



CLASSBASE FOR FRONTLINE

Every branch trained. Every new hire ready.

On their phone, in their language. The AI does the work;
your trainers approve every step that matters.

Book a demo

FOR

Training

Operations

HR

IT

EXAMPLE



Sophie Laurent
Cashier · evening

Food safety

Card 6 of 6



Finished at 15:50



Certificate · valid 12 months



Clara Rossi
Store trainer

Store opening and closing

From the new SOP



Opening checks



Counting the till



Lock-up and alarm

Publish



Published · version 3



Hannah Becker
Operations

Food safety

RIGHT NOW



212

Compliant

9

Expiring

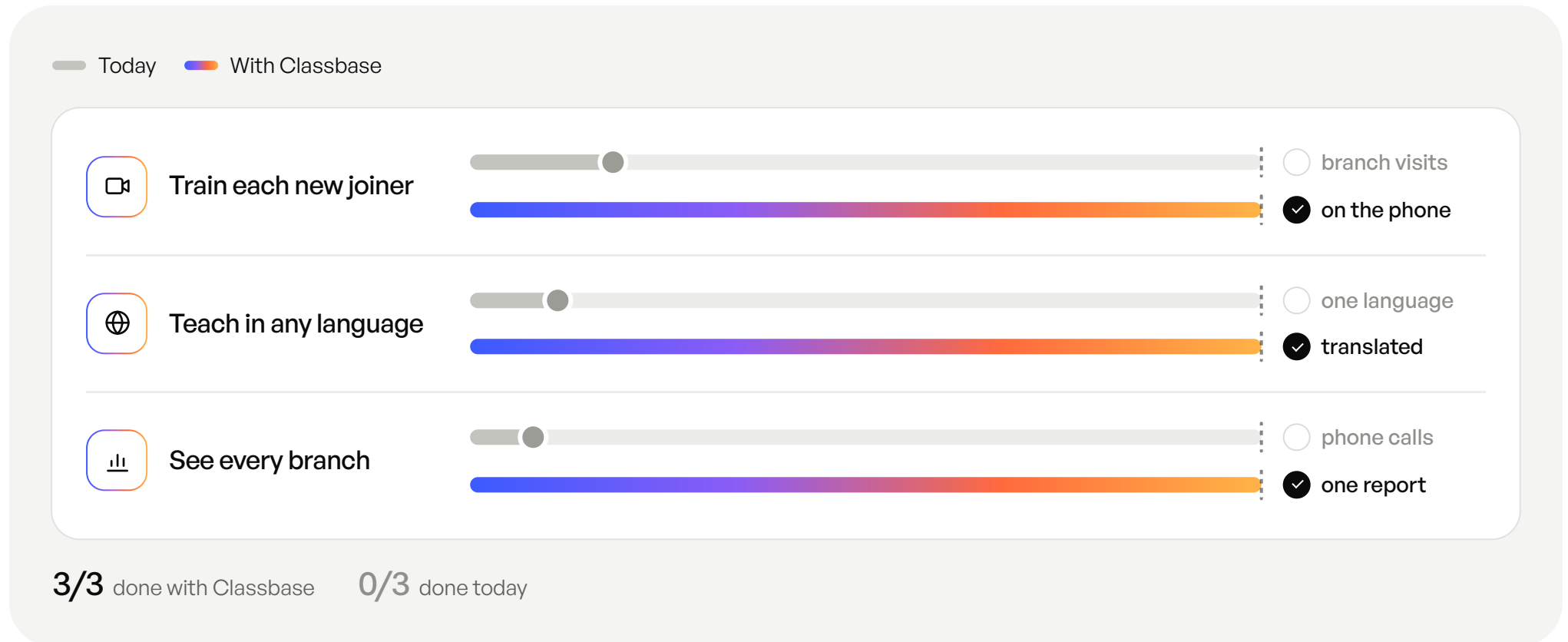
3

Expired

TODAY, AND WITH CLASSBASE

New joiners never stop.

Each branch trains them its own way. Three jobs, done today and with Classbase.



STORE INDUCTION

Induction that runs itself.

Set it up once. Classbase enrolls every new joiner, reminds, tests, certifies and renews on expiry.

