SuccessFactors Learning: Online Content Management

Classroom Guide

v 6.4
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# Lesson 3: Items with Online Content

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**Adding and Organizing Content Objects**

**Conclusion**

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## Objectives

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**Conclusion**

**Lesson Check**

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**Main Concepts of the Import Tools**

### AICC Import Tool

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### Lab 5. Import Content Structure Using AICC Import Tool

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Course Introduction

Through discussion, demonstration, and hands-on computer lab work, this course teaches you the concepts and terminology associated with online content management in the SuccessFactors Learning Management System (LMS).

Learning online provides users the flexibility to educate themselves in a self-paced, interactive, convenient learning format. Users access online training through the SuccessFactors Learning user application and launch asynchronous training at their own convenience. Blended learning combines both online and instructor-led training.

You will use the step-by-step, hands-on lab exercises to gain basic skills in integrating online content in SuccessFactors Learning, and using SuccessFactors Learning to add and modify content objects and blended items.

COURSE OBJECTIVES

Upon completion of this course, you will be able to:

♦ Define online content terminology

♦ Integrate web-based training (WBT) into SuccessFactors Learning

♦ Add and edit content objects

♦ Create online and blended items

♦ Describe online training standards, including SCORM and AICC
TARGET AUDIENCE

This training is intended for SuccessFactors administrators (admins) responsible for:

- Creating online content
- Creating and maintaining content objects
- Creating and maintaining online items

ASSUMPTIONS

The SuccessFactors Learning system is highly configurable. During this training, you will be working in a representative environment. To properly progress through the training and when navigating the system, you must understand some assumptions.

Browser Pop-up Window

Do not block pop-up windows in your browser. Please unblock pop-up windows so that the application may function as designed.

When you first login to SuccessFactors Learning, the following message banner may display at the top of the window:

Pop-up blocked. To see this pop-up or additional options, click here.

If this banner displays, perform the following steps:

1. Click the pop-up blocked message.

2. A box displays with a few options. Click Always allow pop-ups from this site.

3. Click Yes.
4. Once the setting is selected, you will not see the pop-up blocked warning again.

Administrator Role and Workflows

This training assumes that your SuccessFactors Learning administrator role is associated with all available workflows in the system. If your role does not include certain workflows, those tabs and pages will be grayed out and/or inaccessible.

Required Fields

Your system administrator configured specific fields throughout the system as required based on your organization’s business rules and processes. These required fields are indicated with a red asterisk (*). You must input data in these fields before you are allowed to progress.

If you are using SuccessFactors Learning for training, the fields displayed and marked as required may not reflect the settings you will encounter when accessing your organization’s system. Your system administrator can provide you with a list of the required fields for your organization.

**Using This Guide**

This classroom guide is designed to be used in conjunction with an instructor. The guide provides general information that will be elaborated upon by the instructor. For additional information, refer to the online help.

Throughout the guide, you encounter icons that call out various types of information. The following table illustrates how this
Online Content Management guide uses icons to indicate different types of comments, activities, labs, etc. that support the text.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity:</td>
<td>Indicates an activity for you to complete that helps reinforce the information you just learned.</td>
</tr>
<tr>
<td>Note:</td>
<td>Indicates additional information that is related to the information presented.</td>
</tr>
<tr>
<td>Tip:</td>
<td>Indicates helpful hints and tips or other guidance that further explains the information it accompanies.</td>
</tr>
<tr>
<td>Lab:</td>
<td>Indicates a hands-on computer lab. Follow the step-by-step process outlined to perform specific tasks in the system.</td>
</tr>
<tr>
<td>Job Aid:</td>
<td>Indicates there is a job aid available for the task. Job aids provide detailed instructions and screen captures to help you complete a task.</td>
</tr>
<tr>
<td>Warning:</td>
<td>Warns against particular actions, or that a particular condition might indicate a problem.</td>
</tr>
<tr>
<td>Workflow:</td>
<td>Indicates you must have the proper security workflow assigned to you in order to have access to this feature or action.</td>
</tr>
</tbody>
</table>

**ADDITIONAL RESOURCES**

There are a number of additional resources that can provide you more information about the SuccessFactors Learning system. These resources include:

- SuccessFactors, Inc. website:  
  [http://www.successfactors.com](http://www.successfactors.com)
- Online system help
- Task-specific job aids
- SuccessFactors, Inc. monthly newsletter

For more information about other courses and registration, contact SuccessFactors University at training@successfactors.com.
Online learning is a convenient and cost-saving approach to delivering training to users. Before we integrate content into SuccessFactors Learning, we need to discuss the creation process, associated online content terminology, and industry standards.

**OBJECTIVES**

Upon completion of this lesson, you will be able to:

- Describe online learning
- Define online content management terminology
- Explain the SCORM and AICC industry standards and their differences
- List the steps of configuring SuccessFactors Learning with online content

**WHAT IS ONLINE LEARNING?**

Online learning refers to the electronic access of asynchronous training, such as a slide show presentation, an audio or video presentation, a web-based exam, or a document (e.g., a Standard Operating Procedure manual).

SuccessFactors Learning enables users to launch online content directly from their To-Do List and can automatically record learning events for completed online items.
MANAGING ONLINE CONTENT

Content objects are the building blocks of an online item. A content object is a pointer to a single, launchable file. For example, the item, Online MS Word Basics contains the three following content objects:

<table>
<thead>
<tr>
<th>Content</th>
<th>File Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating, Saving, and Editing Word Docs (HTML)</td>
<td>Web Page (HTML)</td>
</tr>
<tr>
<td>Simulation of Saving a Word Doc</td>
<td>Web Page (HTML) with an Adobe Flash Movie (SWF)</td>
</tr>
<tr>
<td>Exam of Microsoft Word Basics</td>
<td>Web Page with JavaScript (HTML)</td>
</tr>
</tbody>
</table>

These three examples represent three separate content objects in SuccessFactors Learning. Users launch a content object from an online or blended learning item in the SuccessFactors Learning user application.

