

SKILLSOFT PERCIPIO

PRODUCT ROADMAP

RevTalk Version

Q2 2024

skillsoft

THEMES	Q1'24 (JAN, FEB, MAR) RECENT LAUNCH	Q2'24 (APR, MAY, JUN) PRODUCT DESIGN	Q3'24 (JUL, AUG, SEPT) PRODUCT PLANNING	PIPELINE RESEARCH & ANALYSIS	
Expanding Skills Of Your Workforce	<ul style="list-style-type: none"> + More Interactive Skill Benchmarks + Custom CAISY™ scenarios + More CAISY™ scenarios for Tech and Compliance + Accessibility for CAISY™ + FedRAMP for CAISY™ 	<ul style="list-style-type: none"> + CAISY™ localization in German, French, Spanish + CAISY™ Recommendations + Learner Skill Profile with Skill Self Ratings (beta) 	<ul style="list-style-type: none"> + Certification Paths + UX Refresh: CAISY + Aspirational Role 		<ul style="list-style-type: none"> + Certifications center + Role level + Project uploads & scoring + Taxonomy management + Role/Skill localization
Engaging Users To Build A Learning Culture	<ul style="list-style-type: none"> + Learn Together + Allocate time for learning + Search within a book + Login flow enhancements 	<ul style="list-style-type: none"> + Early Access for Admins - New Learner Exp: Global one-click navigation + Early Access for Admins - New Learner Exp: New look and feel + Customizable ad hoc email + Bookshelf experience MVP 	<ul style="list-style-type: none"> + AI Assistant + New Learner Exp: Welcome email series updates + AI Assisted Search + Celebratory elements 		<ul style="list-style-type: none"> + User generated linked content + SME Dashboard/Notifications + Skill Games + Follow users / topics + Team-based gamification + AI Generated playlist + Enhanced Area/Subject pages + More interactive content + Offline Player (web)
Manage, Promote, Measure Learning	<ul style="list-style-type: none"> + Dynamic compliance content (beta) + CAISY™ dashboard + Adoption Drivers: CAISY™ + Skill Benchmark report + Custom Content: closed captions for MP4 videos 	<ul style="list-style-type: none"> + Dynamic Content + Learning Program dashboard + Early Access: New Admin Exp: L&D Leader Experience Improvements + Custom business objectives + Language equivalency for assignments + Compliance program dashboard 	<ul style="list-style-type: none"> + View Skill Mappings + New Admin Exp: Browse Configuration + New Admin Exp: L&D Leader Experience (cont.) 		<ul style="list-style-type: none"> + Compliance risk dashboards + Manager Role 2.0 + Enforce goal setting + Authoring assessments/skill benchmarks + Authoring custom CAISY (self-serve) + Custom Content Quick Publish + Proficiency measures (Beta) + Certification program dashboard
Ecosystem Integrations	<ul style="list-style-type: none"> + Oracle Learning Cloud Connector + Cornerstone connector for Compliance (early adopter) 	<ul style="list-style-type: none"> + D2L integration 	<ul style="list-style-type: none"> + Skill Data to HCM/Analytics + Dynamic Content - LMS + New Compliance support for select, existing LMS connectors 		<ul style="list-style-type: none"> • SAP Talent Intelligence Hub • BI Integrations • Skills metadata for LMS connectors • Talent marketplace integrations • Strydio LMS

**UX Refresh – Learner**

New visual design, new left-hand navigation, new dedicated client page, Bookshelf landing page, celebratory elements

**Aspirational Role**

Ability to select an aspirational role and see the top skills, top picks for content

**AI Assistant**

Guide learners with content recommendations, role-informed experience

**Certification Paths**

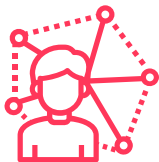
Step-by-step guide for Certification prep

**AI CAISY™**

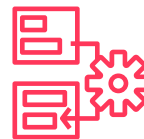
CAISY promotion (homepage, Role Advisor, recommendation emails), CAISY localization, CAISY recommendations, New Results page

**L&D Leader Homepage**

L&D Homepage, To-do list for Admins, dashboards, promotions, drive adoption of features through Admins

**Skill Profile w/ self ratings**

to enable recommendations and analytics

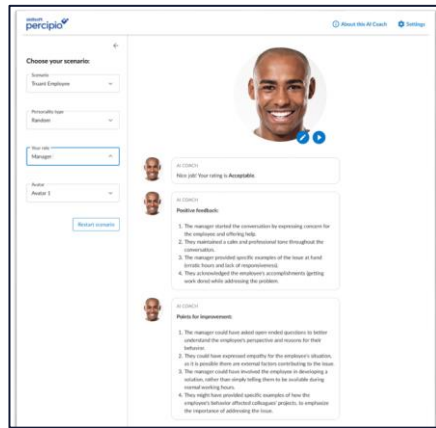
**Ecosystem Integrations**

D2L

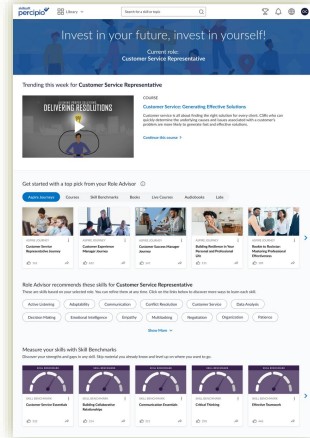
GEN AI CAPABILITIES & ROADMAP

AVAILABLE TODAY

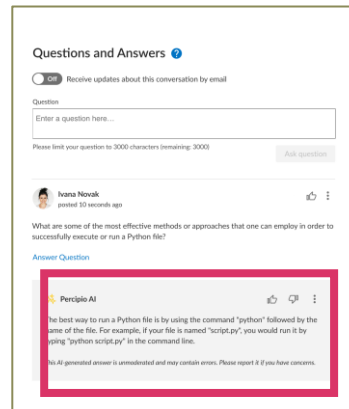
CAISY™ AI simulator 50+ scenarios



AI-dynamically generated Role Advisor



Percipio AI responses in Q&A

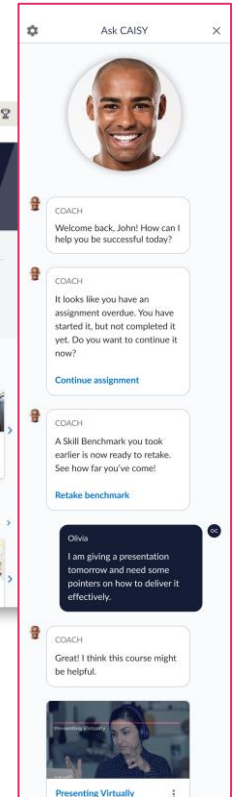
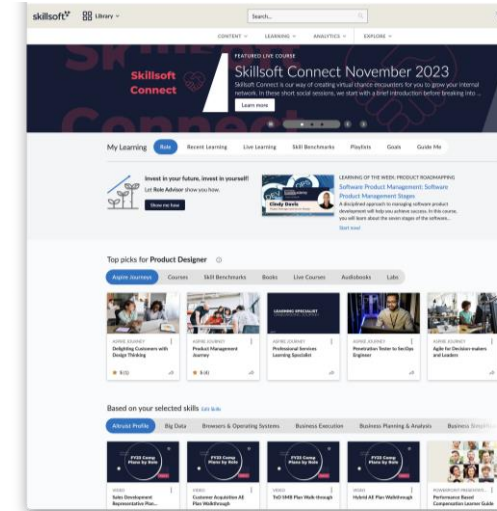


45+ languages subtitles AI generated

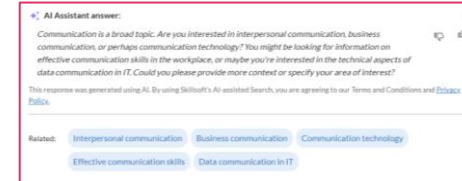


ROADMAP

AI Assistant



AI Search



ROADMAP THEMES:

- 1. SOLUTIONS FOCUS**
- 2. ROLE BASED LEARNING**
- 3. SKILL MEASUREMENT & ANALYTICS**
- 4. LEARNER ENGAGEMENT & AI**
- 5. CAISY ROADMAP**
- 6. MANAGE, PROMOTE, MEASURE LEARNING**
- 7. ECOSYSTEM INTEGRATIONS**



SOLUTIONS FOCUS

WHO ARE THE KEY TALENT STAKEHOLDERS AND WHAT BUSINESS PROBLEMS ARE THEY TRYING TO SOLVE?



CHRO/CLO

- Employee engagement
- Internal mobility
- Management development
- Diversity and Inclusion
- Employee lifecycle & career
- LOB training partnership



CIO/CTO

- Faster onboarding
- Technology upskilling
- Global and remote work
- Process and agility
- Digital transformation
- Cybersecurity



CCO/CRO

- Overall business risk
- Safe/secure work environment
- Regulatory aspects of DE&I
- ESG & employee compact
- Data privacy
- Internal risks/compliance

Must deliver outcomes across the enterprise

FOCUS ON TOP 20 COMMON USE CASES

Onboarding

1. Train-to-hire
2. Onboarding to company/project
3. Onboarding engineers

Upskilling

4. Gen AI
5. Python & Data Science
6. Agile & design thinking
7. Customer Service
8. Tech literacy

Certifications

9. End to end certification
10. Cloud transformation
11. Cybersecurity
12. IT Support & Networking
13. PMI, Agile, Scrum

Leadership Development

14. First time managers
15. Leadership capability
16. Leading tech teams
17. Women leaders

Performance & Culture

17. Diversity, equity, inclusion
18. ESG culture change
19. Wellness
20. Risk management

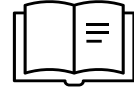
Gen AI

- The Basics for all, prompt writing
- Reimagining functions (e.g. marketing, customer support)
- AI Engineering / Data / Cloud
- Leading change management

MULTI-MODAL LEARNING WITH PRACTICE & ASSESSMENTS BUILDS PROFICIENCY



WATCH



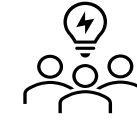
READ



LISTEN



PRACTICE



ATTEND



ASSESS

COURSE
AWS Cloud Practitioner 2022: Technical Essentials...
Amazon Web Services

BOOK
Agile Software Development: Trends, Challenges and...

AUDIOBOOK
Communication Essentials: The Tools You Need to...

LAB
AWS Cloud Sandbox
Amazon Web Services

LIVE COURSE
Leadercamp: Leading with Generative AI

SKILL BENCHMARK
Communication Essentials

VIDEO
Using Etiquette in Verbal Communications

BOOK SUMMARY
Communicate with Mastery: Speak with Conviction and...

AUDIO SUMMARY
Thought Leadership: Prompting Businesses to...

AI SIMULATOR
Customer Service - Refund Request

LIVE COURSE
AWS Cloud Practitioner Bootcamp

SKILL BENCHMARK
Leading Your Team

INTERACTIVE COURSE
Data Visualization with R

LIVE INSTRUCTOR-LED TRAINING BOOTCAMPS
AWS Cloud Practitioner Bootcamp

SKILL BENCHMARK
Python Mastery (Expert Level)

MICROLEARNING

PRACTICAL APPLICATION

SKILL PROFICIENCY MEASUREMENT

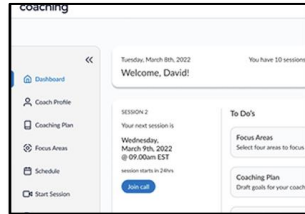
SKILLSOFT PROVIDES AN INTEGRATED SOLUTION THAT ACCELERATES IMPACT AND SUSTAINS PERFORMANCE



On-going support by ICF-certified coach to ensure new approaches take root

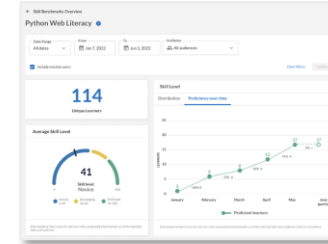


5 Perform



1 Benchmark

Index capability and reveal gaps

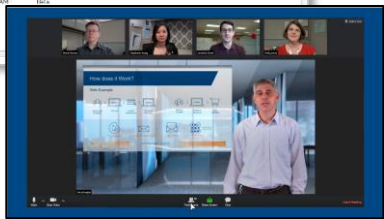
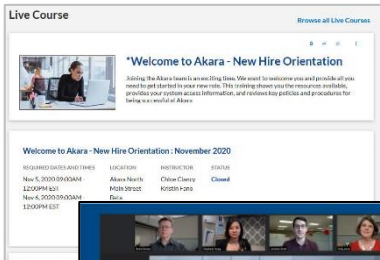


2 Instruct

Immersive self-paced content with practice exercises

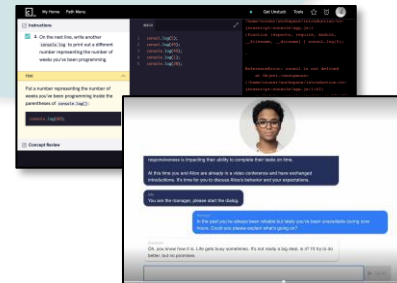
4 Collaborate

Live events with cohort interaction to foster exchange of ideas and concepts



3 Apply

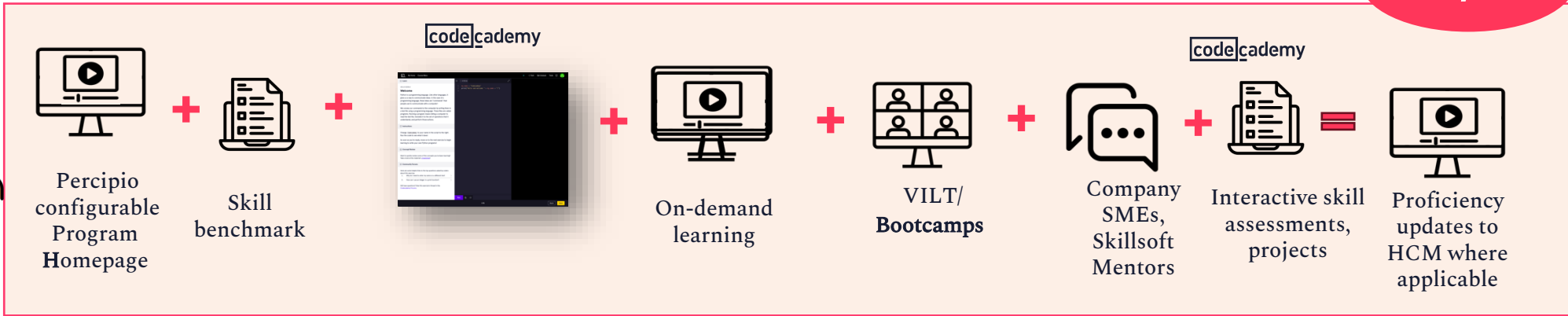
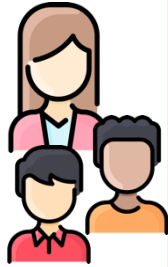
Hands-on practice labs and digital credentials



WE COMBINE PRODUCT CAPABILITIES INTO SOLUTIONS

UPSILLING ENGINEERS

**RESKILLED?
YES/NO?**



UPSILLING FIRST TIME MANAGERS

**CUSTOM
BADGING**



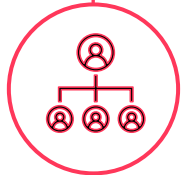
THESE ASSETS CAN BE FURTHER SEQUENCED INTO A **HIGH-IMPACT CAPABILITY ACADEMY** TO ACCELERATE TRANSFORMATION



