



Verint Community

Administrator Introduction

[Hyperlinks offer access to additional documentation and training videos](#)

VERINT[®]

Objectives

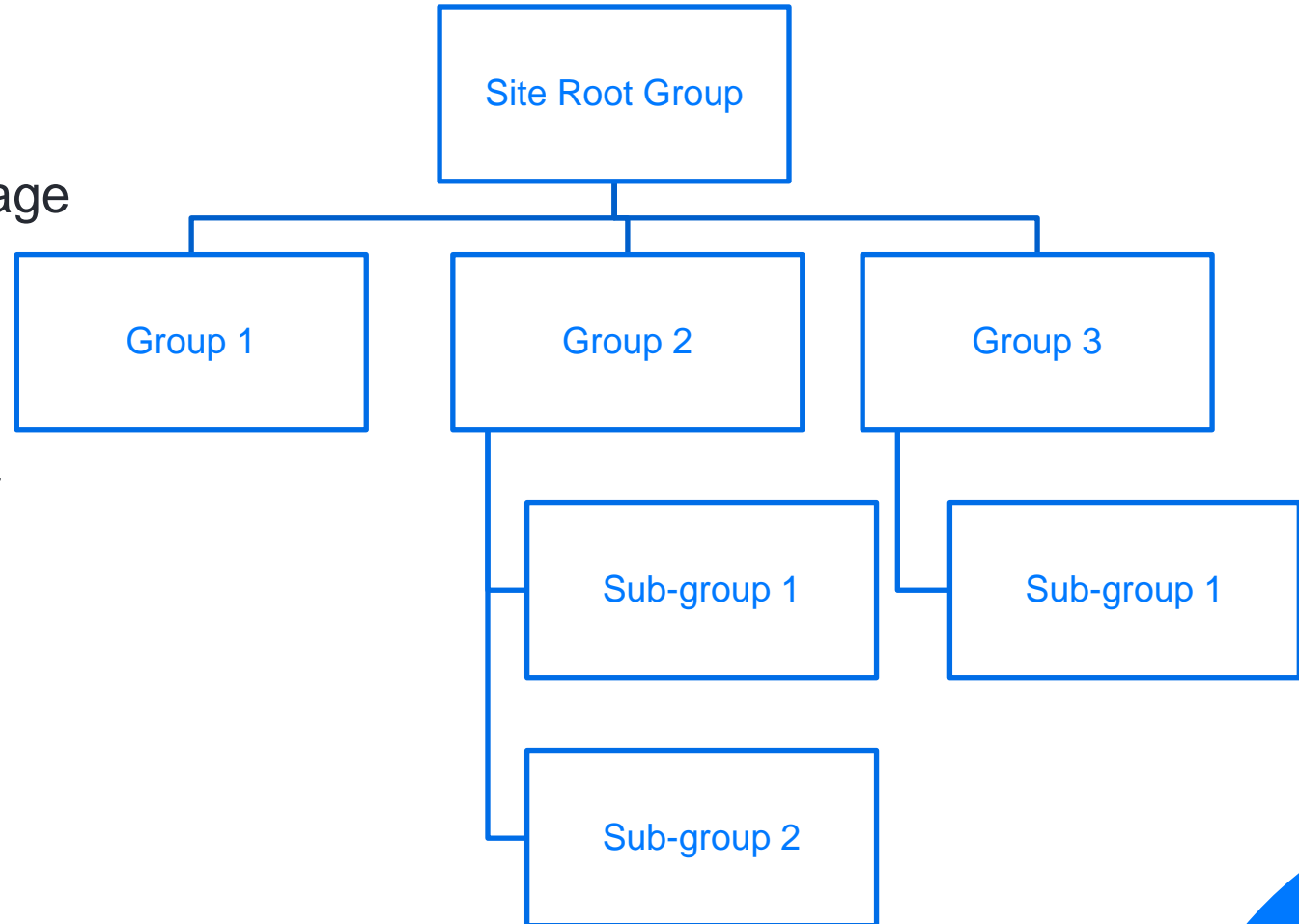
- Focus on Community v12.x
- Provide basic elements of community platform
- Review out of the box features and capabilities



Group Structure

Organize Your Information

- Start with small groups that engage leaders, select employees, and champions
- Define Group structure on paper before creating groups in your community
- Determine
 - Who needs to talk with who?
 - What will they be talking about?
 - What content do they need to see/share?