It is important to note that the content object specifies the content location and launch method of communication with SuccessFactors Learning (e.g., AICC, SCORM, etc). It does not store the actual content.

AICC/SCORM STANDARDS

AICC and SCORM are standard methods for online content to communicate with a learning management system. SuccessFactors Learning supports AICC, SCORM 1.2, and SCORM 2004 (a.k.a. SCORM 1.3). Refer to the following websites for documentation:

- AICC: http://www.aicc.org
- SCORM: http://www.adlnet.org
Table 1 translates SuccessFactors Learning terminology into SCORM and AICC equivalents.

<table>
<thead>
<tr>
<th>SuccessFactors Learning</th>
<th>SCORM</th>
<th>AICC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content Object</td>
<td>Sharable Content Object (SCO)</td>
<td>Assignable Unit (AU)</td>
</tr>
</tbody>
</table>

SCORM is derived from AICC standards. One difference between SCORM and AICC is the definition of content structure. AICC requires four text documents:

- course (.crs)
- structure (.cst)
- description (.des)
- assignable units (.au)

On the other hand, SCORM uses a single manifest XML file to describe the content structure (imsmanifest.xml). This XML file includes greater detail about the content than the AICC text files.

The SCORM 2004 standard provides the ability for content to contain advanced sequencing and navigation within a course. Because of this addition to the standard, special care must be taken to ensure the communication rules are imported into the system. More information on importing SCORM 2004 content is provided later in this guide.
COMMUNICATION BETWEEN CONTENT AND SUCCESSFACTORS LEARNING

JavaScript functions within the actual content set bookmarks, record content object completion, and send examination data.

Organizations create “in-house” content using courseware development tools such as Adobe Dreamweaver, Articulate Presenter, and Trivantis Lectora. SuccessFactors Learning provides the ability to include content objects created with any authoring system within the same item.

Another option is purchasing AICC/SCORM compliant content from third-party vendors. Administrators can “mix and match” in-house development with third-party vendor courses, incorporate a combination of these technologies in their program, and combine various technologies within the same item.

Finally, SuccessFactors Learning provides a set of specific JavaScript functions for additional tracking functionality.

Note: A listing of the most popular LMS tracking functions is available in Appendix C of this classroom guide.

ONLINE CONTENT PROCESS

Follow these steps to successfully create and implement an item with online content in SuccessFactors Learning:

1. Create the content (using any development tool).
2. Upload the content to a public location (e.g., content server).
3. Identify the content type and its location.
4. Add content objects/content packages in SuccessFactors Learning.

5. Add an item in SuccessFactors Learning.

6. Assign the online content to the item during item creation or under the Online Content tab from the Related area of the item record in SuccessFactors Learning.

7. Test the online item from the SuccessFactors Learning user application.

8. Assign the item to a catalog and/or to the user’s To-Do List (Learning Plan).

It is good practice to use a development instance of SuccessFactors Learning to test online content. After sufficient testing, export the item structure from the development environment using AICC Export under the Online Content tab from the Related area of the item record. (Refer to Online Content Support for additional information.)
CONCLUSION

In Lesson 1, we discussed the basics and standards of online content. Online learning is any electronic content that is accessible and tracked from within a learning management system. SuccessFactors Learning supports the integration of SCORM and AICC compliant content. Content objects specify the location and type of content. Users access content objects from online and blended learning items in the SuccessFactors Learning user application. Use the online content process to effectively and efficiently integrate content within SuccessFactors Learning.

You should now be able to:

♦ Describe online learning
♦ Define online content management terminology
♦ Explain the SCORM and AICC industry standards and their differences
♦ List the steps of configuring SuccessFactors Learning with online content
LESSON CHECK

Use what you learned in this lesson to answer the following questions.

1. Describe online learning.

2. A SCO in SCORM and an AU in AICC refer to ____________ in SuccessFactors Learning.

3. List the steps of online content creation.
4. Name a difference between SCORM and AICC.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

5. How does online content communicate to SuccessFactors Learning?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Lesson 2: Content Objects

Content objects are the “building blocks” to each online item. It specifies the location of the content and how to communicate user interaction to SuccessFactors Learning.

OBJECTIVES

Upon completion of this lesson, you will be able to:

- Describe a content object and package
- Add a content object
- Specify the content object location and communication
- Identify different launch types of online courseware
- Configure content objects to use AICC and SCORM compliant content
- Create an online item
**CONTENT OBJECT MAIN CONCEPTS**

A content object is a record that includes launch method and location. Administrators assign content objects with one or more items. Example content objects include:

- A presentation of course content (PowerPoint)
- An interactive tutorial (Captivate)
- An online publication or article (PDF)
- A quiz, exam, or survey (Flash)
- A web page (Dreamweaver)

A content object specifies the location of the online content (file or URL address). The actual content does not reside within SuccessFactors Learning; content is typically stored on a content server.

**CONTENT OBJECT RECORD**

The content object record is organized into functional areas by tabs, which contain fundamental information regarding the content object including the location path. These tabs include:

- Summary
- Launch Method
- Objectives
- AICC Support
- Cross Domain

This section describes the attributes of the tabs.
Summary Tab

The Summary tab contains basic information about the content object record, including the content object title, the domain in which it belongs, name of the user who built the object, the build date, description of the content object, and developer tools used to build the object (Figure 1).

![Content Object Record Summary Tab](image)

**Figure 1. Content > Content Object Record > Summary Tab**
Table 2 lists the fields contained on the Summary tab and a description of each.

