INTEGRATING FUSE WITH CONTENT LIBRARIES

fuse

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OVERVIEW

There are different options for integrations:

- **Knowledge Intelligence Connector:** These are pre-built connectors that synchronise content from the third-party library and make it available via our search engine

- **Open API integration**: Automate the synchronisation of content between Fuse and the third-party content library.

- **Manual uploads:** Some content libraries will enable you to download SCORM packages that can be hosted on your learning platform.

These can be utilised to create deep links to the content items, enabling the user to discover and launch content directly from Fuse. You can also choose to import your content from third-party libraries into Fuse to take advantage of our deeper functionality.

This document will detail how you can build your own integration or use Fuse services to build in partnership.

KNOWLEDGE INTELLIGENCE (KI) CONNECTORS

KI connectors are pre built connectors that surface content from third-party libraries into Fuse via our intelligent search engine. At present, we support the following libraries:

- LinkedIn Learning

How to set up the LinkedIn Learning connector

To set up your LinkedIn Learning connector, please raise a ticket with Fuse support including the following information:

Parameter	Description	Sample Value
Client ID	LinkedIn Learning client ID	78kasaf1g2042fs02a
Client secret	LinkedIn Learning secret key	HgfGEx2GS2eGjeH8Q
community_id	Community ID that controls visibility of content.	12424

We recommend that you generate a new application in the LinkedIn Learning admin panel (called Generate LinkedIn Learning REST API Application under Integrations) and call it Fuse. This will allow you to manage the keys for Fuse separately to other integrations. You can access the LinkedIn Learning documentation here.

Note: *The Community ID is used to control visibility of LinkedIn Learning results in search. Only users who are a member of the specified community will have visibility. We recommend you create a community for LinkedIn Learning and provide this ID. Doing so will enable you to control membership against your purchased licences. If you have purchased an enterprise licence, you can provide the global community ID, which will make it available for all.*

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HOW TO INTEGRATE WITH OUR OPEN APIS

Fuse can integrate with third-party libraries using our range of open APIs for content management. There are two options available:

- Create library courses as deep links in Fuse
- Create content natively in Fuse, and push completion data back to third-party platform

Create library courses as deep links

To create deep links, you can use the 'External Link' content type within Fuse. This creates a content item within Fuse that, when clicked, will push the user back to the course on the third-party platform to complete the training.

To do this, you use the **POST /contents/link** endpoint.

https://<instance_name>.fuseuniversal.com/api/<version>/contents/link

Parameter	Data Type	Description	Required?	Sample Value
name	string	Title of content	Yes	Basics of Health & Safety
description	string	Description of content	Yes	Ensure you and your team are comprehensively trained to carry out your work safely.
original_url	string	URL of content in content library	Yes	https://www.acme-content-library.com/COURSE001/course001
thumbnail	file	Image file to use	No. Default used if no thumbnail provided	Filename.jpg
tag_list	string	List of content tags	No	compliance, health and safety, onboarding
community_ids	array[int]	Array of community IDs to add content to	Yes	1210, 1402, 1842
share_attributes[note]	string	Notification message	No, not recommended.	This is to confirm upload.

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Parameter	Data Type	Description	Required?	Sample Value
share_attributes[community_ids]	array[int]	Array of community IDs to notify	No, not recommended. This will notify ALL users of these communities.	[1210, 1402, 1842]
share_attributes[user_ids]	array[int]	Array of user IDs to notify	No, not recommended.	[23232, 92014]

To bring content in there are two options:

- You can leverage our APIs to bring courses as native objects into Fuse (as either SCORM files, or external deep-links that push the user back to the content library)
- We can partner with you to build an integration with the content library using Dell Boomi (chargeable). This is a CSV upload from the content library to SFTP, we then pick up and process - as we do with HRIS data (note: this is reliant on the content provider offering this service)

Create content natively

You can also choose to create content natively within Fuse. This will take the content file and import it into Fuse. There are several benefits of choosing this method:

- **Knowledge Intelligence (KI):** Using Fuse's KI engine, creating content in Fuse allows us to make your content more discoverable. The Knowledge Intelligence engine scans and analyses any articles, questions, videos, PDFs, Word documents (DOCX) and PowerPoint presentations (PPTX) created or added to Fuse. Paired with our natural language search capabilities, your users can search like they do on Google and find knowledge faster than on any LMS. Users can then surface all of this content in the "flow of work" using our Fuse Flow browser extension.

- **Universal Content:** When content is created in Fuse, you can use our KI-engine Translations, subtitling and language versioning.

- **Prove comprehension, not consumption:** You can use Fuse's out-of-the-box comprehension and observational assessment tools to set tasks and capture evidence that demonstrates a learner's comprehension of a subject, not just the consumption of the content.

- **Full reporting tool:** The completion data is captured in Fuse, allowing you to generate real-time reports across learning completion, engagement and consumption.

- **Analytics:** Access to a range of dashboards containing actionable insights across 330+ data points.

