

# Content

## 1. Overview

The **Content** section in the Settings Centre allows admins to configure all the background options required while creating learning modules. These settings define how content is categorized, organized, and displayed to users. Proper configuration here ensures a smooth and structured content creation experience.

## 2. When to Use

Use this section when you want to:

- Set up product structures before creating modules
- Define categories for feedback and content grouping
- Create skills and sub-skills for learning alignment
- Add supported languages for content delivery
- Define module types such as video, PDF, or learning modules

**Note:** These configurations appear as selectable fields while creating a module.

## 3. Concepts

- **Product Family:** A high-level grouping of related products
- **Product:** Individual items under a product family
- **Category:** Used mainly for feedback classification
- **Skill:** A primary competency area
- **Sub-Skill:** A detailed skill under a main skill
- **Language:** Indicates the language of the content
- **Module Type:** Defines the format of the learning content

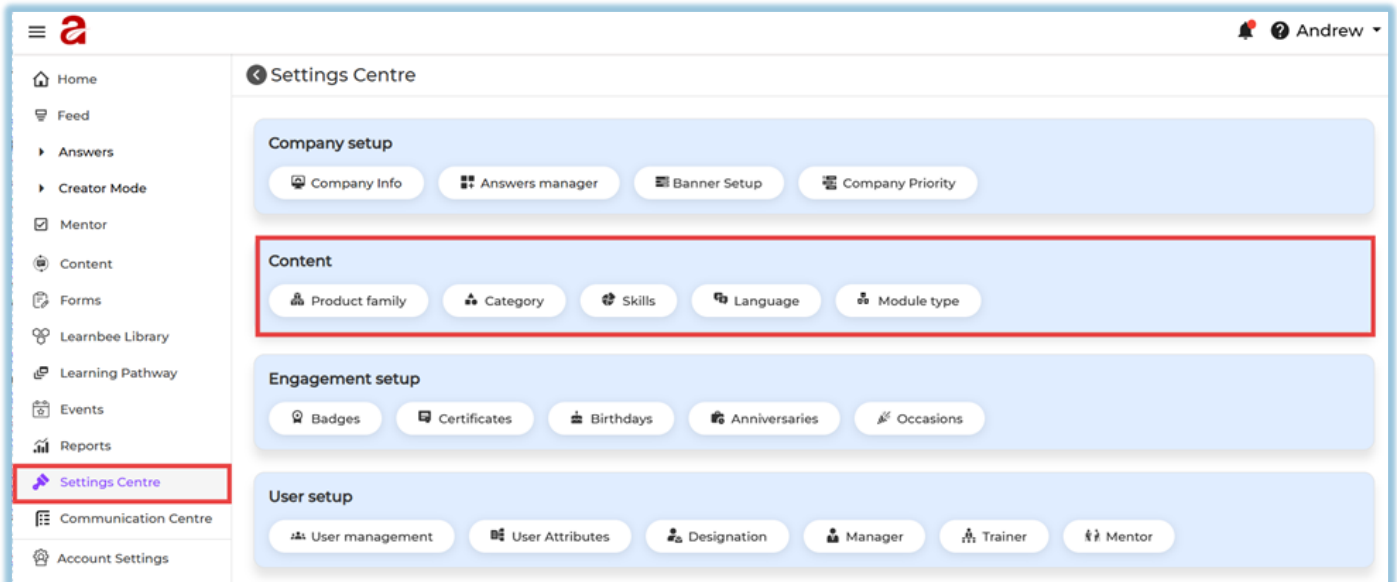
## 4. Set Up Guide

[Access Content Settings](#)

- Go to **Menu** → **Settings Centre**

[https://converse.bsharpcorp.com/celebrate/settings\\_center](https://converse.bsharpcorp.com/celebrate/settings_center)

- Under **Content**, you will see:
  - Product Family
  - Category
  - Skills
  - Language
  - Module Type