### Table 2. Summary Tab Fields and Descriptions

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Notes</th>
<th>Displays to User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Indicates the name of the content object and is used in searching.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domain</td>
<td>Identifies admin ownership of the record.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build User</td>
<td>Identifies the person who created the content.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build Company</td>
<td>Identifies the company that created the content.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build Location</td>
<td>Identifies where the content was created.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build Date</td>
<td>Indicates the final build date of the content.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Content Object is active</td>
<td>Indicates that the content object is available/unavailable for item assignment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Content Object is online</td>
<td>Indicates whether the content object is available to users.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>Describes the purpose/location of the content object to users.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Developer Tool</td>
<td>Indicates the software tool used to develop the content.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mastery Score</td>
<td>This is the score required by the user to COMPLETE the selected content object (NOT the Item), and be awarded the COMPLETED status for the corresponding content object. If the Mastery score indicated here is not achieved by the user, the system marks the content object as FINISHED.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Launch Method Tab

The Launch Method tab identifies the type and path of the content (Figure 2). SuccessFactors Learning offers the following launch methods:

- **Content Player**
  
  A content object that requires an application that is not installed on the client workstation. The content player calls the applications from a network location to enable the user to view the content (the admin must specify the content player).

- **Document**
  
  The client workstation recognizes the file extension associated to the content object and opens the appropriate application.

- **AICC**
  
  This content object is AICC compliant and communicates with SuccessFactors Learning using AICC standards.

- **Browser**
  
  A content object with Internet-based content that is reviewed within a browser. Use this launch method for LMS tracking functions.

- **SCORM 1.2, SCORM 2004 (a.k.a. SCORM 1.3), and SCORM 2004 4Ed.**
  
  SuccessFactors Learning initializes the SCORM APIs when the user launches the content. Content objects of one of these three types must conform to the appropriate version of SCORM and communicate with SuccessFactors Learning using SCORM standards.
Online Content Management

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**Figure 2. Content > Content Object Record > Launch Method Tab**

*Note: Due to the advanced sequencing and navigation functions included in the SCORM 2004 standard, special care must be taken to ensure these functions work properly in SuccessFactors Learning. Content using this standard should be imported using the instructions listed in the “Content Package” section of this lesson. Individual content objects should not be manually created when using SCORM 2004 compliant courseware.*

---

**Objectives Tab**

The Objectives tab (Figure 3) establishes an objective-content relationship. Objectives are associated with multiple content objects, items, competencies, questions, and exams. Administrators use objectives for adaptive learning within SuccessFactors online exams.

*Note: Please refer to the SuccessFactors Learning: Online Exams course for additional information.*
Figure 3. Content > Content Object Record > Objectives Tab

**AICC Support Tab**

The AICC Support tab automatically passes AICC support data to content under AICC core vendor or SCORM launch data. This data is typically used to send information that is critical to the content launch.

**Cross-Domain Tab**

The Cross-Domain tab is used for SCORM content located on a different domain name than SuccessFactors Learning. This tab requires activation in system configuration. Please consult with your Project Manager and the SuccessFactors Learning Support team for the best approach of supporting cross domains.
Lab 1. Create a Content Object

Step

1. Verify the Admin tab is selected (if necessary).

2. Type Add Content Object into the Search field below the button bar.

3. Click Go.

   Note: You can also navigate to Content > Content Objects and click Add New.

4. Enter a content object ID and title for the content object.

5. Select a domain.

6. Leave the Build User, Company, Location, Date, and Developer Tool fields blank.

7. Click to check the Content Object is Active and Content Object is Online checkboxes (if necessary).

8. Enter a description for the content object.

9. Click Add.

Set Up the Launch Method Tab

Step

1. Select the Launch Method tab.

2. Select the launch method option.

3. Enter the URL address of the content in the Filename field.

4. Click Apply Changes.
CONCLUSION

In this lesson, we discussed the functionality of content objects. This “building block” of content specifies the location of the content and how the content communicates with SuccessFactors Learning. Administrators use content objects and objectives for adaptive learning within the LMS online exams. Finally, content objects are grouped into content packages for organization and easy assignment.

You should now be able to:

♦ Describe a content object and package
♦ Add a content object
♦ Specify the content object location and communication
♦ Identify different launch types of online courseware
♦ Configure content objects to use AICC and SCORM compliant content
LESSON CHECK

Use what you learned in this lesson to answer the following questions.

1. The content object is identified as AICC when:
   a) The content communicates to SuccessFactors Learning using AICC standards.
   b) Users are restricted from the content.
   c) There is a time limit for accessing the item.
   d) None of the above.

2. List the content object launch methods:
   ______________________________________
   ______________________________________
   ______________________________________
   ______________________________________
   ______________________________________

3. True or false:
   An admin assigns content objects directly to a user’s To-Do List (Learning Plan).

4. True or false:
   Online content is stored in a content object.
Lesson 3: Items with Online Content

Administrators assign items, not content objects, to user Learning Plans (To-Do Lists) and catalogs. Therefore, after the admin creates the content objects, he/she must assign them to an item.

OBJECTIVES

Upon completion of this lesson, you will be able to:

♦ Define the four types of item classification
♦ Identify available settings for online items
♦ Create an item with online content
♦ Add and modify objects to the online content structure

MAIN CONCEPTS OF ONLINE ITEMS

An online item is entirely comprised of content objects. Online items are also known as asynchronous learning since there is no instructor or time associated with the item. Users can access online items at their own convenience.

Blending learning, on the other hand, “blends” instructor-led, or synchronous training, with content objects, asynchronous training. Administrators schedule blended items for a specific date and time. A scheduled offering segment can restrict the date/time that a user can access content objects. In the next lesson, we will discuss blended items.
SuccessFactors Learning automatically classifies each item according to the following rules:

- **Instructor-led**: Item only contains segments
- **Online**: Item only contains content objects
- **Blended**: Item contains both segments and content and/or exam objects
- **Other**: Item contains neither segments nor objects

**ITEMS WITH ONLINE CONTENT**

An administrator may choose to create a new online only item or an item that will be both scheduled and online (also known as a *blended item*).

![Figure 4. Add a New Item](image)

Once the basic information is entered for creating the new item, the content for this item may be selected from among the following choices (Figure 5):

- **Add Folder**: Folders organize complex content by grouping and sequencing assigned content objects
♦ **Add Content Object:** Administrators assign individual content objects

♦ **Add Exam Object:** References a LMS exam

*Note: Refer to SuccessFactors Learning: Online Exams course for additional information.*

♦ **Add Content Package:** Add multiple objects to the item content structure (content package is a grouping of content objects and/or exams/surveys)

![Add New Item - Writing Effective Business Communications](image)

Figure 5. Add Content to a New Item

Multiple folders and objects may be added depending upon the complexity of the item desired. Typically, an item will have a single content object or an exam object but may contain any number of both.
Once the online structure is determined, you must configure the item settings (Figure 6). For example, a learning event may be recorded for the item after a user successfully completes all online content objects (and/or exams, if applicable).