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To do this, you use the **POST /contents/link** endpoint.

https://<instance_name>.fuseuniversal.com/api/<version>/contents/media

Note: *you must use v4.3 or later, Fuse supports SCORM 1.2.*

Parameter	Data Type	Description	Required?	Sample Value
name	string	Title of content	Yes	Basics of Health & Safety
description	string	Description of content	Yes	Ensure you and your team are comprehensively trained to carry out your work safely.
composite_ attributes[type]	string	File type: • UploadedFile • Video • SCORM	Yes	Video
composite_ attributes[file]	file	The file for the content	Yes	filename.ext
thumbnail	file	Image file to use	No. Default used if no thumbnail provided	thumbnail.jpg
tag_list	string	List of content tags	No	compliance, health and safety, onboarding
community_ids	array[int]	Array of community IDs to add content to	Yes	1210, 1402, 1842
share_attributes[note]	string	Notification message	No, not recommended.	This is to confirm upload.
share_ attributes[community_ ids]	array[int]	Array of community IDs to notify	No, not recommended.	[1210, 1402, 1842]
share_attributes[user_ ids]	array[int]	Array of user IDs to notify	No, not recommended.	[23232, 92014]

Create content natively

If you create content natively in Fuse but you require completion data to be synced back to the third-party platform (or directly to your HRIS platform) you can use Fuse's webhooks for SCORM course completions.

To set up, you will need to provide the webhook URL. You can do this during your implementation process, or via Fuse Support when in-life.

When a SCORM course is completed, Fuse will send a POST request to the URL with following parameters:

Parameter	Description	Sample Value
user_id=<id>	Fuse ID of the user	12414
content_id=<id>	Content ID completed	42140

Please note: Additional logic is required client-side to match the Fuse content ID with the third-party library or HRIS system. This is usually done by making an additional call to the Fuse API to get the details using the Fuse Content ID. This is also where additional metadata, such as quiz score, can be obtained.

USING FUSE'S MIDDLEWARE

If you don't have the capabilities in-house, we also provide integration services to build this for you. If the third-party content library allows, a CSV containing links to their content can be uploaded to a secure FTP folder. We will then configure our middleware to import the CSV and update your Fuse instance with the deep links.

Scoping

Due to the customisable nature of Fuse this is a custom process for each customer. The automated CSV process is typically scoped and developed as part of the initial Fuse implementation process.

The scope of the process will be defined in a Statement of Work beforehand. Once approved, it will typically take 8 to 10 working days to develop, test and deploy. Timescales are dependent on the customer providing the necessary test data and data validation.

Note: This is a chargeable service, please refer to your Account Manager for more information.

Testing

The process will be developed and tested on the customer's Staging instance first, before being deployed to their Production instance once approved.

Once live, change requests and issues should be raised via the Fuse support ticketing system.

Best practice for using the SFTP integration:

- The Fuse FTP server is part of our secured AWS environment. It supports FTPS, SFTP and PGP encryption of the CSV's.

- The CSV should be UTF-8 format. The customer is responsible for data integrity of the CSV's. Practical CSV field character limit for the process is 60 characters.

- Named customer contacts or mailboxes will receive daily process notifications listing successful creations/updates as well unsuccessful creations/updates and errors.
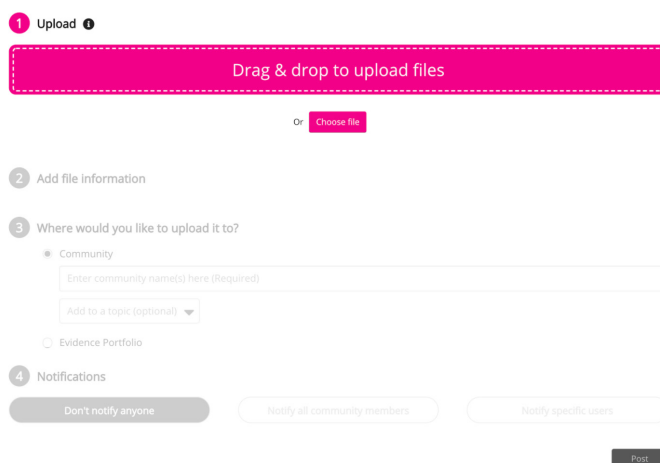
MANUAL UPLOADS

If the content provider allows it, content can be remotely hosted on Fuse. There are severa benefits of choosing this method:

- **Knowledge Intelligence (KI):** Using Fuse's KI engine, creating content in Fuse allows us to make your content more discoverable. Paired with our natural language search capabilities, your users can search like they do on Google and find knowledge faster than on any LMS. Users can then surface all of this content in the "flow of work" using our Fuse Flow browser extension.

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Uploading content

1. Download the SCORM 1.2 courses from your content provider

2. Upload these into Fuse using the 'Upload' page

3. Drag and drop the courses (you can do up to 10 at one time)

4. Add the title / description / tags, select the community and click 'POST'