Food safety

Customer service

Cash handling

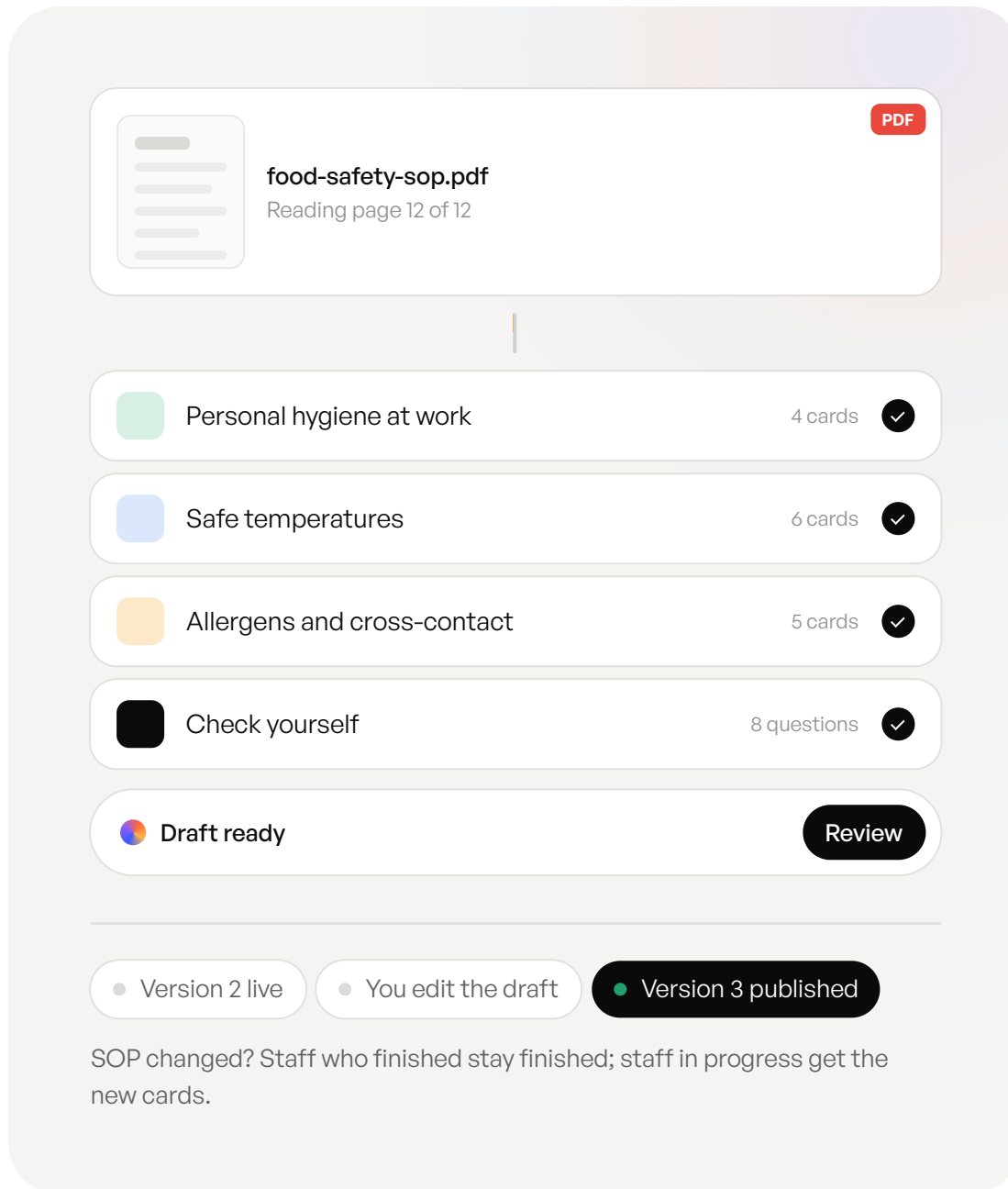
Store opening and closing

Your team, once · Send the SOP, keep the modules you want, set the group and the certificate period.

Store induction

Certificates valid 12 months

- 1 Enroll**
A smart group adds new hires
- 2 Learn**
Short lessons on the phone
- 3 Test**
Questions from a pool
- 4 Certify**
Valid for the period you set
- 5 Renew**
Enrolled again on expiry
- 6 Report**
Compliant, expiring, expired



 BUILD FROM AN SOP

From your SOP to a draft course.