Group Types

PUBLIC	Joinless	Registered users have member privileges of joinless groups by default. The functionality available to you still depends upon your group/role permissions. <i>Metrics can be tracked in terms of visits but not membership.</i>
	Public Open <i>(Preferred choice)</i>	You can view the group and group content but must be a member to participate. You do not have to request membership or await approval from the group owner.
	Public Closed	You can view the group and group content, but you must request membership to participate in the group and await approval from the group owner.
PRIVATE	Private Listed	You can view the group name in the group list but you cannot access the group content. You must be added to the group or invited to join by the group owner via email .
	Private Unlisted	You cannot view the group name in the group list. You must be added to the group or invited to join by the group owner via email.



Application Types

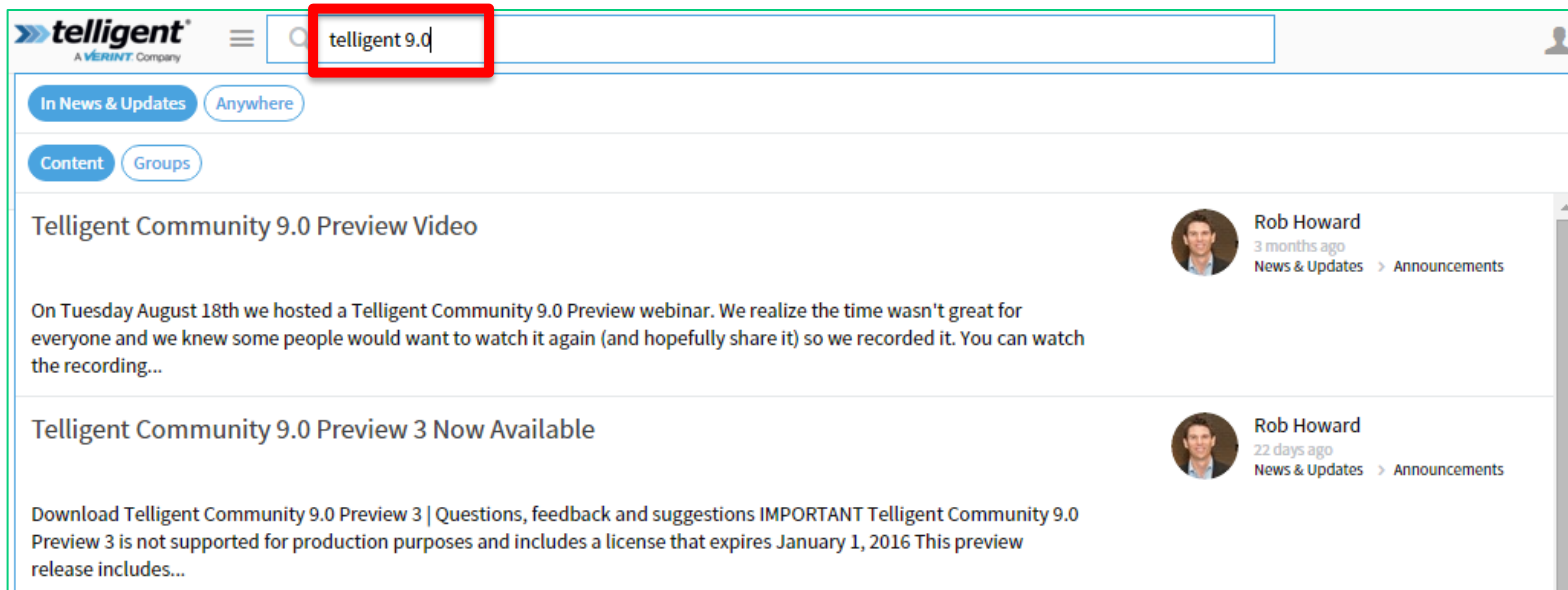
Name	Description	Typical Uses
<u>Article Collections</u>	A flexible, new, application and content type for authoring a wide range of content. Articles were built with considerations like articles types (FAQ, articles, alerts), delayed and group publishing, structure (via categories) and much more.	Knowledge documents, specifications and other informational content where categories and workflow are important.
<u>Blogs</u>	Short name for weblog. Location for one or more authors to write commentary on a specific topic or area of expertise. Readers of the content can typically comment on the content.	Personal commentary, description of events, or showcase of a set files (e.g., graphics and/or video).
<u>Calendars</u>	Event management and attendance tracking.	Creating, tracking and registering for events/meetings.
<u>Forums</u>	Discussion and/or question and answer area with threads that contain posts that are either replies, suggested answers or verified answers.	Discussions among group members, bug reporting.
<u>Galleries</u>	Collection of files available for download and commenting.	Image gallery, video demos, presentations, reporting spreadsheets.
<u>Ideas</u>	Challenges (for example, who has the best solution to x problem?) that members answer by posting ideas to solve the problem.	Obtaining ideas from users to solve problems and improve products.
<u>Wikis</u>	Collection of pages that allow community members to edit the content and/or comment on the content. Revision history is captured, and comparisons can be made between revisions.	Help documentation, specifications and other informational content.