Sarita
Front-Line Manager



+ Engages with cohort to collaborate and coach to sustain adoption



+ Enrolls in training to align with transformation priorities



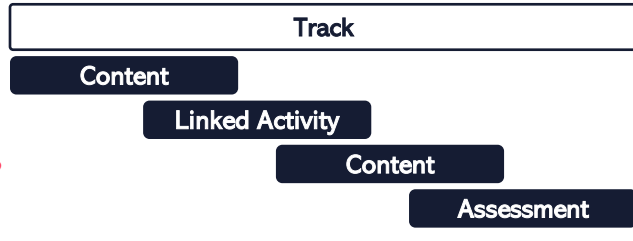
Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
<ul style="list-style-type: none"> Cohort kick off Skill Benchmarks <i>Gen AI Literacy</i> <i>Gen AI Guardrails</i> <i>Gen AI Applications</i> Self-Paced Courses <i>Generative AI and its Impact to Everyday Business</i> <i>Harnessing the Disruption of Generative AI</i> 	<ul style="list-style-type: none"> Cohort workshop: <i>Responsible and Ethical Use of Gen AI</i> As recommended from Skill Benchmarks <i>Navigating Ethical Challenges and Risks</i> <i>Recognizing Hallucinations, Inaccuracies and Bias</i> <i>Establishing Guardrails and Governance</i> Coaching session 	<ul style="list-style-type: none"> Cohort workshop: <i>Reimagining Your Work with Gen AI</i> AI Coach <i>Exploring Applications of Generative AI</i> Hands-On Practicum: <i>Identifying Opportunities for Generative AI within Your Workgroup</i> 	<ul style="list-style-type: none"> Self-Paced Courses <i>Reimagining the Customer Experience</i> <i>Reimagining the Sales Process</i> <i>Reimagining Analytics and Data Modeling</i> <i>Reimagining the Employee Experience</i> 	<ul style="list-style-type: none"> Cohort Executive Review Session Action Plan: <i>Gen AI Transformation Plan</i> Self-Paced Courses <i>Leading in the Age of Generative AI</i> <i>Leading through Disruption with Empathy</i> <i>Encouraging Innovation and Experimentation</i> 	<ul style="list-style-type: none"> Program Wrap-Up Coaching session Self-Paced Courses <i>Leveraging AI as a "Team Member"</i> <i>Fostering a Growth Mindset</i> <i>Developing Analytical and Critical Thinking to Reimagine Work</i> <i>Embracing Risk and Learning from Set-Backs</i>
<p>Coaching Sessions</p> <p>Agility - Resilience - Growth Mindset - Empathy - Critical & Analytical Thinking - Experimentation - Innovation</p>					
<p>Dedicated MS Teams Cohort Channel – Connection and Engagement (facilitated)</p>					

LEARNING PROGRAMS / ACADEMIES

Advanced programs (example: certifications)

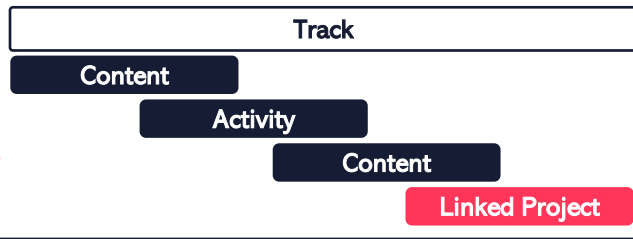
Title, Description, **Business objective**, Discoverable yes/no, Library location, Custom tags, Measurable Goal, LX options

Journey 1



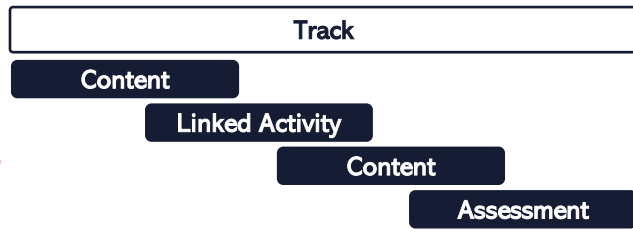
Title, Description, **Outcome**
Completion rule, measurable,
Time based

Journey 2



Title, Description, **Outcome**
Completion rule, measurable,
Time based

Journey 3



Title, Description, **Outcome**
Completion rule, measurable,
Time based

Related Journey

Related Channel

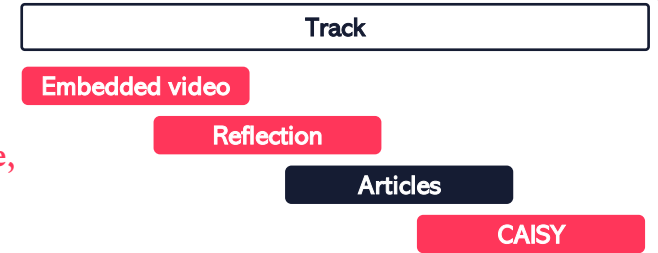
Related Channel

Optional Content

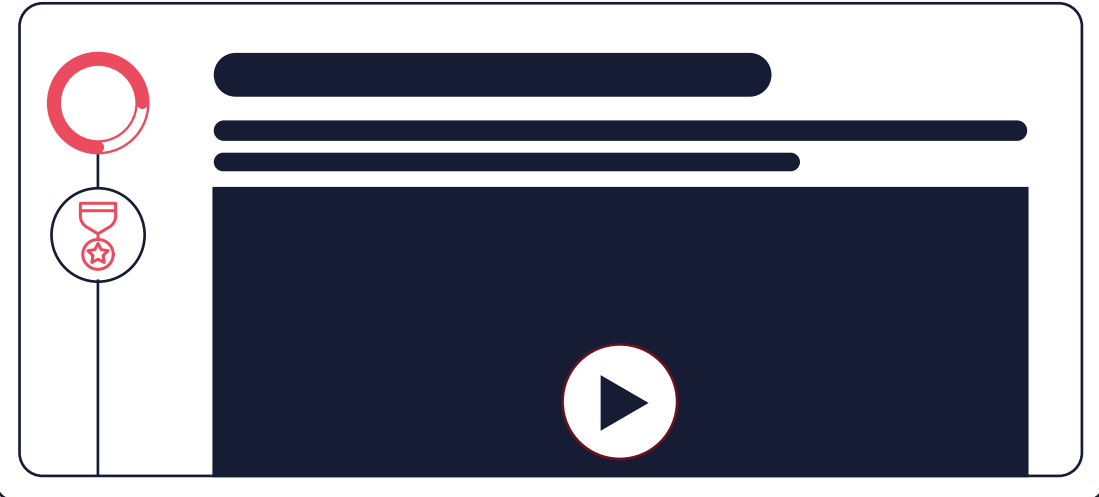
Simple / linear programs (example: Wellness)

Title, Description, **Business objective**, Discoverable yes/no, Library location, Custom tags, Measurable Goal, LX options, New journey display style

Single Journey



Title, Description, **Outcome**
Completion rule, measurable,
Time based



Related Journey

Related Channel

Related Channel

Optional Content

CUSTOMIZE LEARNING PATHS & CREATE LEARNING PROGRAMS

What is a journey?


Journeys are structured, linear paths that contain completable milestones called tracks. These tracks contain ordered assets (usually relating to an objective) that learners complete to move forward in their journey.

Choose your display style

Once you choose a display style, you will have the ability to customize it further.


Simple

- One-page view
- For short journeys with microlearning
- Stand-alone videos play inline



Classic

- Multi-page view
- For long journeys with all content types
- All content opens in its player




[Cancel](#) [Create journey](#)

Journey with new Simple display style option

Create Program Status: Draft

Program: Akara Wellness



Summary

Program details [Edit program details](#)

Program title: Mental Health & Wellness

Program description: Our emotions and overall mental health affect all aspects of our lives. Emotional intelligence is the ability to recognize, use, and manage your own emotions and the emotions of others. Discover how to use these emotions in positive ways.

Business Objective: Employee engagement

Goal: Increase new employee engagement by 25%

Program curriculum:

Mental Health & Wellness

Our emotions and overall mental health affect all aspects of our lives. Emotional intelligence is the...

JOURNEY | 30 items | 4h 20m

Cohort: Group 1 [Edit cohort details](#)

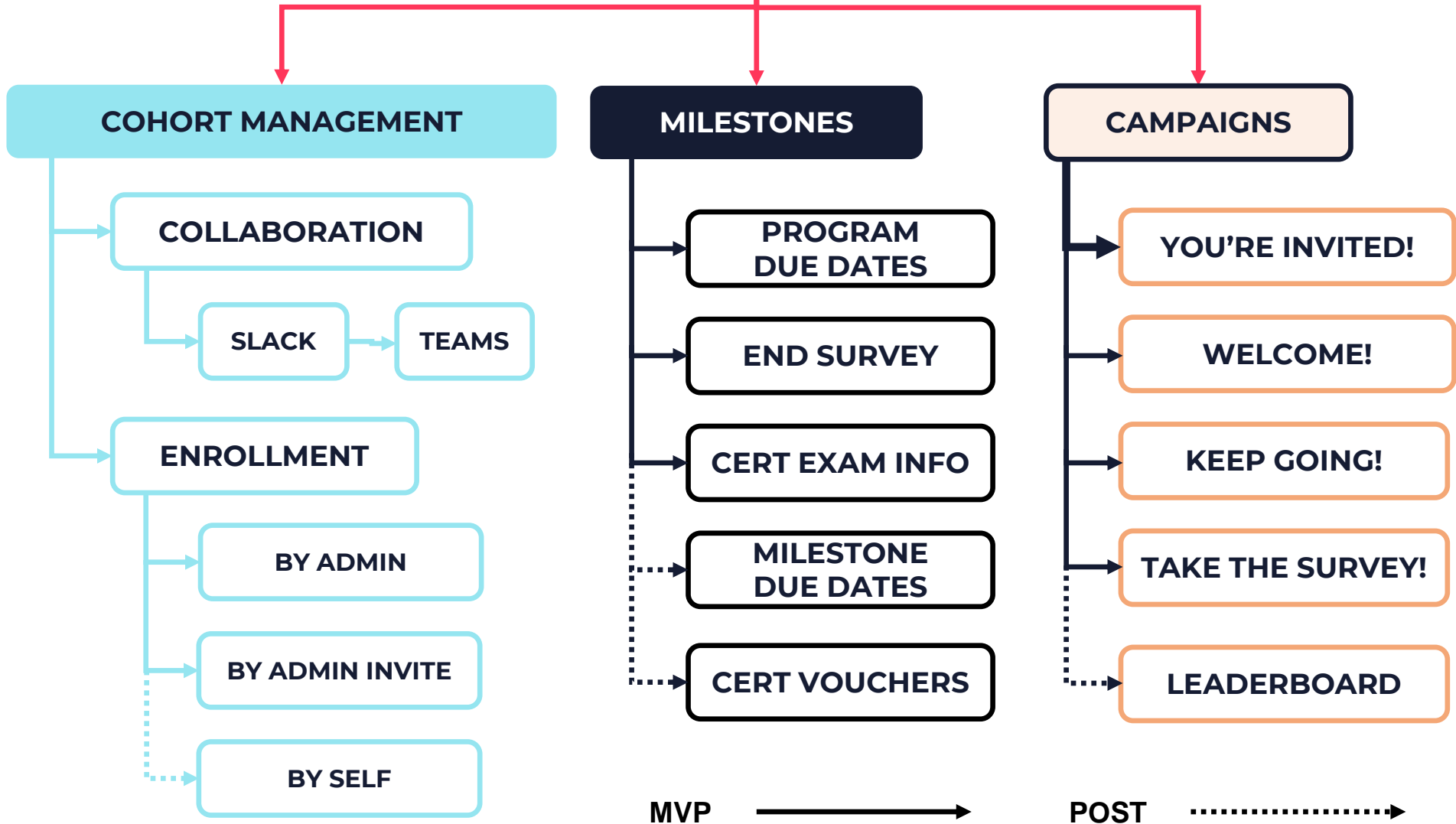
Program start date: July 14, 2023
 Program due date: October 12, 2023
 Learners are automatically enrolled by Olivia Castro.
 MS Teams channel: [Mental Health and Wellness \(Group 1\)](#)

2 users 2 audiences | 23 users

Program and Cohort Management

LEARNING PROGRAMS

What's new?



Certification Paths

- Exam Information and vendor prerequisites.
- Linear Certification Path guiding learners from start to certification.
- Actionable and completable steps, such as, Schedule your exam.
- Complete the Certification Path by uploading your official certification badge.
- Prep materials including Books, Bootcamps, and more.

The screenshot displays the 'AWS Certified Cloud Practitioner' certification path on the Skillsoft Percipio platform. At the top, it shows the certification title with a 4.7/5 rating and 657 reviews. Below this, key exam information is provided: Exam number DVA-C02, Exam level Foundational, and Exam format Multiple choice and performance based. The 'About this certification' section describes the journey as a starting point for those with minimal IT or cloud experience. The 'Syllabus' section lists 8 courses: Cloud Services, Cloud Formation, Serverless Compute Services, Stateless Applications, Storage Services, Database Services, Analytics Services, and Integration Services. The 'Details' section lists skills to be gained, such as Software Development Lifecycle, API Development, and Database Design. The 'Requirements for certification' section includes a link to learn more about the exam. The 'Modules' section lists 7 steps: 1. Development with AWS Services, 2. Security, 3. Deployment, 4. Troubleshooting and Optimization, 5. Take the practice exam, 6. Schedule your exam, and 7. Upload certification. The 'Supplemental materials' section includes a bookshelf with items like 'Cloud Computing with AWS', 'AWS Certified Cloud Practitioner Study Guide With 500 Practice Test Questions', and 'AWS for Developers for Dummies'. A red box highlights the syllabus and modules sections, with an arrow pointing from the syllabus to the modules.

Learning Program Dashboard

A dashboard framework to support all types of learning programs including Compliance, Certifications, Upskilling, Leadership, Culture and more. Ability to drill-down from level 1 to level 3.

1 Overview

Top level look at all active learning programs with key take aways like:

- Number of learners enrolled, engaged, completed and overdue
- Top programs and funnel metrics

2 Program Type

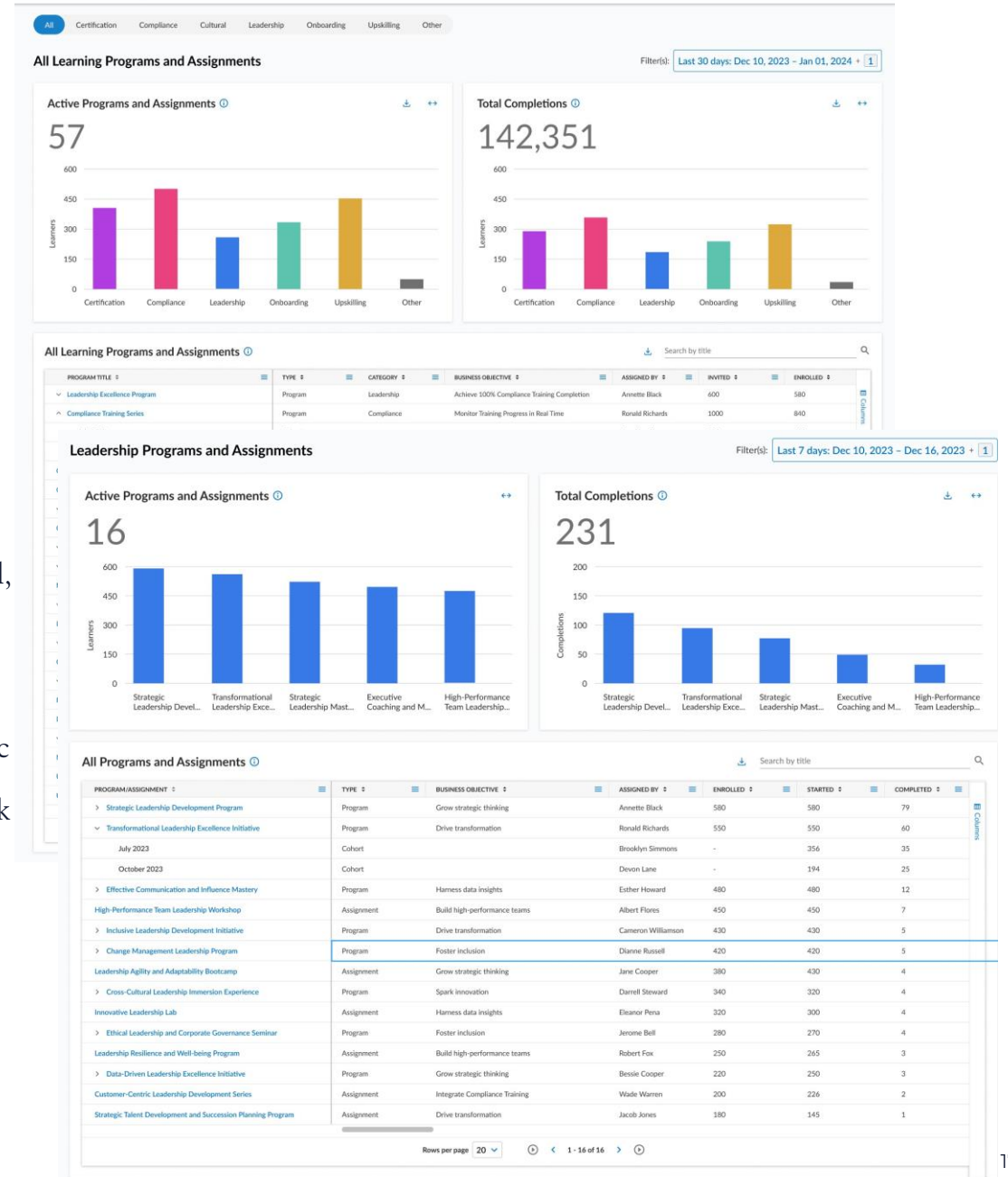
Summary of all programs in a category, with key take aways like:

- Number of learners enrolled, engaged, completed and overdue
- Top Programs and funnel metrics
- Additional modules specific to the program type, such as pass attempts, risk profile, skill gain, etc.

