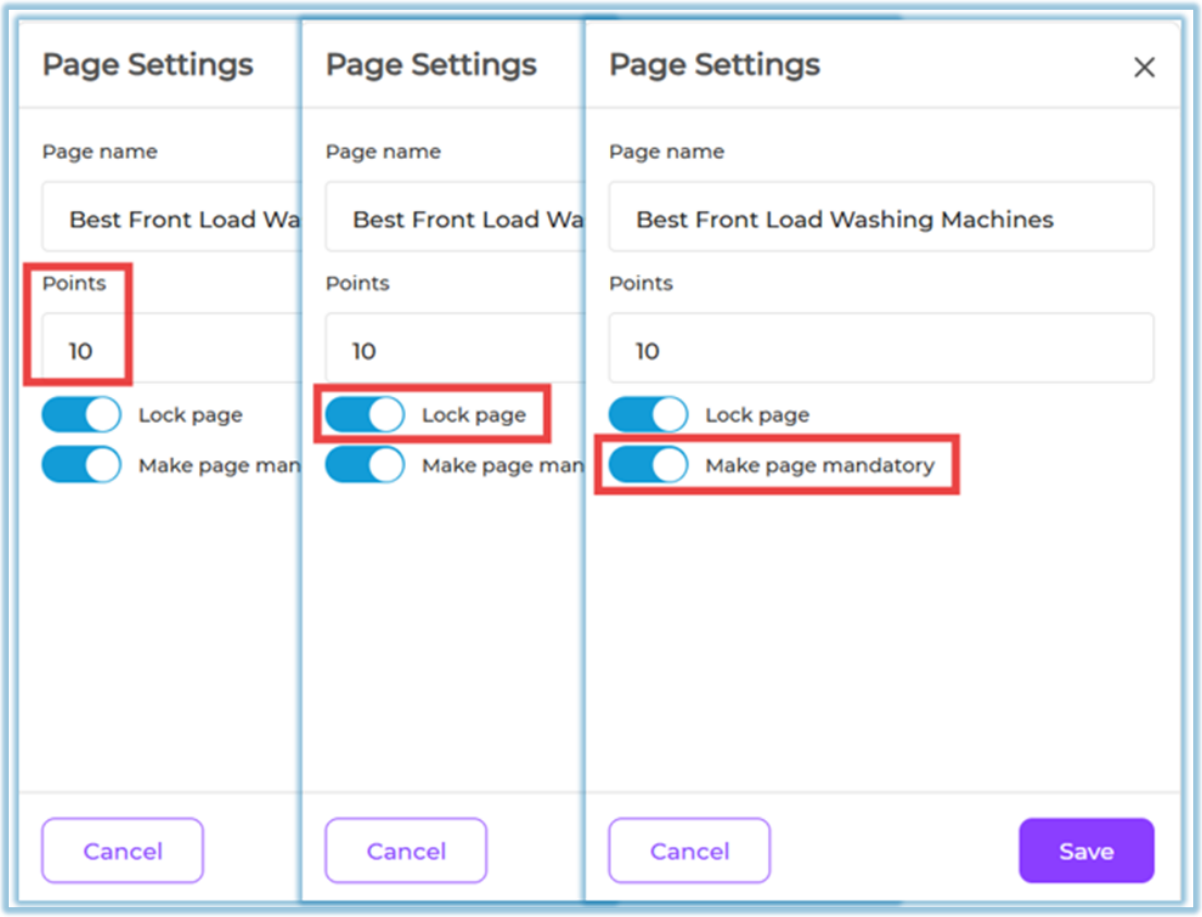
Setup Steps

1. Create Sections (Intro, Core Concept, Summary)
2. Create Pages inside each section
3. Add content items:
   - Text & Image
   - PDF (with download control + minimum view time)
   - Video (upload or YouTube link)
   - Quiz (single/multi-select, shuffle)
   - LearnBee content
   - SCORM packages



1. Reorder content by dragging

2. Configure Page settings:
    - Mandatory
    - Lock
    - Points



STEP 3 — ADD USERS

(Choose who should receive the module)

You can assign modules using three methods:

1. Individual Assignment

Pick specific users manually.

