



NAPSTER LEARN

Product Manual

The administrator's guide to Napster Learn — setting up your organization, building content, and bringing it to your people.

VERSION	1.0
DATE	September 2026
FOR	Administrators of Napster Learn organizations
PRODUCT	Napster Learn
SIGN IN AT	<code>learn.napster.ai</code>

1. About this manual

How to use this manual, and what Napster Learn is.

Who this manual is for

This manual is written for **administrators** of a Napster Learn organization — the people who configure the org, build content, assign it, and watch how it lands. No prior experience with Napster Learn is assumed. If you have just been given admin access, start at §2 and read forward; if you are looking up one thing, use the section list opposite each part divider.

Your learners do not need this manual. Their experience is covered in §17, and it is designed to need no training.

What Napster Learn is

Napster Learn is an AI-native learning platform built around **Digital Twins** and **Mentors** — AI experts who teach your courses, hold office hours, run check-ins, and play the other side of a practice conversation. It has two surfaces that share one identity: **My Learning**, which every user sees, and **Admin**, where you work.

Learn is designed to sit alongside the systems you already have rather than replace them. There is no migration step, and courses you build here can be delivered through your existing LMS (§9).

How this manual is organized

PART	WHAT IT COVERS
Getting oriented §1–§3	What the product is, the thinking behind it, and how to find your way around the interface.
Set up your organization §4	Settings, languages, roles and permissions, adding people, branding.
Build your content §5–§13	Digital Twins and Mentors, Courses, Crews, Simulate, Pulse, and Badges — in the order that works.
Deliver and measure §14–§17	Assigning content, Talent Profiles, reporting, and going live.
Reference §18–§19	Troubleshooting and a glossary.

Conventions used in this manual

- Click paths use the format: **Admin → Section → Item**.
- Field names appear in *italics*; button labels appear in "quotes."

- Screenshots are from a demonstration organization. Your own content, branding, and available options may differ.

GETTING HELP

If something in this manual does not match what you see, or you need an answer it does not cover — security and compliance reviews, pricing, integrations, or anything involving the likeness rights of the people you are building Digital Twins from — contact your Napster representative or Napster Support rather than working around it.

2. The Complete Learning Loop

The mental model behind the product. Read this before you start building — it explains why the order of the next few sections is what it is.

The problem Learn is built for

Most enterprise learning systems are optimized for content delivery. Napster Learn is designed around something harder: the relationships and processes that turn content and learning goals into demonstrated competence. Three failures show up in nearly every organization:

1. **Point solutions.** One tool for video. Another for quizzes. A third for coaching. Nothing talks to anything else.
2. **Learners fall off.** Content gets pushed out. Nobody checks if it landed. Skills gaps persist undetected.
3. **No closed loop.** L&D can't connect training activity to real performance outcomes. ROI is a guess.

One system, six stages

Each stage maps to a product surface you will build in Part 2 of this manual. Nothing in this table is optional infrastructure — but the stages can be brought online incrementally, and most first implementations light up Teach and Support before Practice and Assess.

#	STAGE	BUILT WITH	WHAT IT DOES
1	Teach	Courses	Structured content taught by a Digital Twin or Mentor. Learners can interrupt mid-lecture for instant clarification.
2	Support	Crews	A curated bullpen of experts available on demand, across every domain that matters.
3	Check In	Pulse	Proactive outreach that catches disengagement early, before it becomes attrition.
4	Practice	Simulate	Roleplay scenarios with feedback — a safe space to play and perfect what is being learned.
5	Assess	Simulate	Oral examination with rubric scoring, to demonstrate levels of mastery.
6	Track	Talent Profile	A living learner record of skills, progress, and aspirations — shared with every tool, Twin, and Mentor.

Why the loop closes

The Talent Profile is the connective tissue. Course completions, Simulate scores, Pulse insights, badges, and Twin and Mentor interaction history all feed the same record, and every tool reads from

it. Each pass through the cycle starts smarter than the last — the experience compounds the more a learner engages.

THE TWO FOUNDATIONS

Relationships. Digital Twins and Mentors provide presence, persistent memory, and conversation — teaching courses a learner can interrupt to ask for clarification, and standing by between formal learning moments.

Process. The six stages above, executed as one system rather than six purchases.

Different than an LMS

Learn is not an LMS replacement pitch, and implementations should not be scoped as migrations. The positioning line to use:

"Your LMS is doing its job. It stores content and tracks compliance. Napster Learn solves a different problem: the conversation layer your LMS was never built to have."

THE OLD WAY	COMPLETE LEARNING LOOP
LMS stores content, tracks compliance	Courses taught by a Twin or Mentor — learners ask questions mid-lecture
Separate coaching platform, if any	Crews: an always-on bullpen across every domain
Manual check-ins, or none at all	Pulse reaches out before learners fall off
Roleplay done in person, or skipped	Simulate: always available, always scored, always safe
No unified learner record	Talent Profile unifies every data point across every stage
ROI reported by gut feel	ROI tied to demonstrated skill, not completion rates

3. Getting around Napster Learn

A one-page mental model of the interface before the phase-by-phase work begins.

The two top-level surfaces

Every authenticated user lands in either **My Learning** or **Admin**. The toggle in the global header (top-right) switches between them. Only users assigned an admin role see the toggle; a user with no role sees only My Learning. Admins land in Admin at sign-in by default.

The avatar menu

Next to the My Learning / Admin toggle is the user avatar. Clicking it opens a menu available to every authenticated user, with the same items in the same order: who is signed in, the current *Organization*, "My account," and "Sign out." The Organization section expands to a *Switch Organization* list — for users with access to one org the list contains a single entry; for users with access to several (see §4.6) it contains all of them, with a checkmark on the active one.

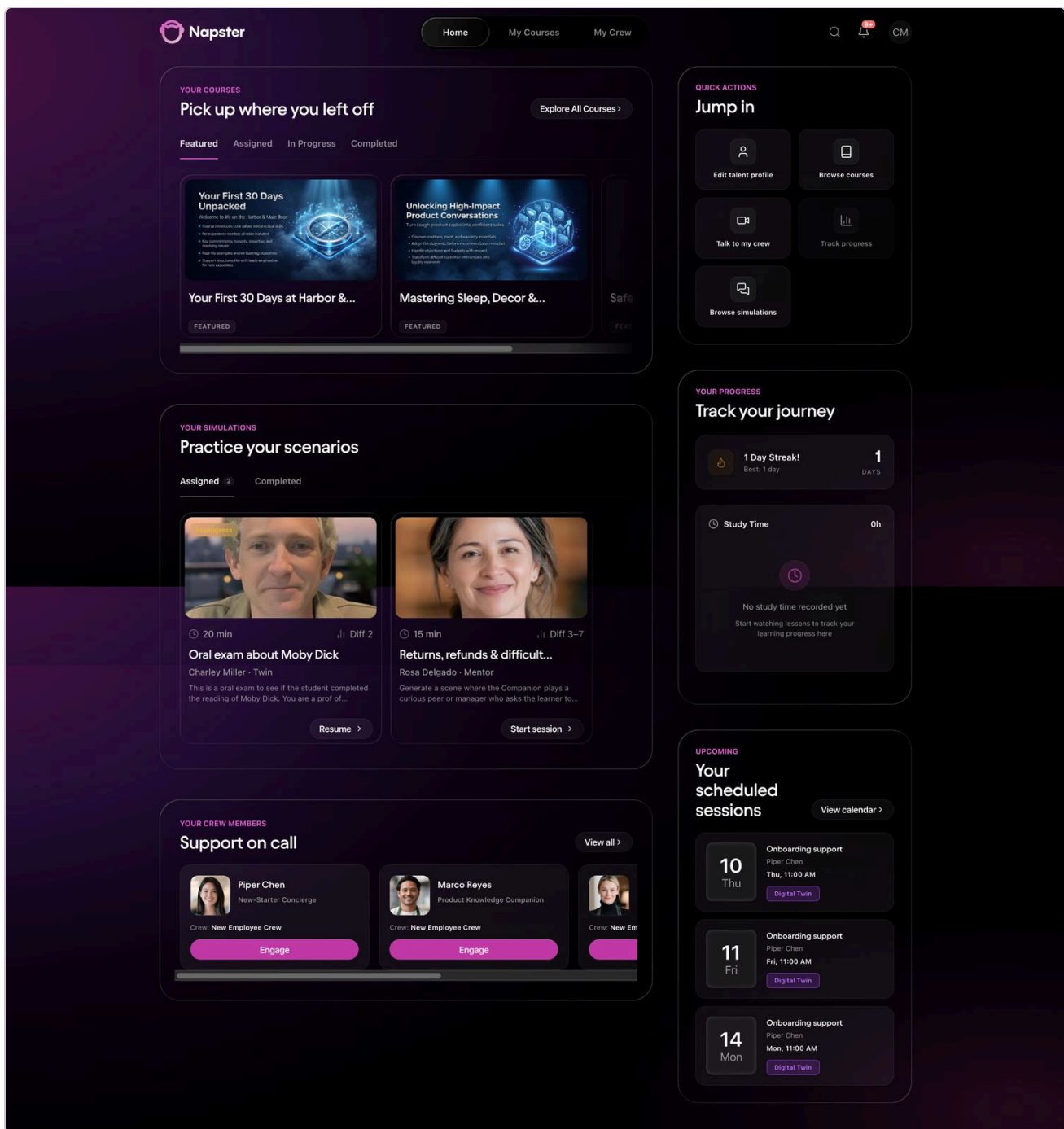


FIG 1 My Learning home — in-progress courses, experts on call, quick actions, progress, and upcoming sessions.

My Learning is composed of primary tabs for Home, My Courses, and My Crew. The home page surfaces in-progress courses, the learner's upcoming Pulse sessions and Simulate assignments, study streaks, and quick actions.

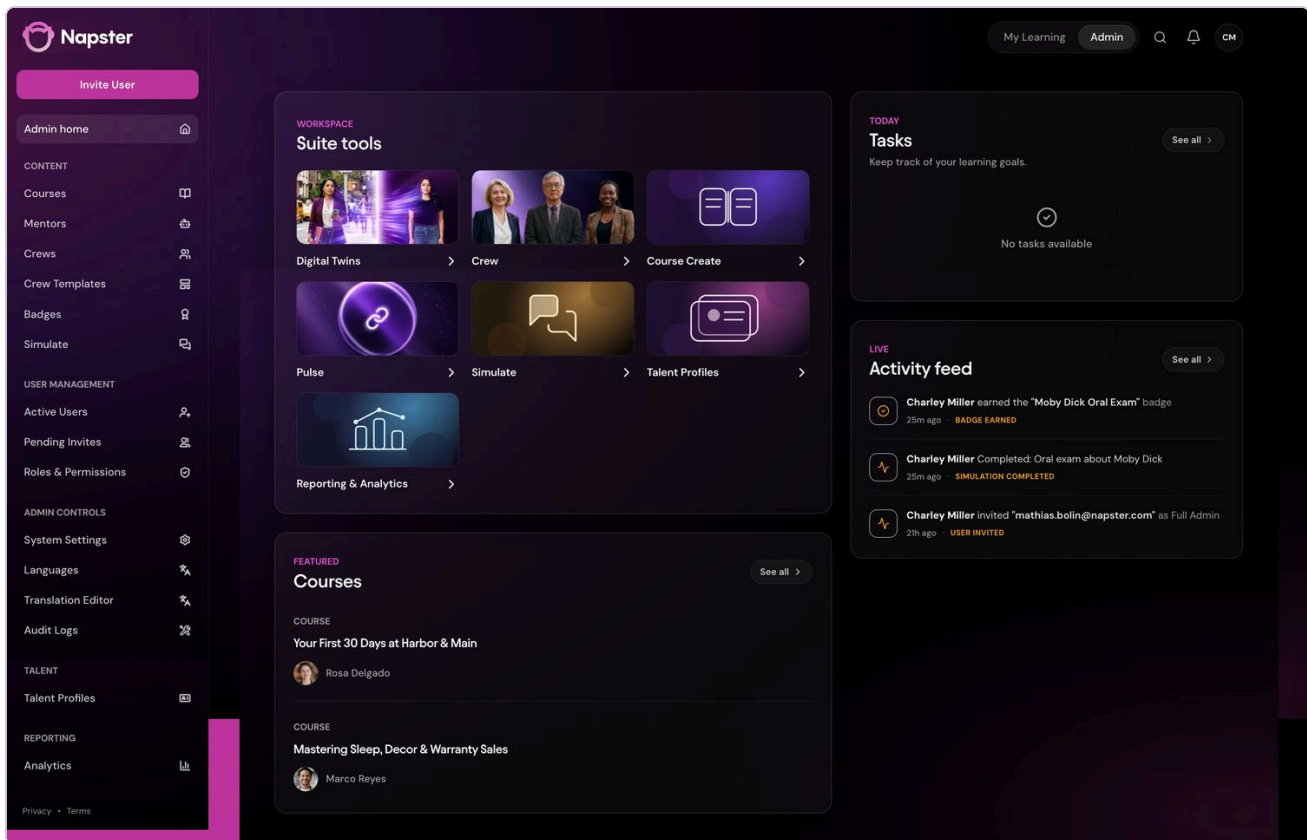


FIG 2 Admin home — the seven Suite tools, the full left navigation, and the live Activity feed.

The Suite tools

Admin home presents the Suite tools as the primary authoring surfaces, plus a left navigation for ongoing management.

SUITE TOOL	ONE-LINE DEFINITION
Digital Twins	The library and creation surface for Digital Twins (built from a real person's likeness, voice, and knowledge) and Mentors (fabricated experts). Both are created here. See §6 and §7.
Course Create	AI-assisted course generation from a topic, URL, document, or image. Output is a course with Script, Lessons, Quiz, Cards, Knowledge Base, Analytics, and Preview.
Crew	A named group of Digital Twins and Mentors offered to learners. Like office hours: a Crew's experts are available for ad-hoc mentoring, surfaced on the learner's home. Crews do not assign courses — see §14.
Simulate NEW	Programmed conversation simulations in two modes: Practice (roleplay) and Assessment (oral examination with rubric scoring).
Pulse	Pair a Twin or Mentor with a recurring schedule and a question set. Learners are scheduled to talk; responses are captured and analyzed.

SUITE TOOL	ONE-LINE DEFINITION
Talent Profiles	Per-learner record of skills, history, achievements, and goals. Browsable directory across the org.
Reporting & Analytics	Org-level dashboard for adoption, learning progress, Twin and Mentor engagement, and per-course performance.

SEVEN TILES, ONE LIBRARY

Digital Twins and Mentors share the **Digital Twins** tile — both are authored there, and both appear in the same library. Simulate has its own tile and its own left-nav item under Content. Reporting appears twice by design: as a Suite tile and as **Reporting → Analytics** in the left nav.

The Admin left navigation

GROUP	ITEMS	PURPOSE
Content	Courses, Mentors, Crews, Crew Templates, Badges, Simulate	Where content lives once created. "Mentors" is the directory of Digital Twins and Mentors in their teaching assignments — the same records the Digital Twins tile creates, viewed through the lens of where they are used.
User Management	Active Users, Pending Invites, Roles & Permissions	Identity. Who is in the org, who is invited but has not joined, and what each role can do.
Admin Controls	System Settings, Languages, Translation Editor, Audit Logs	Org-level configuration, the language surfaces (§4.3), and the immutable record of admin actions.
Talent	Talent Profiles	Learner directory; the "people" lens on the same data the Suite tile exposes.
Reporting	Analytics	Org-level dashboards. The same surface as the Reporting & Analytics Suite tile.

A NOTE ON VOCABULARY

Two terms, precisely. A **Digital Twin** uses the likeness of a real person, including their expertise. A **Mentor** is a fabricated expert — not a real person's likeness — and is usable anywhere a Twin is usable. Earlier drafts of this guide used "Companion" as an umbrella term; that term has been retired. Where the product UI still displays "Companion" (notably in the Simulate wizard), this guide quotes the label and says which of the two it means.

PART 1

01 Set up your organization

Settings, languages, roles, people, and branding — the work to do before you build content.

4.1 Your organization

4.2 System Settings

4.3 Multi-language support

4.4 Roles and permissions

4.5 Adding users

4.6 Branding

4.7 Audit logs

4. Setting up your organization

Settings, languages, roles, people, and branding — the work to do before you build content.

4.1 Your organization

Everyone signs in to Napster Learn at the same address: <https://learn.napster.ai>. There are no vanity subdomains — your organization is reached after sign-in based on who you are, not by a separate URL. Your organization was created for you by Napster; you do not need to provision anything.

Napster Learn organizations come in three types. The type shapes what the organization is for; the content tools in this manual work the same way in all three.