![Edit Settings and Status](image)

Changes will be saved when you click "Save" on the Online Content page.

Figure 6. Edit Settings and Status
Lab 2. Create an Online Item

Step
1. Log in / authenticate as an administrator and select the Admin tab (if necessary).
2. Type Add Item into the Search field below the button bar.
3. Click Go.
4. Click to select the item type, Online Only. The plus sign changes to a checkmark.
5. Click OK.
6. Select an item type and enter the item ID.
7. Enter a title and the description for the item.
8. Select a domain ID for the item (you may need to scroll down using the inner window’s scrollbar on the right).
9. If necessary, select an approval process and check the Approval required to self-register checkbox.
10. Enter Credit, Contact, or CPE hours if desired.
11. Click Continue.
12. Click Settings in the header.
13. Select Modify Settings from the drop-down menu.
14. Check the Content is available for launch (available for users) checkbox.
15. Check the Record learning event when all content is complete checkbox.
16. Select a completion status from the **Completion Status** drop-down menu.

17. Click the **Allow users to review content from Completed Works** checkbox if desired.

18. Click **OK**.

19. Click the plus sign (**Associate content to item** icon) in the table header.

20. Select **Add Content Object** from the drop-down menu.

21. Search for and select the content object.

22. Enter the object name (e.g., **Click to Start Content**, or what you want the user to see if there are multiple objects in this item).

23. If the content does not send completion information to the LMS, check **Mark this object complete when launched**.

24. If you are creating a folder structure to organize content within this item, you could create a new folder or add this object to an existing one. Otherwise, leave **Save in Folder: Root Level** as it is.

25. Click **OK**.

26. Repeat steps 19-25 for all content objects.

27. Click **Save & Exit**.

28. **Optional**: From the Recommended Next area click **Add Catalogs** to search for and select one or more catalogs to add the online item to.

29. **Optional**: From the Recommended Next area click **Add Subject Areas** to search for and select one or more subject areas to associate with the online item.
30. From the Recommended Next area click **Assign to Users** to search for and select one or more users who should be assigned this online item (for example, your own user or a test user so you can test your new online item).

*Note: The User Needs Management tool displays and will lead you through the process of assigning the online item to select users. For more information on the User Needs Management tool, refer to the Learning Needs Management guide.*

31. Log in as a user and verify that the online item works properly.

*Job Aid: Create Online Items*
MODIFYING AN ITEM WITH ONLINE CONTENT

Administrators may change the settings and add or change content objects for online items. To modify the online content objects of an item:

1. Search for and access the online item.

2. Select the Online Content tab from the Related area (Figure 7).

Adding and Organizing Content Objects

Click the Associate content to item icon ( ) to modify the item's content structure by adding, editing, removing, or reordering object types (folders, content objects, exams, and content packages) (Figure 8).
Sequencing sets the order in which the objects must be completed. You can set the sequencing at the item level (Figure 9) and/or for each folder (Figure 10).

Click the item level title link or the folder title link to open the Edit Folder pop-up window. Click the **Force sequential completion of content** checkbox and click **OK**.

Figure 9. Force Sequencing at Item Level

Figure 10. Force Sequencing at Folder Level
The Online Content area is updated. Notice the Enforce Order column is updated to reflect the changes made (Figure 11).

Click **Save** to save your changes.

When changes are made to the online content of an existing item, the admin may choose to run the item revision process to differentiate between users who have completed the old content versus those who complete the new content.

However, in some cases, the admin may just want to change the existing item without creating a new revision. When changes are made to the Online Content tab of an item with online content, the system displays a warning that asks the admin whether or not the item should be restarted by any users who were in progress (Figure 12).
In this lesson, we discussed creating online items. The Online Content tab from the Related area of an item record specifies the online content structure of the item. An online item is entirely comprised of content objects while blended items include both content objects and time-based segments.

You should now be able to:

- Define the types of item classification
- Identify available settings for online items
- Create an item with online content
- Add and modify objects to the content structure
LESSON CHECK

Use what you learned in this lesson to answer the following questions.

1. What are the item classifications?

2. Which of the following may not be added to the structure of an online item (in the Online Content tab in the Related area):
   a) Folder Object
   b) Subject Area
   c) Content Object
   d) Content Package
   e) Exam Object

3. List the two item classifications that include content objects.
Lesson 4: Blended Items

Blended learning courses are a combination of instructor-led and web-based training. Items with online content may contain segments to be scheduled to permit users to register for or be registered for the training.

OBJECTIVES

Upon completion of this lesson, you will be able to:

♦ Describe blended learning
♦ Define the three distinct restriction options for blended items
♦ Identify available settings for blended items
♦ Create a blended learning item
♦ Modify the blended learning item

BLENDED LEARNING OVERVIEW

Blended learning courses are typically a “blend” of instructor-led and web-based training. The item’s Segment tab in the Related area includes one or more segments which enables the item to be scheduled, and the item’s Online Content tab includes one or more content or exam objects.
Within a blended item, an admin can specify how restrictive access to the online content should be. There are three distinct restriction options for blended items:

- **Least restrictive**: *Yes* is selected in the *User can access online content without being registered in offering* drop-down menu in the core area of the item record. Any user who has access to this item (via To-Do List or catalog) may launch the online content (Figure 13).

![Figure 13. Least Restrictive](image)

- **Somewhat restrictive**: *No* is selected in the *User can access...* drop-down menu. Users must be registered into a scheduled offering of the item in order to launch the online content (Figure 14). The checkbox displays in the Edits Settings and Status page (select **Online Content** tab from Related area of item record, click **Settings**, and select **Modify Settings**).

