

Summer PowerUser Series - MetaLearning

Here's what you asked ...



Q: We need to assign points to the content we upload to the MetaCompliance platform. Could you provide some guidelines or suggestions for how to allocate points effectively?

A: MetaCompliance will assign a standard value of 10 points to each of our videos. We recommend that our customers adopt this approach to ensure consistency and fairness in the assessment of content. This uniform point allocation will facilitate easier comparison and evaluation across different videos.

Q: Within a campaign can we combine both a training and a survey?

A: Yes, you can integrate Courses, Surveys, Phishing emails, Policies, and Blogs into a single campaign. Additionally, next week's Power User Series will focus on campaigns. Your attendance would be highly beneficial and is strongly encouraged.

Q: Could you confirm what is meant by the discontinuation of the media course support please?

A: Media courses were utilised in the past, prior to the introduction of the Fusion Course Generator. After reviewing our analytics, it became evident that the media course functionality is no longer in use. As this feature is now outdated, we have decided to discontinue its support.

Q: How do we target new users only?

A: Set up a specific group for new users within the platform or through your Active Directory, depending on your user upload method. This ensures precise targeting and efficient management.

Q: When creating a fusion course template, I can select a risk level. How do I decide which level to choose? For instance, can I use a quiz to assess the users' knowledge and determine the appropriate risk level based on their results?

A: We have recently introduced Risk Scores, a valuable feature to assist with this. Knowing the risk levels of your target audience allows you to make informed decisions on their learning paths. For further advice and guidance, please contact your Customer Success Manager.

Q: Can a number of users use the same link that doesn't require them signing in?

A: We can send "direct access" emails, allowing users to take courses without signing in. Each user receives a unique link, ensuring that full reporting is still captured on the platform.

Q: Can we select multiple languages in the "send reminder email in preferred language" section?

A: This is handled automatically. Users will receive reminders in their preferred language if it is already selected in their profile.

Q: Do you have plans in the roadmap to improve the upload process for custom content for multiple languages? As currently, having to upload one at a time is particularly time consuming.

A: Currently, we do not have immediate plans to add this feature to our roadmap. However, we highly value your feedback. Please reach out to your Customer Success Manager to add your feedback to the open feature request, helping us understand the demand and potentially prioritise it in future updates.

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Here's what you asked, Continued ...



Q: Why don't I have the option to add Teams notifications when creating a template, even though we use the app?

A: Please contact our support team to investigate this issue at support@metacompliance.com.

Q: How do you activate the multiply language functionality?

A: Please contact your Customer Success Manager to enable additional languages on your platform.

Q: How does the Teams Notification work? Doesn't seem to do anything in my environment, no notification is sent in Teams?

A: To send Teams Notifications, ensure the MyCompliance Teams App is deployed in your company. When publishing content, you should have the option to send a Teams Notification. Please contact your Customer Success Manager and the support team at support@metacompliance.com for further assistance. We are more than happy to help and show you the easiest way to action this!

Q: When a phishing test is sent out and the IT help desk gets overwhelmed, how can this be managed? Is there a way to direct the reports to the platform instead?

A: We offer a Phish Reporter button that users can utilise if they suspect an email is malicious. This button allows them to send the email to a dedicated mailbox, potentially outside your IT help desk, for analysis. This helps manage the load on your IT help desk.

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Thank you to everyone who attended our webinar on 24/07/2024. We greatly appreciate your participation and engagement, and we hope you enjoyed the session.

We have more exciting content coming soon. In the meantime, please make sure to sign up for our upcoming events, which will be held until the end of August. You can register for these events [HERE](#).

Laura Wade - Head Of Customer Experience

Make it personal. ”

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