

Tencent LearnShare

FAQs

Product Documentation



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FAQs

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What is Tencent LearnShare?

Tencent LearnShare is a one-stop enterprise community built on Tencent's decade of knowledge management experience. It offers modular application tools such as the documentation, Q&A, event, poll, forum, and classroom, helping enterprises achieve more digitalized knowledge management, cultural construction, and internal communication.

What business scenarios can Tencent LearnShare support?

Tencent LearnShare caters to a wide range of enterprise scenarios, including business enablement, team collaboration, corporate training, smart party building, forum interaction, enterprise culture development, employee welfare, and information collection.

How to customize menus?

Administrators can navigate to the [Admin console](#) > **Platform Operation** > **Menu Customization** to customize the application session menu, mobile bottom menu, and desktop menu. After the settings, be sure to click Publish for the changes to take effect. Additionally, you can switch back to the default mode even after customizing the menus.

What is Light Enjoyment?

Light Enjoyment is a content interaction hub designed to support various scenarios, including cultural preservation, work/business communication, and content sharing.

Currently, there are two forms: Light Enjoyment Square and K Bar Light Enjoyment. The Light Enjoyment Square is visible to all members and provides a quick access entry on the Tencent LearnShare homepage. K Bar Light Enjoyment is activated based on the specific scenarios and needs of each K Bar, with the entry located on the K Bar homepage. Currently, both operate independently, with no content shared between them.

How to set application administrators?

The Tencent LearnShare super administrator can navigate to the [Admin console](#) > **Settings** > **Permission Management** to assign super administrators and application administrators for Tencent LearnShare.

What functional scenarios do certificates support?

Administrators can quickly create or edit certificates, such as honor certificates, training certificates, and qualification certificates.

Comprehensive certificate management features allow administrators to view and export certificate details, as well as issue and revoke certificates in batches.

Certificates can be issued automatically, enabling seamless and efficient awarding to learners who complete courses, examinations, or learning maps.

Why do some members not receive pushed notifications for a long time?

If a member has not been receiving push notifications for an extended period, it is recommended to first verify whether they have followed the Tencent LearnShare Workbench on WeChat or WeCom, blocked notifications from the Workbench, or collapsed/hidden the conversation.