

# 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.

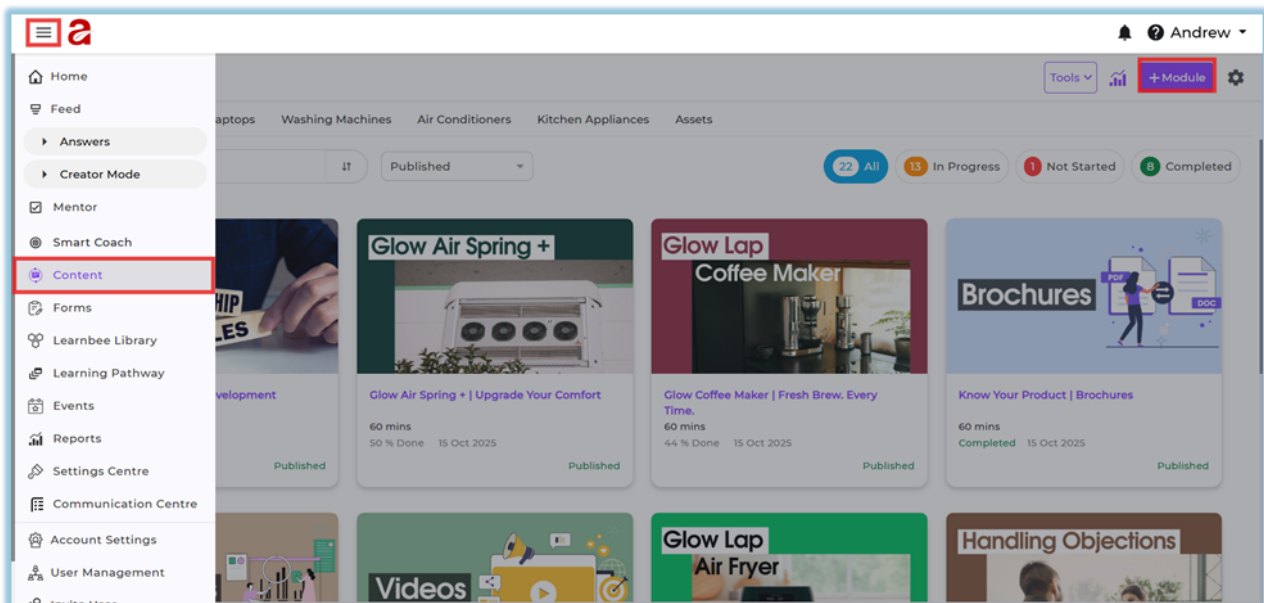
## Reminder Alert

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:

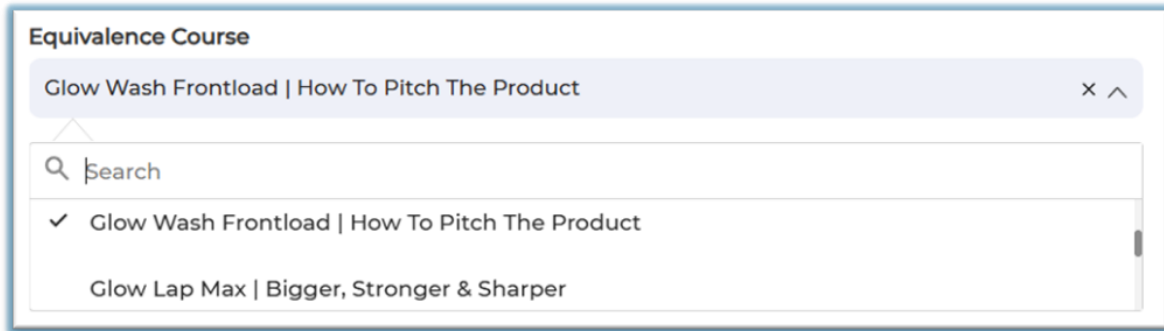
- Module – Part 1
- Module – Part 2

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.