TYPE	WHAT IT IS FOR
Enterprise	The default. A company training its own workforce. Learners are employees, invited by an admin; content is internal.
Higher Ed	A university or academic institution. Same model as Enterprise, oriented to students and faculty — Napster markets this separately as "AI Teaching Companions for Higher Ed."
Marketplace NEW	An organization that sells access to its courses and expertise rather than assigning it internally. A Stripe integration handles subscriptions or one-time payments, and revenue is split between Napster and the organization.

4.2 System Settings

Path: **Admin → Admin Controls → System Settings**. This is the org-level configuration surface. Work through every section before you invite people in.

4.3 Multi-language support

Learn is multilingual on three independent levels. Customers usually ask one question — "does it support our languages?" — and mean whichever level matters to them, so separate them early in a scoping conversation.

LEVEL	WHAT IT MEANS
The product UI	Learn's interface is offered in multiple languages . Configured org-wide under Admin Controls → Languages , with Translation Editor available to review and adjust translated strings — so you can correct terminology that matters to your organization rather than living with a generic translation.
Conversation	Digital Twins and Mentors respond in the language they are spoken to . No per-learner configuration and no separate twin per language: the same expert serves a multilingual workforce, and a learner can ask a question in their own language whether the course was generated in it or not.
Course content	A course is generated in a chosen language, selected at generation time (\$8).

COMING SOON

Closed captions with multi-language support in courses. On the way in a future release.

4.4 Roles and permissions

Path: **Admin → User Management → Roles & Permissions.**

The three admin types

TYPE	SCOPE
Full Admin	Everything at their org level — all Suite tools, manage users, assign anything. The primary admin seeded at provisioning is a Full Admin.
Admin With Role	Assigned a role you define, granting specific permissions. A Full Admin creates and edits these roles. For example, a role that only allows creating courses.
Super Admin	A Napster employee. Creates Learn organizations and manages global templates. You will not see this role in your own Roles & Permissions list.

How the role model works

Below the admin types, the model is simple. A user is in one of two states:

- **No role assigned.** The user is colloquially a "Member" and sees only My Learning. The "MEMBER" label on Talent Profile cards is UI shorthand for this state — it is not a role you can edit. Learners have no toggle to the Admin interface.
- **Assigned an admin role.** The user sees the Admin toggle in the header and can access the Admin area. Which actions they can perform depends on which permissions are checked on their role.

Your organization starts with no custom roles defined. Your first admin has full privileges; from there, create as many roles as you need.

Roles & Permissions
Manage access levels and permissions across your organization

Search roles by name...

Showing 1-3 of 3 roles

ROLE	DESCRIPTION	PERMISSIONS	ACTIONS
Digital Twin Manager SYSTEM ID: role_dtm_a804c828-e886-426a-8bb5-2e8054ea5c64	Create and manage your own digital twins, schedule Pulse sessions, and create courses.	6	View
Simulation Author SYSTEM ID: role_sim_author_a804c828-e886-426a-8bb5-2e8054ea5c64	Author and publish Simulations, assign them to learners or groups, manage rubric templates, and view tenant-wide Simulate reports.	6	View
Simulation Manager SYSTEM ID: role_sim_manager_a804c828-e886-426a-8bb5-2e8054ea5c64	Assign Simulations to your direct reports, review their attempts, override dimension scores or moments, and view team-level Simulate reports.	3	View

FIG 3 Roles & Permissions — the roles defined in this org, each with edit and delete actions.

Create Role
Define role details and assign permissions

[Back to Roles](#)

Role Details

Role Name *
e.g., Content Manager

Description
Describe what this role can do

Permissions
Optionally assign permissions for this role. 20 selected / 20 total

Search by permission name, key, or description... [Collapse All](#) [Deselect All](#) [Clear](#)

AI Companion 1 of 1 selected [Deselect Category](#)

- ☒ **Manage AI Companion**
Create and manage AI Companion configurations

Simulate 9 of 9 selected [Deselect Category](#)

- ☒ **Author Simulations**
Create and edit Simulation drafts, including script beats and rubric weights
- ☒ **Assign Simulations**
Assign live Simulations to learners or groups with due dates and priority
- ☒ **View Own Simulation Reports**
See your own attempt history and trending compare
- ☒ **View Tenant Simulation Reports**
See tenant-wide trending, dimension heatmap, and per-Simulation analytics
- ☒ **Manage Rubric Templates**
Create, clone, edit, and delete tenant rubric templates used by Simulations
- ☒ **Publish Simulations**
Flip a Simulation from draft to live; archive published Simulations
- ☒ **Review Simulation Attempts**
Override dimension scores or moment guidance on a learner attempt
- ☒ **View Team Simulation Reports**
See your direct reports' attempt history, recurring gaps, and coaching insights
- ☒ **Delete Simulations**
Delete draft Simulations (live Simulations cannot be deleted)

Content 2 of 2 selected [Deselect Category](#)

- ☒ **Manage Courses**
Create, edit, delete, and publish courses
- ☒ **Manage Badges**
Create and manage badge templates, manually grant or revoke badges

Digital Twin 1 of 1 selected [Deselect Category](#)

- ☒ **Manage Digital Twin**
Create and manage digital twin avatars

Analytics 1 of 1 selected [Deselect Category](#)

- ☒ **View Analytics**
View analytics dashboards and export reports

Users 1 of 1 selected [Deselect Category](#)

- ☒ **Manage Users**
Invite users, manage roles, and manage enrollments

Settings 2 of 2 selected [Deselect Category](#)

- ☒ **View Audit Log**
View system audit logs and activity history
- ☒ **Manage Organization Settings**
Update organization settings and configurations

Learning Groups 1 of 1 selected [Deselect Category](#)

- ☒ **Manage Crews**
Create, edit, delete, and publish learning crews

Talent 2 of 2 selected [Deselect Category](#)

- ☒ **View Talent Profiles**
See the talent directory and other users' profiles
- ☒ **Manage Talent Profiles**
Edit any user's talent profile in this organization

[Cancel](#) [Create Role](#)

FIG 4 Create Role — role name and description, above the 20-permission grid. Simulate alone contributes nine of the twenty.

A role consists of a name, an optional description, and a checkbox grid of permissions grouped into categories. Categories can be expanded or collapsed; "Deselect Category" / "Deselect All" / "Clear" shortcuts speed up role definition.

The 20 permissions

Production ships **20 permissions across 9 categories**. The permission search box, "Collapse All," "Deselect All," and "Clear" make a long grid manageable.

CATEGORY	PERMISSION	WHAT IT CONTROLS
AI Companion	Manage AI Companion	Create and manage AI Companion configurations.
Simulate NEW	Author Simulations	Create and edit Simulation drafts, including script beats and rubric weights.
	Publish Simulations	Flip a Simulation from draft to live; archive published Simulations.
	Assign Simulations	Assign live Simulations to learners or groups with due dates and priority.
	Review Simulation Attempts	Override dimension scores or moment guidance on a learner attempt.
	View Own Simulation Reports	See your own attempt history and trending composite.
	View Team Simulation Reports	See your direct reports' attempts, recurring gaps, and coaching insights.
	View Tenant Simulation Reports	See tenant-wide trending, dimension heatmap, and per-Simulation analytics.
	Delete Simulations	Delete draft Simulations. Live Simulations cannot be deleted.
	Manage Rubric Templates	Create, clone, edit, and delete tenant rubric templates used by Simulations.
Content	Manage Courses	Create, edit, delete, and publish courses.
	Manage Badges	Create and manage badge templates; manually grant or revoke badges.
Digital Twin	Manage Digital Twin	Create and manage digital twin avatars.
Analytics	View Analytics	View analytics dashboards and export reports.
Users	Manage Users	Invite users, manage roles, and manage enrollments.
Settings	View Audit Logs	View system audit logs and activity history.
	Manage Organization Settings	Update organization settings and configurations.
Learning Groups	Manage Crews	Create, edit, delete, and publish learning crews.

CATEGORY	PERMISSION	WHAT IT CONTROLS
Talent	View Talent Profiles	See the talent directory and other users' profiles.
	Manage Talent Profiles	Edit any user's talent profile in this organization.

THREE THINGS WORTH NOTICING IN THIS GRID

Simulate reporting is tiered. Own / Team / Tenant are three separate permissions. That maps cleanly onto learner, manager, and L&D-lead roles, and it is the most useful thing in the grid when you design your own role model.

Scores can be overridden. "Review Simulation Attempts" lets a holder change dimension scores on a learner's attempt. Treat it as a sensitive permission — it edits an assessment record that feeds the Talent Profile.

"Manage AI Companion" still exists. Despite the retirement of "Companion" as a product term, the permission retains the old name and is separate from "Manage Digital Twin." Assign both to anyone who builds Twins or Mentors.

How permissions behave at runtime

An important UX subtlety: the Admin left navigation does not adapt to the role's permissions. Every admin sees the full Admin nav regardless of which permissions are checked. Enforcement happens at the action level — an admin without "Manage Courses" can still navigate to Courses, but their attempt to create or edit will be blocked.

SUPPORT TIP

When someone on your team reports "I can't do X," the first thing to check is their role's permissions against the action they attempted. Path:

Admin → User Management → Active Users → user → role → confirm the relevant permission is checked.

Recommended starter roles

Because your organization starts with no roles, create at least these two early:

- 1. Full Admin** — all permissions checked. For additional org administrators who need the same powers as the primary admin.
- 2. Content Author** — course, Twin and Mentor, Crew, Simulate, Badge, and analytics-view permissions. For instructional designers and subject-matter experts who build content but should not manage org settings or other users.

Organizations commonly add roles like *Reviewer* (view analytics and talent profiles only) and *User Manager* (manage users and view talent profiles). Tailor these to how your own organization is structured.

4.5 Adding users

Three paths add users to an org. All produce the same outcome — a Pending Invite that becomes an Active User once accepted.

PATH	HOW	USE WHEN
Quick	Click "Invite User" at the top of the Admin left navigation.	One or two users, mid-task.
Full	Admin → User Management → Active Users → Invite User , then assign a role in the Role Assignment panel.	Normal onboarding, where the role matters.
Bulk NEW	User Management home → Import CSV . A sample CSV is available in the overlay.	Your initial rollout, or any cohort of more than a handful.

TIP

Download the sample CSV from the overlay and fill in *that file*, rather than building one from a description of the columns. It eliminates the most common cause of a failed import.

Pending Invites vs. Active Users

STATUS	WHERE IT APPEARS	WHAT IT MEANS
Pending Invite	User Management → Pending Invites	Invitation sent; the recipient has not completed sign-up. Expires 30 days from send.
Active User	User Management → Active Users	The user accepted the invite and has authenticated at least once.

NOT EVERY CONTRIBUTOR NEEDS AN ACCOUNT

A subject-matter expert can build a Digital Twin without ever becoming a Learn user, via a Digital Twin invite link (§6). If your goal is to capture expertise from senior people who will never log in to a learning platform, that is the path — not a user invite.

4.6 Branding

Confirm your logo and primary color render correctly on My Learning home before you let real learners in. The learner home should feel like your organization, not like Napster.

4.7 Audit logs

Path: **Admin → Admin Controls → Audit Logs**. The audit log is the immutable record of admin-relevant actions — invites, role changes, content publish events. Verify it is populating after you complete user invites.

PART 2

02 Build your content

Order matters. A Digital Twin or Mentor comes first — almost everything else depends on one.

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- 5 Where to start
 - 6 Digital Twins
 - 7 Mentors
 - 8 Courses
 - 9 SCORM export
 - 10 Crews
 - 11 Simulate
 - 12 Pulse
 - 13 Badges and certificates
-

5. Where to start

1. **Build at least one Digital Twin or Mentor.** Ideally one per subject-matter expert. Nothing else can be created without one.
2. **Create one or more Courses**, each taught by a Twin or Mentor.
3. **Define Crews** — groups of Twins and Mentors offered to learners for ad-hoc mentoring.
4. **Build Simulate sessions** for practice and assessment, once there is course content worth practising against.
5. **Schedule Pulse sessions** to check in on learners.
6. **Configure Badges** and any certificates.
7. **Assign content to learners** (admin-assigned, self-enrolled, or both — §14).

PUBLISHING IS NOT ASSIGNING

The single most common surprise for a new admin: **building and publishing something does not put it in front of anyone**. Publishing makes an experience usable; assigning decides who actually gets it. Courses, Crews, Pulse sessions, and Simulations each have their own audience, set separately — a learner in a Crew is not thereby enrolled in a course, and a Pulse audience is not inherited from anywhere. Every tool section in this part ends with a short note on how learners get that particular experience, and §14 covers assignment in one place.

WHICH TO BUILD FIRST — A TWIN OR A MENTOR?

A **Mentor** is the faster path: four steps, a generated headshot, no real person required. Use one to get started quickly, or to cover a domain where no internal expert is available or willing. A **Digital Twin** is the more powerful of the two, because it scales a real expert your people already know and trust. A good approach: build Twins of the experts you have, and use Mentors to fill the gaps.

6. Digital Twins

A Digital Twin is a mentor that uses the likeness of a real person, including their expertise, to teach and guide learners through all of the tools in Napster Learn — as the instructor of a course, the host of a Pulse session, the counterpart in a Simulate conversation, or a member of a Crew.

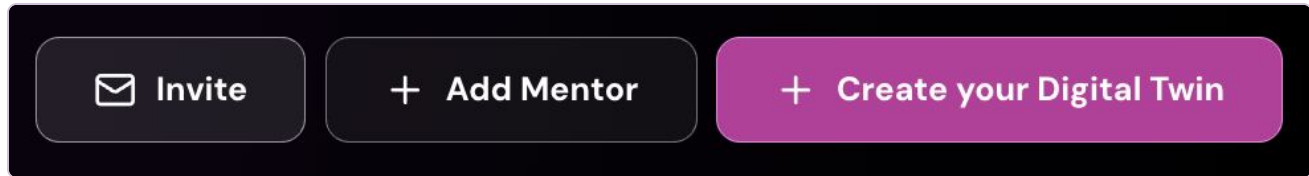


FIG 5 The **Invite** action on Digital Twin home — the entry point for having someone else build their own Twin.

The five-step creation wizard

Path: Admin → Digital Twin → Create Your Digital Twin.

STEP	WHAT IT CAPTURES	NOTES
1 · Selfie	Take a photo in-app or upload a headshot.	The system can generate clothing and a background to make an ordinary selfie look polished. Guidance: medium shot, slight smile, looking directly at camera, no head rotation, upper body visible.
2 · Interview	The system asks questions to learn the person and their expertise.	This is where the twin is actually taught. Budget real time for it — a rushed interview produces a shallow twin.
3 · Profile	The overview shown on the twin's card.	Appears in the library, in Crews, and on the course instructor card.
4 · Knowledge	Upload PDFs and PPTX covering the expertise the twin should have.	This knowledge follows the twin everywhere it is used — courses, Pulse sessions, Simulate conversations, Crew conversations.
5 · Publish	Final review and activation.	Once published, the twin can be selected as a course instructor, Pulse host, Simulate counterpart, or Crew member.

WHY THE KNOWLEDGE STEP IS THE ONE THAT MATTERS

Knowledge attached to a Twin or Mentor travels with them into every tool. A well-built Twin therefore enriches every course it teaches and every conversation it holds, including material never added to the course itself. If you are deciding where to invest effort, this is the answer.

Creating Twins for other people

This is how you capture expertise at scale, without asking busy experts to become platform users.

- **Digital Twin invite links.** **NEW** From Digital Twin home, an admin clicks **Invite** and enters an email address. The recipient clicks through to the twin setup wizard **with no account creation required**. The SME never becomes a Learn user, yet their twin lives in the org and can be used everywhere. This is the answer to "our best people will never log in to a training system."

CONSENT BELONGS TO THE PERSON

A Digital Twin is built from a real person's likeness and voice, and the invite flow is what captures their agreement to it. Build twins from invites, not from images an admin happens to have. If likeness or consent becomes a broader question for your organization — works councils, talent agreements, departing employees — talk to your Napster representative before rolling out at scale.

Invite to create a digital twin ✕

We'll email a private link to get them started.

Email Address *

e.g. mentor@company.com ...

Cancel **Send Invite**

FIG 6 Sending a Digital Twin invite — the recipient goes straight into the setup wizard, with no account to create.

HOW LEARNERS MEET A DIGITAL TWIN

Publishing a Twin does not put it in front of anyone on its own. Learners meet it when it **teaches a Course** (§8), **sits in a Crew** (§8R), **hosts a Pulse session** (§12), or **plays a role in Simulate** (§11). A published Twin that has not been used in any of those is visible to admins only.

7. Mentors

A **Mentor** is a fabricated expert — a person who does not exist — usable with all the tools in Napster Learn as a substitute for a Digital Twin. Mentors cover domains where no internal expert is available, where an expert declines to be twinned, or where a neutral persona is preferable (a roleplay counterpart, for instance, should usually not wear a colleague's face).

The four-step creation wizard

Path: **Admin** → **Digital Twin** → **Add Mentor**.