![Figure 14. Somewhat Restrictive](image)

- **Most restrictive**: In addition to *No* being selected from the *User can access...* drop-down menu, the **Content available only during...** checkbox is checked on the **Edit Settings and Status** page (select the **Online Content** tab from the Related area, select **Modify Settings** from the Settings drop-down menu) of the item record. Navigate to the scheduled offering record, select the **Segments** tab from the Related area, and open the Edit Segment page. Use the Allow access to...
online content during this segment checkbox to determine which segments permit access to the online content. Once selected and checked, users can only access the content during specific times (Figure 15).

![Edit Segment](image)

Figure 15. Most Restrictive
Lab 3.  Create a Blended Learning Item

Step

1. Log in / authenticate as an admin and select the Admin tab (if necessary).

2. Type Add Item into the Search field below the button bar.

3. Click Go.

4. Click Scheduled and Online. The plus sign changes to a checkmark.

5. Click OK.

6. Select an item type and enter the item ID.

7. Enter a title and the description of the item.

8. Select a domain ID for the item (you may need to scroll down using the inner window’s scrollbar on the right).

9. Click the Go to Advanced Schedule button to change or add additional segments.

10. Enter a description and duration for each segment.

11. To add more segments, click the Add New icon in the table header. Enter day number, description, duration, delay start, and location type for each segment. Click the Add button.

12. Once you finish adding segments, click Continue.

13. Click the Associate content to item icon in the table header.

14. Select Add Content Object from the drop-down menu.

15. Search for and select the content object to add.
16. Enter the object name (e.g., *Click to Start Content* or what you want the user to see if there are multiple objects in this item).

17. If the content does not send completion information to the LMS, check the *Mark this object complete when launched* checkbox.

18. If you are creating a folder structure to organize content within this item, create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.

19. Click OK.

20. Repeat steps 13-19 to add more content objects.

21. Click *Settings* in the table header.

22. Select *Modify Settings* from the drop-down menu.

23. Select a completion status from the Online Completion Status drop-down menu.

24. Check the *Content is available for launch (available for users)* checkbox.

25. Check the *Record learning event when all content is complete* checkbox.

26. Click *Allow users to review content from Completed Works* checkbox, if desired.

27. Click OK.

28. Click *Save & Exit*.
Lab 4. Configuring a Blended Learning Item

Step

1. For least restrictive:
   a. In the item you created in the previous lab, note the setting for **User can access online content without being registered in offering**.
   b. If this is set to **Yes**, registration is not required. Skip the remaining steps as they will not apply for this option.

2. For somewhat restrictive:
   a. Change the above setting to **No**.
   b. Click **Save** (you may need to scroll down in the core area of the item record). Skip the remaining steps.

3. For most restrictive:
   a. Verify the **User can access online content**... field is set to **No**.
   b. Select **Online Content** from the Related area of the item record.
   c. Click **Settings**.
   d. Select **Modify Settings**.
   e. Click to check the **Content available only during specified segments of a scheduled offering** checkbox.
   f. Click **OK**.
   g. Click **Save**.

4. Select **Scheduled Offerings** from the Related area of the item record.

**Note:** If there are no scheduled offerings currently available, click **Schedule** from the Actions area to create scheduled offerings and segments.
5. Click the date link to access the scheduled offering record.

6. Select the **Segments** tab from the Related area of the scheduled offering record.

7. Determine which segment(s) you want to make the online content available, and depending on your view:

   a. In calendar view, double-click the segment from the calendar.

   b. In list view, click the segment link.

8. Check the **Allow access to online content during this segment** checkbox.

9. Click **Save** (or **Save And Close**).
CONCLUSION

This lesson discussed blended items and how to create blended items in SuccessFactors Learning. Blended items include both content objects and time-based segments. The Online Content area specifies the online content structure of the item.

You should now be able to:

♦ Describe blended learning
♦ Define the three distinct restriction options for blended items
♦ Identify available settings for blended items
♦ Create a blended learning item
♦ Modify the blended learning item
LESSON CHECK

Use what you learned in this lesson to answer the following questions.

1. Blended learning refers to:
   a) Same time training for managers and subordinates.
   b) A mixture of instructor-led and self-paced online learning.
   c) Items that are classified as *Other*.
   d) None of the above.

2. What are the characteristics of an item that is both schedulable and contains online content? In your answer, identify what fields and checkboxes need to be considered.

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
Lesson 5: Using the Import Assistants

Importing the online item content structure into SuccessFactors Learning is an easy, time-saving approach, as opposed to creating content objects manually.

OBJECTIVES

Upon completion of this lesson, you will be able to:
- Identify the files needed to import AICC and SCORM content
- Import AICC files into SuccessFactors Learning
- Import SCORM files into SuccessFactors Learning
- Edit a content package

MAIN CONCEPTS OF THE IMPORT TOOLS

The AICC and SCORM import tools create content objects in SuccessFactors Learning.

AICC Import Tool

The AICC Import tool creates an AICC Appendix A (level-1 compliant) import of a course into SuccessFactors Learning. The AICC Import tool also includes a step to create an item or a content package. Use this assistant to import content structure from a development instance into a production instance of SuccessFactors Learning.
Four AICC structure files are required for the import tool: CRS, CST, DES, and AU. All four text files must have the same file name (e.g., MWB101.crs, MWB101.cst, MWB101.des, and MWB101.au).

- The Course file (*.crs) contains information about the course as a whole. It offers information that relates to more than just a single element in the course.

- The Assignable Unit file (*.au) contains information relating to all the assignable units (content objects) in the course.

- The Descriptor file (*.des) contains a complete list of every element in the course. It is the basic cross-reference file showing the correspondence of system-generated IDs with admin-defined IDs for every element.