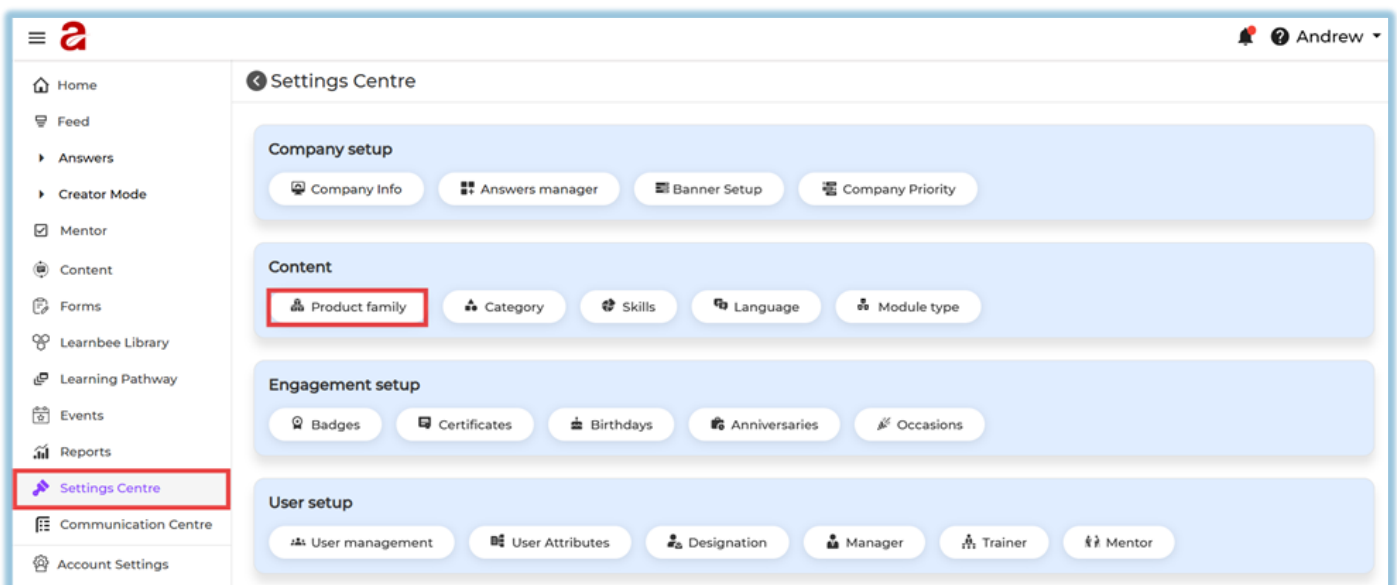


## A. Product Family

### Path:

Settings Centre → Content → Product Family

<https://converse.bsharpcorp.com/celebrate/product-configuration>

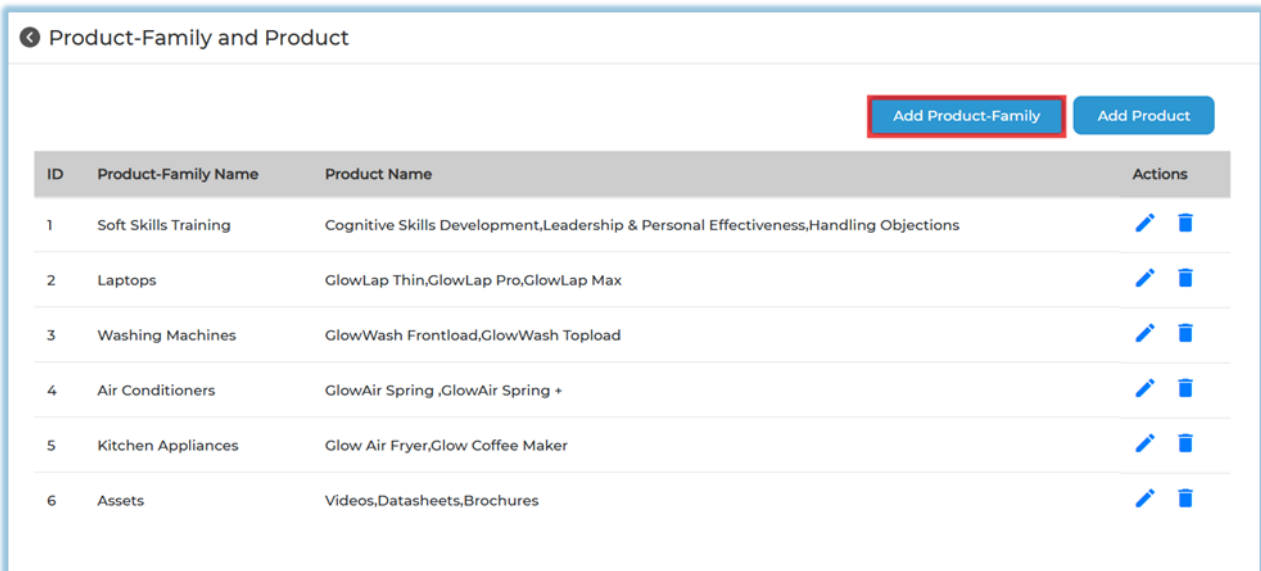


## Purpose:













Used to group related products under a single family for better content organization.

## Steps:

1. Click **Product Family**
2. View all existing product families and products
3. Click **Add Product-Family**



The screenshot shows a web interface titled "Product-Family and Product". At the top right, there are two buttons: "Add Product-Family" (highlighted with a red box) and "Add Product". Below the buttons is a table with the following data:

ID	Product-Family Name	Product Name	Actions
1	Soft Skills Training	Cognitive Skills Development,Leadership & Personal Effectiveness,Handling Objections	 
2	Laptops	GlowLap Thin,GlowLap Pro,GlowLap Max	 
3	Washing Machines	GlowWash Frontload,GlowWash Topload	 
4	Air Conditioners	GlowAir Spring ,GlowAir Spring +	 
5	Kitchen Appliances	Glow Air Fryer,Glow Coffee Maker	 
6	Assets	Videos,Datasheets,Brochures	 

4. Enter the **Product Family Name**
5. Click **Add Product**
6. Add one or more products using the **+ icon**
7. Click **Confirm**



The screenshot shows a web interface titled "Add product-family". It contains the following elements:

