Workday CCL Integration

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This article explains how to integrate Big Think+ with Workday Learning via Workday Cloud Connect for Learning (CCL), including requirements, benefits, and setup steps.

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Integration Overview

Workday Cloud Connect for Learning (CCL) was created to address the growing need for seamless integration between external content providers and the Workday Learning platform. Traditional Workday Learning, while robust in delivering and managing learning experiences within an organization, faced challenges when it came to integrating with diverse third-party content sources. This often led to fragmented learning ecosystems, where administrators and learners struggled to consolidate and track learning experiences across multiple platforms.

CCL solves these issues by providing a standardized API-driven approach to integrate external learning content into Workday Learning. Through features such as real-time content synchronization, xAPI-compliant activity tracking, and self-service configuration tools, CCL ensures that content providers can onboard their libraries without depending on Workday's major release schedules. This accelerates the availability of new content and enhances flexibility for both administrators and learners.

Supported Use Case

These aforementioned Content and Tracking APIs allow Workday CCL to create an experience where employees can discover and launch Big Think+ training from Workday CCL, and the Tracking data can securely flow back to Workday CCL for content provider and learning program measurement.

Integration Checklist

1. Verify that your organization's subscription service agreement includes Workday CCL

   a. Select your profile avatar on Workday Community

   b. Select Profile

    c. On your profile page, select your organization's name, which is beneath your name and next to your job title

    d. View your Subscription Service Agreement value

2. Ensure Workday Learning is enabled:

    a. Sign in to [Set Up Learning](#)

3. Sign the Media Cloud Agreement

4. Enable the Cloud Connect for Learning functional area

    a. Sign in to [Enable Functional Areas and Security Policies](#)

5. [Enable Innovation Services Feature and Machine Learning Data Contributions](#)

    a. On the Innovation Services Opt-In task, select the Cloud Connect for Learning service in the Learning category.

    b. On the Maintain Innovation Services Data Selection Opt-In task, click Next.

6. Access the Configure External Content Provider task. Ensure that the integration system security group from this task includes your integration system user and belongs to these domains with Report/Task Permissions and Integration Permissions:

    a. The Set Up: External Content domain in the Backpack Hub Service functional area.

    b. The Set Up: Learning External Content Integrations domain in the Learning Core functional area.

    c. Activate the channels you want to make available in your tenant for a content provider. See: [Reference: External Content Provider Configurations](#).

7. Authenticate the Integration

a. Search for and find the Configure Cloud Connect task.

b. Select Big Think+ from the list of content providers.

c. Add an Integration System User (ISU) with permissions for the integration.

d. Choose your Default Learning Topic

e. Generate ClientID, Auth URL, Tracking URL, and Content URL

f. Request a bearer token to authenticate subsequent requests and interactions with CCL.

8. Contact the Big Think+ team

a. Share your ClientID, Auth URL, Tracking URL, and Content URL with your Big Think+ customer contact, and they will complete the integration.