3 Program

Program Summary and Detail with key take aways about:

- Learners enrolled, engaged, completed and overdue
- Cohort and time-based comparisons
- Additional modules specific to the program type like activity, achievement or risk by geography





ROLE BASED LEARNING

ROLE ADVISOR



NEW HIRE



1 YEAR IN



2 YEARS IN



3 YEARS IN



4 YEARS IN



5 YEARS IN

What should I learn to be successful in my role?

AI-GENERATED ROLE-BASED LEARNING

**OVER 200 PRE-CONFIGURED
STANDARD JOB ROLES**

Common roles informed by
World Economic Forum and
Lightcast work

**DYNAMICALLY GENERATED
FOR CUSTOMER'S JOB ROLES**

Customers may add custom
job roles from their own job
architecture to automatically
generate Role Advisor pages

Self
Serve

Prof
Svc



Skills & Content are
dynamically mapped
to Job Roles using
Generative AI

Invest in your future, invest in yourself!

Current role:
Solutions Architect

Trending Contents

Trending this week for Solutions Architect

Learning Objectives

IN THIS COURSE, WE WILL

COURSE

Visualizing Data for Impact: Introduction to Data Visualization

Using data visualizations effectively and correctly is a part of building a data-driven culture in your team. Data visualization creates accessible, understandable, and effective graphic representations of data to help teams understand the patterns and trends in their data and make data-driven decisions. In this course, you will learn about the fundamentals of data visualization, why it ...

Continue this course >

AI-Generated Recommendations

Get started with a top pick from your Role Advisor

Aspire Journeys Courses Books Live Courses Audiobooks Labs

- ASPIRE JOURNEY Application Developer to Blockchain Solutions... (400)
- ASPIRE JOURNEY Data Visualization Mastery (387)
- ASPIRE JOURNEY Agile for Software Development (339)
- ASPIRE JOURNEY AI Apprentice to AI Architect (369)
- ASPIRE JOURNEY DevOps Engineer to Cloud Architect (350)

Top Skills for Role

Role Advisor recommends these skills for **Solutions Architect**

These are the skills based on your role. Click on the links below to discover more ways to learn each skill.

- Agile Methodologies
- Artificial Intelligence
- Big Data
- Business Analysis
- Business Intelligence
- Cloud Computing
- Cloud Security
- Data Analysis
- Data Modeling
- Data Security
- Data Visualization
- Data Warehousing
- DevOps
- Machine Learning

Show more v

Skill Benchmarks for Role

Measure your skills with Skill Benchmarks

Discover your strengths and gaps in any skill. Skip material you already know and level up on where you want to go.

- SKILL BENCHMARK: AWS Certified Solutions Architect - Professional... (3)
- SKILL BENCHMARK: Data Visualization Literacy (Beginner Level) (17)
- SKILL BENCHMARK: Agile Software Development Literacy (Beginner Level) (8)
- SKILL BENCHMARK: Azure AI Fundamentals: Artificial Intelligence on... (9)
- SKILL BENCHMARK: AWS Associate Solutions Architect 2022: Design... (32)

LEARNING & TALENT DEVELOPMENT

ROLE ADVISOR AI DYNAMICALLY GENERATED

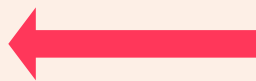
CLIENT ECOSYSTEM

workday
SAP SuccessFactors
Cornerstone
sumtotal
degreed
eightfold.ai
gloat
VALAMIS
AND MORE....



Import role
Skill taxonomy
User profile
Individual Dev Plan
Performance data

AI-MAPPING
TO SKILLS, CONTENT
DYNAMICALLY
GENERATING
PERSONALIZATION



AI-MAPPING
TO SKILLS CLOUD
USER PROFILES

Skill proficiency
Skill gain

skillsoft percipio Library Search for a skill or topic

Invest in your future, invest in yourself!

Current role: Customer Service Representative

Trending this week for Customer Service Representative

COURSE
Customer Service: Generating Effective Solutions
Customer service is all about finding the right solution for every client. CSRs who can quickly determine the underlying causes and issues associated with a customer's problem are more likely to generate fast and effective solutions.
Continue this course >

Get started with a top pick from your Role Advisor

Aspire Journeys Courses Skill Benchmarks Books Live Courses Audiobooks Labs

Customer Service Representative Journey
Customer Experience Manager Journey
Customer Success Manager Journey
Building Resilience in Your Personal and Professional Life
Rookie to Rockstar: Mastering Professional Effectiveness

Role Advisor recommends these skills for Customer Service Representative
These are skills based on your selected role. You can refine them at any time. Click on the links below to discover more ways to learn each skill.

Active Listening Adaptability Communication Conflict Resolution Customer Service Data Analysis
Decision Making Emotional Intelligence Empathy Multitasking Negotiation Organization Patience

Show More v

Measure your skills with Skill Benchmarks
Discover your strengths and gaps in any skill. Skip material you already know and level up on where you want to go.

Customer Service Essentials
Building Collaborative Relationships
Communication Essentials
Critical Thinking
Effective Teamwork

Aspirational Role personalizes professional development

1. Begin with my current role
2. Select my desired aspirational role
3. Our Skill Graph AI identifies skill gaps between my current role and the role I aspire to
4. Role Advisor creates personalized recommendations for my professional goal

The screenshot shows the Skillsoft Role Advisor interface. At the top right, it says 'Company, Inc.' and 'Q3 2024'. The left sidebar contains a navigation menu with items like Home, Learning at Company, Inc., Library, What's New, Courses, Live Learning, Learning activity, Achievements, Role Advisor (highlighted), Certifications, and AI Assistant. The main content area features a header with 'Accelerate your professional growth with Role Advisor' and 'Your aspirational role is: Project Manager'. Below this, there's a 'Trending this week for Project Manager' section with a course 'Project Manager: Generating Effective Solutions'. A 'Get started with a top pick from your Role Advisor' section offers various 'Aspire Journey' options like 'Software Project Analyst to Senior Software Project Manager'. A 'Role Advisor recommends these skills for Project Manager' section lists skills like 'Active Listening', 'Adaptability', 'Communication', etc. The 'Practice difficult conversations with CAISY AI Simulator' section shows simulation cards for 'Leading Your Team through Change', 'Building Resilience and Adaptability in Teams', 'Communicating Effectively During Change', and 'Managing Conflict in Teams'. Finally, the 'Measure your skills with Skill Benchmarks' section displays benchmark cards for 'Building Collaborative Relationships', 'Communication Essentials', 'Critical Thinking', and 'Customer Service Essentials'.



SKILL MEASUREMENT & ANALYTICS

SKILL BENCHMARKS



L&D LEADER



MANAGER

Does this person have the skills needed for the next project?

SKILL MEASUREMENT & SKILL ANALYTICS



COURSE TESTS



KNOWLEDGE CHECKS



LEARNING REINFORCEMENT FLASH CARDS MOBILE APP



CERTIFICATIONS TEST PREP



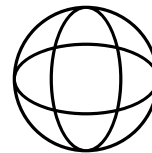
TECHNOLOGY CHALLENGES AND LABS



ASPIRE JOURNEY FINAL EXAMS



CAISY™ SOFT SKILLS SIMULATIONS



360 FEEDBACK (coaching)



SKILL BENCHMARKS

MULTIPLE CHOICE
(domain expertise)

Skillsoft authored
Partner
Client authored

INTERACTIVE
(ability to apply knowledge)

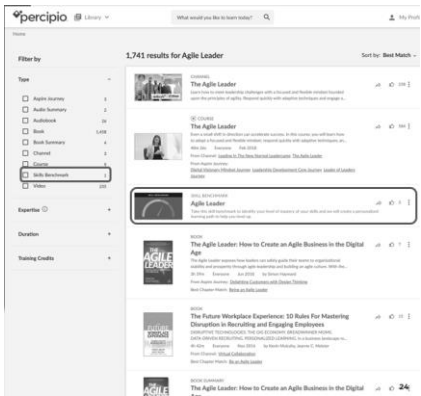
Skillsoft authored
Partner
Client authored

Skill Benchmark LEARNER FLOW

Skill Benchmarks are used to assess skill proficiency and create a personalized learning path for each user

Discover

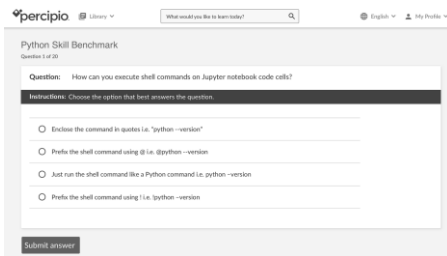
Skill Benchmarks can be found in search results, library, Aspire Journey, Role Advisor



Admins may assign, promote, share

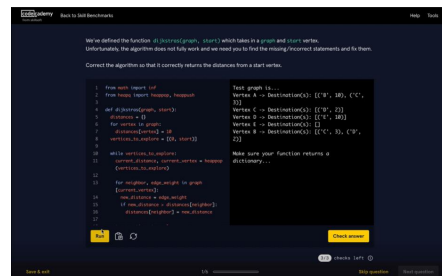
Take Assessment

Knowledge assessments



Multiple choice questions

Interactive assessments

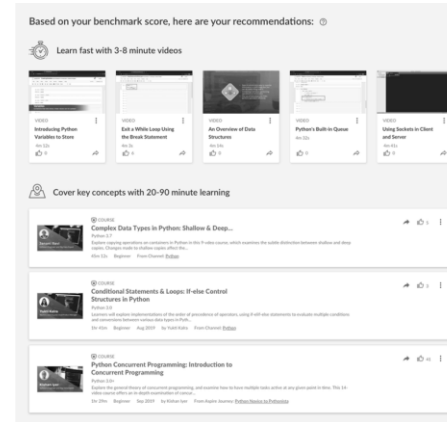


Coding exercises

Personalized Learning

Score & Proficiency level

Personalized recommendations based on assessment results



Targeted microlearning
Fastest path to mastery

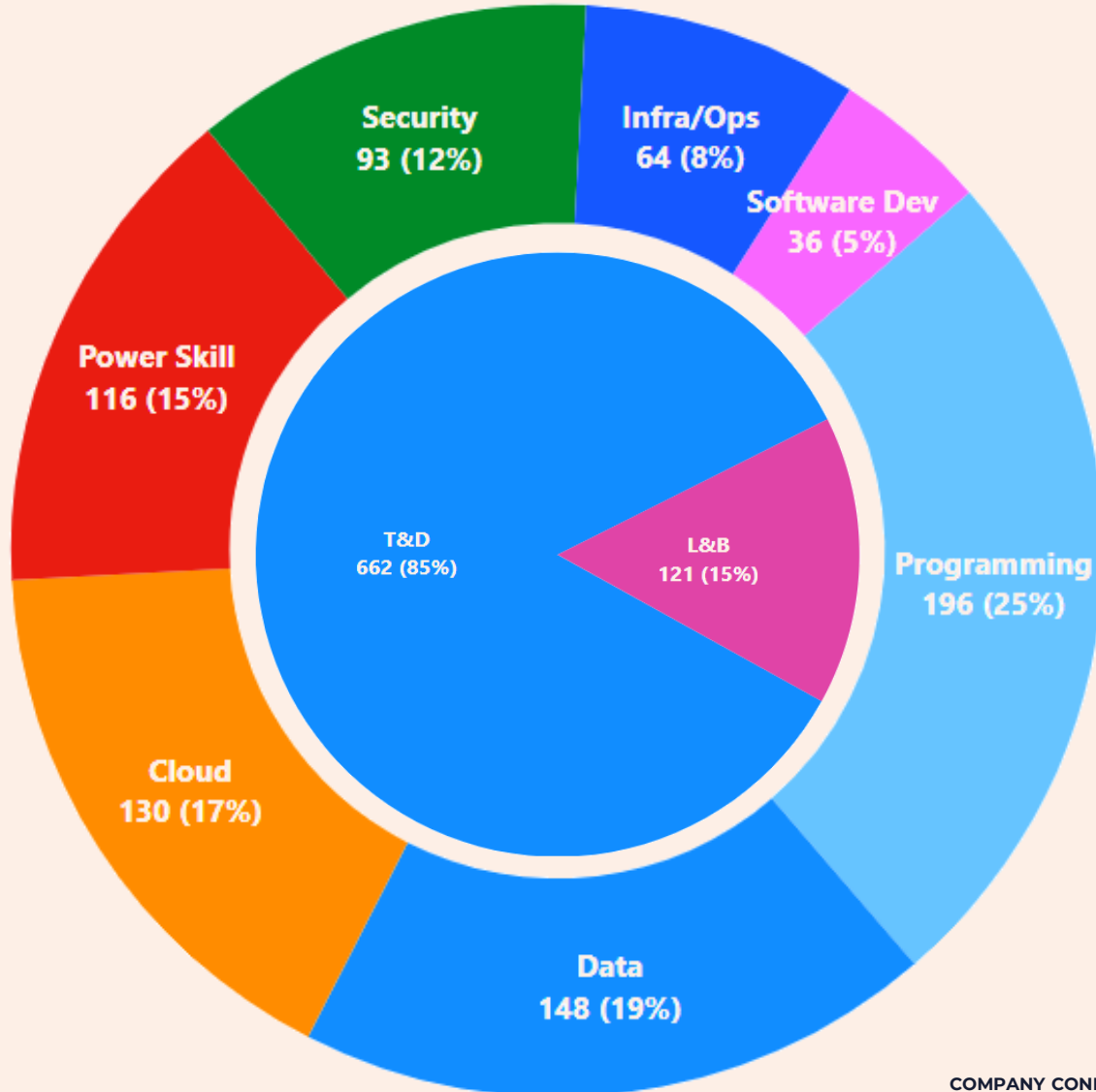
Re-assess



Reassess to measure growth

800+ Skill Assessments

"Skill Benchmarks"



Top 10 - Most Popular Skill Benchmarks

1. Communication Essentials
2. Customer Service Essentials
3. Presentation Skills
4. Excel 365
5. Oral Communication
6. Critical Thinking
7. Written Communication
8. Emotional Intelligence & Tact
9. Adaptability
10. Giving & Receiving Feedback

Top 10 - Technical Benchmarks

1. Agile Methodologies
2. Python (Advanced Level)
3. CompTIA A+ Core 1
4. Security + Attacks, Threats, Vulnerability
5. Data Analytics
6. Security+ Architecture & Design
7. AWS Cloud Practitioner
8. Python (Beginner)
9. Cisco Core (Intermediate)
10. Software Testing Foundations (Entry Level)

Interactive Skill Benchmarks

BENCHMARK SCORE

Interactive Skill Benchmark | Codecademy | 6m

JavaScript Foundations

About this Skill Benchmark

The JavaScript Foundations benchmark assesses your knowledge of creating and managing objects in JavaScript using the built-in tools available. You will be evaluated on your skills in recognizing functions as arguments to other functions and as return values of functions, and linking functions with specific objects when invoked.