- A text input field for "Product-Family Name" with the placeholder "Type here" and the value "Washing Machines".
- An "Add Product" button (highlighted with a red box).
- A text input field for "Front Load" with a delete icon (X) and an add icon (+) (both highlighted with red boxes).
- A text input field for "Top Load" with a delete icon (X) and an add icon (+).
- A "Confirm" button (highlighted with a red box).

## Product

### Path:

Settings Centre → Content → Product Family → Add Product

Product-Family and Product

Add Product-Family
Add Product

ID	Product-Family Name	Product Name	Actions
1	Soft Skills Training	Cognitive Skills Development,Leadership & Personal Effectiveness,Handling Objections	
2	Laptops	GlowLap Thin,GlowLap Pro,GlowLap Max	
3	Washing Machines	GlowWash Frontload,GlowWash Topload	
4	Air Conditioners	GlowAir Spring ,GlowAir Spring +	
5	Kitchen Appliances	Glow Air Fryer,Glow Coffee Maker	
6	Assets	Videos,Datasheets,Brochures	

**Purpose:**

Used to add products under an already created product family.

**Steps:**

1. Click **Add Product**
2. Select an existing **Product Family**

Product-Family and Product

Product-Family

Select \*

Product Name

Type here

Confirm

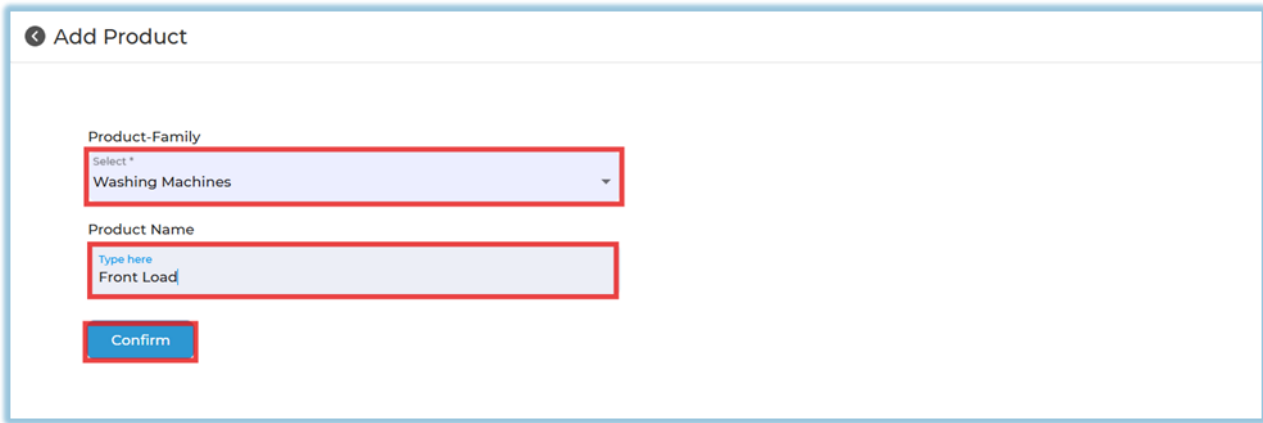
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Product-Family

