

Summer PowerUser Series - Campaigns

Here's what you asked ...



Q. Can blogs be available in languages when sending via a campaign directly to users email box?

A: The blogs are created in English and are not available in multiple languages when sent via a campaign. However, if users access the blog within the platform, the content will be translated if they have selected a different language using the language bot.

Q. Can we customise our own topics based on preference and our yearly plan?

A: Yes, you can create customised courses via Fusion, add them to a campaign, and deploy them at a specific time according to your yearly plan.

Q. For new users that join partway through a campaign, can we force all the previously launched content to be pushed to them on their first day?

A: When a new user is added to an ongoing campaign, they will receive notifications for the first piece of training on their first day. Subsequent notifications will follow the original campaign schedule. For example, if there is a 7-day gap between steps 1 and 2, the user will be notified of the second training 7 days after enrolment. All training will be available in their training portal.

Q. What happens if a new starter is added later in the year? Can they receive the courses one by one or do they receive everything at once if the dates have passed?

A: A new starter will receive the content according to the campaign schedule. They will receive the first piece of content as soon as they join, and subsequent content will follow the original timeframe. For example, if there is 1 week between step 1 and step 2, the new user will receive the next email 1 week later.

Q:For current users who have already had the content sent out and an addition is made to the campaign, will users receive all of the content again or only the changes we have made?

A: If a user has completed previous content within the campaign and is re-added to the targets at a later date, they will not receive the previously completed content again. They will only be notified of the new training that they have not yet received.

Q: When a campaign ends, if a new user is part way through the campaign will they see all the content

A: If a campaign has ended, this will archive the content within. As a result the users will not have access to uncompleted training as the links to this will have expired.

Summer PowerUser Series - Campaigns

Here's what you asked, continued ...



Q: Are there any plans for teams notifications for campaigns

A: This highly requested feature is currently under discussion with our development team, though we do not have a provisional timeline for its implementation yet and can keep you updated with its status over the next few months. If you have any further questions around this or other feature requests - please feel free to email the product team at product@metacompliance.com.

Q. Should we stop each step of the campaign process after it is complete, and is this considered an archiving process as well?

A: If the content is no longer required, this can be stopped within the campaign. This will archive this step, therefore, taking this out of circulation for your users. If the campaign is ongoing and the training is required, we would not recommend archiving this as new joiners would not have access to the content

“

Thank you to everyone who attended our webinar on 31/07/2024. 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. ”

Don't Miss Our Upcoming Summer Power Sessions - [Get Registered Here!](#)