STEP	WHAT IT CAPTURES	NOTES
1 · Mentor	Upload a headshot, or generate one from a role description .	Generation returns a set of image options to choose from. This is the step that has no equivalent in the Twin wizard.
2 · Profile	The overview shown on the mentor's card.	Same role as the Twin Profile step.
3 · Knowledge	Upload PDFs and PPTX.	Knowledge follows the mentor everywhere it is used, exactly as with a Twin.
4 · Publish	Take live across all Learn tools.	—

There is no Selfie step and no Interview step. A Mentor's expertise comes entirely from the Knowledge documents and the Profile, which makes the Knowledge step proportionally more important than it is for a Twin.

HOW LEARNERS MEET A MENTOR

Exactly as with a Digital Twin: publishing a Mentor makes it *available* to you, not visible to learners. It reaches people once it teaches a Course (§8), joins a Crew (§8R), hosts a Pulse session (§12), or plays a role in Simulate (§11).

8. Courses

Course Create generates a course from source material you provide, taught by a Digital Twin or Mentor you select. The AI produces a slide deck organized into **Lessons** (chapters), each filled with slides. The defining characteristic: each course is taught by an interactive Twin or Mentor that the learner can **interrupt at any point** to ask a question or seek clarification.

Inputs

INPUT	DETAIL
Topic / description	A short prompt describing the course subject matter.
URL	Paste a single article or website URL.
Documents	Upload up to 10 knowledge documents (PDF or PPTX). This is a hard limit.
Image	Upload images for vision-based generation.
Instructor (required)	Select the Digital Twin or Mentor who will teach the course. If you have no published Twin or Mentor yet, you cannot complete this step.
Language NEW	Optionally select a non-English language for generation. The course is generated in that language.

Generation takes a few minutes. A temporary thumbnail is shown until the real cover image appears.

GENERATION LANGUAGE IS ONE OF THREE LEVELS

This setting chooses the language a course is *generated* in. It is separate from the product UI language and from the fact that Digital Twins and Mentors respond in whatever language a learner speaks to them — see §4.3 for all three. A learner can ask a question in their own language inside a course generated in another. Confirm a specific language in-product rather than answering from memory.

Anatomy of a generated course

After generation, the admin can edit most elements through a set of panels:

PANEL	WHAT IT DOES
Script	The exact script the Twin or Mentor uses to teach the course. Fully editable.
Lessons	The chapters of slides. Reorder, remove, or add a Lesson. Each Lesson has an editable title and description.
Quiz	No quiz is generated initially. The admin adds quizzes Lesson by Lesson — one or more multiple-choice questions each. Scores surface in Analytics.

PANEL	WHAT IT DOES
Cards	Inject a visual card mid-course so the learner can click or tap through to a link.
Knowledge Base	Upload additional documents after generation. Caveat: documents added after generation are known to the Twin or Mentor only — the course itself does not regenerate.
Analytics	Who took the course, progress, and quiz responses. Exportable to .csv.
Preview	Learner-eye view of the course before sharing.

TWO KNOWLEDGE SOURCES AT RUNTIME

The in-course chat draws on the course's own Knowledge Base *and* the assigned Twin's or Mentor's knowledge at the same time. This is why a thoughtfully built Twin enriches every course it teaches — material the Twin knows is available to learners even if it was never added to the course.

Curriculum

A **Curriculum** is a set of courses grouped into one learning path for bulk assignment. Two entry points: *Create Curriculum* from Course Create home, or **+ New Curriculum** from the Courses list. A curriculum takes a title, description, optional cover image, and the selected courses. Courses appear to learners in the order the admin sets.

HOW LEARNERS GET A COURSE

Generating a course is not the last step. A course must be **published**, and then it reaches learners one of two ways: an admin **assigns** it to specific people, or a learner **self-enrolls** from the catalog. A published course nobody has been assigned and that the catalog does not expose will sit there unread. See §14.

9. SCORM export

Napster Learn can export a course as a **SCORM 1.2** package for delivery through your existing LMS. The export is available to admins from the **kebab menu on a course**.

This is how Learn coexists with the systems you already have: your LMS keeps doing its job, and Learn content reaches your people inside it. It also means you are not locked in — a course built in Learn can be taken out and run elsewhere.

What the package contains

The export is a small ZIP — four files, roughly 28 KB — containing a SCORM manifest, a launch page, a configuration file, and a SCORM adapter script. **The course media is not bundled.** The package is a launcher: it opens the live Napster Learn course inside your LMS and reports progress back to your gradebook.

That design is deliberate, and it is what preserves the product's core behaviour — a learner taking the course from inside their own LMS is still talking to the Digital Twin or Mentor, and can still interrupt mid-lecture. A flat video export could not do that.

PROPERTY	VALUE
SCORM version	1.2. Not SCORM 2004, not xAPI/cmi5.
Structure	One SCO per course — a single gradebook line, titled with the course name.
Connectivity	Required. If the launch host is unreachable, the learner is shown "This course needs an internet connection to play" after roughly 30 seconds.
Resume	Supported. Bookmark and suspend state are stored in the LMS and restored on relaunch.
Expiry	None. Exported packages do not expire.

What it reports to your LMS

LMS FIELD	WHAT LEARN SENDS
Lesson status	incomplete / completed / passed / failed
Score	Quiz score, normalized to 0–100
Objectives	Per-lesson id, status, and score — up to 64 lessons
Bookmark / suspend data	Current lesson and resume state
Session time	Time in course, HH:MM:SS

TWO THINGS TO SET UP

1 — Network access. Learners' browsers must be able to reach the Napster Learn launch host from inside your LMS, and your LMS's content security policy must permit the embedded frame. Involve your IT team early — this is the most likely cause of a "the course won't load" report.

2 — Passing score. Pass/fail is decided by the *LMS's* mastery score, not by Learn. If you set a passing score on the SCORM item in your LMS, the package reports passed or failed against it. If you don't, completions report simply as completed — which is the usual explanation for "why is everything showing complete instead of passed."

DATA FLOWS ONE WAY

Progress goes **out** to your LMS gradebook. Nothing comes back. A course run through an exported package **does not report to Napster Learn**: those learners do not appear in Reporting & Analytics, earn no badges (§13), and accumulate no skills on a Talent Profile (§15). Externally delivered courses sit outside the Complete Learning Loop by design — your LMS becomes the system of record for that activity. Worth deciding up front: use SCORM export where your LMS should own the record, and deliver in Learn where you want the Talent Profile to build.

HOW LEARNERS GET AN EXPORTED COURSE

Assignment happens in **your LMS**, not in Napster Learn. Once the package is uploaded, use your LMS's own enrollment or assignment process. Assigning the original course inside Learn does not affect who can see the exported one, and vice versa.

10. Crews

A **Crew** is a collection of Digital Twins and Mentors, assembled by an admin and offered to learners — by assignment, or made public so learners can seek out expertise when they need guidance. Think of it as office hours: the experts in a Crew are the ones a learner can engage with for ad-hoc conversation. The guide's canonical example is a university offering a Crew of experts to help freshmen navigate their first year.

WHAT CREWS ARE NOT

Crews are **not the unit of course assignment**. A learner does not receive courses by being added to a Crew. Course assignment is a separate mechanism (§14), and Pulse and Simulate audiences are separate again. Use a Crew when you want a group of learners to have ongoing access to a specific set of experts — independent of any structured content those learners are or are not enrolled in. This is the single most common conceptual mistake in a new implementation.

Two ways to create a Crew

Adopt a template NEW — Napster provides Crew templates, and organizations can create their own. From Crews, choose *New from Template*:

1. **Start Adoption** — pick a template and deselect any experts you do not want.
2. **Adopting Template** — the system loads all mentor data; green checkmarks appear as each completes.
3. **Open Crew → Edit Crew** — adjust the name and members, and optionally assign learners.
4. **Save Crew**.

Build from scratch — *New Crew*: provide a title, select existing Digital Twins and Mentors, and optionally assign learners.

TIP

Adopting a template is the fastest way to give your learners something useful on day one, before your own Digital Twins exist. It is the difference between an empty platform and one people can start using.

Publishing

Crews are **Draft** or **Published**. Move Draft → Published via the kebab menu → *Publish*. Only published Crews are visible and usable by learners. A published Crew surfaces on the assigned learner's home, where they can engage any of its experts.

HOW LEARNERS GET A CREW

Two conditions, both required. The Crew must be **Published** — a Draft Crew is invisible — and learners must be **assigned** to it on the Assign Users tab, unless you have made the Crew public for anyone to seek out. Publishing alone is not enough.

11. Simulate

Simulate programs and assigns conversation simulations. It runs in two modes and covers two stages of the loop at once:

- **Practice** — face-to-face roleplay with a Mentor or Digital Twin. A safe space to explore, fail, and improve before real-world stakes.
- **Assessment** — oral examination with rubric scoring, to demonstrate levels of mastery.

This answers the question no LMS quiz can: when someone finishes a module, can they explain it out loud, without notes — and can they hold up in a real conversation?

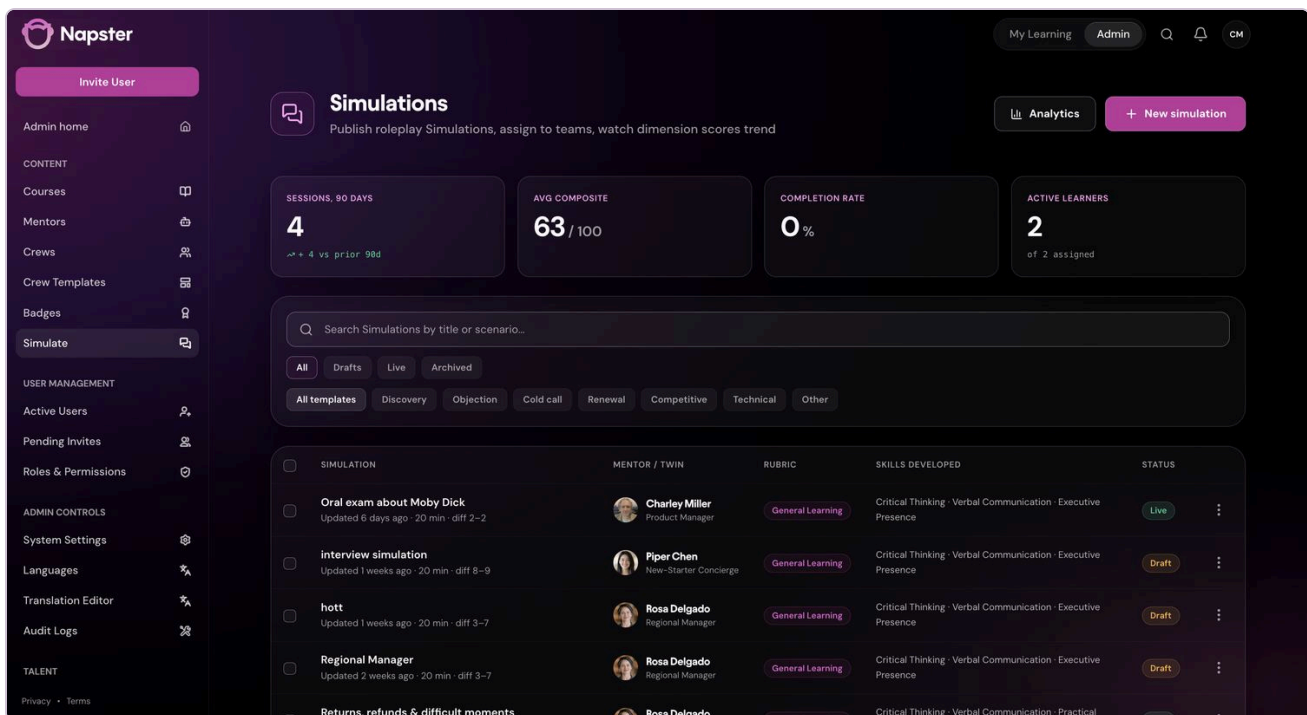


FIG 7 The Simulations library — 90-day sessions, average composite, completion rate, and active learners, above every simulation in the org.

The library is titled **Simulations**: "Publish roleplay Simulations, assign to teams, watch dimension scores trend." Four summary tiles across the top show sessions in the last 90 days (with change versus the prior 90), average composite score out of 100, completion rate, and active learners out of those assigned. Simulations filter by status — *All / Drafts / Live / Archived* — and by template tag: Discovery, Objection, Cold call, Renewal, Competitive, Technical, Other. Each row lists the simulation, the **Mentor / Twin**, the rubric, the skills developed, and status, with session length and difficulty range shown inline (for example, "20 min · diff 3-7").

An **Analytics** button sits beside "+ New simulation." This is where org-level simulation reporting lives — *not* in Reporting & Analytics, which has no Simulate tab (\$16).

The six-step wizard

Path: **Admin → Simulate → + New simulation**. The wizard header states the contract plainly: "Six steps. Save as you go — publish when every check passes." Each step chip carries its own status summary, so an admin can see at a glance which step is incomplete.

Step 1 • Mentor

"Pick a Mentor or Digital Twin and name the simulation." The chosen character plays the other side of the conversation. The wizard's own guidance: "Mentors carry coaching warmth; Twins replay a real person from your Digital Twins library."

A *Subtype* control makes the choice explicit:

SUBTYPE	IN-PRODUCT DESCRIPTION
Mentor	"A coach the learner can practice with. No real person depicted; default for most flows. "
Digital Twin	"Replays a real person from your Digital Twins library."

The title must be at least 3 characters and at most 120. An optional **Persona override** layers scenario-specific notes on top of the character's default persona at runtime — the in-product example is "Play a guarded VP of Ops who has seen many AI pitches." Leave it blank to use the persona as-is.

WHY MENTOR IS THE DEFAULT

A fabricated Mentor is usually the right counterpart for adversarial roleplay — a skeptical CFO, an angry customer — because putting a real colleague's face on a hostile character is uncomfortable and raises likeness questions. Reach for a Digital Twin when the point is to practise *with* a named expert rather than *against* a character.

Returns, refunds & difficult moments

Six steps. Save as you go — publish when every check passes.

1 MENTOR · READY — 3 RUBRIC · 3 SKILLS — 4 KNOWLEDGE · 4 SOURCES — 15 MIN · DIFF 3-7 — 3 SCRIPT · 3 BEATS — PUBLISH · LIVE

01 STEP 1 of 06

Pick a Mentor or Digital Twin and name the simulation.

The Mentor or Digital Twin plays the other side of the conversation. Mentors carry coaching warmth; Twins replay a real person from your Digital Twins library.

TITLE — at least 3 characters 36 / 120

Returns, refunds & difficult moments

SUBTYPE

Mentor ☒ A coach the learner can practice with. No real person depicted; default for most flows.

Digital Twin ☐ Replays a real person from your Digital Twins library.

MENTOR OR DIGITAL TWIN

Emiliana Santandreu
Senior Director of Developm...

Rosa Delgado ☒
Regional Manager

Piper Chen
New-Startier Concierge

Marco Reyes
Product Knowledge Compani...

Tomasz Nowak
Stockroom & Deliveries Train...

Sofia Lindqvist
Visual Merchandising Lead

Grace Adeyemi
Health & Safety Officer

PERSONA OVERRIDE — optional

Add scenario-specific persona notes layered on the Mentor or Digital Twin's default — e.g. "Play a guarded VP of Ops who has seen many AI pitches."

Layered on top of the Mentor or Digital Twin's persona at runtime. Leave blank to use it as-is.

Live preview

Rosa Delgado
Regional Manager

RUBRIC PREVIEW

General Learning · 5 dims

Comprehension v 0.25

Application v 0.25

Communication clarity v 0.20

Critical thinking v 0.15

Professionalism v 0.15

← Back Continue →

FIG 8 Step 1 — pick the character, name the simulation, and optionally override the persona. The right rail previews the character and the rubric weights throughout the wizard.

Step 2 · Rubric

"Choose the rubric. Confirm the three resume-grade skills." The rubric drives dimension scoring. **Four system rubric templates** ship with the product:

TEMPLATE	DIMS	TUNED FOR
General Learning	5	"A balanced rubric for general roleplay practice. Five dimensions that translate across most subject matter." Use it for everything outside the three specialist cases.
Manager Development	6	Learners who are, or are becoming, managers — feedback, 1:1s, coaching, change, and conflict.
Clinical Communication	6	Patient-facing clinical roleplay. Includes safety-screening dimensions.
Sales Conversation	9	Sales practice.

The General Learning defaults, which are the ones an implementer will see most often:

DIMENSION	WEIGHT	WHAT IT MEASURES
Comprehension	25%	Demonstrates understanding of the core subject matter.
Application	25%	Applies concepts to the scenario instead of reciting them.
Communication clarity	20%	Speaks clearly, structures ideas, avoids filler.
Critical thinking	15%	Questions assumptions, weighs trade-offs.
Professionalism	15%	Composure, tone, respect for the other side.

