

# Frequently Asked Questions



We're excited to be part of your journey and understand you have questions. We hope these FAQs provide quick insights into the PlatCore LMS. When you are ready, our friendly sales team looks forward to helping you find the ideal LMS solution for your business.

## Is ServiceNow required to implement PlatCore's LMS?

- ✓ Yes, an available instance of ServiceNow is a pre-requisite. This is because PlatCore LMS is built specifically for ServiceNow and runs natively on the Now Platform. In fact, PlatCore is the only full-featured, native LMS available on the ServiceNow marketplace.

## What ServiceNow modules are required to implement ServiceNow?

- ✓ While an instance of ServiceNow is required, no additional ServiceNow licensing or specific modules are required to implement PlatCore LMS.

## Can PlatCore LMS support both internal and external learners?

- ✓ Absolutely! PlatCore LMS helps organizations create learner-focused education portals for on-demand education and self-service. Whether you are onboarding or upskilling employees, customers, partners, or distributors—PlatCore can help you streamline training and exceed expectations.

## Can I create courses and learning plans specific to certain users and or job functions?

- ✓ Yes, PlatCore LMS makes it easy to personalize courses and learning plans to meet the unique needs of learners. Additionally, Dynamic Assignments ensure training is delivered exactly when it's needed.

## Can I automate certification and re-certification at specific intervals?

- ✓ Yes, the PlatCore LMS enables you to automate training assignments and certifications—even recertification after a certification expires.

## Can I assign required training at specific stages along a customer's journey?

- ✓ Yes, the real power of a native ServiceNow LMS is that your training and education program integrates seamlessly with your core business platform. That gives you the ability gate access or trigger notifications and required training based on roles, events, or any other criteria controlled within ServiceNow.

## Is PlatCore LMS FedRAMP Certified?

- ✓ Yes, PlatCore LMS is a native ServiceNow application and as such automatically inherits the FEDRAMP certification of the ServiceNow instance. PlatCore LMS is already trusted by the most secure federal agencies in the United States.

## Is PlatCore LMS Department of Defense Impact Level 4 and Level 5 Certified?

- ✓ Yes, PlatCore LMS is a native ServiceNow application, and as such, automatically inherits the Department of Defense Impact Level 4 and 5 certifications of the ServiceNow instance. PlatCore LMS is already trusted by the most secure federal agencies in the United States.

## Does PlatCore LMS support multiple languages and if so which ones?

- ✓ PlatCore and ServiceNow offer the ability to deliver localized, personalized training. Currently, the following languages are supported out-of-the-box: Arabic, Brazilian Portuguese, Finnish, French, English, German, Hindi, Italian, Japanese, Korean and Spanish (Additional languages can be added upon request).

## How does a PlatCore LMS subscription work?

- ✓ PlatCore's subscription model helps support your training efforts as you scale. That means you only pay for what you need and use. PlatCore offers competitive pricing on a per active seat basis.

## Is technical support included with the PlatCore LMS subscription?

- ✓ Yes, PlatCore's subscription provides full annual technical support. PlatCore LMS customers enjoy access to a 24 x 7 Support portal inclusive of access to support by telephone and email.

## How long does it take to implement PlatCore LMS? Are services provided?

- ✓ One of the key benefits of PlatCore LMS is the extremely quick time to value. A typical PlatCore LMS implementation is completed within 4-6 weeks. Deployment services are provided, and additional consulting services can be delivered upon request.

## What kind of companies does PlatCore LMS work best for?

- ✓ While companies of all sizes use the PlatCore LMS, generally mid to large enterprise companies on the ServiceNow platform find the best value in our ability to help them overcome the complexities and challenges of training remote, hybrid, and globally distributed learners.

## Is PlatCore LMS 508 compliant and VPAT certified?

- ✓ Yes, PlatCore LMS is 508 compliant. We leverage ServiceNow's Service Portal technology for our interface which is VPAT certified.

## We already have training plans and courses. Will PlatCore support those?

- ✓ PlatCore is designed to help your team rapidly create and roll out training material. That means PlatCore supports PDFs, SCORM, XAPI, AICC, Videos, Microsoft Word, PowerPoint, Excel, KB Articles, and more.

Can PlatCore LMS be customized?

- ✓ Yes, PlatCore LMS can easily be customized with logo, widget, color schemes, custom badges and the appropriate branding in alignment with your specific customer requirements.

Does PlatCore LMS support gamification?

- ✓ Yes, PlatCore LMS supports gamification inclusive of badges and leaderboards.

Are reports and dashboards provided out-of-the-box?

- ✓ Yes, PlatCore is delivered with over 30 out of the box reports and dashboards.

Are notifications, surveys and digital signatures supported out-of-the-box?

- ✓ Yes, PlatCore provides full, configurable notification functionality which can be automated. ServiceNow survey capability is also supported and is customizable. PlatCore LMS also supports digital signatures.

Can PlatCore LMS integrate with other systems?

- ✓ Yes, PlatCore LMS leverages ServiceNow's API technology to integrate with other HRIS, learning catalogues, even other learning systems.

Is PlatCore available on the ServiceNow store?

- ✓ Yes! PlatCore LMS is available for download directly from the ServiceNow store at any time.



An Advanced Platform ServiceNow Partner, PlatCore's trusted, world-class Learning Management System delivers training directly from your ServiceNow instance. If you need help choosing an LMS, or introducing learning into your organization, we'd love to talk.

[sales@platcore.com](mailto:sales@platcore.com) • 1-844-205-7789