- The Course Structure file (*.cst) contains the basic data on the structure of the course. It includes all of the assignable units (content objects) and blocks (folders) in the course.
Lab 5. Import Content Structure Using AICC Import Tool

Step

1. Navigate to Content > Tools > AICC Import.
2. Click Browse next to the CRS File field.
3. Locate the CRS file and then click Open.
4. Repeat steps 2-3 for each of the three remaining import files.
5. Click Next.
7. Click Next.
9. Click Next.
10. Enter a content object ID in the Content Object field, and click Next.
11. Select the New Item or Existing Item.
12. Select the item type, enter item ID, and revision date/time.
13. Click Next.
14. Check the appropriate checkboxes to make the item online and marked complete when all objects are complete.
15. Select a completion status (Failure Status is optional).
16. Click Finish.

Note: You must manually edit additional item information such as the domain, catalog, and subject area for the new item record that you created with the AICC import tool.
SCORM Import Tool

All content following the SCORM 2004 standard must be imported using the SCORM Import Assistant to ensure needed sequencing and navigation information is available to SuccessFactors Learning. A content package is created each time a SCORM 2004 course is imported into SuccessFactors Learning, regardless of how many content objects are provided by the content.

SCORM defines content structure in a single manifest XML file (imsmanifest.xml). SuccessFactors Learning searches for this manifest within a .zip file. If the .zip file is greater than 1MB, it must be uploaded to a web server and accessed using the URL.

If you select the **Deploy Content Server** checkbox, then the system extracts the SCORM content and places it on the content server. The location of the content server is defined in **System Admin > Configuration > System Configuration > Content Import** configuration. If you have defined several content servers in the Content Importer configuration ID, then the system allows you to select one of those from the Server Location list. If you clear the **Deploy Content Server** checkbox, then you can enter a value in the **Launch URL Prefix** box to provide a fully qualified path to your content objects.

![Content Import Screen](image)

**Figure 16. Content Import Screen**
Lab 6. Import Content Structure using SCORM Import Tool

Step

1. Navigate to Content > Tools > SCORM Import.

2. Click Browse.

3. Locate the ZIP file that includes the SCORM manifest XML (imsmanifest.xml) and then click Open.

4. Leave the Deploy Content to Server checkbox checked.

5. Click Next.

6. Enter the content package ID for the system to create a new content package.

7. Click the Add New Item checkbox.

8. Add a new item:
   a. Select the item type from the drop-down menu.
   b. Enter an item ID.

9. Configure the online settings.

10. Add the item to a catalog and subject area if desired.

11. Click Import Files.
CONTENT PACKAGE

A content package is a grouping of content objects. It is an easy and convenient way to organize content for multiple item assignments. Content packages are particularly important for SCORM 2004 (and SCORM 2004 4Ed.) content as they ensure needed sequencing and navigation information is available to SuccessFactors Learning. Create a content package using the Add New link, the AICC Import assistants, or the SCORM Import assistant.
Lab 7. Editing a Content Package (Optional)

Step

1. Navigate to Content > Content Packages.

2. Search for a content package (for example, the package created during the SCORM import).

3. Click the Edit icon.

4. Select the Content tab.

5. Click the topmost Edit link to view the contents or to make changes.

6. To remove an object, click the Remove checkbox and then click Apply Changes.

7. To re-order objects, change the numbers in the Order column and click Apply Changes.

8. To add additional objects, enter an object label. This is a title and is visible to the users.

9. Select the Folder, Content, or Exam radio button (in this example, select Content).

10. Enter or search for your content object ID.

11. Click Add.

12. Repeat steps 8-11 for all content objects, exams, and folders.

13. When the structure contains all the objects in the desired order, click Return to Content Structure.
CONCLUSION

In this lesson, we discussed using the AICC and SCORM import tools. AICC requires four text files to import content structure. SCORM, on the other hand, only requires a single manifest file (imsmanifest.xml). These tools are a time-saving alternative to manually creating content objects.

You should now be able to:

♦ Identify the files needed to import AICC and SCORM content
♦ Import AICC files into SuccessFactors Learning
♦ Import SCORM files into SuccessFactors Learning
♦ Edit a content package
LESSON CHECK

Use what you learned in this lesson to answer the following questions.

1. The purpose of AICC and SCORM is to:
   a) Prevent unauthorized access to online content.
   b) Provide standardization for the transfer of information to and from web-based learning content.
   c) Control spam.
   d) None of the above.

2. What does SuccessFactors Learning create after an administrator successfully uses the AICC and SCORM import tools?

3. List the four file types that are used in the AICC Import tool.
4. Which of the following can exist in a Content Package (select all that apply):
   a) Content Object
   b) Exam Object
   c) Folder Object
Course Summary

Learning online provides users the flexibility to educate themselves in a self-paced, interactive, convenient learning format. Users access online training through the SuccessFactors Learning user application and launch asynchronous training at their own convenience. SuccessFactors blended learning combines both online and instructor-led training.

You should now be able to:

♦ Define online content terminology
♦ Integrate web-based training (WBT) into SuccessFactors Learning
♦ Add and edit content objects
♦ Create online and blended items
♦ Describe online training standards including SCORM and AICC
Appendix A: User Online Status

At times, you need to review user progress of an online or blended item before he/she completes the content. The Online Status tab from the Related area displays user progress of online activity.

**ONLINE STATUS: USER RECORD**

SuccessFactors Learning lists all started online or blended items that are not complete under the Online Status tab from the Related area of the user record (Figure 17).

![Figure 17. Related Area of User Record: Online Status](image)

*Note: To access the Online Status tab of a user record, click the More link in the Related area to view additional tabs related to the user record.*
Use this tab to view the following content object details (Figure 18):

- User accessibility to the content object.
- User completed the content object.
- Number of times the user opened the content object.
- Total time while viewing the content object (if tracked).
- Score of the content object (if tracked).
- Content objectives (if tracked).

![Content Object Details](image)

**Figure 18. Edit Content Object Details**
Reports

The following are reports in SuccessFactors Learning that relate to online content:

♦ Online Item Status

This report filters user, item, dates, status, and needs review. It returns the information listed under the Online Status tab.