Topics covered:

- use the rest parameter syntax to create functions with an undefined number of parameters
- use the spread operator to expand the contents of arrays
- break down and access the components of arrays with array destructuring

Why take a Skill Benchmark?

- Determine your skill level in a particular area - you can't fail
- Get personalized recommendations targeted to improving your skills
- Skip the material you already know
- Help your company gauge where to target its resources
- Challenge yourself to learn new skills and improve your score

What to expect:

- Immediate results and learning recommendations
- Your scores not visible to other learners

Start Benchmark

codecademy Back to Skill Benchmarks Help Tools

We've defined the function `dijkstra(graph, start)` which takes in a `graph` and `start` vertex. Unfortunately, the algorithm does not fully work and we need you to find the missing/incorrect statements and fix them.

Correct the algorithm so that it correctly returns the distances from a start vertex.

```
1 from math import inf
2 from heapq import heappop, heappush
3
4 def dijkstras(graph, start):
5     distances = {}
6     for vertex in graph:
7         distances[vertex] = inf
8     vertices_to_explore = [(0, start)]
9
10    while vertices_to_explore:
11        current_distance, current_vertex = heappop
12        (vertices_to_explore)
13
14        for neighbor, edge_weight in graph
15        [current_vertex]:
16            new_distance = edge_weight
17            if new_distance > distances[neighbor]:
18                distances[neighbor] = new_distance
```

Test graph is...

Vertex A -> Destination(s): [['C', 'B', 10], ['C', 'C', 3]]

Vertex C -> Destination(s): [['C', 'D', 2]]

Vertex D -> Destination(s): [['E', 10]]

Vertex E -> Destination(s): []

Vertex B -> Destination(s): [['C', 'C', 3], ['C', 'D', 2]]

Make sure your function returns a dictionary...

Run

3/3 checks left

Save & exit 1/6 Skip question Next question

BENCHMARK SCORE

Interactive Skill Benchmark | Codecademy | 6m

JavaScript Foundations

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The JavaScript Foundations benchmark assesses your knowledge of creating and managing objects in JavaScript using the built-in tools available. You will be evaluated on your skills in recognizing functions as arguments to other functions and as return values of functions, and linking functions with specific objects when invoked.

Update Benchmark

Detailed benchmark results

Based on your benchmark score, here are your recommendations:

- Cover key concepts with 20-90 minute learning

COURSE JavaScript Functions & Arrays in JavaScript 4.7 (249)

Learn how to discover ways to define and use functions in JavaScript, where functions are considered first-class members. In this 14-video course, explore features of arrays in JavaScript, as well as their role in functions. Key concepts covered here include the basic functions and how to invoke them in JavaScript, recognizing how var, let, and const key.

COURSE JavaScript Objects 4.7 (198)

JavaScript is an object-oriented language, making objects a crucial topic for any JavaScript course. In this 14-video course, learners explore object definitions to object methods and constructors while learning what a "class" is in JavaScript. Key concepts covered here include how to create objects containing different types of data and functions and ac...

Interactive Skill Benchmarks use same workflow as multiple-choice Skill Benchmarks.

Learners demonstrate ability to apply skills with hands-on assessments in virtual environments.

AI-generated recommendations for further learning based on learning objectives missed in the benchmark.

Learner can self-discover, or Interactive Skill Benchmarks can be included in assignments and journeys.

Results included in Skill Benchmark dashboards, to see full picture of organization's skills.

Question

This question is assessing your ability to use JavaScript built-in libraries, like `console`, to work with primitive data types.

Write `console.log()` statements to log each of the following to the console:

- your favorite book character's name (as a string)
- the number of books you've read this year (as a number)
- whether or not you enjoy reading (as a boolean)

Use coding skills
to complete the
scenario

```
1 // Write your code below:  
2
```

“Run” to verify the
scenario is
complete

Run



Run your code to check your answer

Check answer

3/3 checks left

“Check answer” to
submit code for
evaluation

Feature Availability & Roadmap

PROGRAMMING

1. Fundamentals Python
2. Fundamentals JavaScript
3. Fundamentals Java
4. Intermediate Python
5. Intermediate JavaScript
6. Intermediate Java
7. Python Linear Data Structures
8. JavaScript Linear Data Structures
9. Java Linear Data Structures
10. Python NonLinear Data Structures
11. JavaScript NonLinear Data Structures
12. Java NonLinear Data Structures
13. JavaScript Algorithms
14. Advanced Python
15. Advanced Java

DATA / AI / ML

1. Fundamentals SQL
2. SQL Table Transformations
3. Feature Engineering for Data Scientists
4. Supervised Learning I: Regressors, Classifiers and Trees
5. Supervised Learning II: Advanced Regressors and Classifiers

ROADMAP 2024

Additional coming in Q2, Q3 and Q4

- Programming
- Data
- AI / ML

Additional coming in Q4

- Infrastructure / Operations

20 Interactive Skill Benchmarks by May 1

40 Interactive Skill Benchmarks by EofFY25

SKILL ANALYTICS

MEASURE SKILL GAIN OVER TIME

Learner Skill Profile

BENCHMARK SCORE

88
Skill Level: Proficient

0 100

● Novice 0 - 9
● Aspiring 10 - 49
● Developing 50 - 69
● Proficient 70 - 89
● Advanced 90 - 100

[Update Benchmark](#)

Communication Essentials

Skill Benchmark | 16m | 16 questions

Your personalized recommendations are based on questions answered incorrectly within the benchmark.

- Watch short videos based on specific questions answered incorrectly
- Complete courses to build complete understanding of topics you missed

About this Skill Benchmark

Become a better communicator using these practical strategies on presentation skills, listening, body language, and writing well. Learn to communicate more effectively and confidently in your day-to-day intera...

[View more](#)

Organizational Skill Dashboard

Top Skill Benchmarks

Skill level distribution | Skill gain

SKILL BENCHMARK	UNIQUE LEARNERS	AVG. SCORE
CISSP: Communication and Networking	148	53%
CISCO IP Services & Configuration Competency	142	76%
CISSP: Security Assessment and Testing Proficiency	138	48%
Cisco Security Fundamentals	135	34%
Cisco Automation	132	75%
Cisco Core Competency	129	39%
Java Core Programming Awareness	127	62%
Docker Competency	126	60%
Math for Data Science Literacy	124	47%
Python Web Literacy	114	41%

Legend: Novice, Aspiring, Developing, Proficient, Advanced

Skill Gain Dashboard

Skill Benchmarks Overview

2,239 total benchmarks completed | 110 unique benchmarks completed | 1,317 unique learners

120 Reassessments | 84% Learners increased score | +8 points Average score increase | 256 Proficient learners

SKILL BENCHMARK	UNIQUE LEARNERS	REASSESSMENTS	LEARNERS INCREASED SCORE	AVG. SCORE INCREASE	PROFICIENT (%)
CISCO IP Services & Configuration Competency	142	10	8	10	48%
Cisco Automation	132	31	29	15	45%
Java Core Programming Awareness	127	22	18	12	20%
Cisco Core Competency	129	8	6	6	19%
Python Web Literacy	114	18	15	9	15%
CISSP: Communication and Networking	148	8	7	6	14%
CISSP: Security Assessment and Testing Proficiency	138	15	12	10	14%
Docker Competency	126	4	3	7	10%
Cisco Security Fundamentals	135	0	0	4	7%
Math for Data Science Literacy	124	4	3	1	0%

Skill Progression over time

Python Web Literacy

114 Unique Learners

41 Skill level: Novice

Proficiency over time

Month	Proficient Learners
January	3
February	6
March	8
April	12
May	17
June (partial)	17

Top Skill Benchmarks ⓘ

Skill level distribution

Skill gain

SKILL BENCHMARK ⌵	UNIQUE LEARNERS ⌵		AVG. SCORE ⌵ ⓘ
CISSP: Communication and Networking	148		53%
CISCO IP Services & Configuration Competency	142		76%
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Math for Data Science Literacy	124		47%
Python Web Literacy	114		41%

■ Novice ⓘ

■ Aspiring ⓘ

■ Developing ⓘ

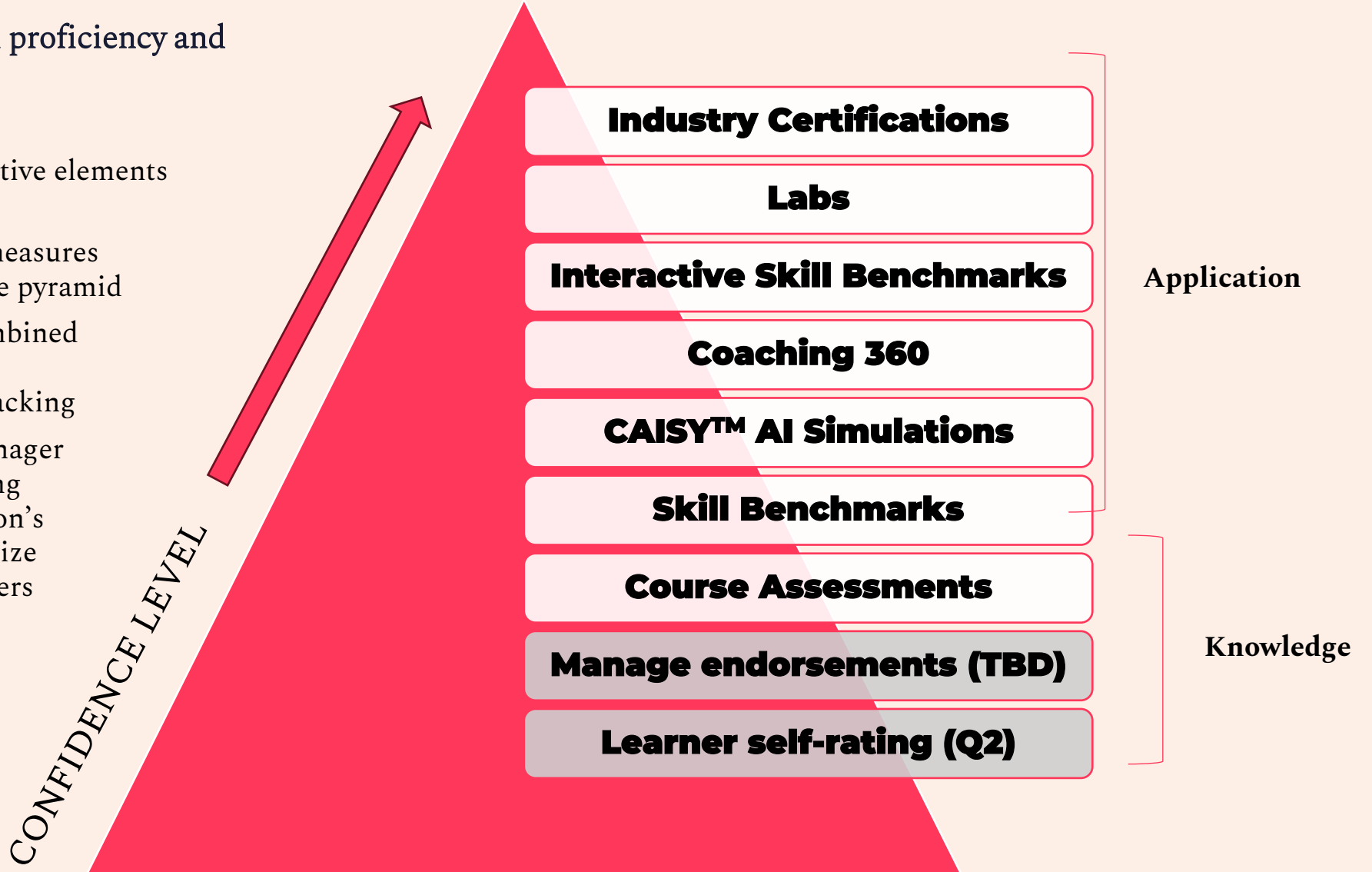
■ Proficient ⓘ

■ Advanced ⓘ

SKILL PROFICIENCY PYRAMID

Skillssoft has a portfolio of skill proficiency and skill gain measurements

1. Content library with interactive elements that generate skills data
2. Confidence in proficiency measures increases as you move up the pyramid
3. All the measures can be combined into a composite measure to normalize organizational tracking
4. Learner self-rating with manager endorsements a great starting point to baseline organization's skill capability and personalize skills development for learners



Skill Self Ratings

- Skill ratings align to similar features in other applications and Taxonomies
- Allow the palette of skills to be configured by the org and targeted by the learner
- Allow learners to prioritize role-based skills and customize the palette of skills
- Use skill ratings to tailor recommendations by leveraging content Expertise level
- Compare skill ratings to role targets and prioritize skills with largest skill gaps

The screenshot displays the Percipio user interface for Olivia Jeffries. The top navigation bar includes the Percipio logo, a 'Library' dropdown, and a search bar. The user's profile is shown with a welcome message and email address. A sidebar on the left lists navigation options like 'Assignments', 'Activity', and 'Role and Skill Ratings'. The main content area is titled 'Role and Skill Ratings' and shows the user's current role as 'Product Manager'. A modal window is open, titled 'Rate your skill level for "Analytics"', showing a progress bar from 'Novice' to 'Advanced' with a blue dot indicating 'Level 4'. Below the modal, a grid of skill cards is displayed, each with a rating number and a three-dot menu icon. The skills and their ratings are: Agile Methodologies (4), Analytics (3), Business Analysis (1), Communication (5), Creativity (+), Cross functional Collaboration (5), Data Analysis (2), Decision-Making (7), Leadership (2), Marketing Strategy (+), Organization (3), Problem Solving (6), Product Design (3), Product Roadmapping (4), Product Strategy (+), Project Management (5), Technical Knowledge (+), Time Management (5), User Experience Design (+), and User Research (+). At the bottom, there is a section for 'Manage other skill ratings' with a search bar and a list of skills like CRM Admin (2), Data Quality (+), Reporting (4), Sale Process (+), and Territory Management (3).



LEARNER

ENGAGEMENT & AI

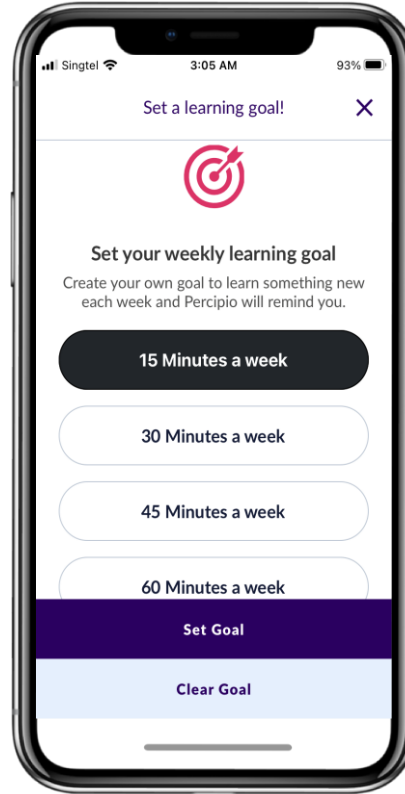
MOTIVATING LEARNERS



Digital Badges

Leaderboard

RANK	USER PIC	NAME	BADGES
1		Randy Geidt	76
2		Kierra Calzoni	73
3		Angel Saris	69
4		Alfredo Culhane	67
5		Alfonso Press	65
6		James Carder	62
7		Cooper Workman	61
8		Ashlynn Franci Christopher	57



Learning Goals
Streaks, Reminders



Personalized
Reengagement
Notifications

Learn Together / Group Challenge

Create a challenge with some assets and invite peers to participate

Peers receive the invite and accept the challenge

All can track relative progress and share anecdotes in the group chat

Learned not just through the content but shared knowledge among group

Schedule Time to
Learn (creates
calendar meeting)

LEARN TOGETHER

Group Challenge

The screenshot shows a group challenge titled "Learning ChatGPT" created by Nandan. The challenge description is "Let's learn ChatGPT basics with two courses that cover the role and impact of ChatGPT". Two courses are listed: "The Role of ChatGPT in Shaping Our Future" and "ChatGPT's Impact on Various Industries", both marked as "STARTED". A progress bar shows the participation of four users: Nandan (80%), Jenny Miller (50%), Leena (50%), and John Mathew (20%). There is a "Notes" section with a text input field and an "Add Notes" button. A comment from Jenny Miller is visible at the bottom.