2. Assign to All Users

Visible to everyone who has ever logged in.

3. Attribute Assignment (Dynamic)

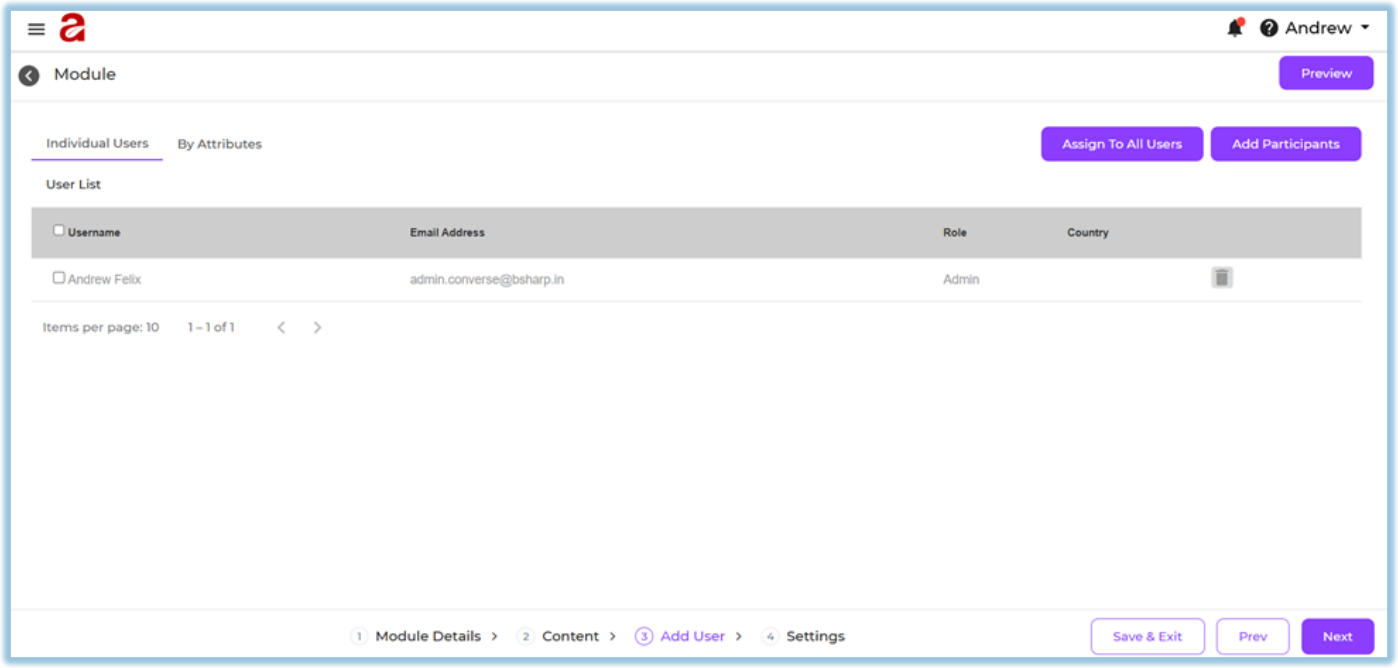
Create an attribute group such as:

- Country = India
- State = Karnataka
- City = Bangalore
  OR
- Department = Sales
- Role = Manager

Newly joined users who match attributes are **automatically assigned**.