Weights are admin-adjustable and **must total exactly 100%**; *Reset* and *Normalize* controls help. The system auto-extracts **three resume-grade skills** from the rubric and scenario, each linked to a dimension, with a *Re-extract* action to regenerate them. These are the skills that surface on the learner's Talent Profile when they pass.

RUBRIC AND WEIGHTS LOCK AT PUBLISH

Once a simulation goes live, the rubric and its weights are fixed. Get this step right before publishing — changing how a skill is scored after learners have attempts on record would make those attempts incomparable.

My Learning Admin Q CM

← Returns, refunds & difficult moments LIVE

Six steps. Save as you go — publish when every check passes.

✓ Mentor MENTOR READY — 2 Rubric 3 SKILLS — ✓ Knowledge 4 SOURCES — ✓ Scenario 15 MIN · DIFF 3-7 — ✓ Script 3 BEATS — ✓ Publish LIVE

02 STEP of 06

Choose the rubric. Confirm the three resume-grade skills.

The rubric drives dimension scoring. Three skills are auto-extracted and surface on Talent Profile when a learner passes.

RUBRIC DIMENSIONS SKILLS

General Learning 5 · weights 100% 3 of 3 ready

Rubric template 4 AVAILABLE

General Learning SYSTEM ✓
A balanced rubric for general roleplay practice. Five dimensions that translate across most subject matter.
5 DIMENSIONS Selected

Manager Development SYSTEM
Six-dimension rubric for learners who are or are becoming managers — feedback, 1:1s, coaching, change, and conflict...
6 DIMENSIONS Select →

Clinical Communication SYSTEM
Rubric tuned for patient-facing clinical roleplay. Includes safety-screening dimensions that may carry their own...
6 DIMENSIONS Select →

Sales Conversation SYSTEM
Nine-dimension rubric tuned for sales practice. Matches the dimensions used in the Sales Pricing Pushback reference...
9 DIMENSIONS Select →

Dimensions Reset Normalize SUM 100%
Weights must total exactly 100%.

Comprehension — 25% + %
Demonstrates understanding of the core subject matter.

Application — 25% + %
Applies concepts to the scenario instead of reciting them.

Communication clarity — 20% + %
Speaks clearly, structures ideas, avoids filler.

Critical thinking — 15% + %
Questions assumptions, weighs trade-offs.

Professionalism — 15% + %
Composure, tone, respect for the other side.

Resume-grade skills Re-extract

1 Critical Thinking
Links: Critical thinking

2 Verbal Communication
Links: Communication clarity

3 Practical Application
Skills surface on Talent Profile when a learner passes this simulation.

Rubric and weights are locked after publish — continue to the next step.

← Back Continue →

Live preview

MENTOR
Rosa Delgado
Regional Manager

RUBRIC PREVIEW
General Learning · 5 dims

Comprehension w 0.25

Application w 0.25

Communication clarity w 0.20

Critical thinking w 0.15

Professionalism w 0.15

FIG 9 Step 2 — four system rubric templates, adjustable dimension weights that must total 100%, and the three auto-extracted resume-grade skills.

Step 3 · Knowledge

Optional source material for the character in this simulation: PDF or PPT uploads, plus specified topics. For **sales** simulations, an admin can add a **LinkedIn URL** so the system parses the target's role

and experience into the roleplay.

My Learning Admin Q CM

< **Returns, refunds & difficult moments** LIVE

Six steps. Save as you go — publish when every check passes.

Mentor MENTOR · READY — **Rubric** 3 SKILLS — **3 Knowledge** 4 SOURCES — **Scenario** 15 MIN · DIFF 3-7 — **Script** 3 BEATS — **Publish** LIVE

03 | STEP OF 06

Give the Mentor or Digital Twin the source material.

Add documents or topics, and optionally a prospect profile. The Mentor or Digital Twin uses these to ground its turns during the live call. All are optional.

DOCUMENTS + Upload PDF or PPT

No documents yet. Upload a PDF or PPTX — it's added to this simulation only.

TOPICS · 4

Topics become what the counterpart character is familiar with — write them from their perspective, not yours. It can speak to them in general terms during the call, but won't invent specific figures, names, or wording it wasn't given.

Good: "Their current AP process: spreadsheets + legacy ERP, month-end crunch" · Avoid: "Our Q3 ROI proof point" — that hands the counterpart your own talking points, and it may concede too easily or quote your ammo back at you.

e.g. Their procurement process: annual budget cycle, CFO sign-off above \$50k + Add topic

0 / 160

- T Policy recall: "A customer wants to return an item with no receipt. What are their options under our policy?" X
- T Scenario judgment: "It's 30 days and one day since purchase, the item's unopened, the customer is polite. ..." X
- T Probing follow-up: associate says "I'd call the manager" → "Before you call them — what's one thing you coul..." X
- T Reflection: "What kind of customer moment are you most nervous about?" — flagged to the store manager ... X

PROSPECT CONTEXT

Brief the scene with the counterpart's role and background. The profile page is never fetched — the URL is stored only as the source reference, and only the role, employer, and text you type below reach the scene. The Mentor or Digital Twin plays the role — it never becomes, impersonates, or reproduces the named individual. No photo, voice, or protected attributes are captured.

https://www.linkedin.com/in/... + Add

e.g. https://www.linkedin.com/in/username

CONTACT NAME (PRIVATE)	ROLE OR TITLE	EMPLOYER
Name (never shown to the Mentor or Digit)	Role / title — e.g. CFO	Employer (optional)

PUBLIC PROFILE TEXT

Paste the public profile text here — this is what actually briefs the scene.

← Back Continue →

Live preview

 **MENTOR**

Rosa Delgado
Regional Manager

RUBRIC PREVIEW

General Learning · 5 dims

Comprehension	0.25
Application	0.25
Communication clarity	0.20
Critical thinking	0.15
Professionalism	0.15

FIG 10 Step 3 — grounding sources for the simulation. The step chip shows the count, so an admin can see at a glance whether a simulation is grounded.

Step 4 · Scenario

Describe the scene and the character's role. Scenario templates are available, and a free-text *Scenario Brief* acts as the prompt. Three settings are tunable:

SETTING	WHAT IT CONTROLS
Adherence	How closely the character sticks to the brief.
Difficulty	How hard the character makes it for the learner to reach their objective. Expressed as a range on a 1–10 scale (for example 3–7), so a single simulation can vary between attempts.
Session length	15, 20, or 30 minutes. 20 minutes is the default.

An **intake form** can gather learner information so one shared simulation personalizes itself to each learner's role.

EXAMPLE SCENARIOS

Useful when scoping a pilot: *Sales* — cold call objection handling with a skeptical CFO. *Manager* — delivering constructive feedback to an underperformer. *Compliance* — walking a customer through a data privacy disclosure. *Clinical* — patient intake with an anxious first-time visitor.

My Learning Admin

Returns, refunds & difficult moments

Six steps. Save as you go — publish when every check passes.

Mentor MENTOR · READY — Rubric 3 SKILLS — Knowledge 4 SOURCES — 4 Scenario 15 MIN · DIFF 3–7 — Script 3 BEATS — Publish LIVE

04 | STEP of 06

Describe the scene the Mentor or Digital Twin plays.

Plain English is fine. The brief grounds both the live runtime and the script generator in the next step.

SCENARIO TEMPLATE — optional

Knowledge check · diff 5 · 15m

SESSION LENGTH

15 min 20 min 30 min

SCENARIO BRIEF

Generate a scene where the Companion plays a curious peer or manager who asks the learner to explain and apply the training. Press for the 'why', not just recall, and surface gaps gently.

187 / 4,000 characters

ADHERENCE

Strict
Follow the script verbatim. Best for compliance and certification.

Balanced
Stay on rails but vary phrasing. Default for most practice flows.

Adaptive
Improvise within the rubric. Best for advanced learners.

DIFFICULTY RANGE

5 / 10

☒ Let the learner adjust difficulty at pre-flight

The default the learner starts at. Check "Let the learner adjust difficulty at pre-flight" to set a minimum and maximum range.

MINIMUM THE LEARNER CAN SET 3 / 10 MAXIMUM THE LEARNER CAN SET 7 / 10

PRE-FLIGHT INTAKE FORM

Optional fields the learner fills in before the call (e.g. company, deal stage). Answers are injected into the scenario context at runtime.

No intake fields. The learner joins the call directly.

+ Add field

Live preview

Rosa Delgado
Regional Manager

RUBRIC PREVIEW

General Learning · 5 dims

Comprehension	0.25
Application	0.25
Communication clarity	0.20
Critical thinking	0.15
Professionalism	0.15

Back Continue

FIG 11 Step 4 — the scenario brief, with adherence, difficulty range, and session length.

Step 5 • Script

The conversation is built on **beats** — an editable outline of the scenes the character moves the conversation through in the allotted time. Each beat is one scene unit and is draggable to reorder. **Every beat must link to at least one scoring dimension before the simulation can be published.**

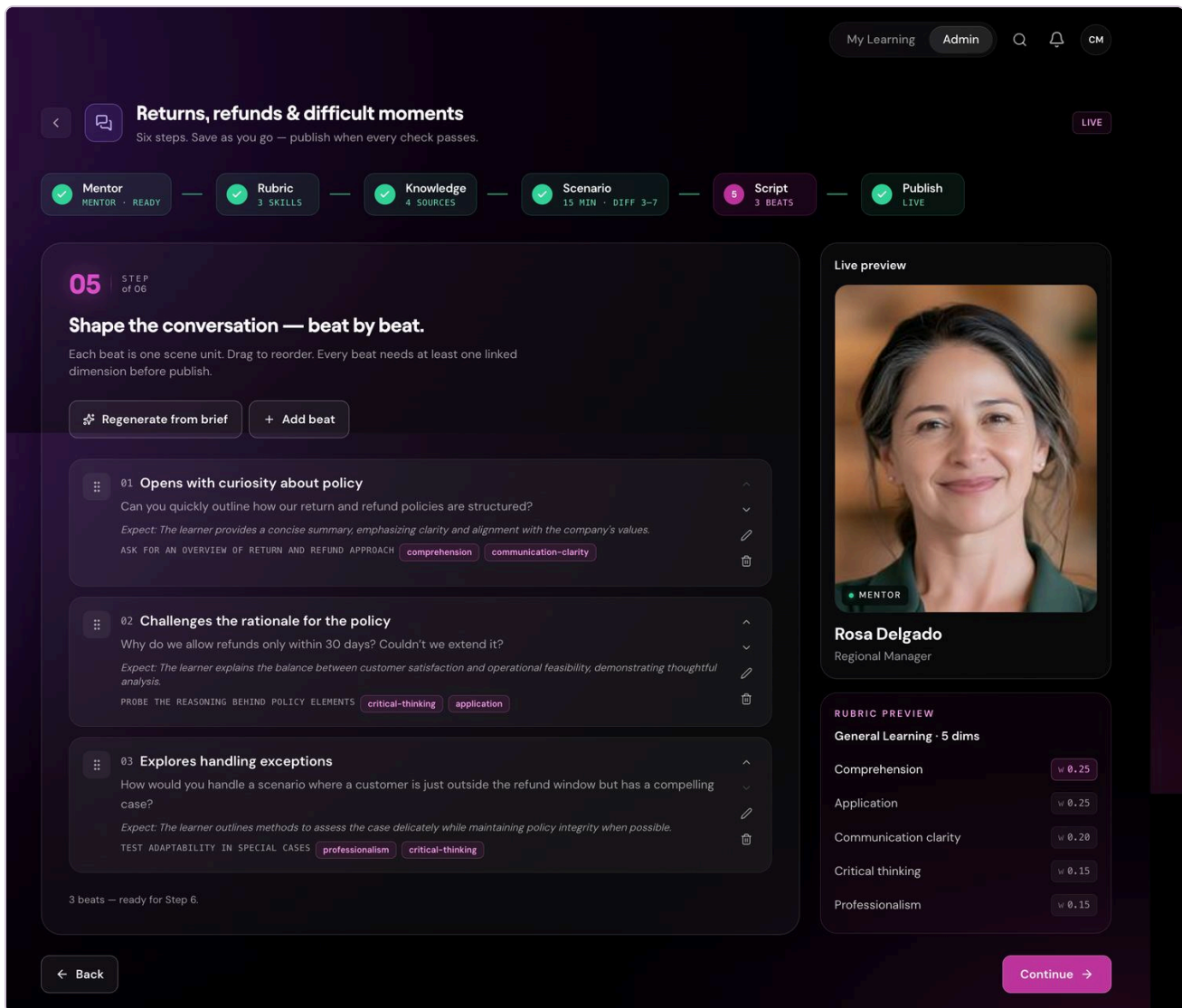


FIG 12 Step 5 — the conversation as an ordered set of beats, each linked to the rubric dimensions it scores.

Step 6 · Publish

"Last check. Then it's live." The pre-flight panel mirrors what the backend validates at publish time. Unlike the rubric, **settings on this page can be edited after publish.**

Pre-flight checks

- Mentor or Digital Twin picked
- Companion is call-ready (video & voice)
- Three skills extracted
- Rubric weights sum to 1.0
- At least one script beat
- Every beat has linked dimensions

NOTE: "COMPANION" HERE IS AN OLDER LABEL FOR A DIGITAL TWIN OR MENTOR. IT IS THE ONE PLACE THE TERM STILL APPEARS.

SETTING	OPTIONS AND MEANING
Availability	<i>Self-serve</i> (learners pick it up from the library) · <i>Assigned only</i> (only learners assigned via the Assign workflow can run it) · <i>Both</i> .
Feedback visibility	<i>Immediate</i> — learners see the full debrief as soon as the judge finishes. <i>Admin review</i> — the debrief is gated until an admin or manager reviews and releases it.
Attempts cap	How many retries each learner gets. Defaults to Unlimited.
Pass threshold	Composite score required to pass. Default 70 / 100.
Allow session recording	Lets learners opt in to recording their call. When off, the record option is hidden at pre-flight and no recording is captured.
Recording retention	How long recordings are kept before deletion. Default 30 days.
In-call script panel	Show or hide the right-rail script beats to the learner during the call.

TWO SETTINGS WORTH DECIDING DELIBERATELY

Feedback visibility. Immediate is right for practice. For anything that functions as an assessment of record — certification, promotion readiness — Admin review is usually the right choice, so a person sees a score before the learner does.

Recording and retention. Recording a learner's face and voice is a works-council, privacy, and policy question in many organizations. Settle it before your first cohort runs, not after.

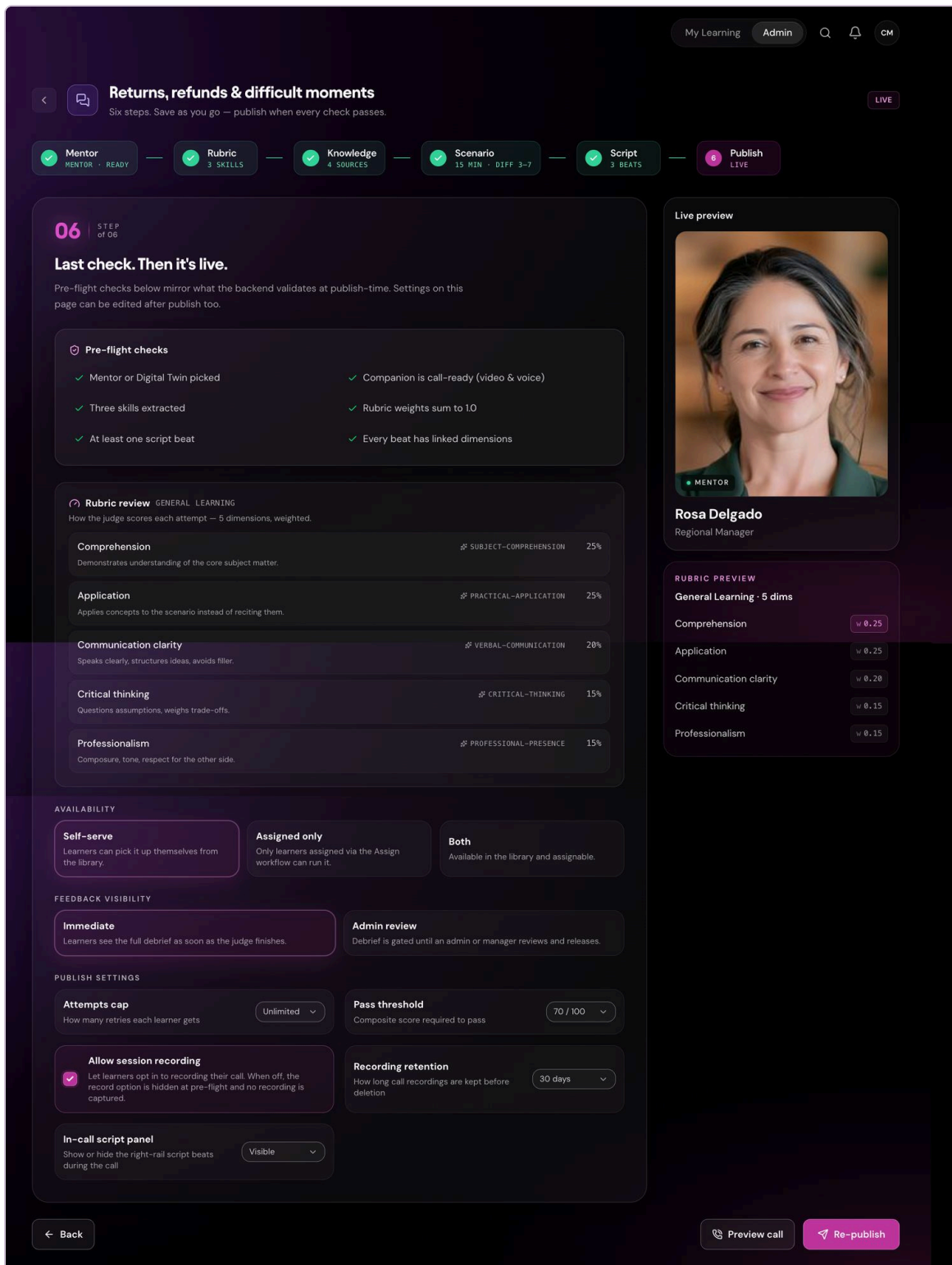


FIG 13 Step 6 — pre-flight checks, the rubric review, and every setting that governs availability, scoring, recording, and what the learner sees.