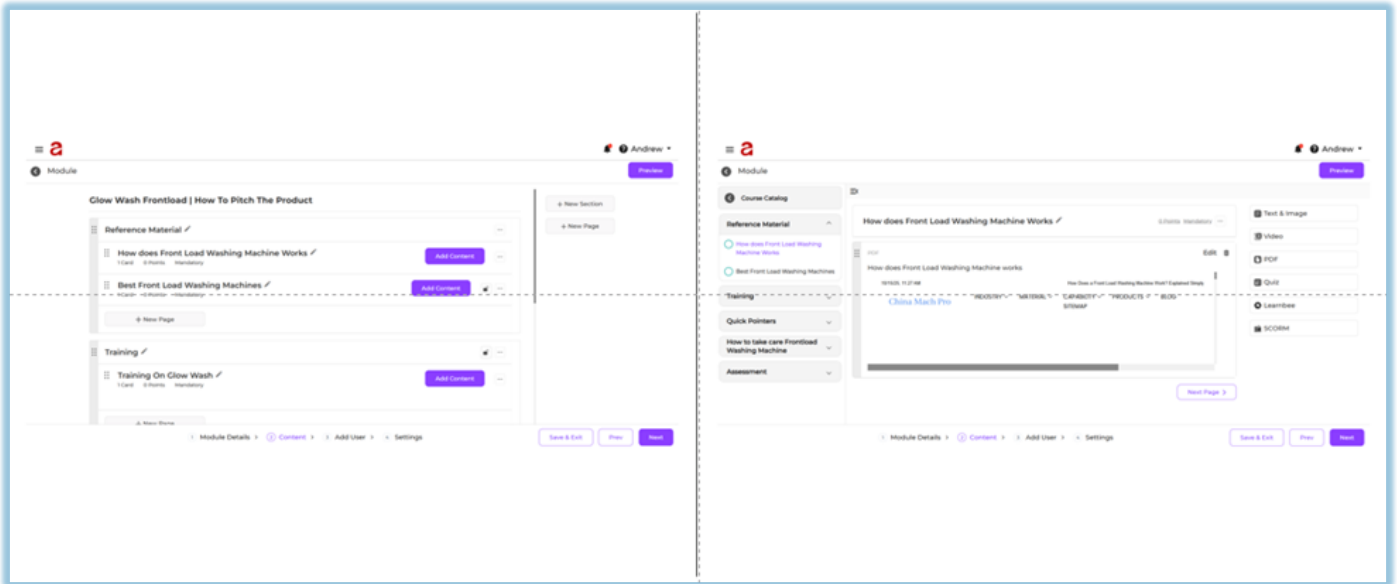
(Example: Skills, Languages, Product Families, and Module Types)