- Soft Skills Training
- Laptops
- Washing Machines
- Air Conditioners
- Kitchen Appliances
- Assets

3. Enter the **Product Name**

#### 4. Click **Confirm**



◀ Add Product

Product-Family  
Select \*  
Washing Machines

Product Name  
Type here  
Front Load

Confirm

## B. Category

### Path:

Settings Centre → Content → Category

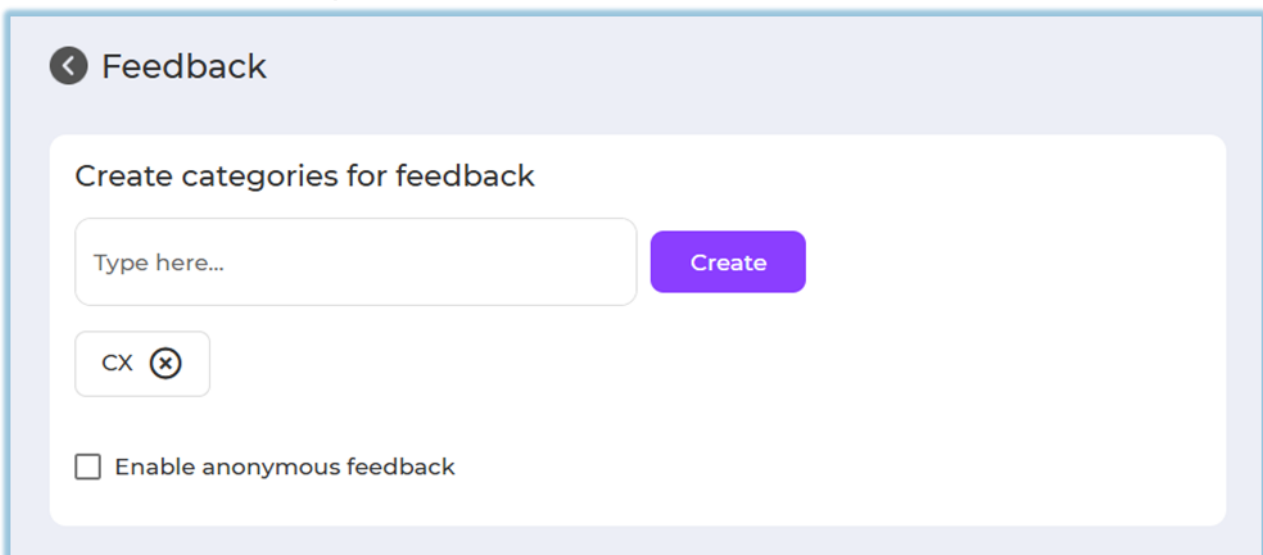
[https://converse.bsharpcorp.com/celebrate/feedback\\_setup](https://converse.bsharpcorp.com/celebrate/feedback_setup)

### Purpose:

Used to create feedback categories for better classification.

### Steps:

1. Enter the category name
2. Click **Create**
3. To remove a category, click the **x icon**
4. (Optional) Enable **Anonymous Feedback**



◀ Feedback

Create categories for feedback

Type here... Create

CX (x)