The debrief report

After a session, the learner and the reviewing admin get a session report — *"How the call went"* — across four tabs. Its header carries the duration, the attempt number against the cap, the difficulty that

was used, and who the conversation was with.

TAB	WHAT IT SHOWS
1 • Overview	Composite score against the pass threshold, a written summary, speech analytics, where to focus next, and prioritized coaching actions.
2 • Where you stood	Performance across each rubric dimension.
3 • Moments	The moment-by-moment breakdown of the conversation.
4 • Transcript & recording	The full transcript, and the recording where one was captured.

Three things on the Overview tab are easy to miss and worth knowing about:

- **Speech analytics.** Deterministic measures taken from the call audio — duration against target, talk ratio, words per minute, and filler rate, each with a target band. Available immediately, "even while the judge is still scoring."
- **Do this next time.** Prioritized coaching actions tagged HIGH or MEDIUM and linked to the rubric dimensions they would improve.
- **Ask your debrief.** A chat where the learner can ask follow-up questions — "Why did I score the way I did?", "What should I have said at the close?" — answered against their actual transcript and the rubric.

The report also shows **skills practiced, reporting to Talent Profile**, each with a level and score, and surfaces any badge that leveled up as a result of the session (§13). The learner can save the report as a PDF or start another attempt if the cap allows.

Napster

Back to library

SESSION REPORT · ORAL EXAM ABOUT MOBY DICK

How the call went.

JUST NOW · DURATION 3:15 · ATTEMPT 3 OF 3 · DIFFICULTY 2 / 10 · WITH CHARLEY MILLER

1 Overview 2 Where you stood 3 Moments 4 Transcript & recording

BADGE LEVELED UP

Moby Dick Oral Exam

Leveled up to Completion!

COMPOSITE

75 / 100

ABOVE PASS · 70

A thoughtful discussion with room for deeper analysis.

The learner demonstrated a solid understanding of 'Moby-Dick,' effectively interpreting its themes and characters. While their insights were thoughtful, some responses lacked depth and could have been more structured. Focusing on providing detailed and well-organized answers will enhance future discussions.

Save PDF Try again

88% confidence

SPEECH ANALYTICS

Pacing & structure.

Deterministic measures from the call audio — always available, even while the judge is still scoring.

DURATION 3:15 Target 20:00	TALK RATIO 60% Slightly high — aim for <50
WORDS PER MINUTE 79 A little slow — aim 140-170	FILLER RATE 0% Strong — target <4%

WHERE TO FOCUS NEXT

Communication clarity 70

Provide a more detailed analysis of Melville's narrative style, considering its impact on the story and themes.

Application 75

The learner applied their understanding of the book to interpret its themes and characters, though some answers could have been more detailed.

Review moments →

DO THIS NEXT TIME

- HIGH** Provide more detailed analyses when discussing narrative style or thematic elements.
CRITICAL THINKING COMMUNICATION CLARITY
- HIGH** Engage more deeply with questions to explore underlying themes and authorial choices.
CRITICAL THINKING
- MEDIUM** Structure responses more clearly to ensure ideas are conveyed effectively.
COMMUNICATION CLARITY

SKILLS PRACTICED · REPORTS TO TALENT PROFILE

Critical Thinking INTERMEDIATE · 75/100 INTERMEDIATE CURRENT LEVEL INTERMEDIATE	Verbal Communication INTERMEDIATE · 75/100 INTERMEDIATE CURRENT LEVEL INTERMEDIATE	Executive Presence INTERMEDIATE · 75/100 INTERMEDIATE CURRENT LEVEL INTERMEDIATE
--	---	---

ASK YOUR DEBRIEF

Follow-up questions are answered against your actual transcript and the rubric.

TRY ASKING

Why did I score the way I did? What should I have said at the close? Where did I lose the thread?

e.g. "Why did I lose points on objection handling?"

FIG 14 The debrief Overview — composite score, speech analytics, coaching actions, the skills that report to the Talent Profile, and a chat that answers questions against the transcript.

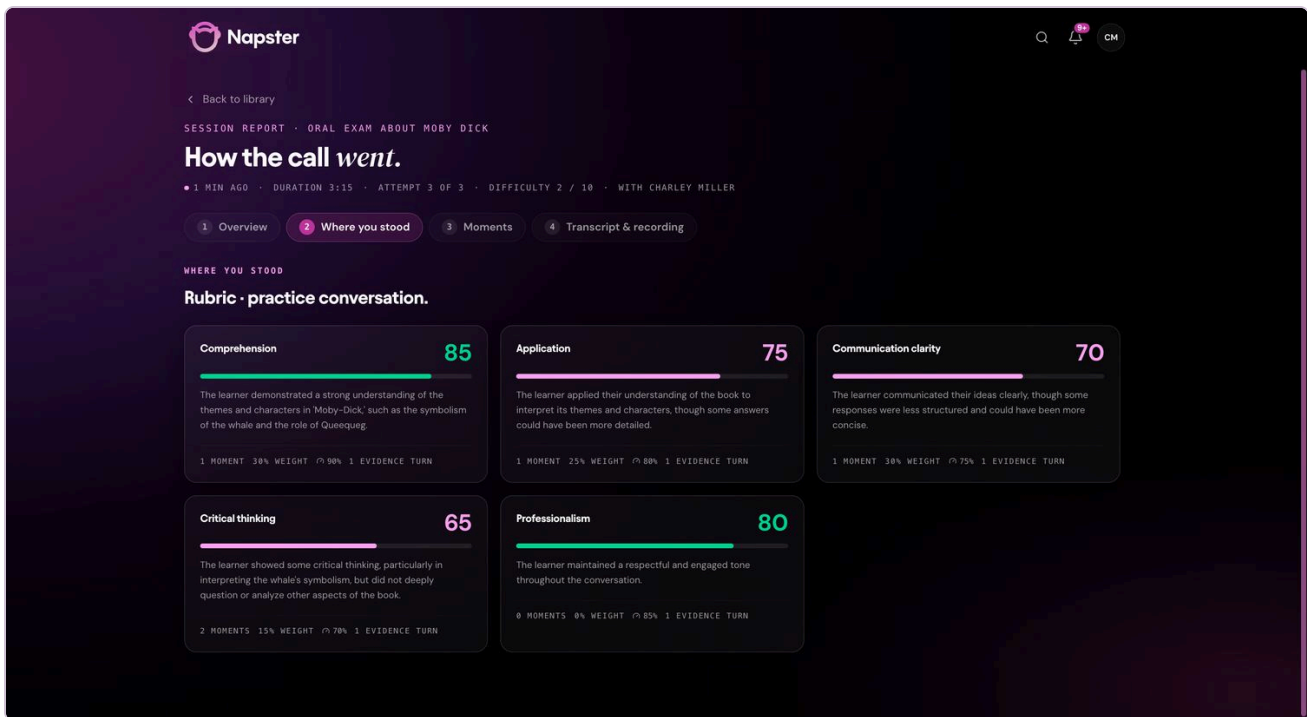


FIG 15 Tab 2 — performance across each rubric dimension.

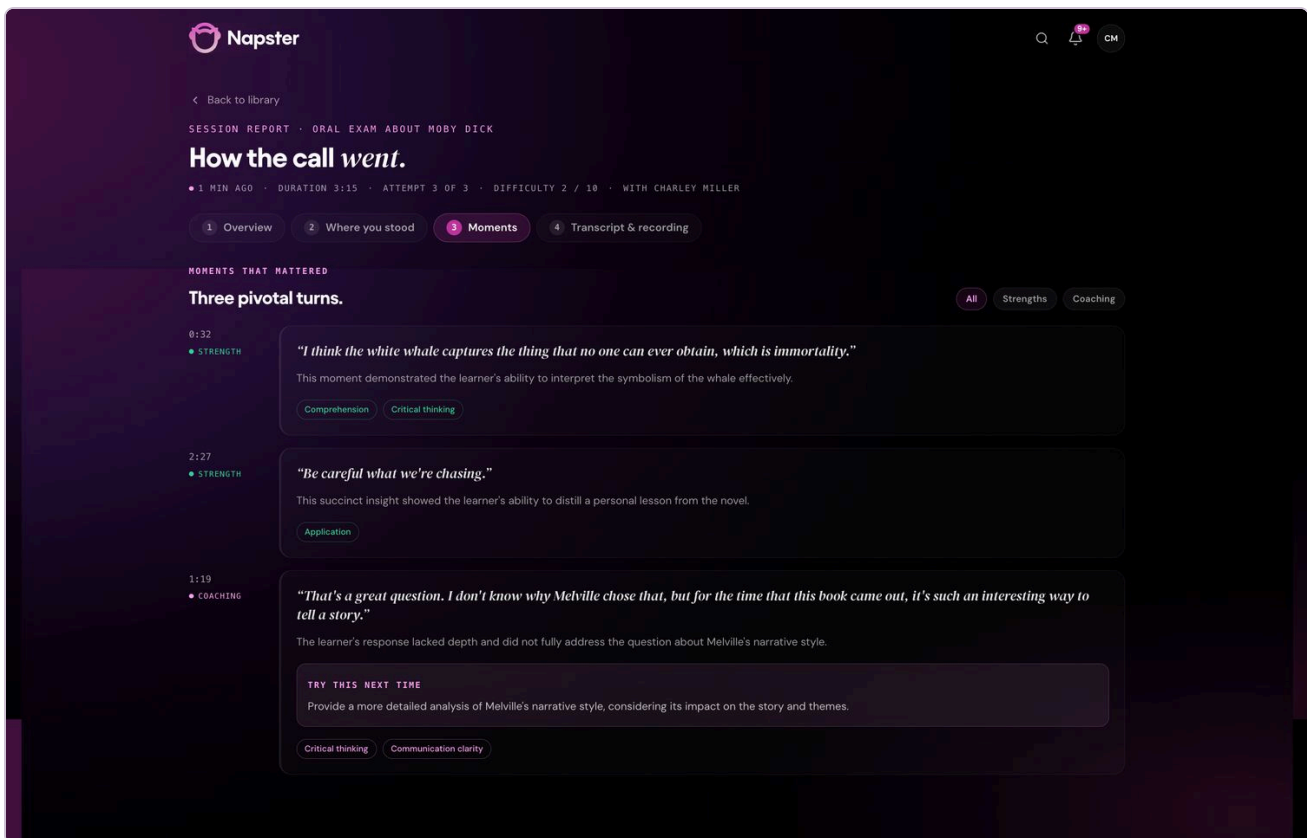


FIG 16 Tab 3 — the moment-by-moment breakdown, which is where a manager coaches from.

Napster

< Back to library

SESSION REPORT • ORAL EXAM ABOUT MOBY DICK

How the call went.

1 MIN AGO • DURATION 3:15 • ATTEMPT 3 OF 3 • DIFFICULTY 2 / 10 • WITH CHARLEY MILLER

1 Overview 2 Where you stood 3 Moments 4 Transcript & recording

TRANSCRIPT

The transcript. [Download transcript](#)

TRANSCRIPT

CHARLEY MILLER
Hello there. Before diving in, can you tell me your overall impression of Moby-Dick? What stood out to you most in the book?

YOU
I really enjoyed the overall story and the allegory of the whale, but most of all the humor and the characters and the depth of the interactions, not to mention how the book would weave between nonfiction and fiction.

CHARLEY MILLER
That's a thoughtful take. Now, the whale is perhaps the most iconic symbol in the book—could you explain what the whale represents to Captain Ahab?

YOU
I think the white whale captures the thing that no one can ever obtain, which is immortality. Ahab's chasing this thing that he can't really capture, and it's this, gives him this massive sense of purpose, yet also shows the human side of the futility of how we live.

CHARLEY MILLER
Interesting angle. So, you see the whale as a symbol of unattainable immortality and purpose. Why do you think Melville chose such an unconventional narrative style to convey that?

YOU
That's a great question. I don't know why Melville chose that, but for the time that this book came out, it's such an interesting way to tell a story, weaving in the history of whaling industry, understanding the actual creatures that whales represent, the sperm whales. And of course, you know, the manner of the story, the fiction unfolding with this to really create a sense of how the world was at that point in time and telling a very compelling story with rich characters. It's fascinating.

CHARLEY MILLER
It really is. Now, let's talk about Queequeg—what do you make of his role and his relationship with Ishmael?

YOU
I think he served as sort of a mirror to Ishmael. He provided a lot of humor, but also captured sort of the American native role in the whaling industry and providing context of the new world at that point in time. He was a very likable character and definitely enjoyed the comic relief that his character would provide.

CHARLEY MILLER
That's a fair assessment. So, if you had to extract a personal lesson or insight from the novel, what would it be?

YOU
Be careful what we're chasing.

CHARLEY MILLER
Ha, that's a good one. And it certainly ties into the whole theme of obsession and pursuit. Anything else you'd add to that?

YOU
A great first line to a novel makes a big difference. Call me Ishmael.

CHARLEY MILLER
It sure does. Well, that covers everything I wanted to explore with you today. Thanks for sharing your thoughts.

YOU
All right, goodbye.

CHARLEY MILLER
Goodbye, and best of luck with your future reading.

FIG 17 Tab 4 — the full transcript and, where captured, the recording.

The learner's view

Learners reach simulations from My Learning, where assigned and self-serve scenarios appear together with their status and score history.

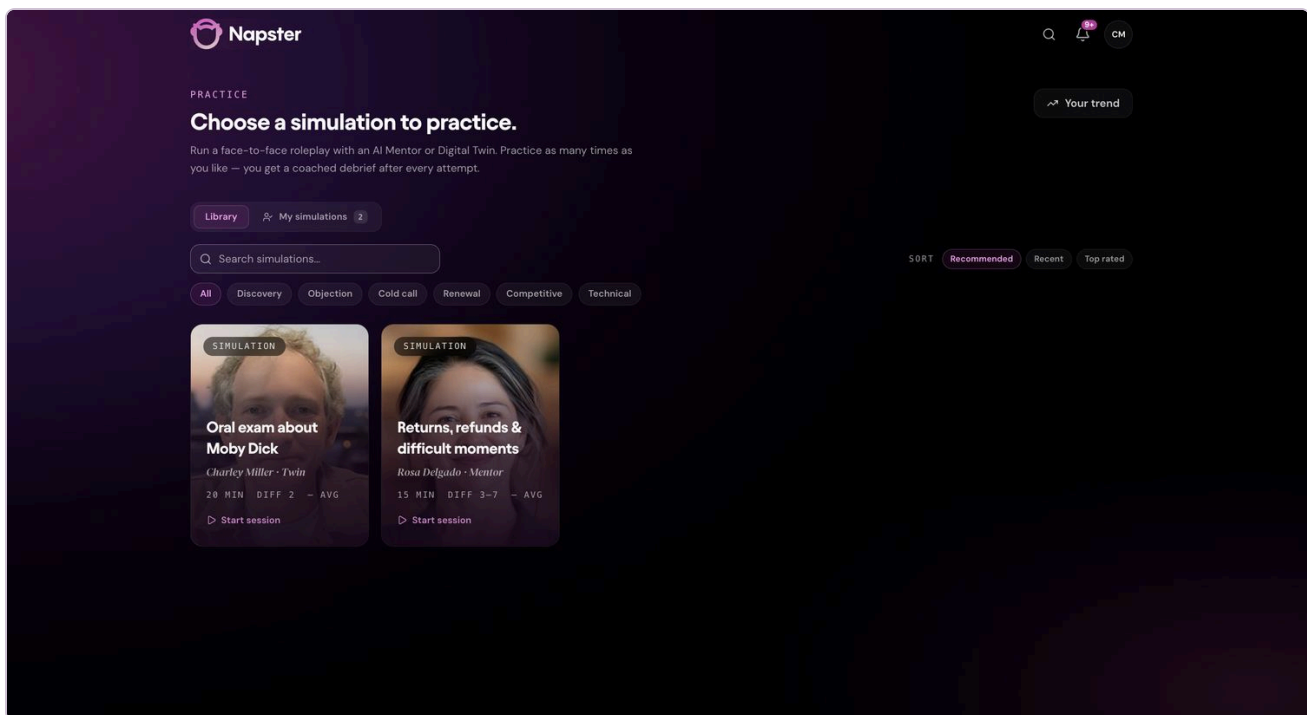


FIG 18 The learner side of Simulate — assigned and self-serve scenarios on My Learning.