Setup Steps

1. Go to Add Users
2. Select method (Individual / All / Attributes)
3. For attributes → create group rules
4. Save
5. Review user count



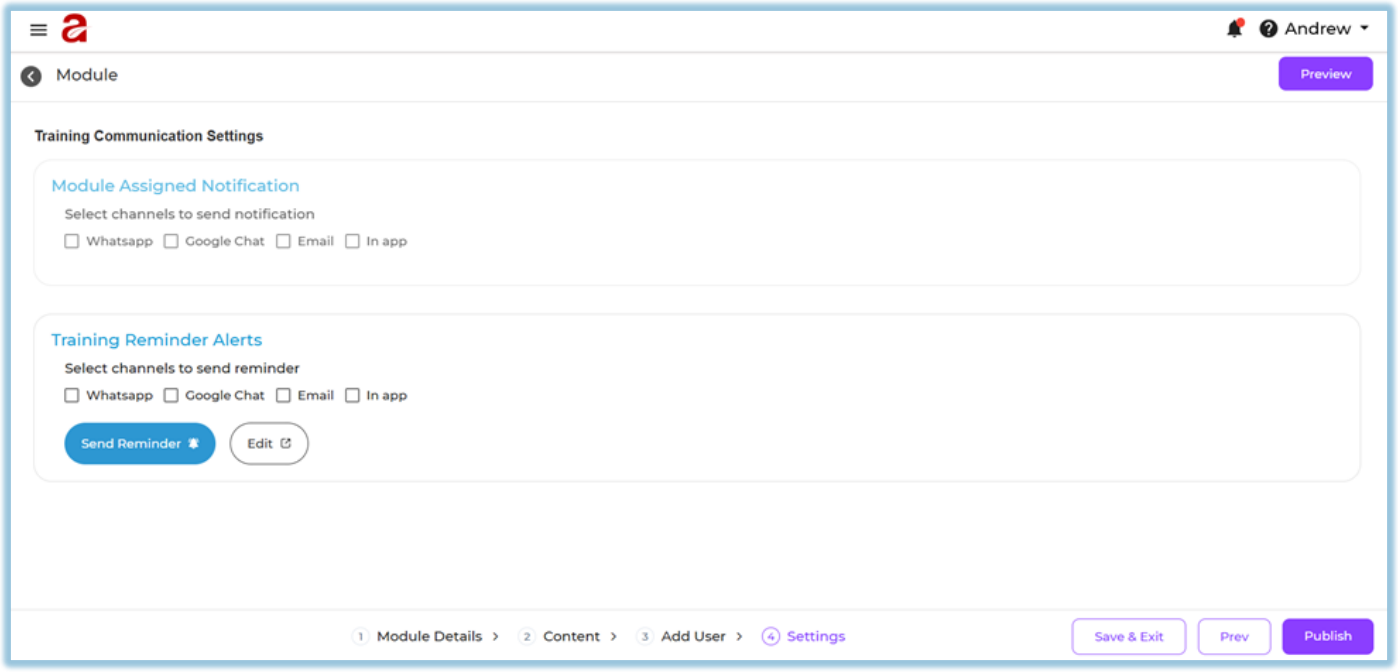
STEP 4 — SETTINGS & PUBLISH

(Configure notifications & launch training)

Setup Steps

1. Choose channels for **Assigned Notification**:
   WhatsApp, Google Chat, Email, In-App
2. Enable **Reminder Alerts** for incomplete users
3. If needed, send **Manual Reminder**
4. Preview module

5. Click **Publish**



System Behavior

- Notification goes out immediately after publish
- Reminders go only to incomplete learners
- Cannot unpublish a module
- Use versioning if changes are required