Upload the SOP or the old training deck.
The AI proposes modules, cards and
practice questions.



Clara Rossi keeps or discards each module, then
publishes

FOR STAFF ON SHIFT

Five minutes before the shift.

One card at a time on the phone. An AI tutor answers in their language, and daily review brings the steps back.



Sophie Laurent

Cashier · evening

- ✓ Installs on the phone like an app
- ✓ Can pass a question to a trainer
- ✓ Back after 1, 3, 7, 16 and 35 days

Food safety · card 3

How long can cooked rice stay out of the fridge?



Two hours at most, then throw it away. The branch food-safety guide says so.



The danger zone · card 2

From your course

Daily review · 5 questions · about 3 min

How long can cooked food sit out?

Right · wait longer



1d



3d



7d

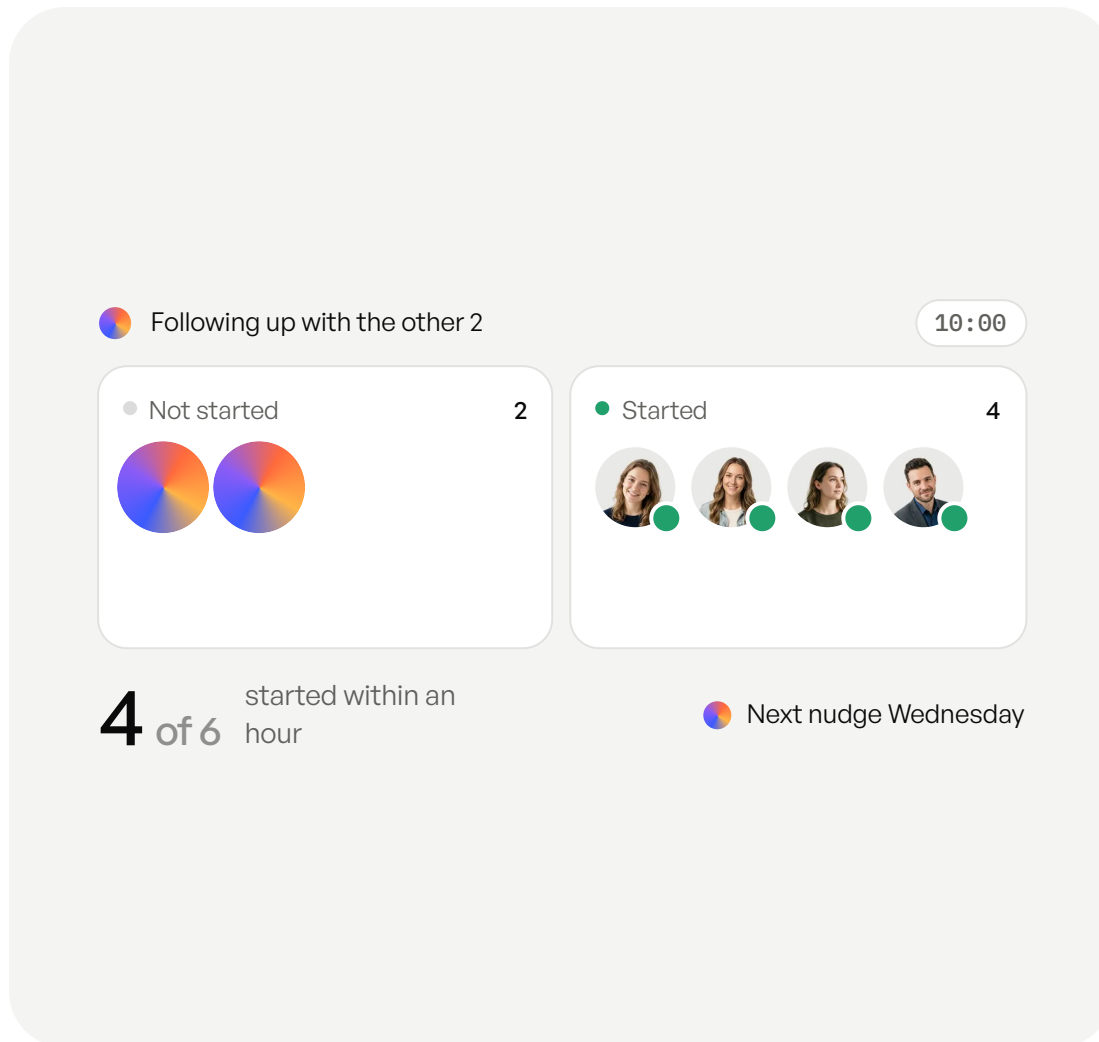


16d



35d

No points, streaks or timers



ASSIGN AND FOLLOW UP

Enrolled, reminded, followed up.

A smart group enrolls new hires on its own. Reminders go by email and in the app, and automations chase the rest.

SMART GROUP

Department is Stores and Joined this month →

Enroll in store induction

Approvals Daily caps Quiet hours Kill switch

The 'SMART GROUP' section features a filter bar with 'Department is Stores' and 'Joined this month' followed by a right arrow. Below the filter bar is a dark button labeled 'Enroll in store induction'. At the bottom of the section are four rounded rectangular buttons: 'Approvals', 'Daily caps', 'Quiet hours', and 'Kill switch'.

LIVE BRIEFINGS

Briefings that count toward the course.

One-off or repeating, like a cash-handling briefing for new cashiers. Staff check in with a code only the host shows.

Zoom

Microsoft Teams

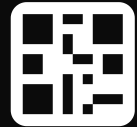
Google Meet

- ✓ Classbase creates the meeting
- ✓ Attendance completes the session card

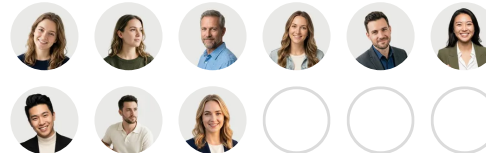
On the host's screen

482 913

Never in email or calendar



Cash handling · new cashiers



9 of 12 checked in

- ✓ Session card completed for each of them



Role-play · a wrong order · 6 turns

“Sorry, that’s our mistake. So it’s the chicken meal, no onions? I’ll make it again right now, and the drink’s on us.”

Owens the mistake		3/3
Confirms the order		2/3
Puts it right		2/2
Follows the policy		1/2

Needs you

Added up by Classbase 8 / 10



Confirmed by Daniel

PROVE IT

Proof they can do it.

The AI plays an upset customer and grades the conversation on your criteria, with a reason and a quote. Unsure grades go to a trainer.

- ✓ Final test from a question pool
- ✓ Pass mark, and the tutor is off
- ✓ A certificate anyone can check

RECORDS FOR EVERY BRANCH

Training records, branch by branch.

Compliant, expiring or expired, at any moment. It helps keep the training evidence audits and inspectors ask for.



Hannah · Operations

“Who is expiring or expired, by branch?”