## STEP 2 — CONTENT

*(Build the actual training journey)*

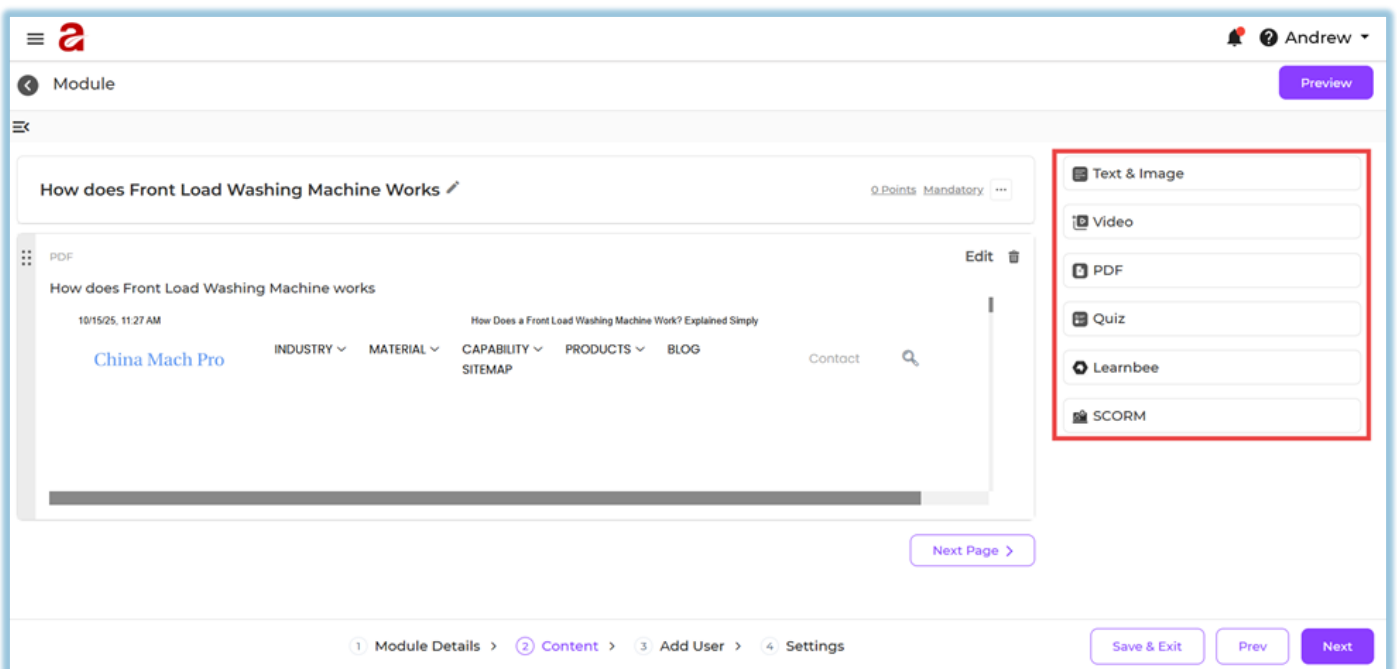
### Structure Overview

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

The image shows three side-by-side 'Page Settings' dialog boxes. Each dialog has a title bar with 'Page Settings' and a close button (X). The first two dialogs have a page name of 'Best Front Load Wa' and a points value of 10. The third dialog has a page name of 'Best Front Load Washing Machines' and a points value of 10. Each dialog has two toggle switches: 'Lock page' and 'Make page man'. The 'Make page mandatory' toggle in the third dialog is highlighted with a red box. At the bottom of each dialog is a 'Cancel' button, and at the bottom right of the third dialog is a 'Save' button.

## 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)

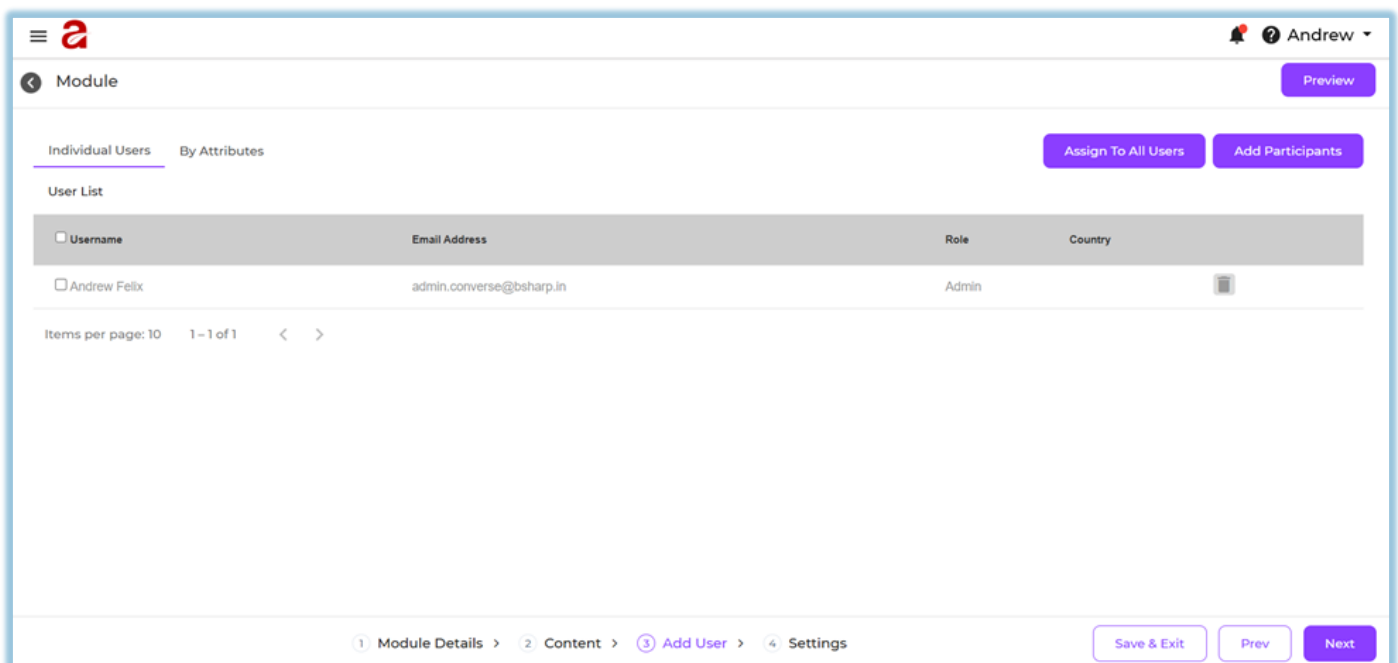
Create an attribute group such as:

- 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**

Module

Preview

**Training Communication Settings**

**Module Assigned Notification**

Select channels to send notification

Whatsapp  Google Chat  Email  In app

**Training Reminder Alerts**

Select channels to send reminder

Whatsapp  Google Chat  Email  In app

Send Reminder \* Edit

1 Module Details > 2 Content > 3 Add User > 4 Settings

Save & Exit Prev 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

The screenshot shows a course page with the following elements:

- Header:** Logo 'a', navigation menu, user profile 'Andrew', and buttons for 'Discussion' and 'Edit'.
- Breadcrumbs:** Home / Content / Glow Wash Frontload | How To Pitch The Product
- Course Card:**
  - Title:** Glow Wash Frontload | How To Pitch The Product
  - Author:** Created by Andrew Felix | Published on 14/Oct/2025
  - Status:** Not Completed (with a red 'x' icon) and Completion info >
  - Play Button:** A large blue play button icon.
- About Section:**
  - Text:** Glow Wash Frontload helps to train ISDs on the pitching of a product using multilingual training, videos and quick assessments.
  - Attributes:**
    - MODULE IMPORTANCE:** High
    - SKILL:** Product
    - PRODUCT FAMILY:** Washing Machines
    - PRODUCT:** GlowWash Frontload
    - LANGUAGE:** English
    - SUB-SKILL:** Training
    - EFFORT ESTIMATE:** 60 Minutes
    - TAGS:** --
    - MODULE TYPE:** Learning Module
- Footer:** Sections (5 Sections 8 Pages)

## Content Experience

Learners see:

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

The screenshot shows a learning card with the following details:

- Header:** Same as the course page, including the user profile 'Andrew' and 'Discussion'/'Edit' buttons.
- Breadcrumbs:** Home / Conte... / Glow Wash Frontload | How To Pitch The Prod... / How does Front Load Washing Machine W...
- Reference Material:**
  - 2/2 completed
  - How does Front Load Washing Machin...
  - Best Front Load Washing Machines
- How to take care Frontload Washing ...:**
  - 0/2 completed
  - How to Clean Front Load Washing Mac...
  - Why Front Load Washing Machines are...
- Training:** 0/1 completed
- Quick Pointers:** 2/2 completed
- Assessment:** 0/1 completed
- Card Content:**
  - Title:** How does Front Load Washing Machine works
  - Progress:** Card 5/8, 84% completed, 1/12
  - Metadata:** 101525, 11:27 AM
  - Source:** China Mach Pro
  - Navigation:** INDUSTRY, MATERIAL, CAPABILITY, PRODUCTS, BLOG, SITEMAP, Contact, Search
  - Text:**

wondered why your front load washer uses less water and seems gentler on your clothes than a top loader? Many homeowners are curious about what happens and that circular glass door--and how these machines get laundry so clean.

Understanding how a front load washing machine works can help you use it more efficiently, troubleshoot issues, and even extend its life.

In this article, we'll break down the washing process, explain the unique features, and share practical tips for getting the best results.
  - Related Video:** A section for related video content.
  - Status:** Completed (with a green checkmark icon)
- Footer:** Next button

## 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

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Created 12 December 2025 06:39:07 by Kavya Rajkumar

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