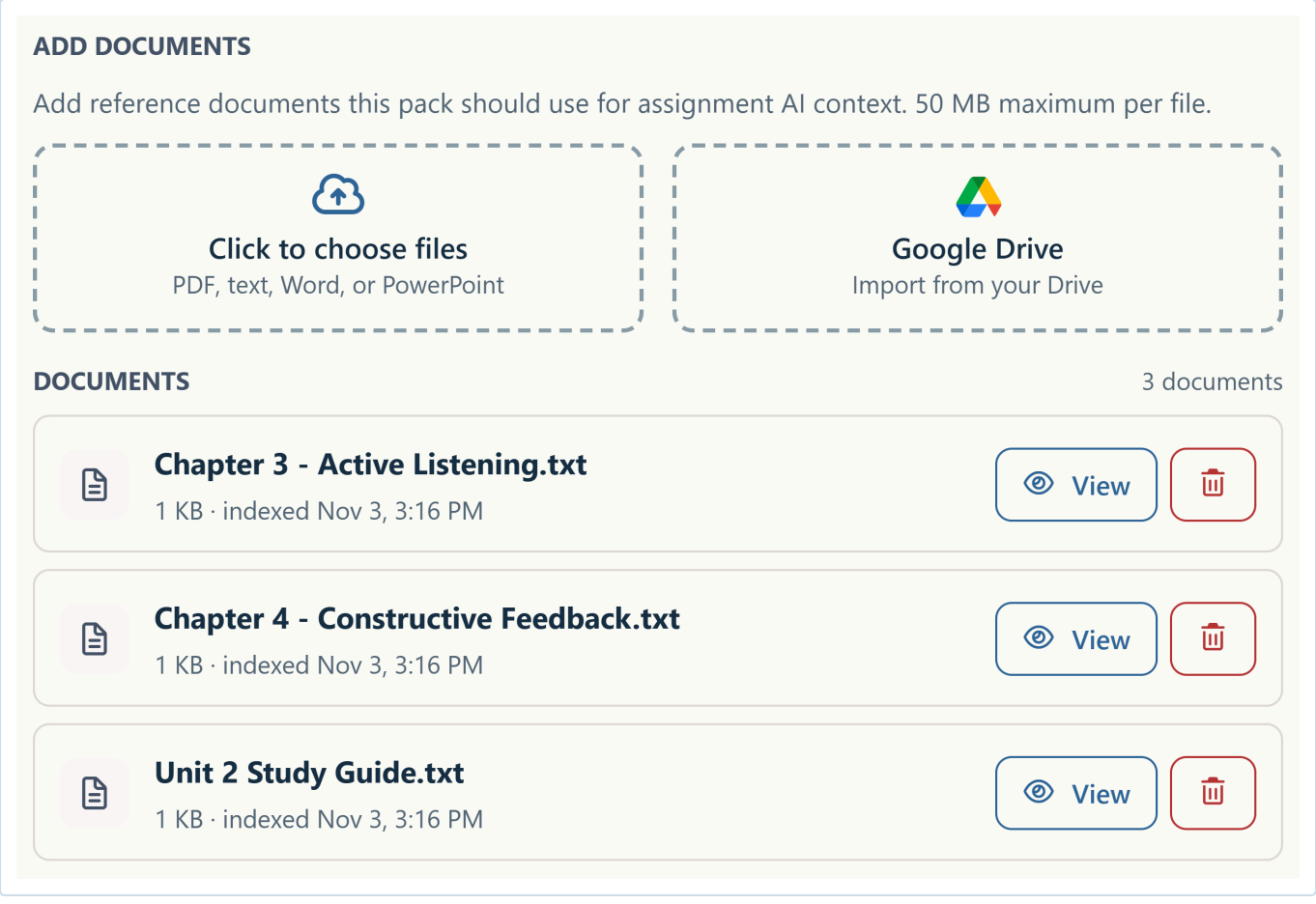
Create a pack and add documents

Give Ovation reference materials to draw on during AI conversations and feedback.

STEP 1

Build a reusable source

1. Open **Knowledge Packs** in the Management Portal and create a pack. Enter a clear name and optional description, then select **Create & Add Documents**.
2. Choose PDF, Word, PowerPoint, or text files from your device or **Google Drive**. A pack can contain multiple documents.
3. Wait for an **indexed** date beside every file. **Preparing** means processing is unfinished. Retry a failed file or replace it before using the pack.
4. Select **Save & Close** if you edited the description, or **Close** when you are finished.



Prepare useful sources: Use readable text, clear headings, and current material. Remove duplicates and conflicting versions. Upload only materials you have permission to use; leave out unnecessary private information.