Participant	Progress
Nandan	80%
Jenny Miller	50%
Leena	50%
John Mathew	20%

Jenny Miller : The ability to provide accurate and relevant answers to customer inquiries is a great.
Leena : I think this saves time and effort for both customers and support staff, improving the efficiency of customer service, allowing companies to handle more questions, and increasing customer satisfaction.

Image is only for reference purpose



Create a **challenge** with some assets and **invite** peers to participate



Peers receive the invite and **accept the challenge**



All can **track** relative progress and **share** anecdotes in the group chat




Learned not just through the content but **shared knowledge** among group

Schedule Time to Learn

- Manage time more efficiently by setting aside dedicated time for learning
- Choose a course, find the most convenient time, and add to calendar
- Receive timely reminders as the scheduled learning time approaches, with a direct link to the course

Schedule learning time ✕

Set aside time to complete this course by adding it to your calendar



COURSE
ChatGPT & Its Practical Use Cases
1h 2m 31s

Recurrence*

One Time Daily Weekly

Dates*

Start date End date

Start Time and Duration*

Start time End time

Pick a calendar*

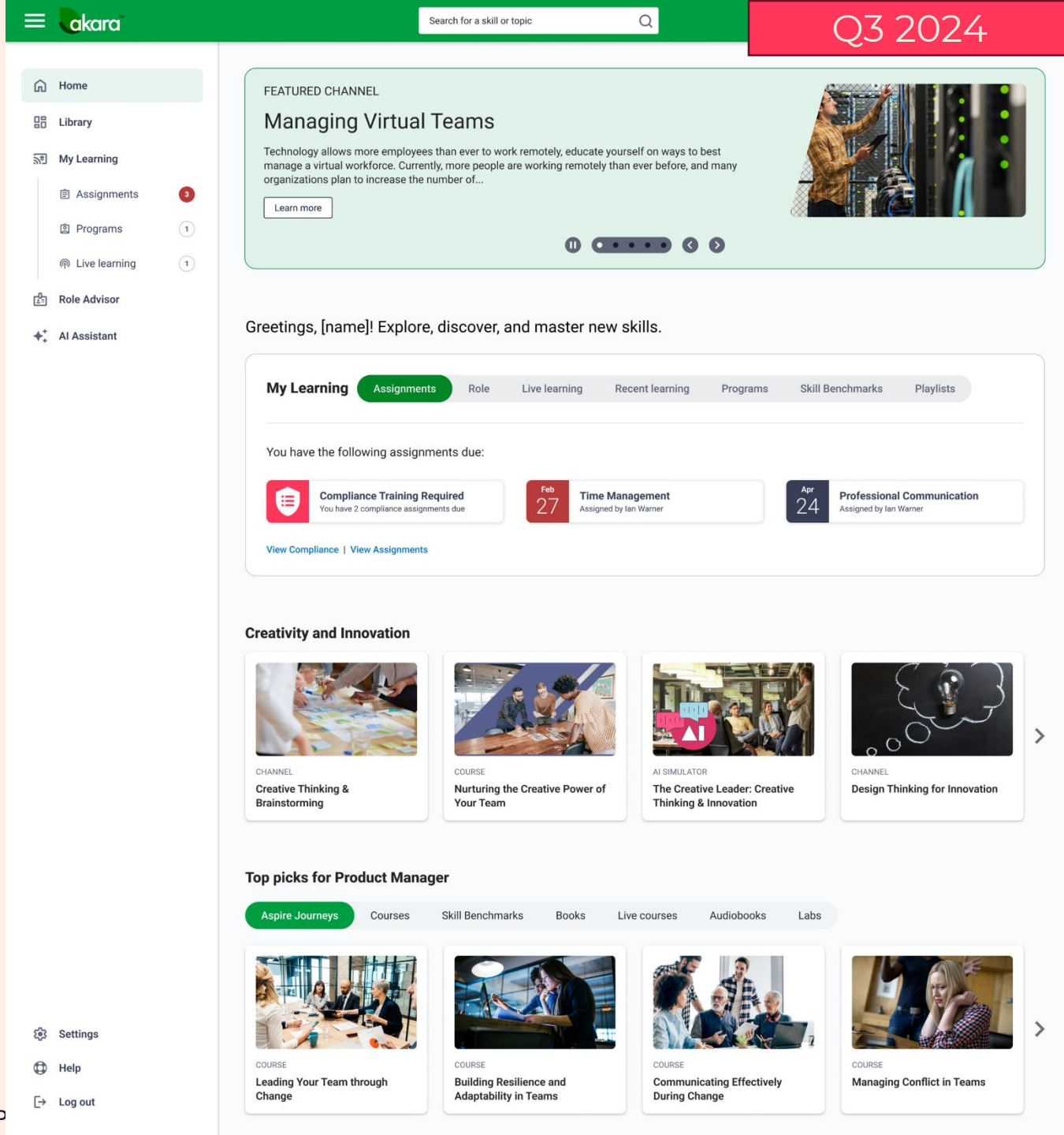
Google (online) Apple Calendar Outlook

Cancel Add to calendar

REFINED PRIMARY NAVIGATION & UPDATED VISUAL DESIGN

Our existing menus are redesigned into a persistent **left-hand navigation** panel.

- **Home**
- **NEW Library page** (replaces library menu)
- **NEW My Learning** section (replaces My Profile)
- **Role Advisor**
- **Certifications**
- **NEW AI Assistant**



Celebratory Elements

Acknowledge learner achievements

- **Personalized messages** congratulate learners on their achievements.
- **Celebratory animations** add visually engaging effects like confetti showers to generate excitement.
- **Motivation reinforcement** keeps learners engaged and encouraged to continue learning.

The screenshot shows a web interface for Percipio. At the top, there's a search bar and navigation icons. The main content area is decorated with colorful confetti and streamers. A green banner at the top of the content area says "You passed. Great job!". Below this, a message states: "You can retake this test at any time without lowering your high score or changing your completion status." Three circular icons are displayed: a green circle with "83%" (labeled "This test" and "Score needed: 70%"), a pink circle with the Skillsoft logo (labeled "View badge"), and a yellow certificate icon (labeled "View certificate"). At the bottom of the main content area, there are three buttons: "Back to course", "Reflect on this course", and "Retake test". Below the main content, there's a section titled "You might also like:" with four course recommendations, each with a thumbnail image and text: "Creative Thinking & Brainstorming", "Nurturing the Creative Power of Your Team", "The Creative Leader: Creative Thinking & Innovation", and "Design Thinking for Innovation".

Bookshelf

Dedicated page to explore recommended books, audiobook, and summaries, as well as search for specific titles.

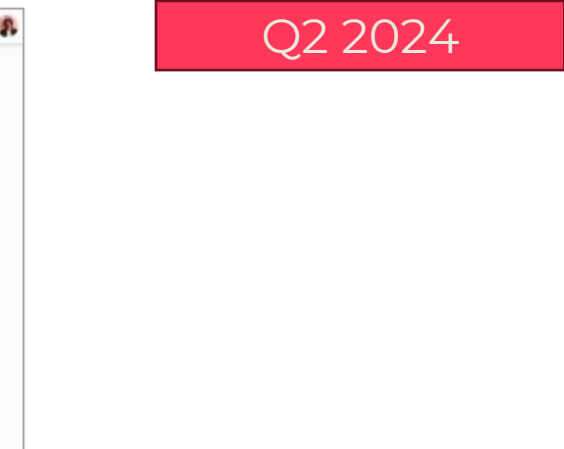
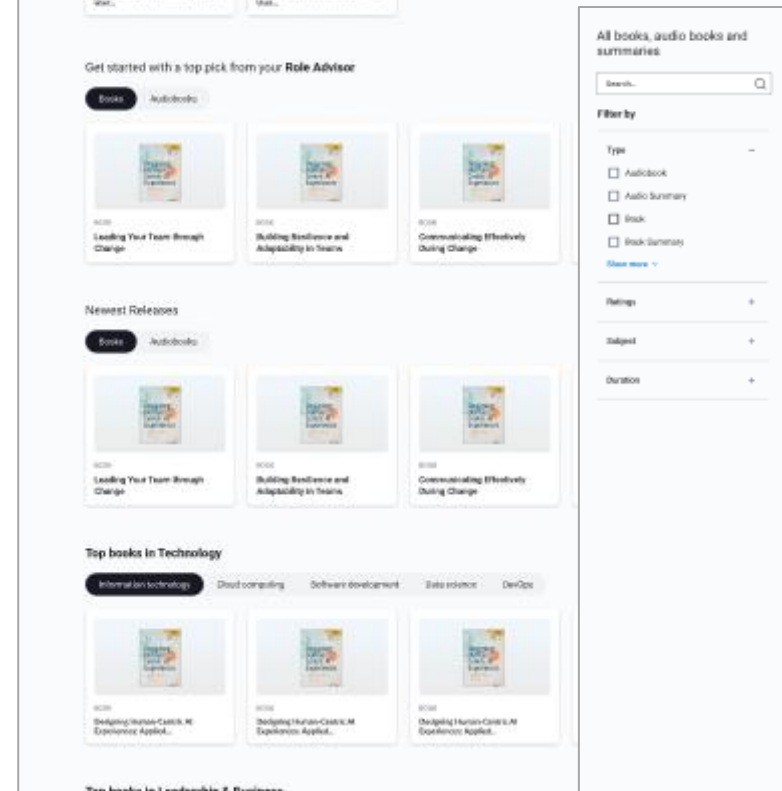
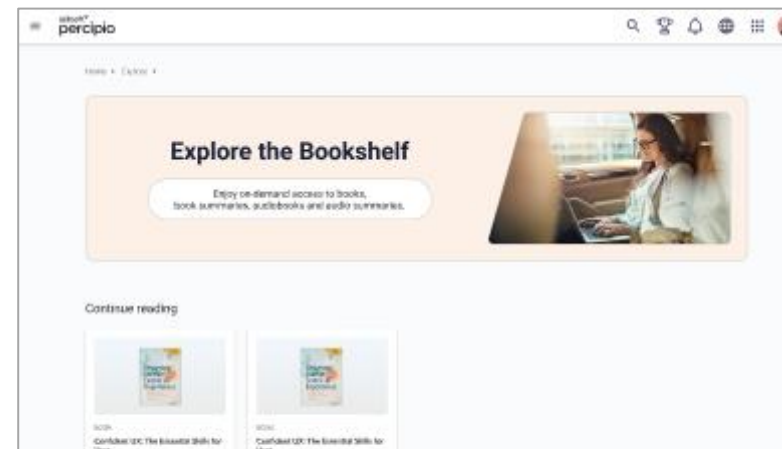
Recommendations Section: Discover a wide range of curated content, including:

- Top picks from your Role Advisor
- Newest Releases
- Top books in Technology
- Top books in Leadership & Business

Search Results Section: Provides an unfiltered view of all available books, audiobooks, and summaries.

Search results can be filtered by:

- Type (Audiobook, Book, Summary)
- Ratings
- Subject
- Duration



- Home
- Learning at Company, Inc.
- Library
- My Learning
 - Assignments 3
 - Programs 1
 - Live learning 1
 - Learning activity
 - Achievements
- Role Advisor
- Certifications
- AI Assistant

AI ASSISTANT

AI Assistant Settings Minimize Close

Today

AI ASSISTANT

Welcome [learner name]! I can help you find learning content to meet your goals. What is your goal today?

Provide as much detail as possible, so that I can give you the best recommendations.

Here are some trending topics to get you started:

- How do I improve my communications skills?
- What do I need to know about Generative AI?
- How do I start coding in Python?
- I'm a new manager, where do I start?
- How do I become a strategic thinker?
- How do I build DEI into our culture?

[LEARNER NAME]

I need to conduct a card sort. I have never done that before.

AI ASSISTANT

Got it! What is it about a card sort you would like to learn more about?

[LEARNER NAME]

I have never conducted one before and need a high-level overview.

AI ASSISTANT

Got it! Card sorting is a user research method where participants categorize information on physical or digital cards to help designers understand how users mentally organize information. It's like playing a sorting game with valuable insights!

This might be a helpful place to start to understand more:

- VIDEO **Card Sorting**
- COURSE **Techniques and Tools**
- COURSE **UI and UX Design: User Research Methods and Analysis**

AI ASSISTANT

Got it! You prefer to read over watching videos. If this is your preferred way to learn, I will remember that and recommend more books in the future over videos. Is that right?

[LEARNER NAME]

AI ASSISTANT

Welcome [learner name]! I can help you find learning content to meet your goals. What is your goal today?

Provide as much detail as possible, so that I can give you the best recommendations.

Here are some trending topics to get you started:

- How do I improve my communications skills?
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- COURSE **Techniques and Tools**
- COURSE **UI and UX Design: User Research Methods and Analysis**

AI Assisted Search

- + AI Assisted Search has many learner benefits including:
 - + Identifies ambiguous searches, ask for clarification, and suggests more detailed related searches
 - + Provides and AI explanation for a given search query
- + Interfaces with the new AI Assistant, if enabled by the customer – learners can click into the assistant to get more information on their search topic

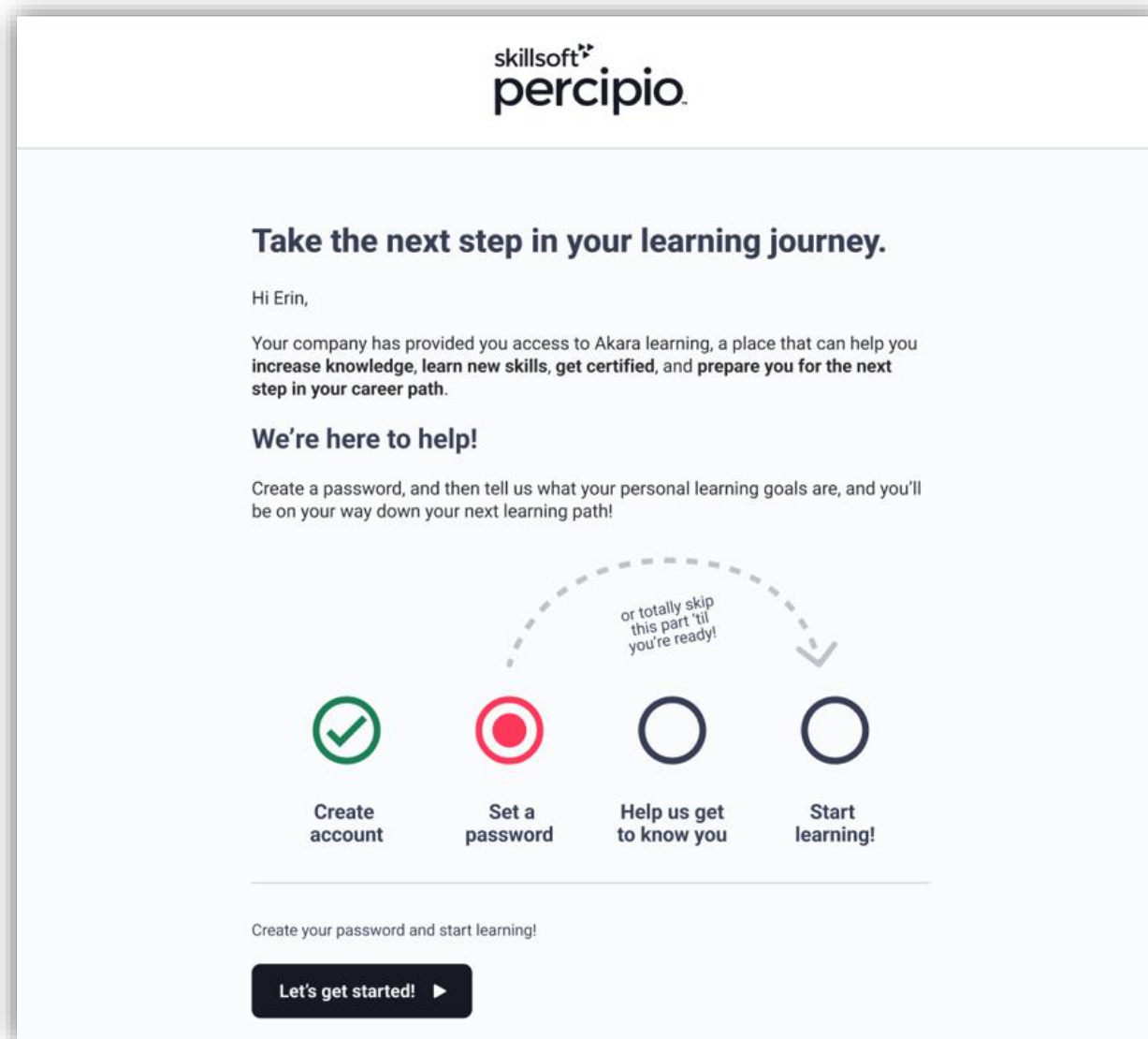
The screenshot displays a search interface for the term "communication". At the top right, a red banner indicates "Q3 2024". The navigation bar includes "CONTENT", "LEARNING", "ANALYTICS", "SETTINGS", and "EXPLORE".