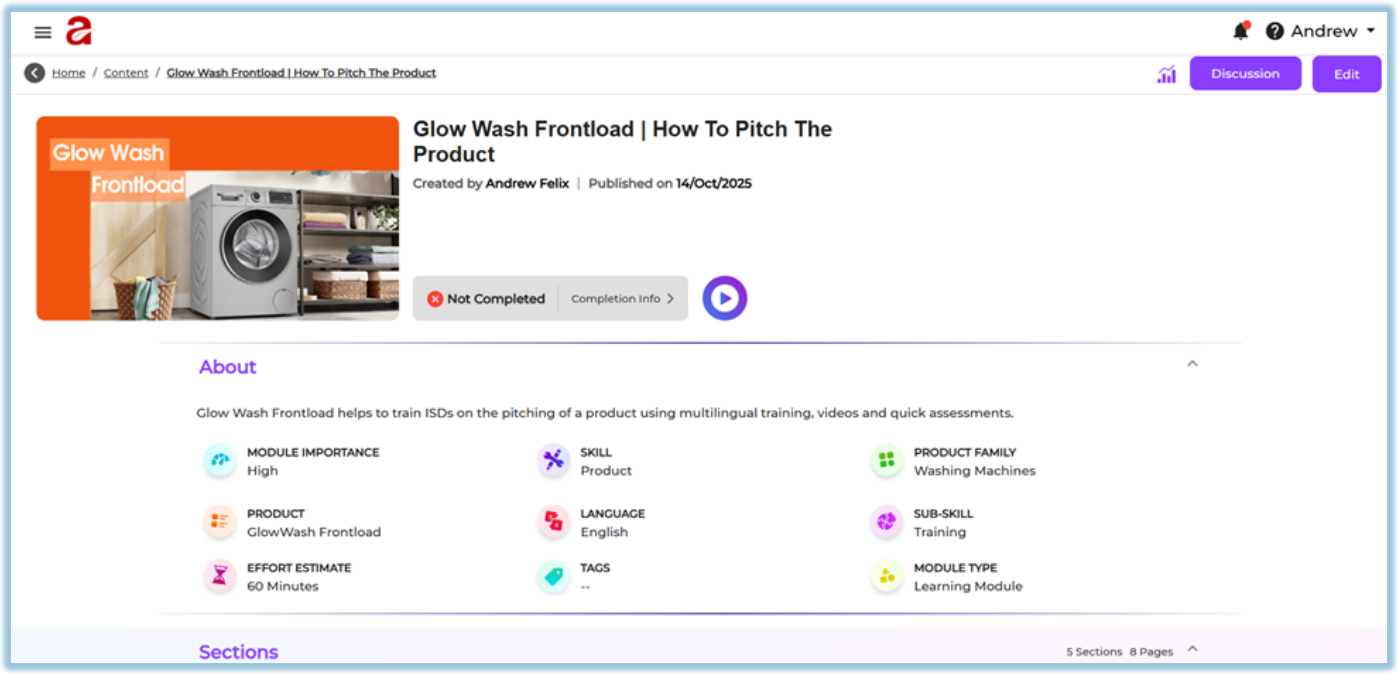
---

5. User View

Module Details

Learners see:

