Conduent Knowledge Connection
Integrated Tools for Next Generation Learning
Knowledge Connection is a cloud-based online learning management system and web development tool with a multi-featured learning, training, tracking, and reporting system. It includes custom course and evaluation creation tools with mobile, text and video integration for custom, secure information distribution. These easy to use integrated learner tools are effective for just-in-time training, blended formats, competence assessment systems, regulatory compliance training, marketing and communication for next generation learning at any level.

What to expect

**Mobile Ready** – Knowledge Connection is built on a mobile first framework so that you are free to design without worrying about your mobile audience. Your learning strategy should be mobile friendly so let Knowledge Connection do the heavy lifting.

**Portal Management** – Knowledge Connection offers easy to use tools that will allow you to create rich learning experiences so design away.

**Marketplace** – Knowledge Connection offers you the ability to promote your courses across all Knowledge Connection customers. List, search, request and approve all from the administration panel. Marketplace allows you to quickly find buyers and partner with resellers. Grow your channel in the Marketplace.

**Multi-language** – Global audiences, multi-cultural or regulated, supporting multiple languages is straight forward. Identify what needs to be offered in secondary languages, add the content and let your audience decide. Primary language experiences are based on the employee’s profile not their navigation.

**Dashboards & Reports** – Knowledge Connection offers compliance dashboards, analysis reports, transcripts, continuing education credit summary, enrollments and even assessment analytics. All reports offer ad hoc configuration and most can be exported to pdf or excel. All report results can be retrieved up to 5 days after the initial request.

**Web hooks** – Web hooks allow you to extend the life of your learning programs beyond the course. Automatically send reminders, mentorship notifications to managers and follow up evaluations so that you truly are developing level 3 Blooms taxonomy experiences. Want to capture xAPI statements for activities like classroom participation in your LRS. Knowledge Connection’s web hooks can make that happen as well.

**Community** – With Knowledge Connection you can add a discussion or multiple discussions right into your learning program. You can also direct learners to a general area where they can start a new discussion about any topic. There is also moderated Q&A as well as a document share channel.

- Supports HRIS, ERP and SAML custom API
- Utilizes Brightcove for video delivery
- OIG/GSA background check API
- Live Webinar integration
- Responsive HTML5 environment
- Integration with www.Zapier.com for text

**Assessments** – Want to build a great assessment that actually works on a smart phone, Knowledge Connection can do that. Utilizing a common question bank and HTML rich question types, engaging assessments with multi-level randomization options are easy to construct. Set a time limit, provide feedback or include as a pre and post so lift can be observed, no problem. Want to find those bad questions? Assessment analysis tools plot those on a graph so they can be quickly identified. Assessments can be added to a course or delivered as a standalone activity.

**Evaluations** – Knowledge Connection offers an evaluation activity that allows you to combine general, instructor and content specific questions into a single evaluation so separating out results is not necessary. Run a single evaluation report for an instructor for a course they taught or all courses they taught. Segmentation by design makes this easy. Build your general evaluation once and use it as many times as you like. Knowledge Connection will capture the results and associate them with a specific course.

**Streaming Video** – We did an extensive search for the best streaming video service and did the heavy lifting to do a full integration so that all you have to do is upload video files directly from your computer. We chose Brightcove so that your video is available in 6 different formats so that playback is optimized for any device your learners are using.
Badging – Micro credentialing, customized badges, gamification are all attributes of a good badging strategy and Knowledge Connection fully supports authenticated badging. The badge board allows learners to measure themselves against all badges they can attain as well as see how many associates have earned a badge including the last 5 awarded. Badge authentication services like Acclaim can be added to your strategy so that you are truly offering your employees micro-credentials.

eLearning Formats – If you don’t want to use the integrated authoring capability of Knowledge Connection you can build courses in any tool that will provide a content package. HTML, SCORM 1.2 or 2004, AICC and TinCan formats are supported. Knowledge Connection can also link directly to LTI formatted content and your TinCan content can be associated with any LRS when you associate it with your Knowledge Connection course.

Continuing Education – Continuing education rules can be simple or very complicated based on your accreditation authority. Whereas continuing medical education is full of regulations and reporting requirements, continuing education for other professions can be as simple as a certificate of completion with a date. Knowledge Connection has a sophisticated credit profile and credit activity system that takes care of all the reporting headaches you might have with your CE initiative all the while making the experience as simple as click and claim for your learners.

ILT & VILT – Is your learning strategy primarily face to face instruction? Knowledge Connection embraces the idea that some learning is suitable for self-directed activity but many topics can only be taught in a live setting. Classroom activity, live webinar participation and apprenticeship programs can all be tracked in Knowledge Connection. Combine self-directed and face to face instruction into pathways of learning that are in its purest form, blended learning.

Assignments – Managing compliance training is a rule away with Knowledge Connection. Rules based assignment allows you to define an audience, define a course or collection of courses, define compliance deadlines and monitor in real time using the compliance dashboard. Audience rules can leverage your organizational hierarchy and learner attributes like hire date and job role. Audiences are defined by both include and exclude attributes and can be set to constantly monitor the learner pool for changes so that assignments are truly automated. You can also create a onetime assignment based for an individual or a group.

Enrollments – Knowledge Connection supports a number of enrollment options. Open enrollment via a catalog, enrollment using a direct auto-enroll hyperlink, paid for enrollment leveraging ecommerce and other payment options like billing back to a cost center. Administrators can create enrollment codes to provide access to a single course or a collection of courses. They can be configured for one time use or for a defined number of times during a specific date range. Knowledge Connection enrollment options allow you to simply get the right course to the right person every time.

Your custom, secure Knowledge Connection platform is flexible, adaptable and easy to use.