♦ Item Object Details

This report filters item and item status. It returns the basic item record information, all assigned content objects, and the item settings for each content object.
Appendix B: The AICC Wrapper

SOP documents and other electronic documents may be required reading for your employees. Using the AICC wrapper file, you can “wrap” a PDF, DOC, or PPT into an HTML page and record a learning event when the user submits completion.

WHAT IS THE AICC WRAPPER?

The SuccessFactors Learning AICC document wrapper files encapsulate online documents into an HTML page. This “wrapper” uses AICC standards to communicate with the LMS to record both the completion and the time spent in the content. Use the wrapper with content that does not contain any mechanism for communicating with the LMs (e.g., Adobe pdf, MS Word doc, etc) (Figure 19).

Figure 19. User Viewed Content in the Success Factors AICC Wrapper
Lab 8.  Create an AICC Wrapper Content Object

Step

1. Upload the SuccessFactors Learning wrapper files and the online document to the content server.

2. Navigate to Content > Content Objects.

3. Click the Add New link.

4. Enter the content object basic information and click Add.

5. Select the Launch Method tab and click AICC launch method.

6. Enter the web address of the wrapper page (wrapper.html) in the Filename field.

7. Enter the web address of the document/material to wrap in the Parameters textbox.

   Note: You must prefix the Parameters web address with docURL=[web address of the content you wish to wrap].

8. Click Apply Changes.

Figure 20. AICC Wrapped Content Object

Job Aid: Create AICC Wrapper
Appendix C: Online Content Troubleshooting

After creating, uploading, and configuring online content into SuccessFactors Learning, you need to verify that it is functioning properly.

AICC

Not sure if the content is communicating

Check the user record in SuccessFactors Administrator:
1. Log in to SuccessFactors Learning as an administrator.
2. Navigate to Users > Users.
3. Access the user record in edit mode.
4. Select the Online Status tab from the Related area.
5. Click the Object Details link to review the details for the content object. Values updated by AICC include:
   - Total time
   - Score
   - Finished
   - Completed
   - Objective finished
   - Objective completed

This method should allow you to see if the content is communicating, but it will not show you all the AICC data being stored in the SuccessFactors Learning database. It is possible to construct a simple AICC request to obtain all the content data...
stored in the database for a particular user. The following page can be used to retrieve AICC data from SuccessFactors Learning.

**AICC/SCORM Test Page**

If no data is recorded for the content, check the following:

1. Check the content object record and verify the content is set up as an AICC type content object.

2. Where is the content hosted?
   - If the content is not hosted on the content server, contact the vendor to make sure there are no restrictions as to where the content can be hosted.
   - If the content is hosted outside of your firewall, ask the vendor if the content communication originates from the user’s client machine or the content server. If the server is communicating for the content, the communication may be blocked by your firewall.

**Content is communicating but is not marked complete**

Content completion is tied to the AICC `Lesson_Status` value. SuccessFactors Learning only grants credit for a `Lesson_Status` value of *Passed*; however, many content vendors only send a value of *Completed*. Please see the `Lesson_Status` section on the Known Issues page.

If the `Lesson_Status` and score values are not being updated, check the max normal setting on the Online Content tab from the Related area of the item record.
Objective data is not recorded

AICC content has the ability to send objective data to SuccessFactors Learning; however, the objectives must exist in SuccessFactors Learning, and must be associated with the AICC content object. The AICC DES import file often contains a list of the objectives for the content (objective identifiers typically start with "J"). To add the objectives to SuccessFactors Learning, use the Developer_ID from the DES file in the Objective field in SuccessFactors Learning. Once created, the objectives can be associated to the content objects under the Objectives tab of the content object record.

Content is unable to find the SCORM API

When SCORM content is launched, the first thing it does is search for the communication piece, an object called "API". The content searches all the frames in its own window first, and if it does not find the API object, it attempts to search in its opener window. In SuccessFactors Learning, the API is hosted in the user access piece, so the content will have to search the opener window to find the API. There are several reasons why the content may not be able to find the API:

- Make sure the content is specified as a SCORM type content object in SuccessFactors Learning (use Browser type for Learning v.4.2 and earlier). The API is not available to AICC or Document type content objects.
- If the content is hosted under a separate DNS name (server name) from the LMS, the content will not be able to access the API. The browser, for security reasons, will prevent the content from searching in the opener window and will usually
give an "Access Denied" error. For more information, please see the section discussing the cross-domain restriction.

♦ The code that looks for the API may need to be altered. Typically, there will be an APIWrapper.js file that contains functions provided by ADL (writers of the SCORM spec). The functions that locate the API are "getAPI" and "findAPI". The getAPI function calls the findAPI function and specifies a window to search. As mentioned above, the content will first search the content window, and then the opener window (SuccessFactors Learning user piece). The getAPI call to search the opener window is usually:

```javascript
theAPI = findAPI(window.opener);
```

♦ If the SCORM content is using frames, this function call will not make sense to the browser because it will look for the opener of a particular frame. It may be necessary to fix this line of code to search the opener of the frameset as follows:

```javascript
theAPI = findAPI(top.window.opener);
```

♦ Likewise, if the content is using an opener window to format the content's browser window, the content will be two levels out from the system, and thus the proper call would need to be:

```javascript
theAPI = findAPI(window.opener.opener);
```

**Not sure if the content is communicating**

There are two ways to confirm content communication. The first method is to check the user record in the SuccessFactors Administrator.

1. Log in to SuccessFactors as an administrator.
2. Navigate to **Users > Users**.
3. Access the user record in edit mode.
4. Select the **Online Status** tab from the Related area.

5. Click the **Object Details** link to examine the details for the content object. Values updated by SCORM include:

- Total time
- Score
- Finished
- Completed
- Objective finished
- Objective completed

This method should allow you to see if the content is communicating, but it will not show you all the SCORM data being stored in the SuccessFactors Learning database. Since AICC and SCORM share a common data model, it is possible to construct a simple AICC request to obtain all the content data stored in the database. The following page can be used to retrieve AICC or SCORM data from SuccessFactors Learning.

**AICC/SCORM Test Page**

If no data is recorded for the content, please review the "Content is unable to find the SCORM API" section.