HOW LEARNERS GET A SIMULATION

The *Availability* setting at publish decides. **Self-serve** puts it in the library for anyone to pick up; **Assigned only** means it reaches nobody until you assign it; **Both** does each. If a published simulation has no takers, availability is the first thing to check. See §14.

12. Pulse

Pulse automates recurring check-ins. An admin programs a Digital Twin or Mentor to ask specific questions on a specific interval; learners are scheduled to talk with them and respond. Pulse gathers data on learning progress and catches disengaged learners early.

PULSE IS NOT A MEETING

It is a nurture mechanism. The system notices a learner is stuck and acts on it without the admin having to notice first. Most LMSs report on disengagement; Pulse is designed to prevent it. Call it a check-in when you introduce it to your people; "recurring meeting" sets the wrong expectation.

The seven-step wizard

STEP	WHAT IT CONFIGURES
1 · Schedule	Frequency — daily, weekly, bi-weekly, monthly, or custom recurrence; days of week; preferred time; timezone; a flexible delivery window (± 2 hours); and an email reminder N minutes before (0 disables).
2 · Twin or Mentor	Who leads the session. Pre-filled from the initial choice, changeable here.
3 · Questions	Multiple choice or open ended. Type them in, or bulk-upload a .csv — a sample CSV is provided.
4 · Behavior	Conversation tone and length, plus toggles for <i>allow follow-up questions</i> , <i>summarize responses</i> , and escalation triggers that flag responses needing human review.
5 · Persona Prompt	Auto-generated from the session title and fully editable. Ships with critical rules — ask one question at a time, stop and wait for the response, do not interrupt, allow the person to think.
6 · Additional Content NEW	Optional. Inject cards with links that appear on screen when conversation conditions are met.
7 · Preview & Publish	Preview the session, customize the session URL (learn.napster.ai/pulse/your-custom-url), assign to learners now or later, and publish. A published Pulse can be revised at any time.

AUDIENCE MODEL

A Pulse session's audience is set per session by the admin who creates it. Pulse audiences are **not** derived from Crews — the two are independent. Recipients must already be Napster Learn users in the same organization; Pulse does not deliver to external email addresses. If a non-user needs to participate, invite them as a user first (§4.5).

HOW LEARNERS GET A PULSE SESSION

A published Pulse reaches nobody until it is **assigned to specific learners**. You can assign during step 7 or come back and do it later — but until you do, the schedule runs against an empty audience. Pulse audiences are set per session and are not inherited from Crews.

13. Badges and certificates

Path: **Admin** → **Content** → **Badges**. The system or an admin can generate a badge for each course, and earned badges are stored on the learner's **Talent Profile** under a dedicated *Badges* tab — making badges one of the inputs feeding the Track stage.

Two mechanics matter operationally:

- **Badges have levels.** A badge is first earned at **Participation** and **levels up to Completion** when the learner finishes the underlying object. The badge card records both dates.
- **Badges come from three sources.** The learner's Badges tab filters by *Course*, *Simulation*, and *Curriculum* — so passing a Simulate assessment earns a badge exactly as completing a course does.

Each badge carries artwork, its level, the object it came from, and the **skill tags** it evidences — which is what makes a badge more useful to a talent team than a completion checkbox. Admins holding *Manage Badges* can create and manage badge templates and manually grant or revoke a badge outside the automatic triggers.

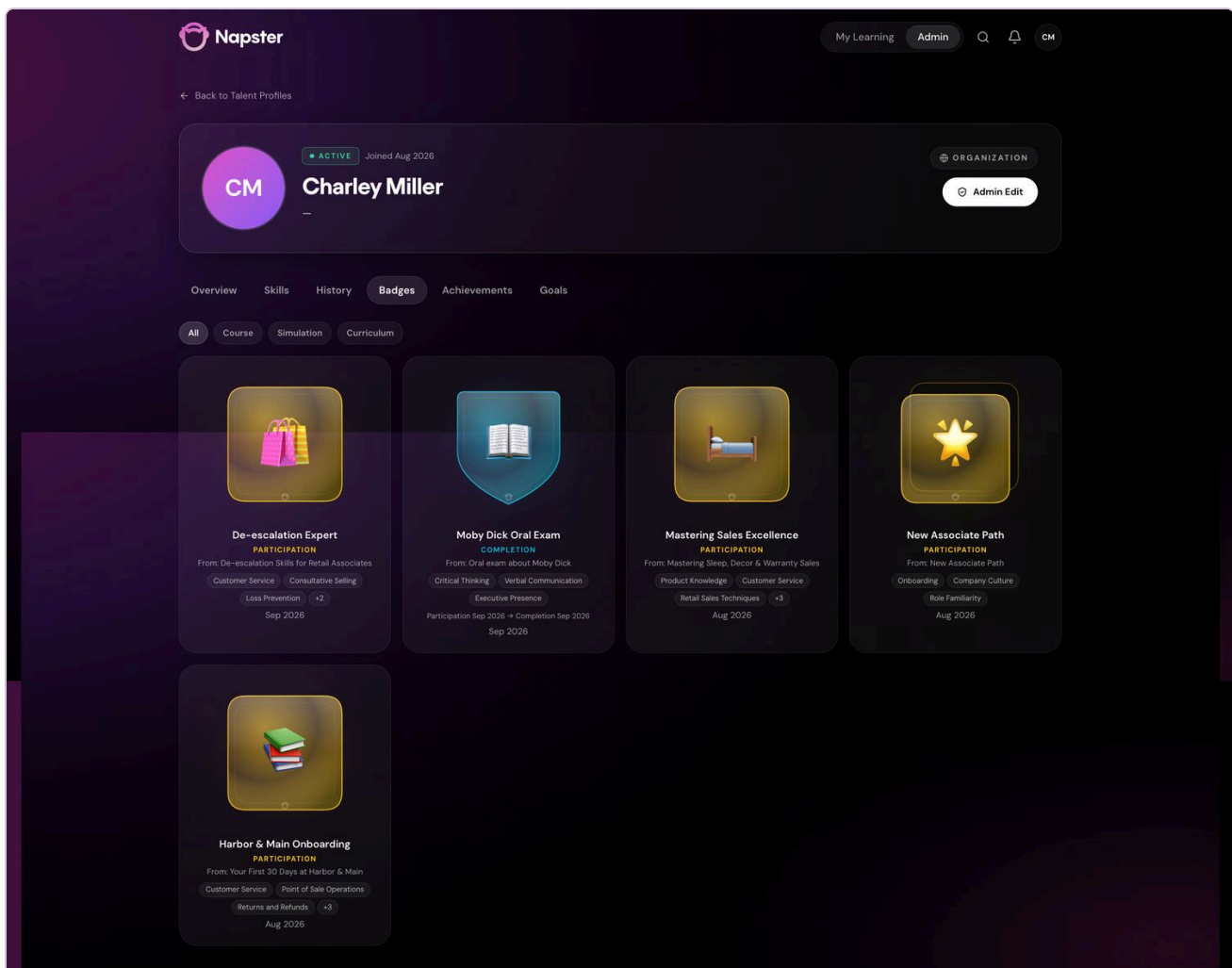


FIG 19 The learner's Badges tab — filtered by Course, Simulation, and Curriculum. "Moby Dick Oral Exam" shows a badge that has leveled up from Participation to Completion.

Separately, a course creator can offer a **certificate**: upload an image and award it. Certificates are creator-supplied artifacts rather than system-generated credentials.

NOTHING TO ASSIGN

Badges are the exception. You do not assign them to learners — a badge attaches to a course, simulation, or curriculum, and fires automatically as learners enroll in and complete that object. Assign the underlying experience and the badges follow.

PART 3

03

Deliver and measure

Get content to the right people, then watch what happens.

14 Assigning content to learners

15 Talent Profiles

16 Reporting & Analytics

17 Launching to your learners

14. Assigning content to learners

Admins assign experiences, often requiring completion. Each type behaves differently, and this table is worth walking through with every new admin on your team.

TYPE	BEHAVIOR	WHERE THE LEARNER SEES IT
Crew	On-demand access to a set of Twins and Mentors. No completion required.	"Talk to My Crew"
Course	Must be taken and completed.	Home → "Your Courses / Pick Up Where You Left Off," grouped Assigned / In Progress / Completed
Pulse session	Recurring session assigned to specific learners.	"Upcoming / Your Scheduled Sessions"
Simulate	Conversation simulation assigned to specific learners; may also be self-serve.	"Your Simulations / Practice Your Scenarios"

Courses and curricula reach learners through two independent paths, and you can use either or both: **admin-assigned**, where an admin assigns specific content to specific learners; and **self-enrolled**, where the learner browses the catalog and enrolls themselves in any published course or curriculum the catalog exposes to them.

15. Talent Profiles

Talent Profiles is both a Suite tile and a left-nav item under Talent. It is the learner directory and the record that closes the loop. A profile opens on six tabs — *Overview*, *Skills*, *History*, *Badges*, *Achievements*, *Goals* — with an *Admin Edit* action for admins who hold *Manage Talent Profiles*.

TWO SIDES OF ONE COIN

The human side — the interface showing a learner's progress, aspirations, skills, achievements, and history.

The AI side — the data Learn develops, updates, and stores about the learner, delivered to each AI tool as a just-in-time update so every Twin and Mentor a learner meets already knows who they are talking to. This is what makes each pass through the loop start smarter than the last.

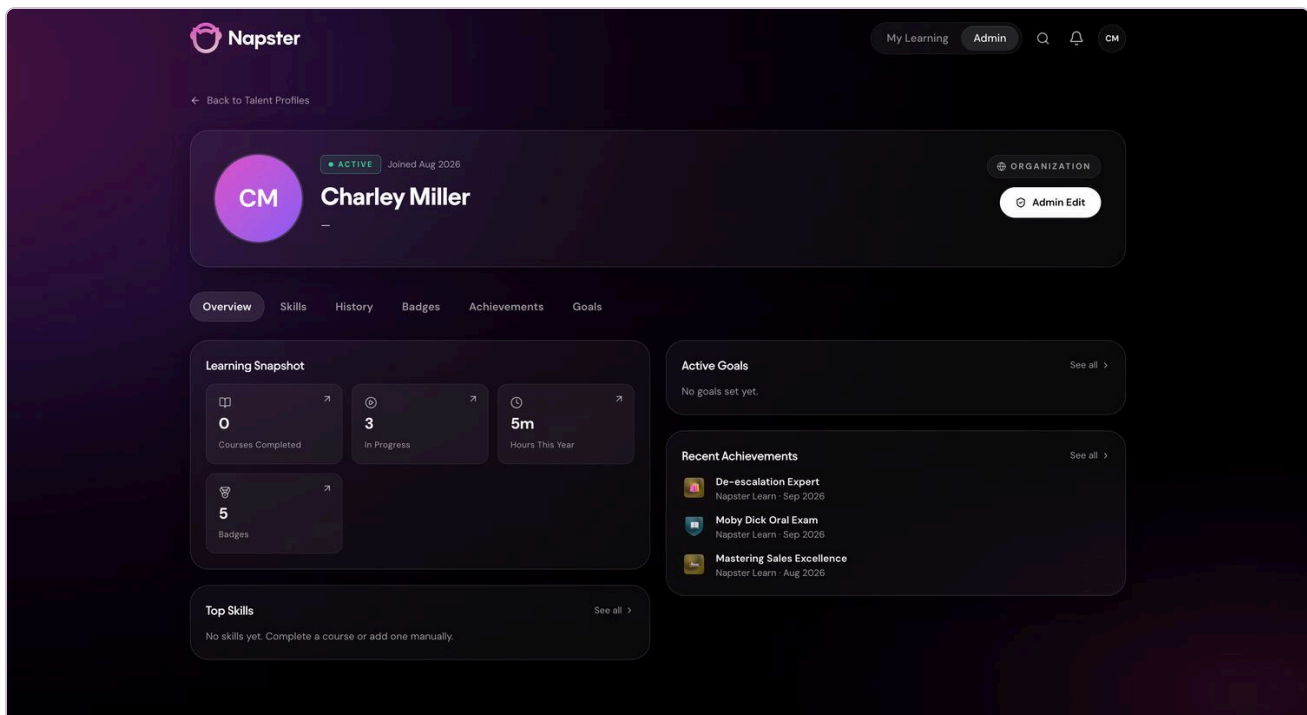
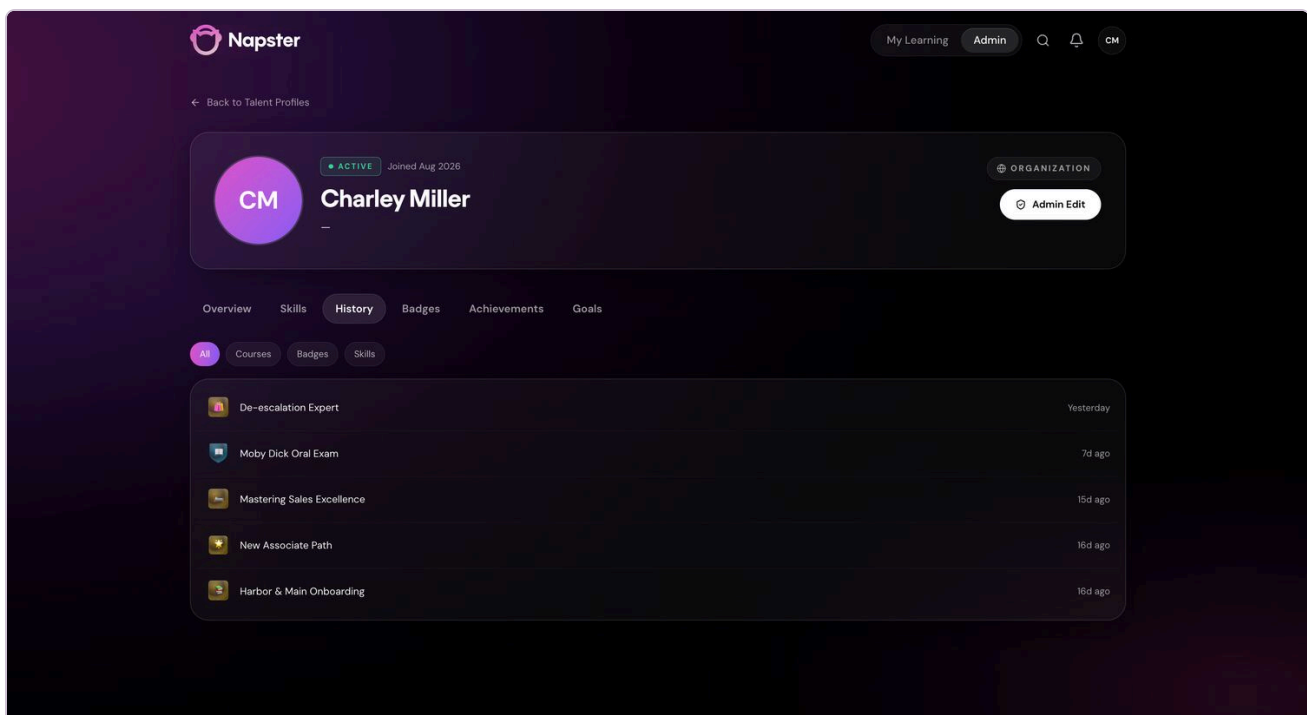
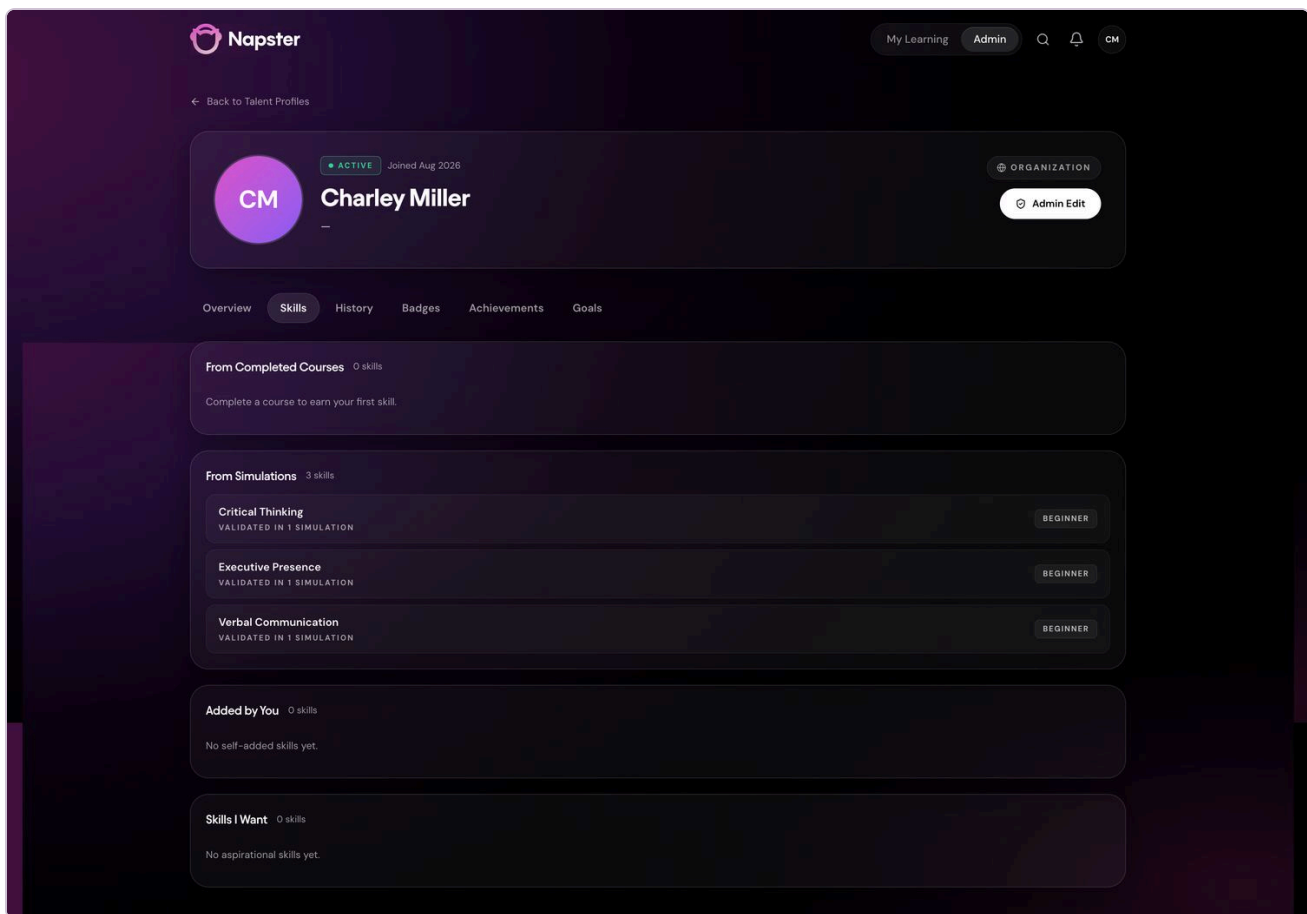