The AI Assistant answer section shows a response to a query: "Communication is a broad topic. Are you interested in interpersonal communication, business communication, or perhaps communication technology? You might be looking for information on effective communication skills in the workplace, or maybe you're interested in the technical aspects of data communication in IT. Could you please provide more context or specify your area of interest?". Below the response is a disclaimer: "This response was generated using AI. By using Skillsoft's AI-assisted Search, you are agreeing to our Terms and Conditions and Privacy Policy." Related search suggestions include "Interpersonal communication", "Business communication", "Communication technology", "Effective communication skills", and "Data communication in IT". A checkbox "Always show AI answer" is checked.

The search results for "communication" are sorted by "Best Match". The first result is a "SKILL BENCHMARK" titled "Communication Essentials" with a 4.0 rating (4 stars) and 16 million views. The description states: "Become a better communicator using these practical strategies on presentation skills, listening, body language, and writing well. Learn to communicate more effectively and confidently in your day-to-day interactions with colleagues, ...". It is from the channel "Communication Essentials" and dated February 2022. The second result is a "CHANNEL" titled "Communication Essentials" with the same description. The third result is a "CHANNEL" titled "Oral Communication" with the description: "Effective oral communication is a vital skill for success. Learn how to better communicate your thoughts and ideas to all audiences. Discover why communication between professionals is the foundation of a great business relationship. Yo..."

Welcome Email Series 2.0

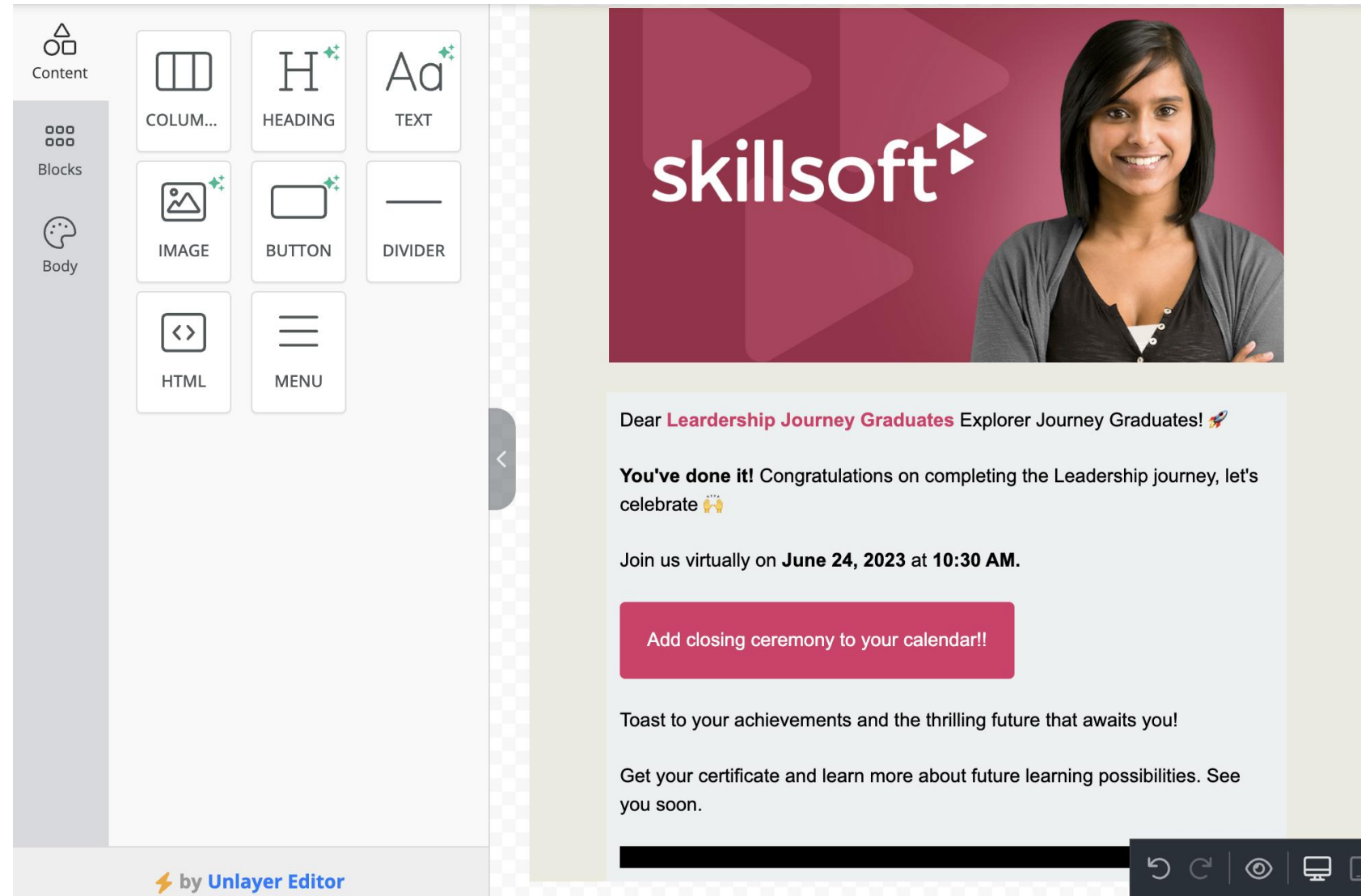
- + Goal: Increase adoption and first-time logins
- + Introduce new and updated templates
- + Increase cap from 8 emails in the series
- + Include content and test conversions
- + Revamp email settings for admins



Sample redesigned welcome email

Customizable ad hoc email template

- Craft personalized emails with ease – design templates from scratch using simple drag & drop approach
- Add custom text, images, and URL's
- Customize background color, font color, and style to make your emails truly unique.



The image displays the Unlayer Editor interface for creating an email template. On the left, a sidebar contains three sections: 'Content' with a grid icon, 'Blocks' with a grid icon, and 'Body' with a brain icon. The main workspace shows a grid of content blocks: 'COLUM...' (columns), 'HEADING' (H), 'TEXT' (Aa), 'IMAGE' (img), 'BUTTON' (button), 'DIVIDER' (horizontal line), 'HTML' (code), and 'MENU' (hamburger menu). The right side shows a preview of the email template. The header features the 'skillsoft' logo in white on a maroon background with a woman's portrait. The main body contains the following text: 'Dear **Leadership Journey Graduates** Explorer Journey Graduates! 🚀', 'You've done it! Congratulations on completing the Leadership journey, let's celebrate 🎉', 'Join us virtually on **June 24, 2023 at 10:30 AM.**', a pink button with the text 'Add closing ceremony to your calendar!!', 'Toast to your achievements and the thrilling future that awaits you!', and 'Get your certificate and learn more about future learning possibilities. See you soon.' The bottom of the interface includes a footer with the text 'by Unlayer Editor' and a toolbar with icons for undo, redo, eye, and print.



CAISY ROADMAP

CAISY™ DASHBOARD

CAISY™ AI Simulations Dashboard

Date Range: All time | From: 10/23/2018 | To: 05/05/2023 | Audience: All audiences | Content title: All content titles

Include inactive users
 Reset to default | Update

781

total simulations completed ⓘ

20

unique simulations completed ⓘ

324

unique learners

Top Scenarios

Most popular for your learners

Proficiency Levels

Three proficiency levels – Poor, Acceptable, Outstanding – give you a sense of the soft skills of the workforce

Aggregate data

Full workforce, by audience, across time frames

Drill down to individuals

See their activity and performance

Top CAISY™ AI Simulations			
SCENARIO TITLE ↕	UNIQUE LEARNERS ↓		
Sales Motion	148	101	26
Product Launch Decision	142	46	28
Change Management for AI	138	70	48
PR Scandal	135	73	52
Irate Customer	132	47	26
Refund Request	129	64	41
Leading Change	127	42	59
Cultivating Empathy and Connection	126	51	62
Fostering Well-Being	124	96	28
Coaching Absent Employee	114	67	30

■ Poor
■ Acceptable
■ Outstanding

SCENARIO TITLE ↕	SCENARIOS COMPLETED ↕	TOOK MORE THAN ONCE ↕	UNIQUE LEARNERS ↓	POOR (%) ↕	ACCEPTABLE (%) ↕	OUTSTANDING (%)
Sales Motion	201	53	148	68%	18%	14%
Product Launch Decision	218	76	142	32%	20%	48%
Change Management for AI	184	46	138	51%	35%	14%

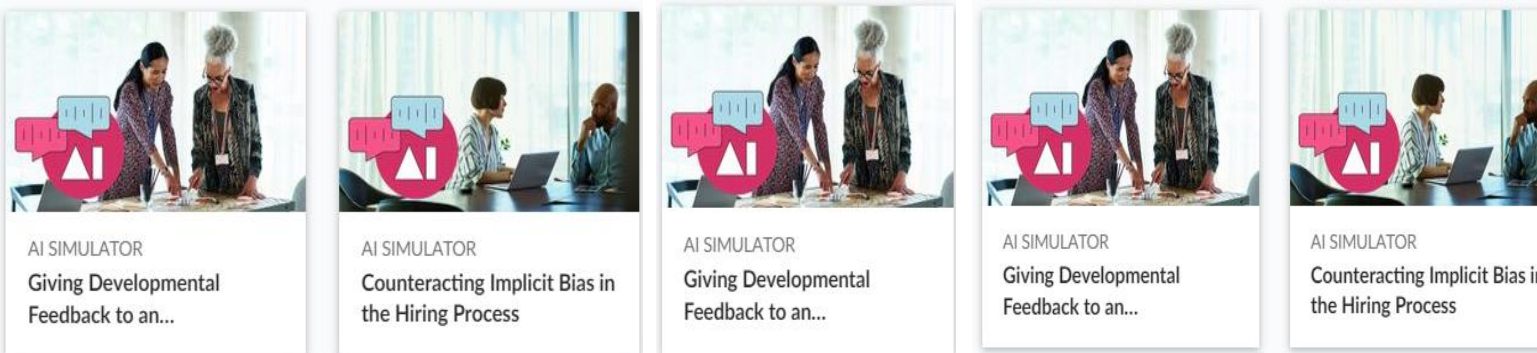
Raise CAISY Awareness among Users

1. CAISY Recommendations on the Homepage and on Role Advisor page
2. CAISY promotion in Recommendation/Re-Engagement weekly emails

1. Homepage and Role Advisor strip

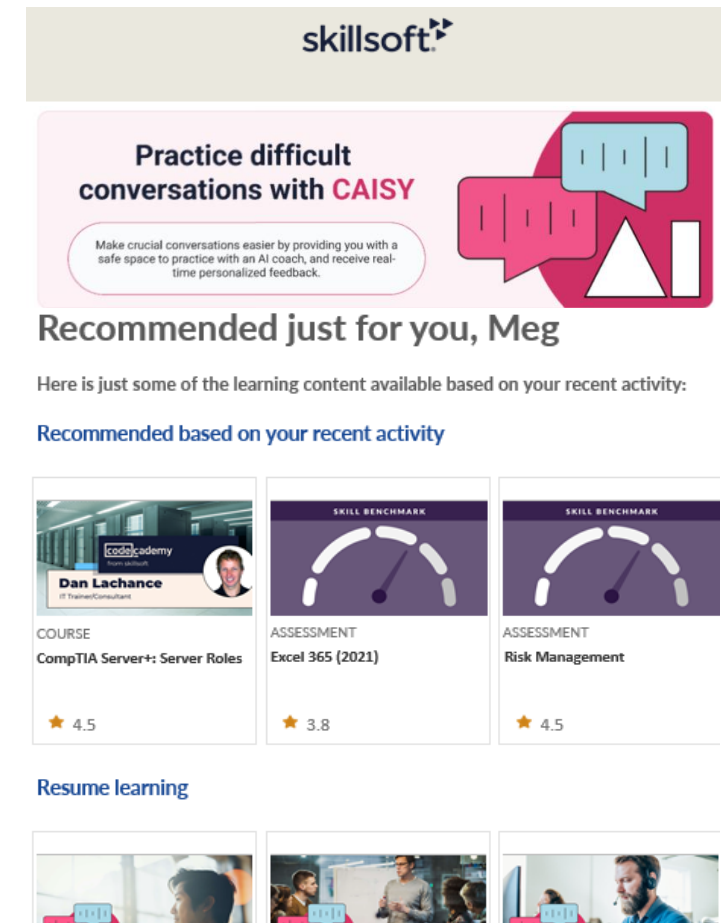
Practice difficult conversations with CAISY AI Simulator

CAISY makes crucial conversations easier by providing a safe space to practice and receive real-time personalized feedback



<p>AI SIMULATOR</p> <p>Giving Developmental Feedback to an...</p>	<p>AI SIMULATOR</p> <p>Counteracting Implicit Bias in the Hiring Process</p>	<p>AI SIMULATOR</p> <p>Giving Developmental Feedback to an...</p>	<p>AI SIMULATOR</p> <p>Giving Developmental Feedback to an...</p>	<p>AI SIMULATOR</p> <p>Counteracting Implicit Bias in the Hiring Process</p>
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2. Reengagement Emails



skillsoft

Practice difficult conversations with CAISY

Make crucial conversations easier by providing you with a safe space to practice with an AI coach, and receive real-time personalized feedback.

Recommended just for you, Meg

Here is just some of the learning content available based on your recent activity:

Recommended based on your recent activity

<p>Dan Lachance IT Trainer/Consultant</p> <p>COURSE</p> <p>CompTIA Server+: Server Roles</p> <p>★ 4.5</p>	<p>SKILL BENCHMARK</p> <p>ASSESSMENT</p> <p>Excel 365 (2021)</p> <p>★ 3.8</p>	<p>SKILL BENCHMARK</p> <p>ASSESSMENT</p> <p>Risk Management</p> <p>★ 4.5</p>
--	---	--

Resume learning

CAISY Localization

- + Beta localization launched early Q2 to all CAISY customers – German, French, Spanish
- + Runway: Roll out more languages using AI translations

Paramètres de scénario :

Catégorie de scénario
Coacher votre équipe

Scénario
Sélectionnez un scénario

Mode scénario
Pratique

[Qu'est-ce que c'est ?](#)

Comportement
Défensif

Commencer
le scénario



ENTRAÎNEUR
IA



ENTRAÎNEUR IA

Dans ce scénario, vous jouerez le rôle du manager. Vous avez remarqué qu'un de vos employés nommé Bob arrive en retard et part tôt. D'autres employés vous ont contacté pour indiquer qu'ils n'ont pas pu rejoindre Bob qui ne répond pas rapidement aux e-mails et aux IM. Ils ont indiqué que l'indisponibilité et le manque de réactivité de Bob ont un impact sur leur capacité à terminer leurs tâches à temps.

À ce moment, vous et Bob êtes déjà en vidéoconférence. Il est temps pour vous de discuter du comportement de Bob et de vos attentes.



ENTRAÎNEUR IA

Vous êtes le manager, veuillez commencer le dialogue.