Enable anonymous feedback

## C. Skills

### Path:

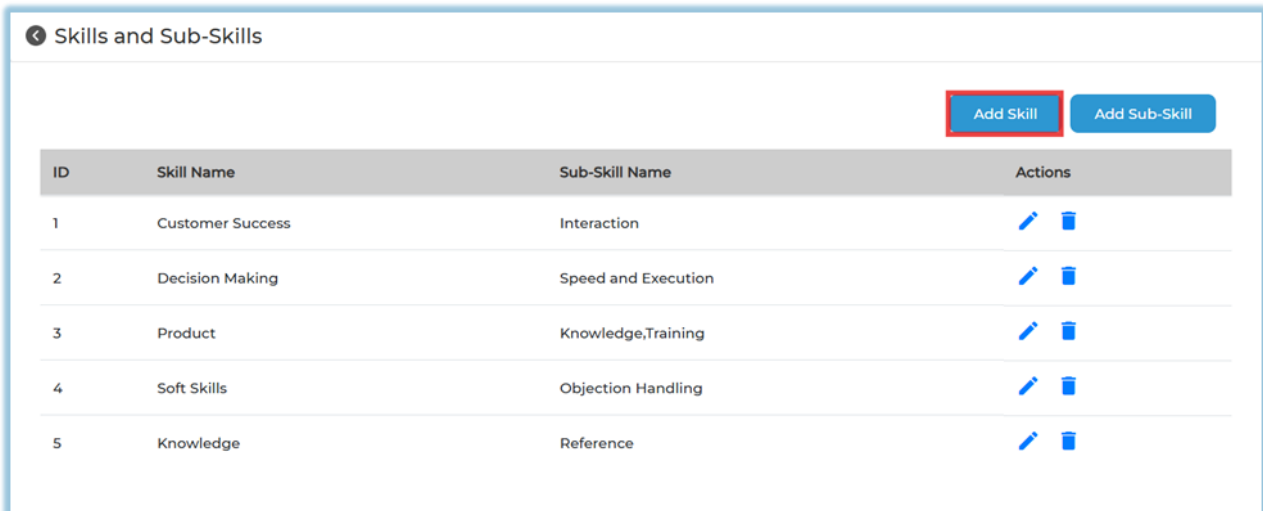
Settings Centre → Content → Skills

**Purpose:**

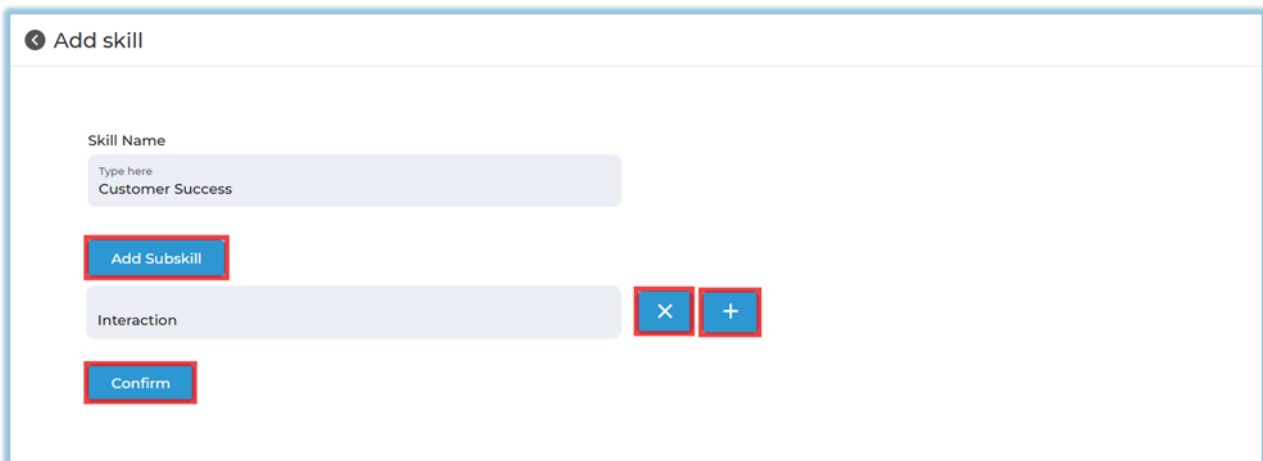
Used to define skill areas and map sub-skills for learning modules.