FIG 20 Talent Profile → Overview — the learning snapshot, active goals, and top skills.



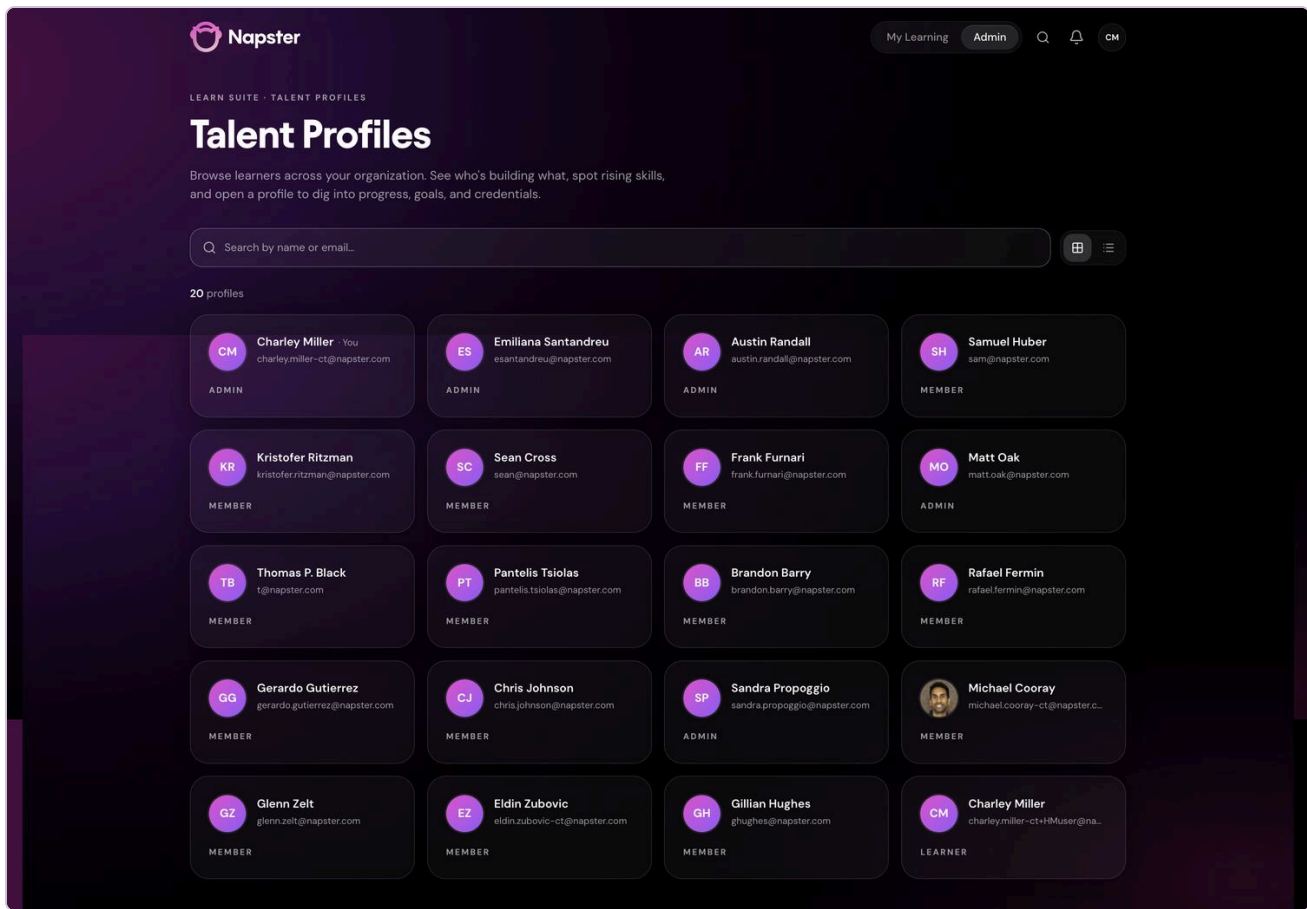


FIG 23 The Talent Profiles directory — searchable and filterable across the org.

What feeds a Talent Profile

Six inputs, one record: course completions, Simulate scores and debriefs, badges earned, Pulse session insights, Twin and Mentor interaction history, and admin assessments.

All six originate *inside* Learn. Activity from a course delivered through your own LMS via SCORM export does not reach the Talent Profile (§9) — that record lives in your LMS instead.

Field ownership

Admin editing is deliberately limited. Admins may only edit **Full Name, Headline, Location, and Bio**. Everything else is learner-managed or system-maintained.

OWNER	FIELDS	NOTES
Admin-editable	Full Name, Headline, Location, Bio	The complete list. Admins cannot edit skills, goals, or history.
Learner-editable	Self-added skills, goals, personal profile fields	User-added skills are labeled as such in the UI, distinguishing them from system-derived ones.

OWNER	FIELDS	NOTES
System-derived	Inferred skills, learning snapshot metrics, achievements, activity history	Produced by Learn's Skills Model and updated as the learner engages.

Skills model

Napster Learn maintains its own Skills Model built on the **Lightcast Open Skills** taxonomy. As a learner completes courses, passes simulations, and converses with Twins and Mentors, the system extracts skill signals against this taxonomy and adds them to the profile as system-derived skills. Learners can additionally self-add skills, tagged as user-added so admins and reviewers can tell at a glance which skills are evidenced by activity versus self-asserted.

16. Reporting & Analytics

Path: **Admin** → **Reporting** → **Analytics**, or the Reporting & Analytics Suite tile. A time-range selector — **30 days / 90 days / All time** — governs the whole page, above a KPI row of Active Learners, Total Activities, Completions, and Total Courses. Four tabs then answer four different questions.

TAB	QUESTION IT ANSWERS	WHAT TO WATCH
Adoption & Usage	"Are people showing up?"	Active Learners (30d) and average activities per user are the leading indicators of healthy adoption.
Learning Progress	"Are people finishing what they start?"	Completion rate as a single number. Investigate when it drops below your target threshold.
Digital Twin Analytics	"Which experts are landing?"	Low engagement on a Twin or Mentor usually signals weak Knowledge, a mismatched persona, or too few Crew assignments — not learner disinterest.
Courses	"How is a specific course performing?"	Per-course enrollments, progress, completion, and quiz responses. Export to .csv to combine course data with your HRIS, LMS, or BI tool.

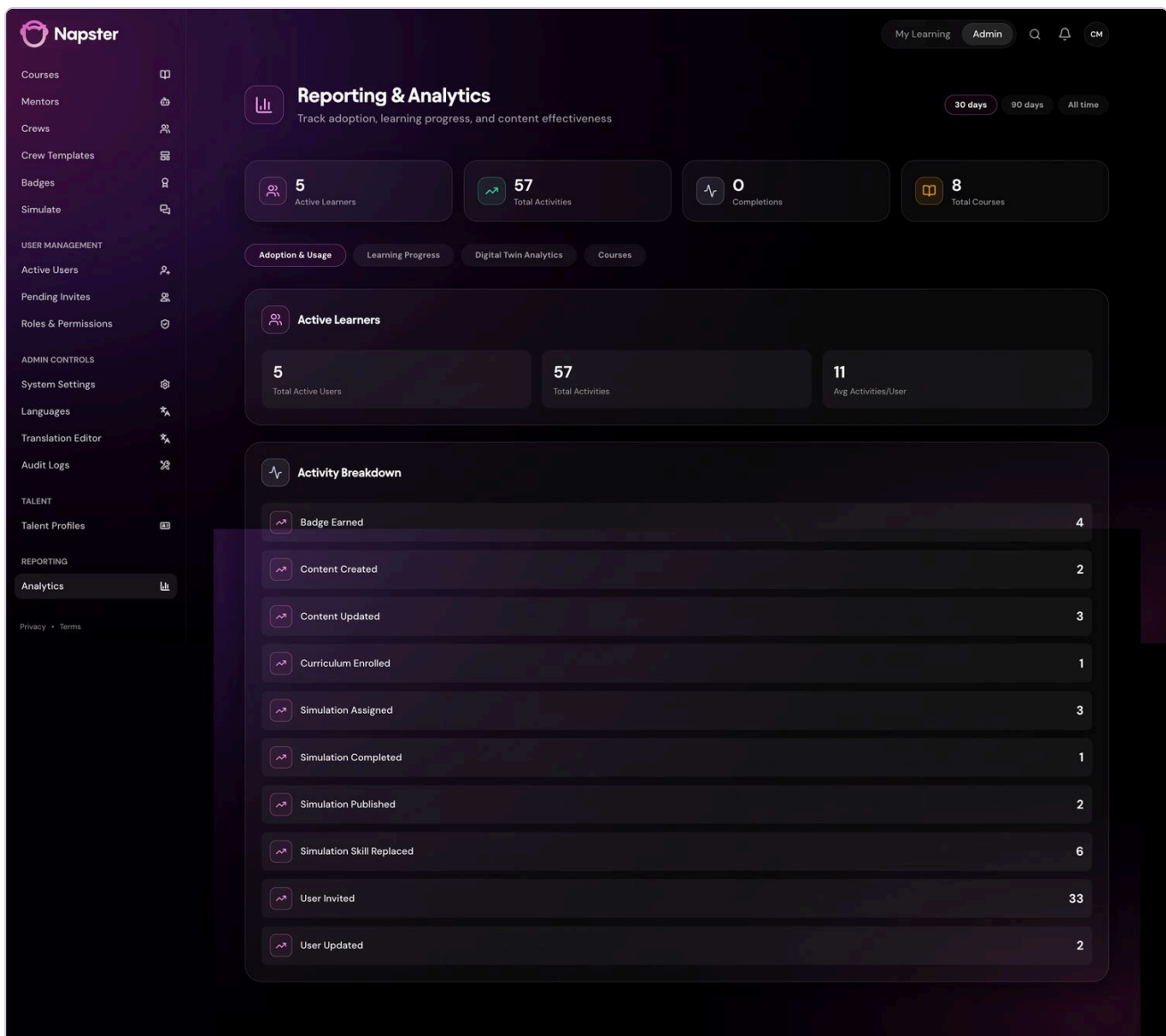


FIG 24 Adoption & Usage — active learners, total activities, and the Activity Breakdown, which includes simulation events.

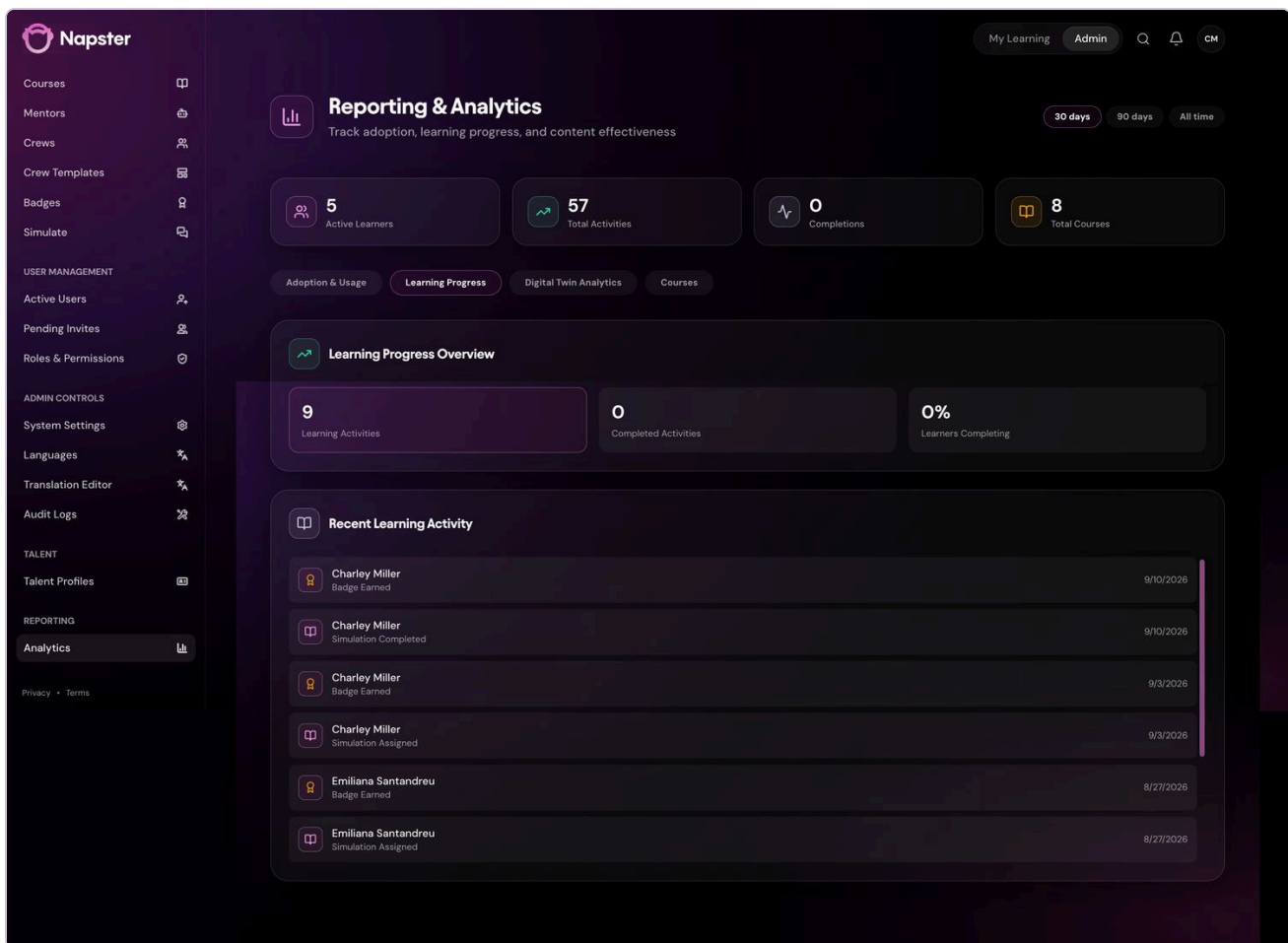


FIG 25 Learning Progress — learning activities, completed activities, and completion rate.