Who, which course, when

Test score and certificate code

Attendance

Learning gaps

All

Expiring

Expired

↓ Export CSV



Sophie Laurent

Food safety

● Valid



Thomas Wright

Cash handling

● Expires in 21 days



Olivia Grant

Customer service

● Valid



Mark Evans

Store opening and closing

● Expired



Mei Lin

Food safety

● Expires in 21 days

MANY LANGUAGES

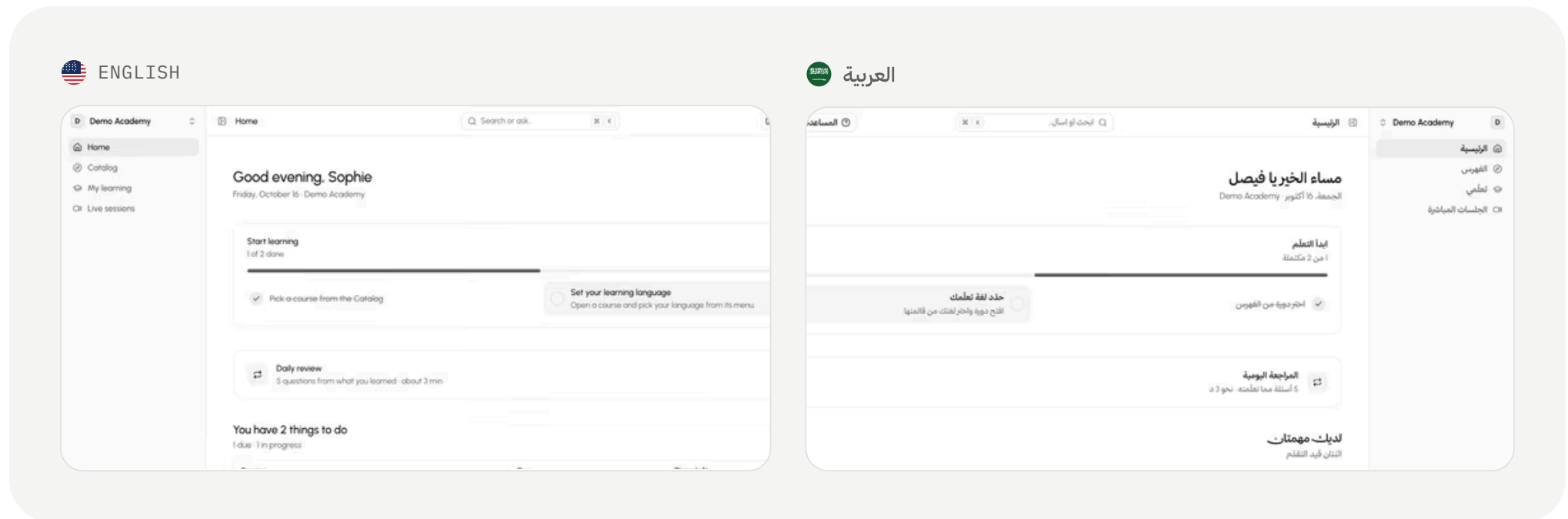
Courses in the languages they speak.

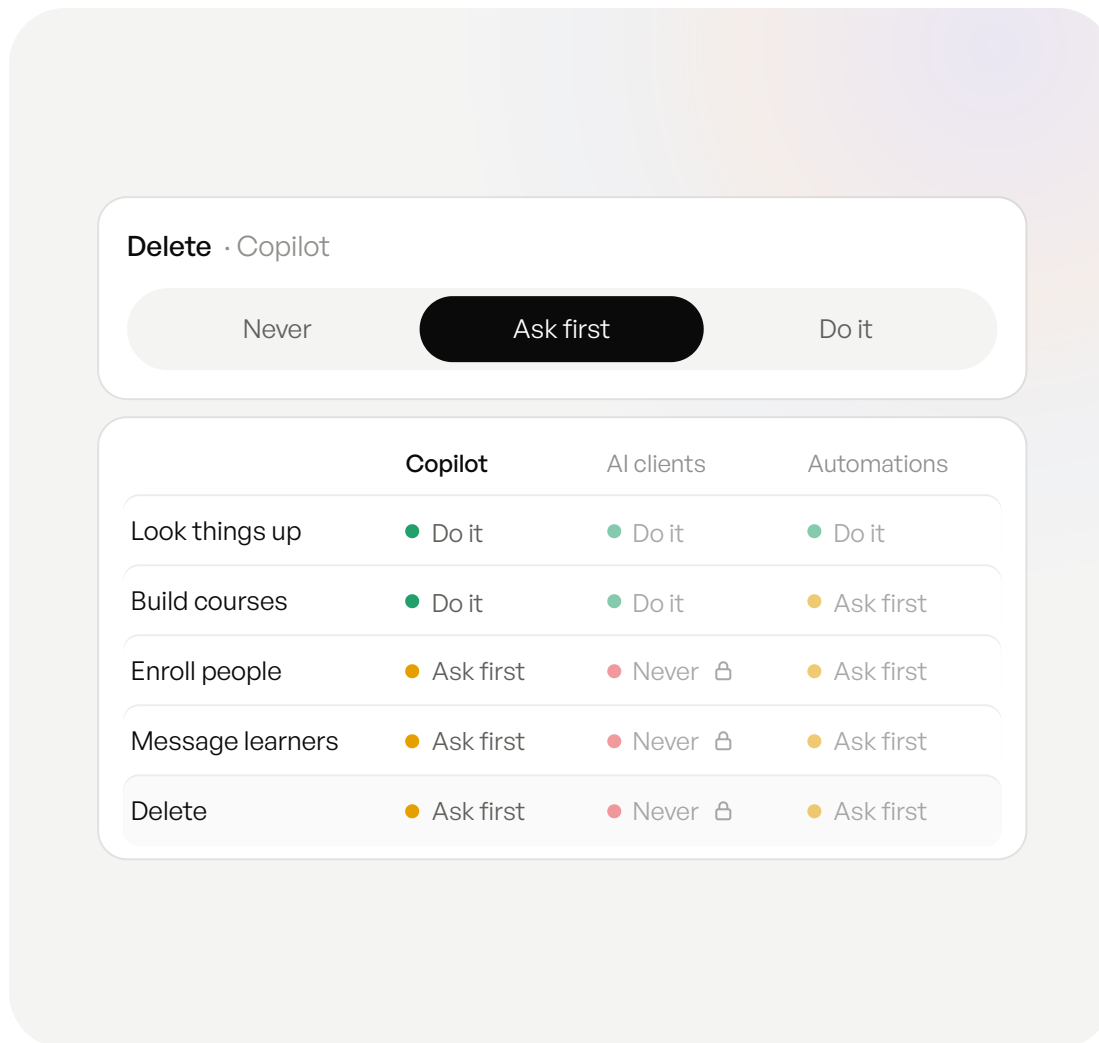
Menus in Arabic, English or Turkish. The AI translates each course with your glossary, and each person picks their learning language.