**Add Skill:**

1. Click **Add Skill**



2. Enter the **Skill Name**
3. Click **Add Subskill**
4. Add sub-skills using the **+ icon**
5. Click **Confirm**



**Add Sub-Skill:**

1. Click **Add Sub-Skill**
2. Select an existing skill
3. Enter the sub-skill name

#### 4. Click **Confirm**

Skills  
Select \*  
Customer Success

Sub-Skill Name  
Type here  
Interaction

Confirm

## D. Language

### Path:

Settings Centre → Content → Language

<https://converse.bsharpcorp.com/celebrate/language>

Settings Centre

Company setup  
Company Info | Answers manager | Banner Setup | Company Priority

Content  
Product family | Category | Skills | **Language** | Module type

Engagement setup  
Badges | Certificates | Birthdays | Anniversaries | Occasions

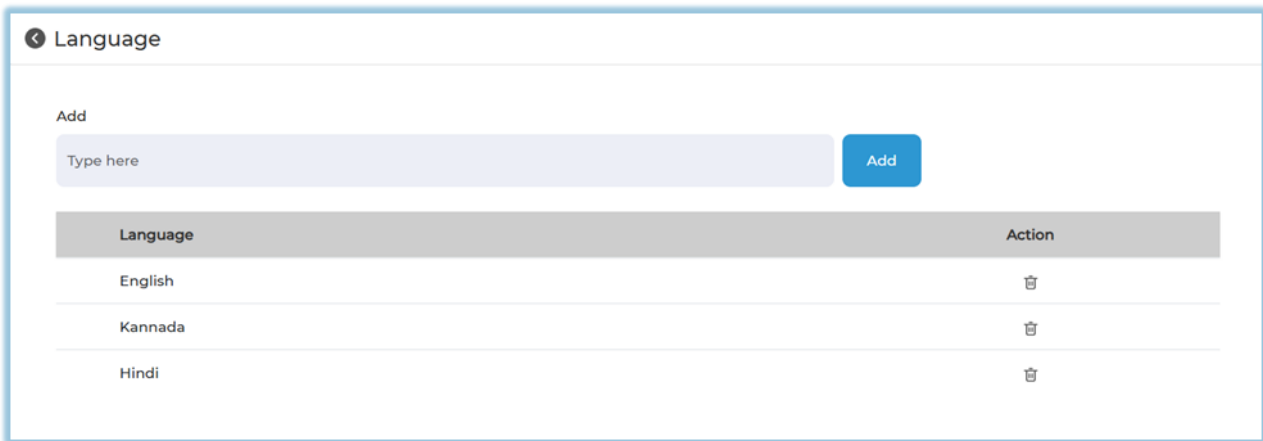
User setup  
User management | User Attributes | Designation | Manager | Trainer | Mentor

### Purpose:

Defines the language in which learning content is created and delivered.

### Steps:

1. Enter the language name
2. Click **Add**
3. Use the delete icon to remove a language
4. Use reorder option if required

