



Zenarate Features + Upcoming Releases Summary

September 2025

Current Features

Available Today

Learner Experience

NLP Conversations

Develop Guided + Unguided Conversation Simulations (Guide, Coach, Certify). NLPs strength vs. GenAI is quality & control for predictable and reliable Guided (guidance provided before every step) and Unguided (coaching provided in-the-moment when learner makes a mistake) + customized scorecard to certify skill proficiency.



GenAI Conversations

Fully dynamic conversations powered by GenAI + customized scorecard to certify skill proficiency. Standalone or paired with Software Simulation.



Linked Conversation + Software Simulation

Guide, coach, certify the learner to properly navigate the conversation + screens in the most efficient and compliant manner. Software paired with GenAI & NLP Conversations.



Standalone Software Simulation

Guide, coach, certify the learner on back-office software use cases.



Assignments / My Path

Curate learning journeys, passing thresholds and performance reporting.



Learner Access + Automation

SSO

Eliminate the need for password creation; allow your users to automatically log in to Zenarate.



SCIM

Support automatic learner creation, tier assignment, and assignment management with zero human touch required.



Admin Experience

Self Service Story Build

Build your own conversation and/or software simulations.



Dynamic Software Build - Canvas

Premium software simulation capabilities using templates + smart libraries.



Auto Capture for Canvas

Automatically capture, scrub and package software for 5-min Canvas creation + full responsive screens.



Rapid GenAI / Drag & Drop Authoring

Drop a transcript for automatic creation of GenAI Stories.



Teams Hierarchy / Users / Labels

Organize users into customizable, nested tiers that reflect your Org chart.



In Platform Reporting

Real time learner proficiency reports available to targeted Coaches aligned to your org structure. Enterprise configurability with variable view options.



Upcoming Releases

GenAI Milestone Feedback

Prior to the simulation, provide key milestones aligned to scorecard skills. Throughout the simulation, notify the learner on key milestone performance and deliver qualitative mid-conversation coaching tips.

Team Progress + Skills Reports

Delivers instant tracking of learner progress across My Path assignments, Explore Path journeys, and self-guided Library practices, consolidating results into a single view that provides the most effective way to evaluate learner advancement and proficiency against critical skills.

Courses

This upgraded version of topics better organizes content for clear delivery to learners. It also sets the stage for Zenarate's use as an integrated learning platform, where non-simulation experiences can be delivered in assignments, helping prep learners for their practice.

Avatar + Video Analysis

Integrates a life-like AI Avatar into simulations to better immerse learners into their practice. Paired with optional video analysis to assess learner tone, eye contact, & body language.

NLP Workbench Upgrade

Brings the beauty and polish of the GenAI simulation page to NLP simulations. Allows learners to move conversation to a floating window or even minimize entirely; maximizing the software simulation to the full window size. Includes an upgrade to learner navigation, making it easier to find and complete content.

Explore Path

Provides each learner with a more focused and personalized library of content, combining their Core Path of required assignments with an Explore Path of human or AI curated learning experiences based on known skills gaps or development areas.

Moments

Configurable bite-sized experiences that enable digital lessons, assessments, SCORM file hosting, and article-style lessons to be delivered alongside Zenarate simulations.

AI Tutor

An Agentic tool that gives learners a new way to learn. The AI Tutor is a configurable tool that uses the Socratic method for question-based learning and ongoing knowledge assistance. It can be delivered in the platform or the flow of work through the channel of your choice (i.e. Teams, Slack, etc) making it a powerful resource to accompany lessons + simulations.

AI Agent Workflow Tool

Enhance customer interactions by combining fully trained humans with Zenarate Digital Agents. Launch digital agents to work seamlessly alongside your teams—equipped with the same depth of knowledge, consistency, and understanding as your human workforce



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