Menus in Arabic, English and Turkish

Courses translated by AI

A glossary per course and organization





 YOU STAY IN CONTROL

The AI works. You decide what it may do.

Do it, Ask first or Never, for each kind of action:
for the copilot, outside AI clients over MCP
and automations.

- ✓ Enforced on the server
- ✓ A person approves before it is published
- ✓ Every AI run is logged

Fits the systems you run.

Start by inviting staff by email. Add single sign-on and SCIM when you are ready.

SIGN-IN Single sign-on. Require SSO for your domain.

OIDC SAML

ACCOUNTS SCIM 2.0 keeps users and groups in step.

Okta Entra ID

ROLES Owner, Admin, Author, Instructor, Learner. Learners never see settings.

STANDARDS Bring your packages and connect your systems.

SCORM 1.2 / 2004 LTI 1.3 xAPI

MEETINGS Click Connect and approve on the provider's own screen. Nobody pastes an API key.

Zoom Microsoft Teams Google Meet

Identity provider

OIDC

SAML 2.0

SCIM 2.0

● @retail.example

verified by DNS

+  **Sophie Laurent**
Account created

↻  **Thomas Wright**
Moved to Lyon

-  **Mark Evans**
Deactivated · record kept

↔  Lyon branch synced · 4 courses

☒ Require single sign-on

Questions

Can staff train on their phone between shifts?

Yes. Lessons are short cards that work on any phone, and Classbase installs like an app. Daily review brings back the steps people forget.

Can staff learn in their own language?

Yes. The AI translates each course with a glossary per course and per organization, and each person picks their learning language. Menus are in Arabic, English and Turkish.

How do new joiners get their training?

A smart group, for example “Department is Stores and joined this month”, enrolls them in the induction. Reminders go by email and in the app until they finish.

How do we see which branches are behind?

Put each branch in a group. Reports show who is compliant, expiring or expired, and you can ask the copilot in plain words, for example “who is overdue on food safety?”.

Does Classbase help with food-safety inspections?

It helps keep the training evidence: who completed which course and when, test scores, certificates with their codes and attendance. It tracks Classbase certificates only, not official food-handler cards.

Who approves what the AI writes?

Your trainers. The AI drafts modules from your SOP, and a person keeps or discards each one and publishes. Staff see nothing before that.

What happens when an SOP changes?

Edit the draft and publish a new version. Staff who finished stay finished, staff in progress get the new cards, and version history keeps the earlier ones.

How do we start?

Book a demo. In a 30-minute call we draft one of your courses live, then show assigning, tests, certificates and reports.



Bring one SOP to the call.

A 30-minute call where we draft one of your courses live, in Arabic and English.

Book a demo

classbase.ai/demo