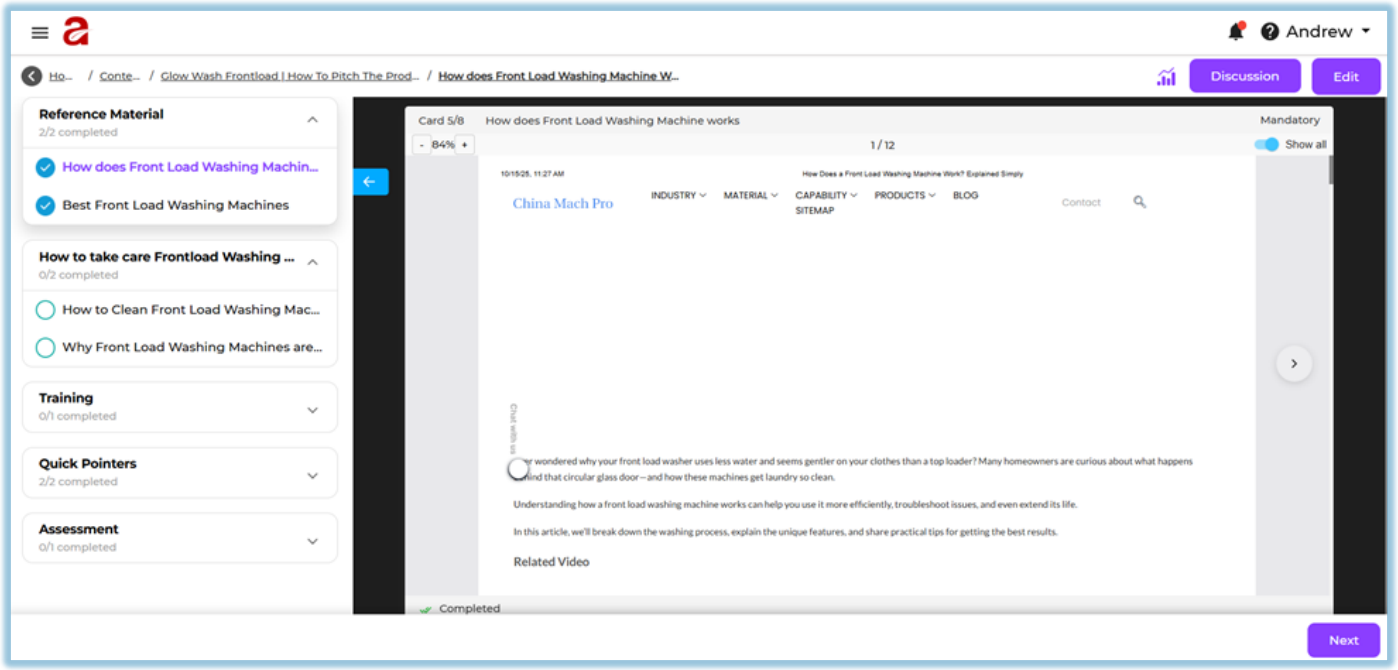
- Title
- Description
- Duration
- Thumbnail
- Language



Content Experience

Learners see:

- Section and Page names
- Cards in sequence
- Locked or mandatory indicators
- Minimum view time prompts



Assignment

Learners see the module in their **Learning Hub** once published.

Notifications

Sent on selected channels with module title and link.

Reminders

Appear only if learners haven’t completed the module.

6. Reporting

Reports show:

Module-level

- Total assigned
- Completed
- Pending
- Not started
- Average time spent

Page-level

- Page completion
- Locked/unlocked status
- Minimum view time completion

Content-level

- Quiz scores
- Document views
- Video completion

Filters

- Skill
- Product
- Region
- Designation
- Attribute-based groups

For deeper analysis, cross-link to Reporting pages inside your helpdesk.

7. Best Practices

Structuring Content

- Use 3–5 sections maximum
- Keep pages short and focused
- Add quizzes after heavy content

Assignment Strategy

- Use attributes for large and growing teams
- Use Individual only for pilots

Engagement Strategy

- Use 2 reminder channels minimum
- Send manual reminders before deadlines

Compliance Strategy

- Use locked pages for linear learning
- Use minimum view time sparingly
- Ensure mandatory pages are clearly marked

8. Troubleshooting / FAQs

Module not visible

Cause: Wrong assignment method
Fix: Check Individual/Attributes/Assign to All

PDF not marking complete

Cause: Minimum view time not finished
Fix: Reduce time or remove timer

Page not unlocking

Cause: Locked + mandatory content incomplete
Fix: Complete previous page fully

Reminders not sending

Cause: Reminder channels disabled
Fix: Enable channels in Settings → Reminder Alerts

Users not receiving WhatsApp notifications

Cause: Integration not configured
Fix: Check WhatsApp integration provider

Cannot publish

Cause: Missing mandatory fields
Fix: Verify Module Details and Content setup

9. Version Notes

Last Updated: 12 Dec 2025

Revision #13
Created 12 December 2025 06:39:07 by Kavya Rajkumar
Updated 16 January 2026 07:36:02 by Manjula Jagadish