CAISY Recommendations

- + Based on the skills that CAISY recommends to improve, learners will be able to see recommendations to improve those skills
- + Custom and stock content will be returned where learners will see courses as the primary content type

The image displays the Percipio AI Coach interface, which is designed to provide personalized learning recommendations based on a user's current scenario and performance.

Scenario Selection Menu:

- Current scenario:** Difficult conversation and if the title is longer it wraps like this
- Choose a scenario:**
 - Scenario category: Difficult Conversations
 - Scenario: Triant Employee
- Buttons:** "Begin scenario" and "Show courses"

AI Coach Profile:

- Name:** AI COACH
- Rating:** 4.7 (4)

Coach Messages:

- SCENARIO:** Nice job! Your rating is Acceptable.
- COACH:** Would you like to see some courses that might help improve your rating?
- COACH:** You can try again with the current settings, or choose a new scenario from the menu.

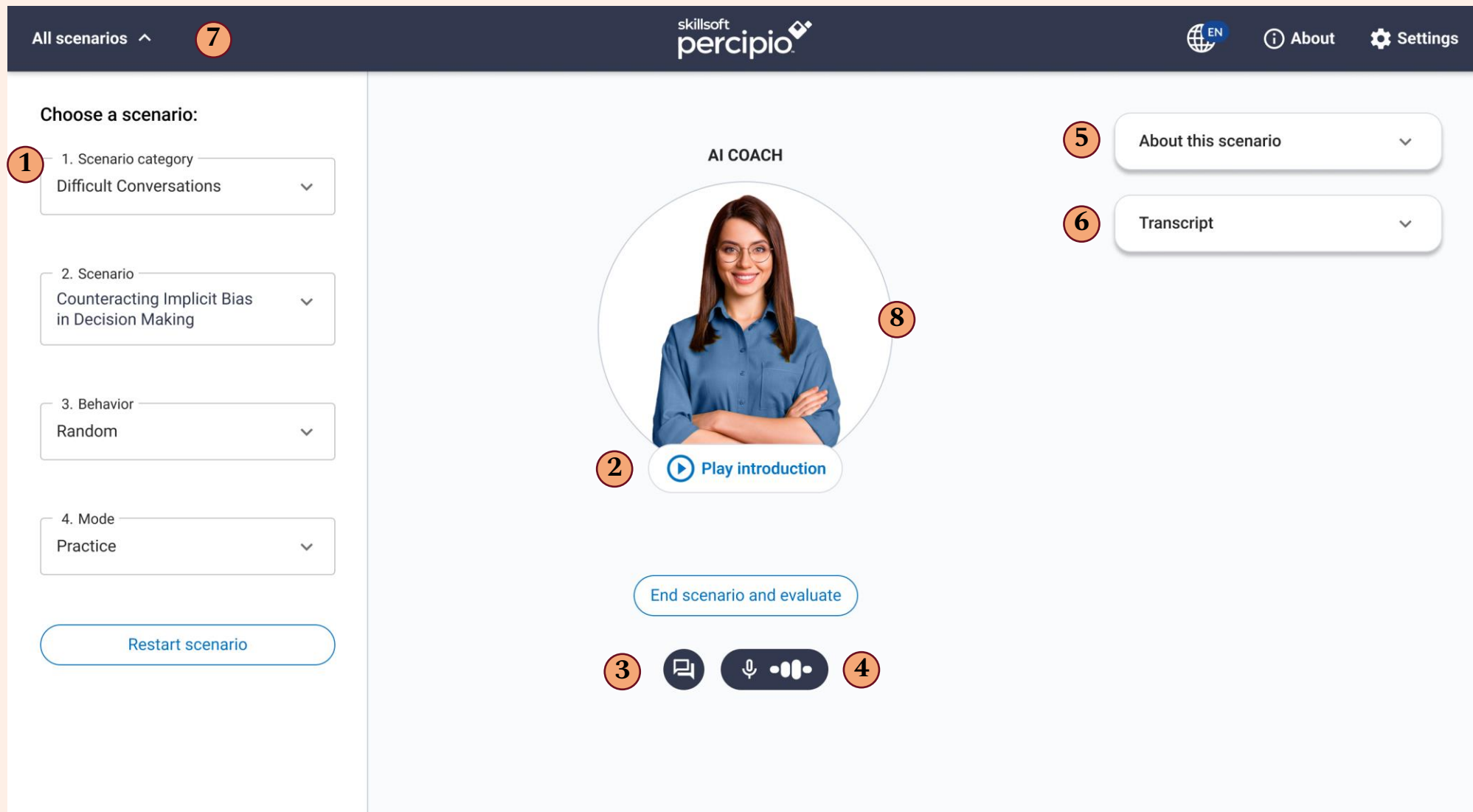
Recommended Courses:

- VIDEO:** Navigating Other People's Emotions (4.7 (4), 1h 2m 20s)
- VIDEO:** Confronting Workplace Conflict (4.7 (4), 1h 2m 20s)
- VIDEO:** Making Difficult Conversations Meaningful (4.7 (4), 1h 2m 20s)

Navigation: "Show more" button is visible below the course list.

CAISY 1.5 (Q3) –VOICE MODE (DEFAULT MODE)

1. Stepped indicators
2. Play intro
3. Switch to Chat mode
4. Volume indicator
5. About scenario
6. Running transcript
7. Enhanced nav bar
8. Idling avatars – limited animation



CAISY 2.0 – FULL VIDEO AVATARS

1. Background image(s)
2. Full streaming video avatar – Full Animation
3. Full streaming premium voices

The screenshot displays the Percipio interface for scenario selection. On the left, a sidebar titled "Choose a scenario:" contains four dropdown menus: "1. Scenario category" (Difficult Conversations), "2. Scenario" (Counteracting Implicit Bias in Decision Making), "3. Behavior" (Random), and "4. Mode" (Practice). Below these is a "Restart scenario" button. The main area features a video avatar of a woman with her arms crossed, with a "Begin scenario" button overlaid. A red circle with the number "1" points to the background image, and a red circle with the number "2" points to the avatar. On the right, a panel titled "About this scenario" provides context: "Counteracting Implicit Bias in Decision Making" and describes the role of a customer service representative (CSR) dealing with an irate customer named Harry. Below this is a "Transcript" dropdown menu. The top navigation bar includes "All scenario 7", the Percipio logo, and links for "About" and "Settings".

END SCENARIO EVALUATION – 1.5 & 2.0

Here's how you did, John.

Current rating

Acceptable

Rating	Attempt 1 Mar 25, 2024 11:39 a.m.	Attempt 2 Mar 25, 2024 11:39 a.m.	Attempt 3 Mar 25, 2024 11:39 a.m.
Outstanding	○	○	○
Acceptable	○	○	○
Poor	●	●	●

Positive feedback:

- The manager started the conversation by expressing concern for the employee and offering help.
- They maintained a calm and professional tone throughout the conversation.
- The manager provided specific examples of the issue at hand (erratic hours and lack of responsiveness).
- They acknowledged the employee's accomplishments (getting work done) while addressing the problem.

Points for improvement:

- The manager could have asked open-ended questions to better understand the employee's perspective and reasons for their behavior.
- They could have expressed empathy for the employee's situation, as it is possible there are external factors contributing to the issue.
- The manager could have involved the employee in developing a solution, rather than simply telling them to be available during normal working hours.
- They might have provided specific examples of how the employee's behavior affected colleagues' projects, to emphasize the importance of addressing the issue.

Here are some courses that might help you improve your rating:

Q3

CAISY 1.5

Current three levels

Here's how you did, John.

Making Collaborative and Inclusive Decisions

68

Skill Level: Developing

Skill breakdown

- Empathy
- Active Listening
- Professionalism
- Clarity in communication
- Effective Persuasion

Positive feedback:

- The manager started the conversation by expressing concern for the employee and offering help.
- They maintained a calm and professional tone throughout the conversation.
- The manager provided specific examples of the issue at hand (erratic hours and lack of responsiveness).
- They acknowledged the employee's accomplishments (getting work done) while addressing the problem.

Points for improvement:

- The manager could have asked open-ended questions to better understand the employee's perspective and reasons for their behavior.
- They could have expressed empathy for the employee's situation, as it is possible there are external factors contributing to the issue.
- The manager could have involved the employee in developing a solution, rather than simply telling them to be available during normal working hours.

Pipeline

CAISY 2.0

Five levels | Skill breakdown (3 levels per skill)

END SCENARIO EVALUATION 3.0

CAISY 3.0

- Full rubric evaluation for each skill
- Numerical score for each skill
- Track skill progression against all scenarios
- Extend to multi-player scenarios vs 1 to 1 scenarios

skillssoft percipio
← Go back to home

Scenario category: DEI Simulations
Name: Sathwik Jella

Making Collaborative and Inclusive Decisions

View conversation
Retake

Your skill rating

68

Skill Level:
Developing

● Novice 0-9
 ● Aspiring 10-49
 ● Developing 50-69
 ● Proficient 70-89
 ● Advanced 90-100

Skill score

Empathy	42
Active Listening	72
Professionalism	65
Clarity in communication	92
Effective Persuasion	69

Empathy
Active Listening
Professionalism
Clarity in communication
Effective Persuasion

Positive feedback

1. The manager started the conversation by expressing concern for the employee and offering help.
2. They maintained a calm and professional tone throughout the conversation.
3. The manager provided specific examples of the issue at hand (erratic hours and lack of responsiveness).
4. They acknowledged the employee's accomplishments (getting work done) while addressing the problem.

Points for improvement

1. The manager could ask open-ended questions to understand the employee's perspective and reasons for their behavior.
2. The manager could show empathy for the employee's situation, considering possible external factors.
3. The manager could involve the employee in creating a solution instead of just instructing them to be available.
4. The manager could give specific examples of how the employee's behavior affects colleagues' projects to highlight the issue's importance.

Here are some courses that might help you improve your rating:

COURSE 19m 59s

Cultivating Empathy and Connection

Empathy

COURSE 12m

Setting Professional Boundaries with Peers

Empathy

COURSE 17m 02s

Counteracting Implicit Bias in the Hiring Process

Empathy

COURSE 14m 21s

Promoting Employee Wellness Programs

Empathy

CAISY – POTENTIAL INNOVATIONS

More Power Skills Practice

- 1 Multi-Player (e.g, 4 people are in a meeting)
- 2 More ready-made scenarios (e.g. DEI)
- 3 Suites of scenarios with the same characters that work together (e.g. First Time Manager is engaging with the same fictional team member over several scenarios)
- 4 Adjust for cultural norms

Embedded experience

- 5 Embed Caisy into courses to add interactivity
- 6 Caisy offers "hints" if a user is stuck

Caisy For You Self Service

- 7 Ability to make your own Caisy scenarios self service

Fully Adaptive Scenarios

- 8 The user explains a business situation and a context-specific scenario forms in real-time; industry-specific, business-specific, user selects the "actors"

Business simulations

- 9 Business strategy simulations (e.g. users make business decisions and see outcomes)

Caisy for Custom Skills

- 10 Presentation Pitch - practice presentations (e.g. sales presentations) and get feedback based on a predefined rubric
- 11 Customized training for different topics with a rubric to score it (e.g. training on a new policy using)
- 12 Role-specific Caisy (e.g. technical training for developers, marketing best practices for marketers_

Configurability of Caisy

- 13 Org-specific settings (e.g. set the Behavior)
- 14 Dashboards – skill based, skill gain as measured by Caisy scenarios



MANAGE, PROMOTE, MEASURE LEARNING

New Admin Experience: L&D Leader Experience Improvements

- Improved navigation
 - left nav bar
 - admin/learner toggle
 - quick links bar
- Role-based content
 - To Do list
 - Analytic snapshots
- What's New section
 - platform
 - content
- Marketing tools
- Admin Assistant

The screenshot displays the Percipio Admin Dashboard. At the top, there is a search bar for skills or topics and a user profile icon. The main header reads "Welcome, Emily! Ready to shape learning excellence?". Below this is a "My Quick Links" bar with buttons for Executive Dashboard, User Management, Learning Programs, Custom Journeys, and Custom Content. A secondary bar shows "My Dashboard" (selected), User Marketing, and Admin Assistant.

The dashboard is divided into several sections:

- My To-Do List:** A list of tasks with checkboxes and icons:
 - Approve or deny 12 self registration requests
 - New license pool available! Give your learners access
 - Replace content items pending retirement
 - Launch a new assignment
 - Launch a banner promotion
- What's New In Percipio:** A section titled "Latest updates from February 9, 2024" listing:
 - New Category option for learning programs and assignments
 - Set the number of content promotion strips that learners see
 - View the history of changes for users in user management
 - New languages available for Automated Closed Captions
 - Mobile app enhancements
- Admin Activity Snapshot (Last 30 days):**
 - 20 custom content items added
 - 7 custom channels and journeys published
 - 8 scheduled classes were created
 - 4 assignments and learning programs were launched
 - 2 content promotions were launched
- Learner Activity Snapshot (Last 30 days):**
 - 76% of your active learners visited Percipio
 - 57% of your active learners are engaged in a learning program
 - 152 assignments were completed
 - 225 badges were earned
 - 67% of learners gained proficiency in at least one skill

A left-hand navigation menu includes: My Dashboard, Library, Users, Content, Learning, Skills, Analytics, Site Setup, Sites, Explore, Settings, Help, and Sign out.

New Admin Experience: L&D Leader USER MARKETING

- User Marketing tools
- Admin AI Assistant

The screenshot displays the Percipio admin dashboard for user marketing. The interface includes a search bar at the top right, a navigation sidebar on the left, and a main content area with a welcome message and two key performance indicator (KPI) cards.

Navigation Sidebar:

- Switch to learner view
- My Dashboard
- Library
- Users
- Content
- Learning
- Skills
- Analytics
- Site Setup
- Sites
- Explore
- Settings
- Help
- Sign out

Main Content Area:

Welcome, Emily! Ready to shape learning excellence?

My Quick Links: [Executive Dashboard](#), [User Management](#), [Learning Programs](#), [Custom Journeys](#), [Custom Content](#)

Navigation: [My Dashboard](#), [User Marketing](#), [Admin Assistant](#)

Increase Adoption

47% of learners have not signed in

Did you know? Organizations who send welcome emails every month increase adoption by 17%.
Organizations who personalize the From email address increase Welcome email open rates by 50%.

[Get started with emails](#)

Bar Chart Data:

Category	Count
Total active learners	9,723
Total visiting learners	5,156

Increase Engagement

10% of learners have not consumed content

Did you know? Organizations who utilize assignments increase engagement by 11%.

[Get started with assignments](#)

Bar Chart Data:

Category	Count
Total visiting learners	5,156
Total learners consuming content	4,627
Total learners completing content	3,936

Custom Business Objectives

- Ability for the customer admins to setup their own custom business objectives
- Admins will be able delete or archive the objectives that should no longer be used
- Admins should be able to edit the title of the objective and also support creation of objectives in multiple locales
- Assign these objectives to learning programs and assignments
- Ability to filter the programs and assignments based on objectives
- Ability to filter out the program/assignments dashboards and reports based on objectives

Custom Business Objectives ? [+ Create Custom Business Objective](#)

Search custom business objective in this list Filters

CUSTOM BUSINESS OBJECTIVE NAME	CREATED BY	NUMBER OF ASSOCIATIONS	RELATES TO
Talent Development and Succession...	Jane Cooper	10	
Performance Management	Wade Warren	0	Performance Management
Data-Driven Decision-Making	Cameron Williamson	10	Talent Development and Succession Planning
Employee Engagement and Retent...	Brooklyn Simmons	10	Anti-Discrimination and Harassment Training
Skill Gap Analysis	Cameron Williamson	1	Continuous Monitoring and Auditing
Global Learning Initiatives	Brooklyn Simmons	3	Legal Compliance
Cost Reduction and Efficiency	Elizabeth Foster	2	Ethical Conduct and Corporate Governance
Onboarding and Orientation	Cameron Williamson	45	Onboarding and Orientation
Compliance and Regulatory Training	Brooklyn Simmons	23	Skill Gap Analysis
Employee Training and Developm...	Leslie Alexander	0	Create a new custom business objective
Continuous Monitoring and Audit...	Jenny Wilson	0	
Supplier and Vendor Compliance	Leslie Alexander	0	
Record Keeping and Documentation	Jenny Wilson	0	Compliance
Anti-Discrimination and Harassm...	Leslie Alexander	11	Compliance
Health and Safety Compliance	Jenny Wilson	0	Certification
Data Protection and Privacy Train...	Guy Hawkins	0	Compliance
Employee Accountability	Robert Fox	2	Compliance
Risk Mitigation	Guy Hawkins	10	Compliance
Legal Compliance	Robert Fox	0	Certification
Ethical Conduct and Corporate...	Guy Hawkins	0	Compliance

Rows per page: 20 ⏪ ⏩ Displaying 1-14 of 14 ⏪ ⏩

Equivalent translated content (in assignments)

- Simplify assignment of translated content

The screenshot shows the 'Create Assignment' interface for 'Conceptual Design'. The interface has a progress bar with five steps: 1. Describe your assignment (completed), 2. Add content (active), 3. Add users and audience, 4. Manage emails, and 5. Review and launch. Under the 'Add content' section, there are three checkboxes: 'Content items must be completed in the display order specified', 'Require learners to complete all courses from the beginning', and 'Learners can complete courses in any available language'. The third checkbox is checked and circled in red. A red arrow points from this checkbox to the text below. At the bottom, there are buttons for 'Back to Describe your assignment', 'Cancel', 'Save as draft', and 'Next: Add users and audience'.