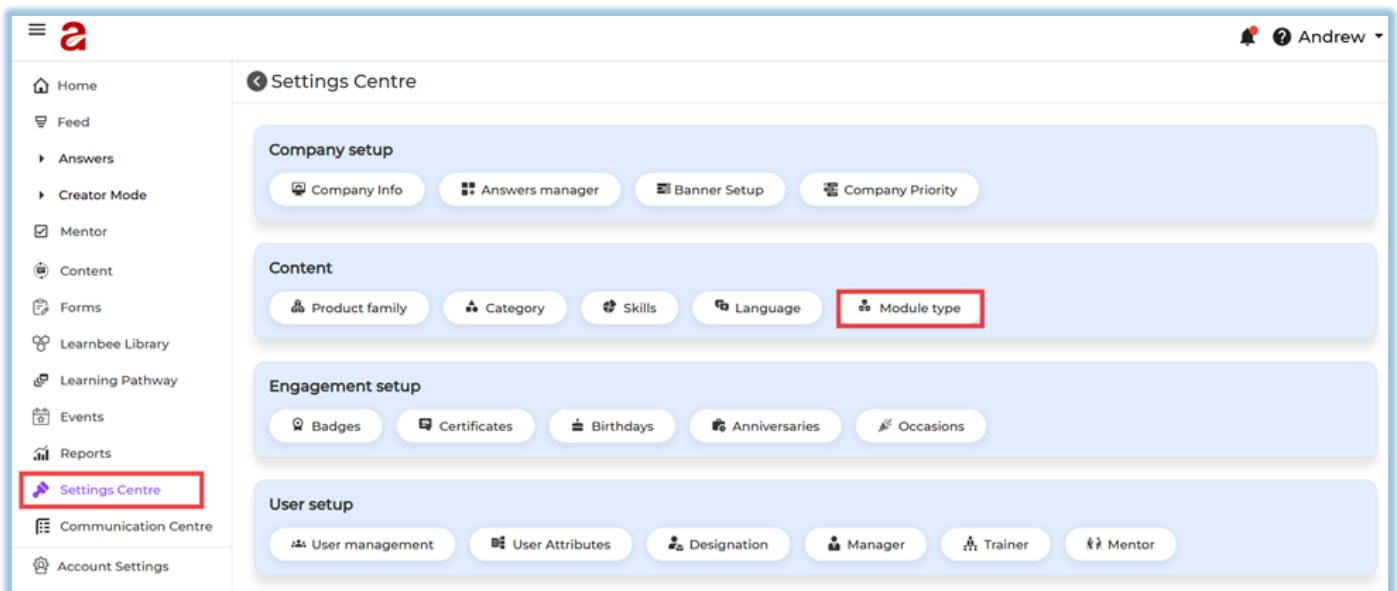


## E. Module Type

### Path:

Settings Centre → Content → Module Type

<https://converse.bsharpcorp.com/celebrate/module-type>

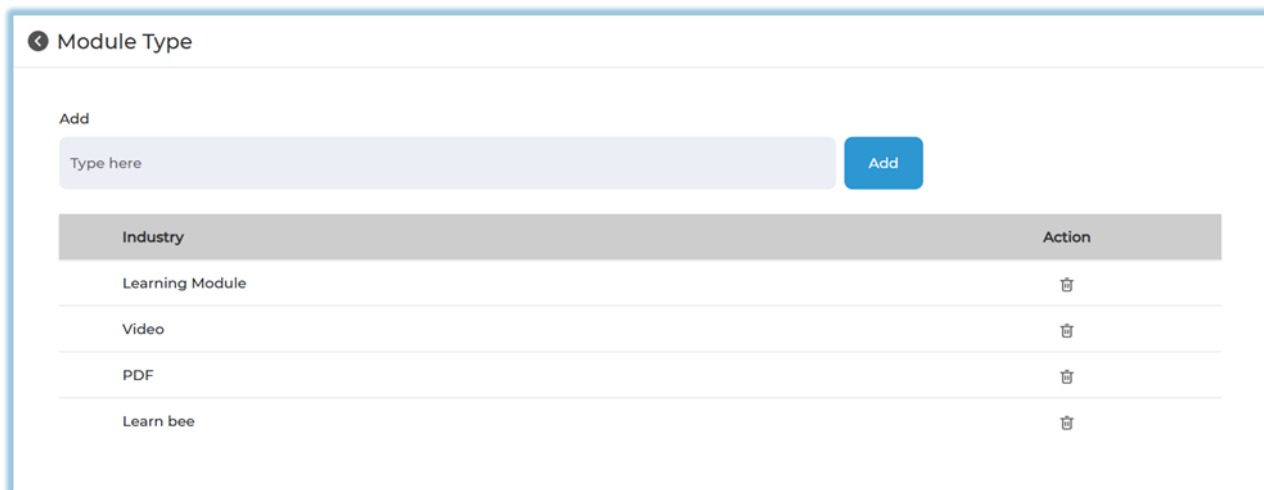


### Purpose:

Defines the format of the learning content.

### Steps:

1. Enter the module type (example: Video, PDF, Learnbee)
2. Click **Add**
3. Use delete or reorder options as required



## 5. User View

These settings are not visible directly to users. They appear as selectable dropdown options while:

- Creating a module
- Viewing module details

## 6. Reporting

There are no direct reports for Content settings. However, they are reflected in:

- Module metadata
- Skill-based and product-based reporting

## 7. Best Practices

- Complete all content setup before creating modules
- Use consistent naming conventions
- Avoid deleting values already linked to live content
- Use reorder options to keep dropdowns user-friendly

## 8. Related Links / FAQs

- [Settings Centre - Company Setup](#)
- [How to Create a Module](#)

# 9. Version Notes

Last Updated: 29 Dec 2025

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Revision #5  
Created 26 December 2025 09:34:09 by Manjula Jagadish  
Updated 9 January 2026 06:56:42 by Manjula Jagadish