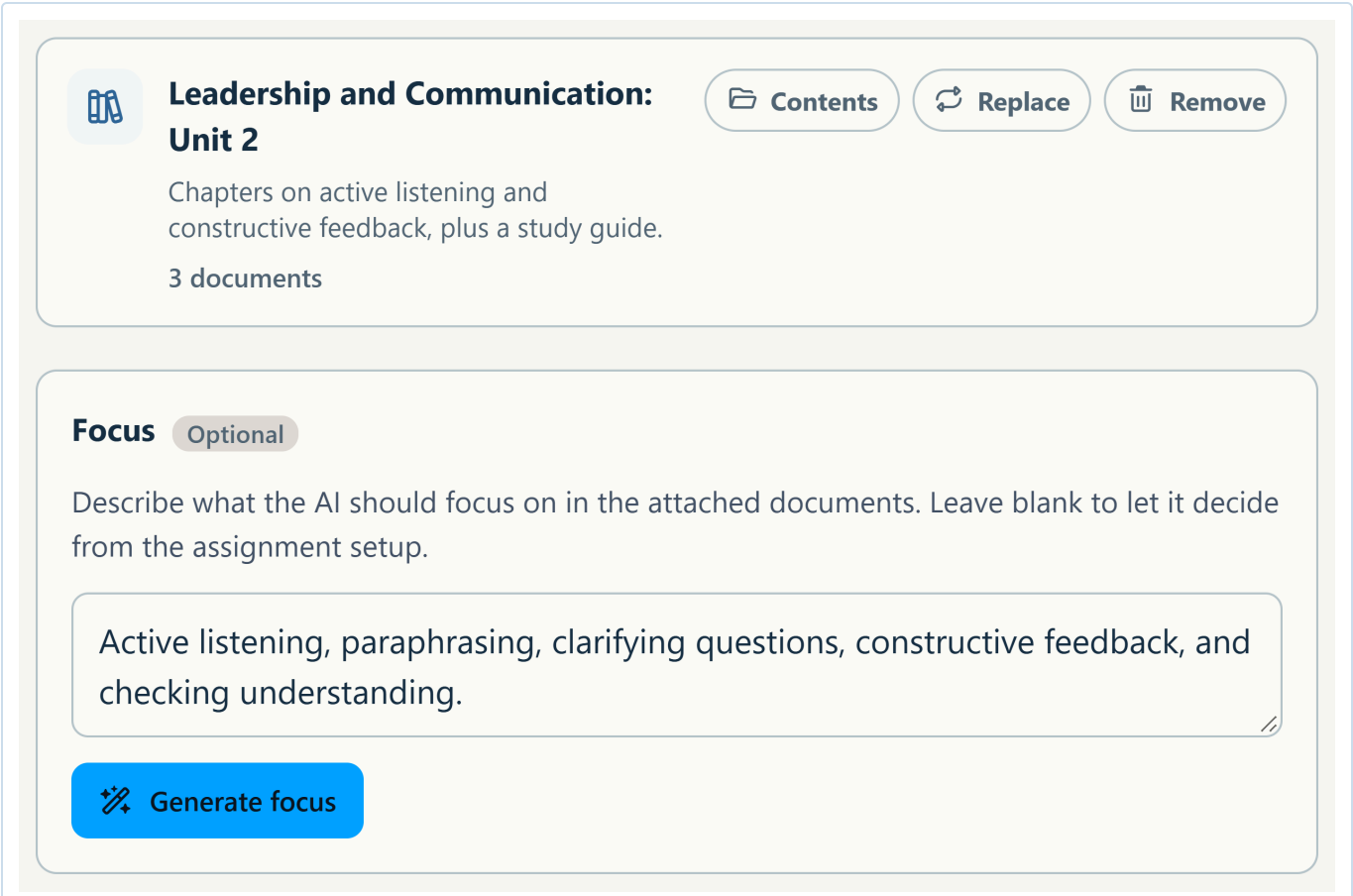
Check the limits shown in your account: Defaults are 50 MB per document and 50 documents per pack. The example above uses fictional course chapters and a study guide.

Attach, focus, and test

STEP 2

Connect the pack to an assignment

1. In the assignment's **Knowledge** section, choose **Select from Collection** and attach one pack. Use **Contents** to check its files, **Replace** to choose another, or **Remove** to detach it.
2. In **Focus**, name the topics, chapters, or sections to prioritize. **Generate focus** offers a starting point to review. Leave Focus blank to let the AI use the assignment setup.
3. Finish creating the assignment, or save changes to the existing assignment.



Be specific: Name topics to prioritize, such as "active listening and constructive feedback," rather than what to ignore. The AI retrieves relevant excerpts, not every page.

STEP 3

Check the saved assignment

1. When available, select **Test Run in Web App**. This creates a personal practice recording, not a learner submission.
2. Ask a question answered by the sources, rephrase it, then ask about something the sources do not cover. Check that answers stay grounded and acknowledge missing information.

Reuse and maintain your packs

If answers miss the mark: Check indexing, readable text, headings, and Focus. Start a fresh session after changing the pack or Focus; an existing session may retain earlier context.

Share and update with care

1. For team use, choose **Copy to Organization** where offered, or open **Organization > Collections > Knowledge Packs**. Access depends on your permissions and organization policy.
2. An assignment links to its pack rather than keeping a separate copy. Changes to that pack affect every linked assignment. Check its uses and test again after important updates.
3. Deleting a pack detaches it from assignments that reference it. Read the deletion warning before confirming.

Share readings separately. Knowledge Packs give the AI reference material. If learners need to read those documents, share them through your usual course or training materials.
Using retrieved excerpts counts toward your account's or organization's AI token limits.

Examples to adapt

1. **Leadership course:** Add chapters on active listening and feedback, plus a study guide. Focus on paraphrasing and clarifying questions while learners practice a difficult team conversation.
2. **Business training:** Add a current product FAQ and service policy. Focus on product differences and escalation steps while learners respond to a customer's questions.
3. **Healthcare education:** Add approved course material and a fictional case summary. Focus on the case facts and communication guidance while learners practice explaining care in plain language.