Learner can complete courses in any available language

- Learners choose translation of assigned content to complete the assignment

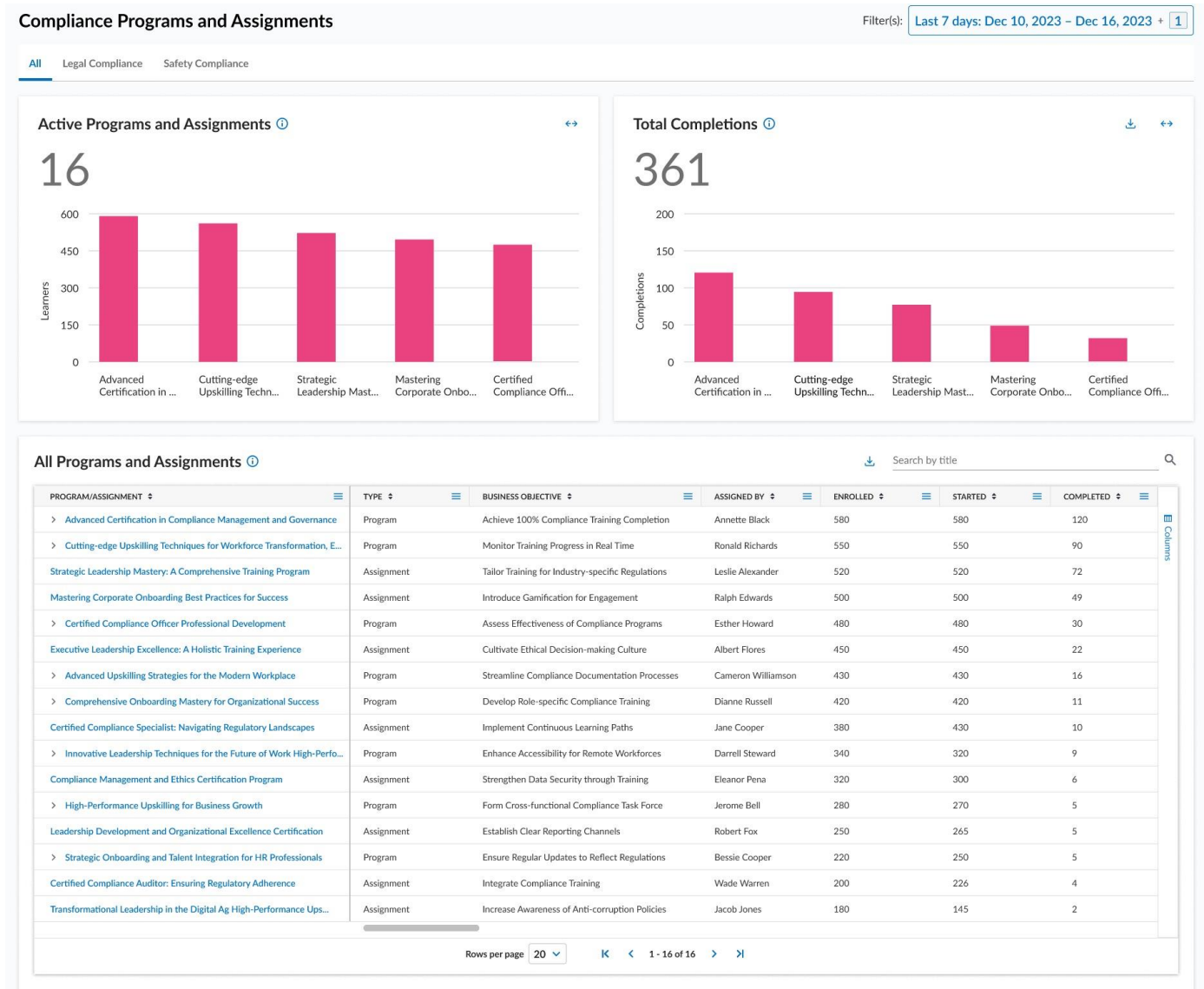


- Report on the assignment status and see the translation the user selected



Compliance program dashboard

- Quick view of how many compliance programs and assignments are active
- Detailed view of all Compliance programs and assignments
- Ability to see how many users are part of these and total completions across all the programs and assignments





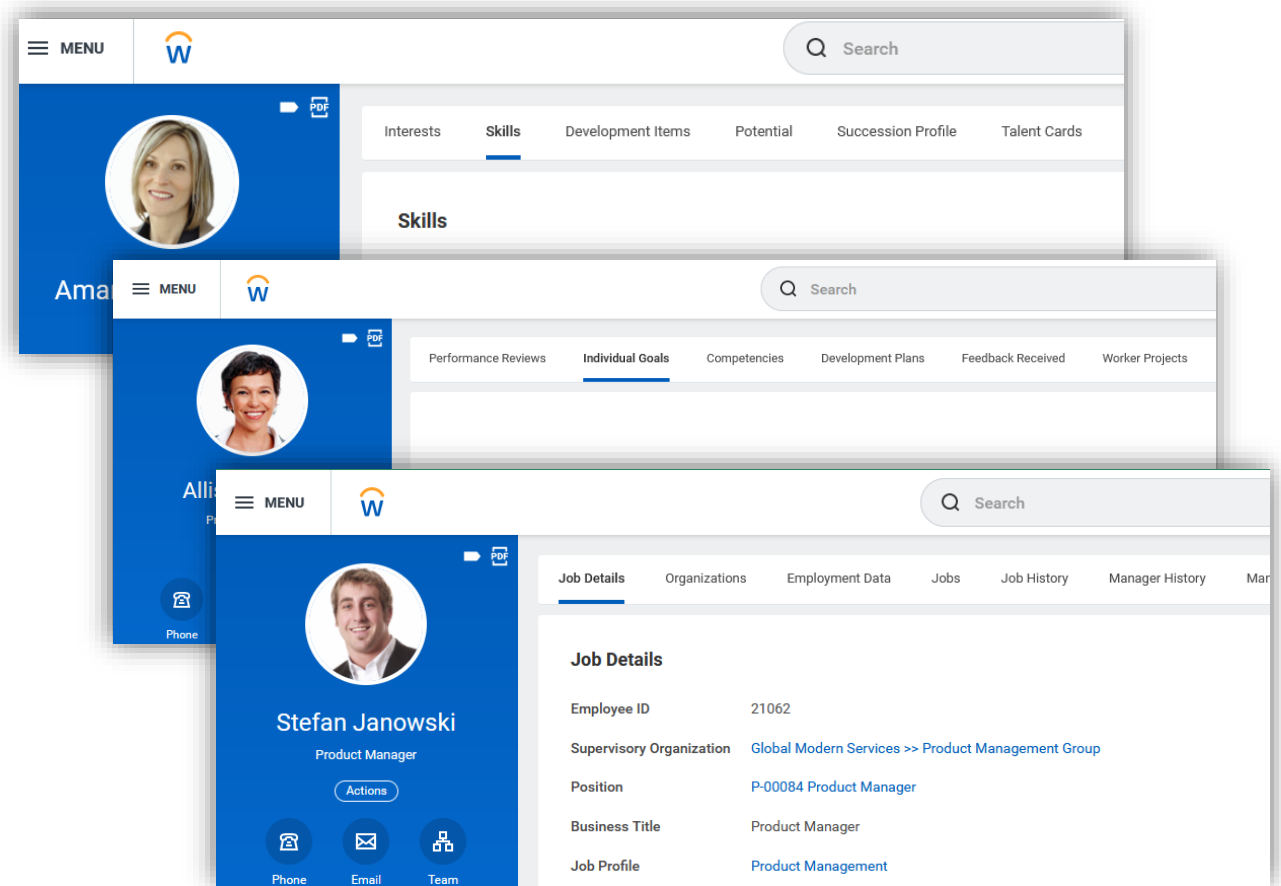
ECOSYSTEM INTEGRATIONS

WORKDAY HCM INTEGRATION

- + Automate import of Workday employee profile data including roles and skills
- + Automated push of skill gain from Percipio to Workday
- + Enable future experiences that can leverage this expanded learner profile
- + Improved integration experience

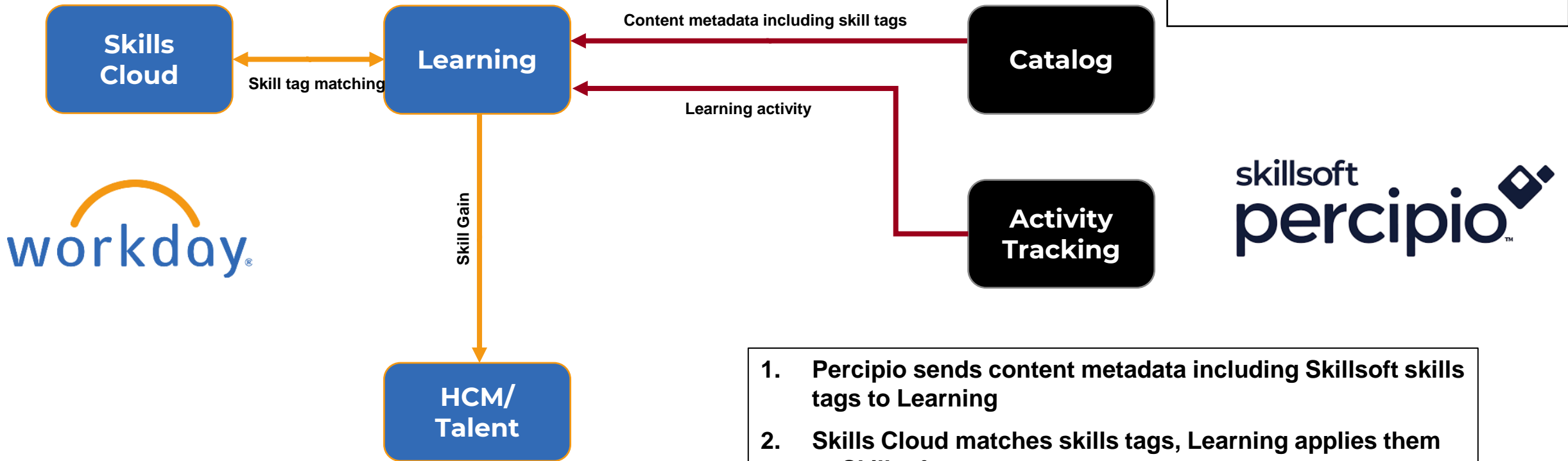
Coming Q3

- + Worker job profile and role level data imported into Percipio
- + Aspirational role
- + Recommendation strip based on role on Learner Home page



Workday integration

Skills Cloud



1. Percipio sends content metadata including Skillsoft skills tags to Learning
2. Skills Cloud matches skills tags, Learning applies them to Skillsoft content
3. Learners and admins leverage these skills tags for search and assignments
4. Workday distributes asset skill tags through Workday ecosystem as worker skills when assets are completed

INTEGRATIONS

Learning

Last 20 years

LMS

SAP SuccessFactors  workday

 cornerstone

 degreed

sumtotal 

ORACLE 

Talent

2023+

HCM

SAP SuccessFactors 

workday 

 eightfold.ai

seekout 

 SkyHive

ORACLE 

 cornerstone

gloat 

COMING
SOON

D2L

SKILLSOFT PERCIPIO: LXP / OPEN PLATFORM

BUSINESS

LEADERSHIP

TECH & DEV

COMPLIANCE

Out of the box Collections



Labs:



Add-on



Client-specific

Custom integrations: Harvard Business Publishing | Harvard Manage Mentor | MIT Horizons | LearnLight | etc.

Custom Content hosted out of the box



External link



LMS catalog export & tracking



Upload single file(s)
(doc, ppt, pdf...)



Upload package(s)
(SCORM, AICC)



Fully manage your ILT / VILT

THEMES	Q1'24 (JAN, FEB, MAR) RECENT LAUNCH	Q2'24 (APR, MAY, JUN) PRODUCT DESIGN	Q3'24 (JUL, AUG, SEPT) PRODUCT PLANNING	PIPELINE RESEARCH & ANALYSIS	
Expanding Skills Of Your Workforce	<ul style="list-style-type: none"> + More Interactive Skill Benchmarks + Custom CAISY™ scenarios + More CAISY™ scenarios for Tech and Compliance + Accessibility for CAISY™ + FedRAMP for CAISY™ 	<ul style="list-style-type: none"> + CAISY™ localization in German, French, Spanish + CAISY™ Recommendations + Learner Skill Profile with Skill Self Ratings (beta) 	<ul style="list-style-type: none"> + Certification Paths + UX Refresh: CAISY + Aspirational Role 		<ul style="list-style-type: none"> + Certifications center + Role level + Project uploads & scoring + Taxonomy management + Role/Skill localization
Engaging Users To Build A Learning Culture	<ul style="list-style-type: none"> + Learn Together + Allocate time for learning + Search within a book + Login flow enhancements 	<ul style="list-style-type: none"> + Early Access for Admins - New Learner Exp: Global one-click navigation + Early Access for Admins - New Learner Exp: New look and feel + Customizable ad hoc email + Bookshelf experience MVP 	<ul style="list-style-type: none"> + AI Assistant + New Learner Exp: Welcome email series updates + AI Assisted Search + Celebratory elements 		<ul style="list-style-type: none"> + User generated linked content + SME Dashboard/Notifications + Skill Games + Follow users / topics + Team-based gamification + AI Generated playlist + Enhanced Area/Subject pages + More interactive content + Offline Player (web)
Manage, Promote, Measure Learning	<ul style="list-style-type: none"> + Dynamic compliance content (beta) + CAISY™ dashboard + Adoption Drivers: CAISY™ + Skill Benchmark report + Custom Content: closed captions for MP4 videos 	<ul style="list-style-type: none"> + Dynamic Content + Learning Program dashboard + Early Access: New Admin Exp: L&D Leader Experience Improvements + Custom business objectives + Language equivalency for assignments + Compliance program dashboard 	<ul style="list-style-type: none"> + View Skill Mappings + New Admin Exp: Browse Configuration + New Admin Exp: L&D Leader Experience (cont.) 		<ul style="list-style-type: none"> + Compliance risk dashboards + Manager Role 2.0 + Enforce goal setting + Authoring assessments/skill benchmarks + Authoring custom CAISY (self-serve) + Custom Content Quick Publish + Proficiency measures (Beta) + Certification program dashboard
Ecosystem Integrations	<ul style="list-style-type: none"> + Oracle Learning Cloud Connector + Cornerstone connector for Compliance (early adopter) 	<ul style="list-style-type: none"> + D2L integration 	<ul style="list-style-type: none"> + Skill Data to HCM/Analytics + Dynamic Content - LMS + New Compliance support for select, existing LMS connectors 		<ul style="list-style-type: none"> • SAP Talent Intelligence Hub • BI Integrations • Skills metadata for LMS connectors • Talent marketplace integrations • Strydio LMS

APPENDIX