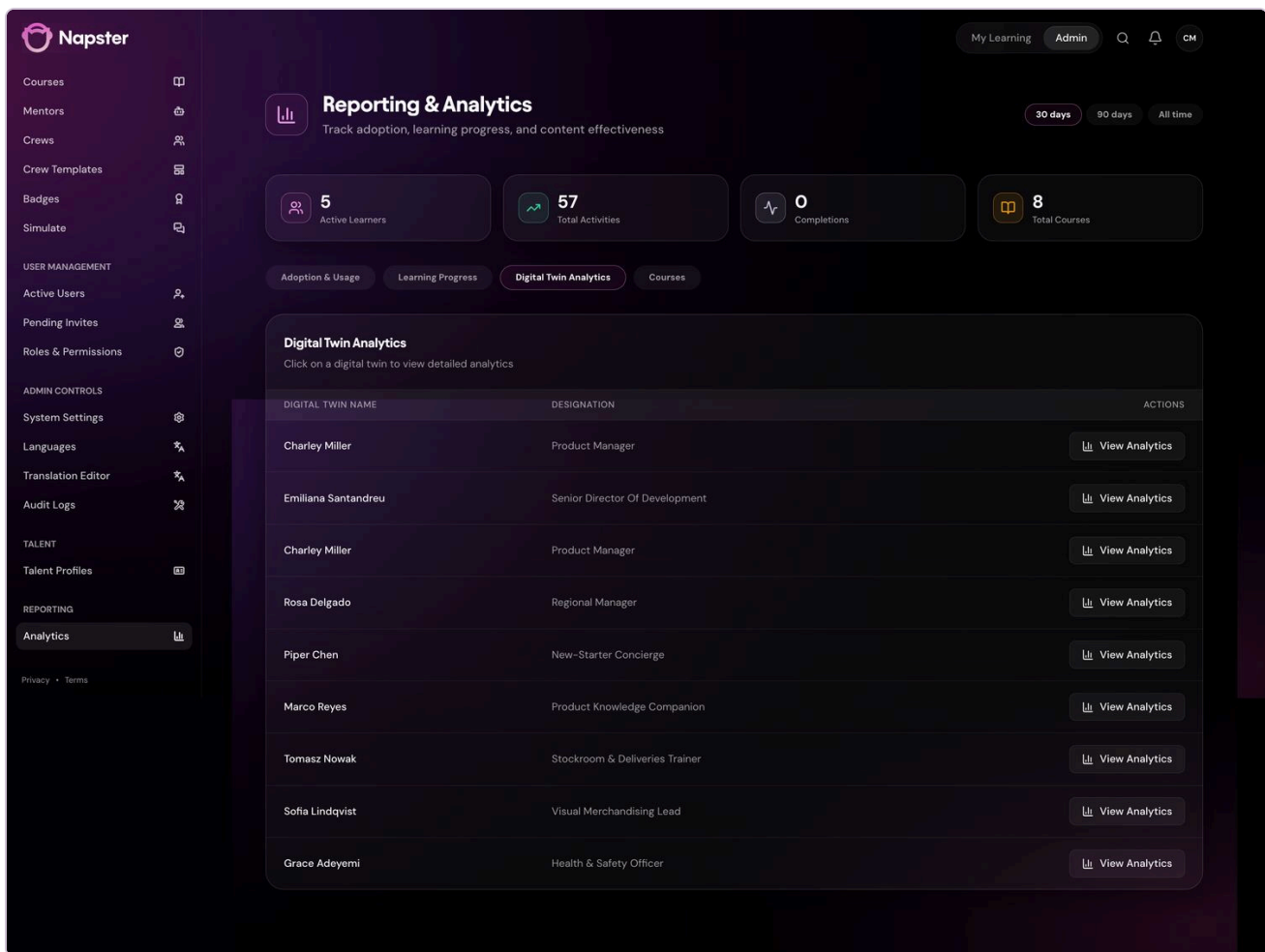


FIG 26 Digital Twin Analytics — per-expert engagement, with a deep link into each one.

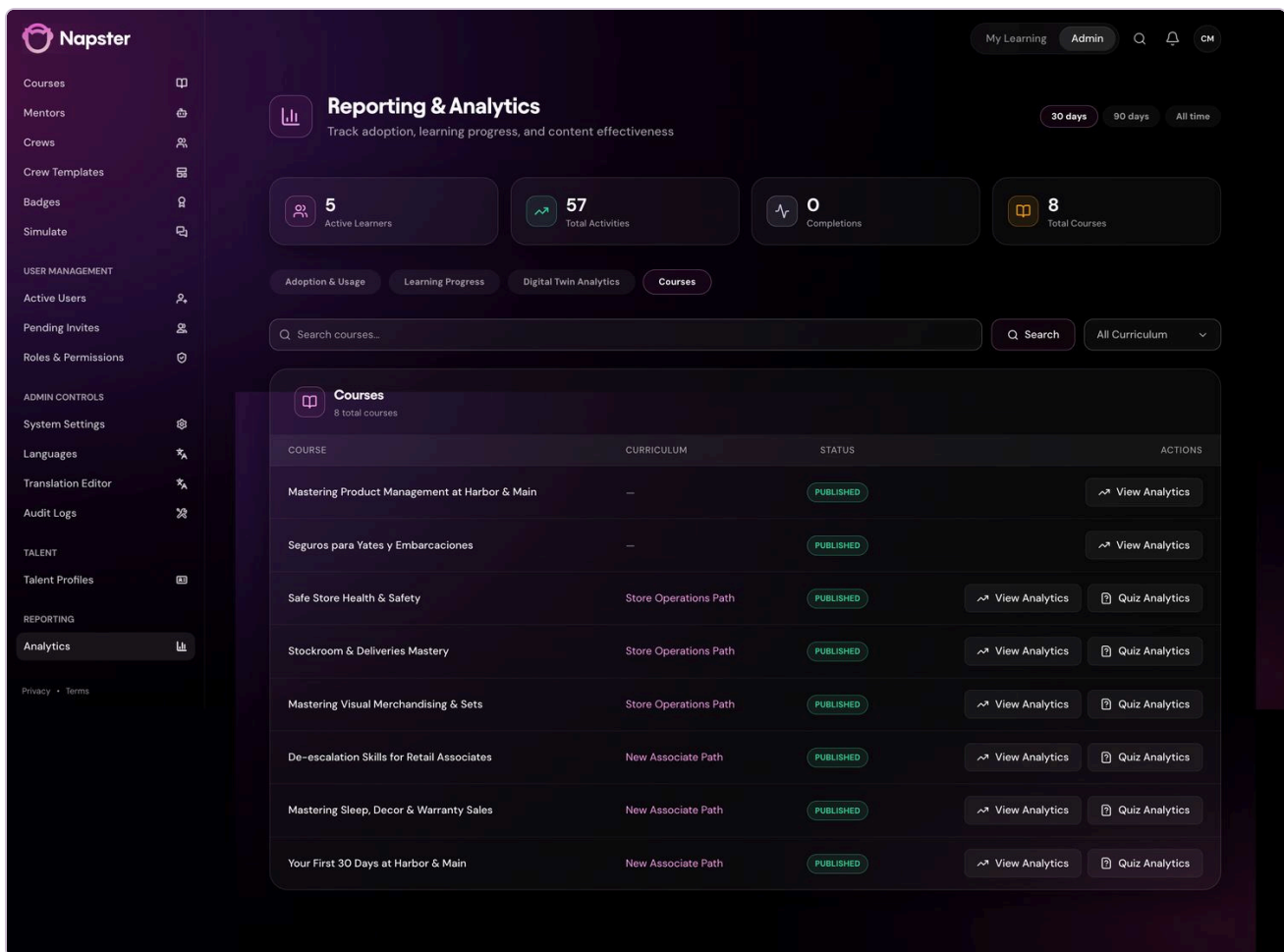


FIG 27 Courses — every course with status and a per-course analytics link.

WHERE SIMULATION REPORTING ACTUALLY LIVES

There is **no Simulate tab** here. Org-level simulation reporting is reached from the *Analytics* button on the Simulations library (§11), and the three tiered permissions — View Own / Team / Tenant Simulation Reports (§4.4) — govern who sees what. Simulation events do appear in this page's Activity Breakdown (Simulation Assigned, Completed, Published, Skill Replaced), so adoption reporting still reflects Simulate even though performance reporting lives elsewhere. That is the place to look for simulation performance.

Coming soon: Simulate and Pulse reporting that today lives inside those tools is being brought into Reporting & Analytics.

17. Launching to your learners

The checks worth running before real learners arrive, and what they see when they do.

17.1 Before you launch

1. At least one Digital Twin or Mentor published.
2. At least one Course or Curriculum published.
3. At least one course assigned to a test learner (§14) and visible on their My Learning home.
4. If using Crews: at least one Crew published, with experts and learners assigned, and its experts appearing for the test learner.
5. If using Simulate: at least one simulation published and completed end to end by a test learner, with a debrief report generated.
6. If using Pulse: at least one session published and scheduled, and visible in the test learner's upcoming sessions.
7. Branding (logo, primary color) verified on My Learning home.
8. SSO, if configured, tested end to end with a non-admin test account.
9. If using SCORM export: one package exported, uploaded to your LMS, and launched successfully by a test learner from inside it (§9).
10. A test learner has been invited, has accepted, has logged in, and can see assigned content.
11. Reporting & Analytics shows the test learner under Active Learners (30d).

DON'T SKIP THE TWO END-TO-END TESTS

Running a simulation and launching a SCORM package all the way through are the two checks people most often skip, and the two most likely to fail once real learners arrive. A simulation that was never completed end to end may have an unlinked beat or an ungrounded character; a SCORM package that was never launched may be blocked by your firewall or content security policy. Both take about fifteen minutes to verify.

17.2 What your learners see

When a learner is invited, they receive an email invitation, click through, set a password (or complete SSO), and land on My Learning home. From there they:

- See assigned and in-progress courses on the "Pick up where you left off" panel.
- See the experts in their Crew, ready to engage.
- See upcoming Pulse sessions in the scheduled-sessions panel.
- See assigned and self-serve simulations under "Your Simulations."
- Use quick actions to edit their talent profile, browse courses, talk to their crew, or track progress.

PART 4

04 Reference

Answers to the questions that come up most, and the vocabulary to use.

18 Troubleshooting

19 Glossary

18. Troubleshooting

First-line diagnostics for the most common implementation issues.

SYMPTOM	LIKELY CAUSE	FIRST-LINE CHECK
Learner did not receive invite	Wrong email, blocked by spam filter, or the invite expired (30 days from send).	User Management → Pending Invites: confirm the email, check the send date, resend if needed. Ask your IT team to allow invite emails from Napster Learn on your email gateway.
Admin toggle missing in header	User has no admin role assigned, or was just removed from one and the session is stale.	Active Users → user: confirm a role is assigned. If a role was just changed, have the user sign out and back in.
Someone reports "I can't do X"	Their role does not include the relevant permission. Permissions enforce at the action level even though the nav item is visible.	Active Users → user → role: confirm the relevant permission (§4.4) is checked. Edit the role or assign a different one.
Course generation failed	Unsupported file type, file too large, more than 10 documents, or an upstream model error.	Retry with a smaller test input — a one-page PDF or a topic description. If a small input succeeds, the issue is with the source material; if it still fails, contact Napster Support.
Digital Twin will not publish	Selfie failed validation, or a required step (Interview, Knowledge, Profile) was skipped.	Reopen the wizard at the failing step. Replace the selfie with one matching the published guidance: medium shot, slight smile, no head rotation.
Simulate will not publish	A beat has no linked rubric dimension, rubric weights do not total 100%, fewer than three skills were extracted, or the character is not call-ready.	Reopen Step 5 and confirm every beat has at least one linked dimension, then Step 2 for the weights. The pre-flight panel names the failing check.
Simulation counterpart says something wrong	No knowledge grounding — the counterpart is improvising from the scenario brief alone.	Check whether the no-grounding warning was dismissed at publish. Add source material at Step 3 and republish.
SCORM course will not load in the customer's LMS	The launch host is unreachable from the learner's network, or the LMS content security policy blocks the embedded frame.	Confirm the learner sees the connectivity message rather than a blank frame. Then take it to your IT team as a firewall or content-security-policy issue rather than a content issue (§9).

SYMPTOM	LIKELY CAUSE	FIRST-LINE CHECK
SCORM completions show "complete" but never "passed"	No mastery score is set on the SCORM item in the customer's LMS.	Set a passing score on the item in your LMS. Pass/fail is decided by the LMS, not by Learn.
Pulse link returns an error	Session is in Draft, custom URL collision, or the invitee is not a user in this org.	Confirm status is Published, the custom URL is unique, and the recipient is an existing user in the same organization.
Learner cannot see assigned course	Course is not published; the assignment was not made or was made to a different user; or the learner is looking at the wrong tab.	Verify course status = Published and the assignment exists. Ask the learner to check both Assigned and In Progress tabs and to refresh after sign-out/sign-in.
Learner does not see expected Crew experts	Crew is in Draft, the learner is not in the Crew's assigned users, or the Crew was just published and the learner has not refreshed.	Verify Crew status = Published and the learner appears under assigned users, then have them sign out and back in.
Reporting numbers look wrong	Activity is recorded asynchronously; check timezone and the 30-day window.	Cross-check Reporting → Adoption against the Activity Feed on Admin home as a sanity check.

19. Glossary

Plain-English definitions for the Napster Learn vocabulary. These are proper nouns — capitalize them, and do not invent synonyms.

TERM	DEFINITION
Organization	Your organization's own isolated instance of Napster Learn. One of three types: Enterprise, Higher Ed, or Marketplace.
Marketplace organization	An org that sells access to its courses and expertise, with payment handled by a Stripe integration and revenue split between Napster and the organization.
Digital Twin	A mentor built from the likeness of a real person, including their expertise. Created through a five-step wizard; usable as a course instructor, Pulse host, Simulate counterpart, or Crew member.
Mentor	A fabricated expert — not a real person's likeness — usable anywhere a Digital Twin is usable. Created through a four-step wizard, with a headshot uploaded or generated from a role description.
Crew	A collection of Digital Twins and Mentors assembled by an admin and offered to learners on demand. Crews do not assign courses or other content.
Crew template	A pre-built Crew — Napster-provided or organization-created — that can be adopted into an org and then edited.
Course	AI-generated structured content taught by a Digital Twin or Mentor, composed of Lessons, with Script, Quiz, Cards, Knowledge Base, Analytics, and Preview panels.
Lesson	One chapter within a Course, containing slides.
Curriculum	A set of Courses grouped for bulk assignment.
Knowledge Base	Reference material a Twin, Mentor, or Course draws on at runtime. Knowledge attached to a Twin or Mentor follows them into every tool.
Simulate	Programmed conversation simulations, run in Practice mode (roleplay) and Assessment mode (oral examination with rubric scoring).
Beat	One scene unit in a Simulate script — the stages the conversation moves through. Each beat must link to at least one rubric dimension before publish.
Rubric	The scoring framework for a simulation. Four system templates: General Learning (5 dimensions), Manager Development (6), Clinical Communication (6), and Sales Conversation (9). Weights must total 100% and lock at publish.
Pulse	Recurring scheduled check-in sessions run by a Twin or Mentor. A nurture mechanism, not a meeting.

TERM	DEFINITION
Talent Profile	The living learner record. Two sides: a human-facing interface and an AI-facing data layer delivered to every tool for personalization.
Skills Model	Learn's skills inference layer, built on the Lightcast Open Skills taxonomy. Extracts skills from course completions, simulations, and conversations.
Badge	A credential earned by a learner, generated by the system or an admin for a course, and stored on the Talent Profile.
Certificate	A creator-supplied credential — an uploaded image a course creator can choose to award.
My Learning	The learner-facing surface, visible to every authenticated user.
Full Admin	An admin with everything at their org level. The primary admin seeded at provisioning.
Admin With Role	An admin assigned a role you defined, with specific permissions.
Super Admin	A Napster employee who creates Learn organizations and manages global templates. Not a customer-facing role; not in the Roles & Permissions matrix.
Member	UI shorthand for a user with no role assigned. Not a system role; cannot be edited or deleted. Members see only My Learning.
Active User	A user who has accepted their invite and authenticated at least once.
Pending Invite	A user who has been invited but has not yet authenticated. Expires 30 days from send.
SCORM export	A SCORM 1.2 package, exported from a course's kebab menu, that delivers the live Learn course through the customer's LMS and reports progress back to it.

NAPSTER LEARN

Your best experts, now reaching everyone.

Teach. Support. Check In. Practice. Assess. Track. Every pass through the loop starts smarter than the last.

Doc Product Manual v1.0 · September 2026

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