**Content is communicating but is not marked complete**

Content completion is tied to the SCORM **Lesson_Status** value. SuccessFactors Learning only grants credit for a **Lesson_Status** value of *Passed*; however, many content vendors only send a value of *Completed*. Please see the **Lesson_Status** section on the Known Issues page. It is possible to configure SuccessFactors Learning to grant credit for a SCO sending a **Lesson_Status** value of...
Completed. Please see the Lesson_Status section on the AICC Known Issues page for details.

If the Lesson_Status and score values are not being updated, check the max normal setting for the item.

**Objective data is not recorded**

SCORM content has the ability to send objective data to SuccessFactors Learning; however, the objectives must exist in SuccessFactors Learning, and must be associated with the content object. If the objectives are listed in the SCORM import files, they will be created and assigned during the import process. If the objectives are listed, but are not being generated during import, please see the objectives section on the SCORM import page and confirm the import file is properly formatted.
Appendix D: Tracking Functions

SuccessFactors Learning Tracking functions consist of a set of instructions that is placed into online content. Upon launching, exiting, or completing the online content of a content object, these instructions send information from the content back to SuccessFactors Learning.

For example, content bookmarks allow the user to resume the content in the place where he/she left off. This bookmark value is saved and retrieved using tracking functions. Another SuccessFactors Learning tracking function sends the completion of the content object to SuccessFactors Learning.

The tracking functions are JavaScript-based (a scripting language) and are run in Internet browsers such as MS Internet Explore and Mozilla Firefox. Similar to SCORM, the functions can communicate via direct HTTP posts or through a client-side applet. The communication is processed by the same servlet used for AICC communication. The tracking functions are unidirectional; they only communicate from the content to SuccessFactors Learning. Admins cannot use the functions to retrieve information from SuccessFactors Learning.

AICC/SCORM vs. Tracking Functions

The primary difference between AICC/SCORM and SuccessFactors Learning tracking functions is the recording of online exam/survey scores. AICC/SCORM stores the exam score and time in the
content object record. If a user retakes the exam a number of times, the score and time will be overwritten each time to show only the most recent iteration of the exam.

On the other hand, SuccessFactors Learning tracking functions saves exam scores and times each time the user takes the exam in a separate record called “exam iteration.” Administrators can view each user iteration for the exam/survey under the Online Status tab or by running a SuccessFactors Learning report.

**TRACKING FUNCTION LIST**

The following list is a sample of some of the tracking functions available for online content. A full list may be found at the URL given at the end of this section.

- **function recordTrainingEvent()**
  Records a learning event for the item currently being accessed by the user.

- **function recordComponentCompletion()**
  Sets the item currently being accessed by the user as complete.

- **function recordModuleCompletion()**
  Sets the content object currently being accessed by the user as complete.

- **function bookmarkCurrentURL()**
  Stores the current web page of the module being accessed as a bookmark. The next time the user accesses the content object in the online item, the stored web page will be launched, instead of starting from the beginning of the content.

  **Note:** This function cannot be used to bookmark pages within a frame set.
function bookmarkURL(url)

Stores the specified URL as a bookmark. When the user next accesses the content object in the online item, the stored web page launches, instead of starting from the beginning.

Note: This function can be used to bookmark pages within a frame set.

Simple Tracking Function to Record Completion

This introductory session demonstrates how to pass content object completion within a file using SuccessFactors Learning tracking functions. Completion will be passed using a standard HTTP request by constructing a hyperlink that sends the completion parameters to SuccessFactors Learning. The first part of the URL is the address of the SuccessFactors Learning servlet. This servlet processes all the tracking data for SuccessFactors Learning. The URL address of the servlet is:

http://[server address + context path / servlet Name]

In SuccessFactors Learning, the servlet name is configurable, but defaults to PwsTrackingFunction.

The second part contains the parameters for completion. The address and the URL parameters are separated by a ?.

An example of a tracking function URL:

http://[server address + context path]/pmod.phtml?edt_action=RecModuleCmpl

This URL can be added to any content with the ability to use hyperlinks, such as an HTML page, a Word document, a PDF file, or a PowerPoint presentation, and can be used in conjunction with a verification statement. For example, if an admin wants to ensure that his/her users fully read and understood a Standard Operating Procedure document in PDF format, he/she might...
include the following text hyperlinked to the above tracking function URL format:

I verify I have read and understand all the material contained in this document.
Appendix E: AICC Export

It is recommended that administrators set up content objects and online items in a development instance of SuccessFactors Learning. Once the content objects and items are thoroughly tested, administrators upload the online item specification without recreating the records. The online content structure for online or blended items is exported using the AICC export tool found in the Actions area of the item (Figure 21).

![Figure 21. AICC Export](image)

This tool creates the four required AICC text files. Save the files locally and upload them into the production environment using the AICC Import Assistant. Before placing the imported item to the production catalog, re-test the content with a user account.
Appendix F: Offline Player

Offline content is web-based training (WBT) that users download to their computers to complete asynchronous training without an internet connection. Offline Player, a client application that requires a separate license, displays the offline content and tracks progress.

For example, salespeople could download online items to their laptops, disconnect from the internet, open Offline Player, and complete the WBT. They complete the content at their leisure: in an airport, on an airplane, or in their hotel rooms. Once they log in to SuccessFactors Learning, Offline Player automatically uploads the content progress.

If your organization licensed Offline Player, the Online Content tab from the Related of the item record displays additional fields. The *File for Offline Download* field is the location of the content archive file (Figure 22).
Admins select the content objects that a user can complete offline by checking the corresponding checkbox in the Downloadable column (Figure 23).

Figure 22. Online Content Tab > Settings: Offline Content

Figure 23. Downloadable Content Objects
If your organization licensed Offline Content, the Content Object Launch Method tab includes the *Offline Filename* field (Figure 24).

![Launch Method Tab with Offline Content](image)

**Figure 24. Launch Method Tab with Offline Content**

*Note: Please refer to the Offline Player Admin Reference Guide for additional information.*
Notes