Search

- Search is always available on the page. The Social theme has a static header that keeps the search field visible wherever a user scrolls on a page.

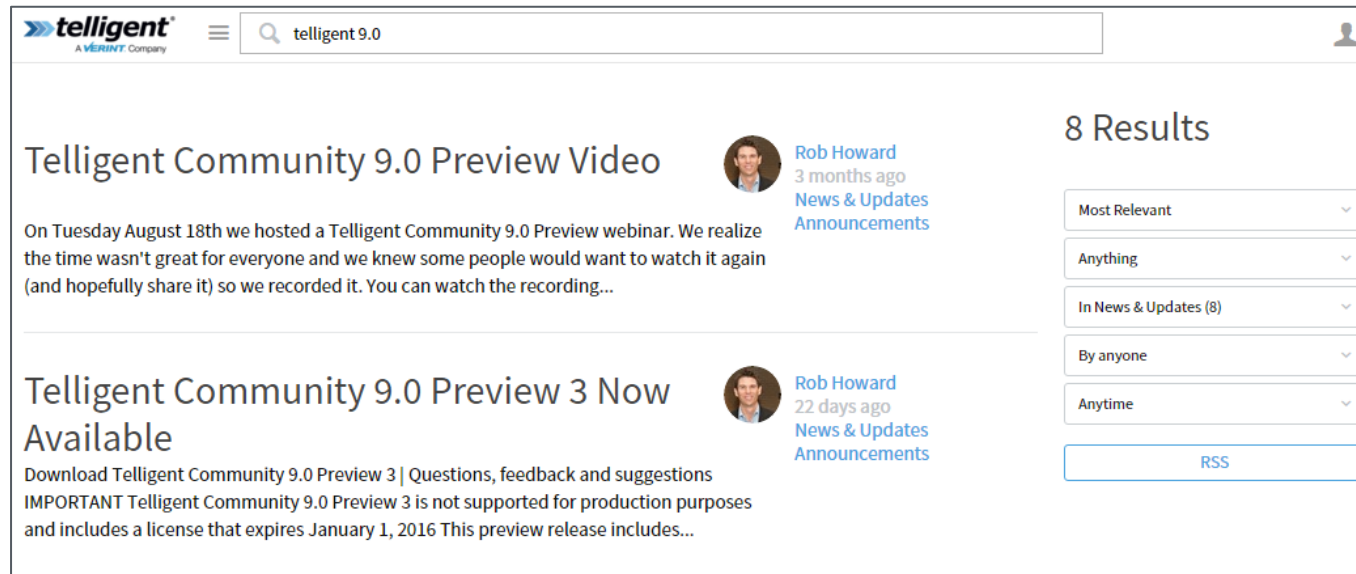


- Search automatically returns results for the context where it's being used. For example, while searching in a specific group, the results dropdown will show "In <group name>". If searching in an application, it will say "In <application> <group name>." Other filters or parameters can be applied.



Advanced Search

- Search quality is improved by filter buttons - Content, Groups, or People. If being used in a group or application, Search will also display an Anywhere filter button.
- Enhanced search result display - if the user clicks Advanced Search in the search field, Verint Community furnishes additional parameters for relevancy, content type, location, author, or recency.



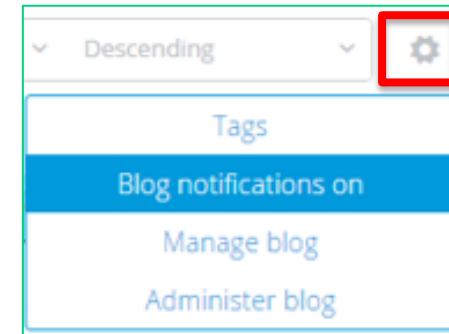
The screenshot shows the Telligent search interface. At the top left is the Telligent logo (A VERINT Company). A search bar contains the text 'telligent 9.0'. To the right of the search bar is a user profile icon. Below the search bar, the page displays '8 Results'. On the left side, there are two search results. The first result is titled 'Telligent Community 9.0 Preview Video' and is by Rob Howard, posted 3 months ago. The second result is titled 'Telligent Community 9.0 Preview 3 Now Available' and is also by Rob Howard, posted 22 days ago. On the right side, there are five filter dropdown menus: 'Most Relevant', 'Anything', 'In News & Updates (8)', 'By anyone', and 'Anytime'. Below these filters is an 'RSS' button.

Subscriptions and Notifications

The subscription service allows users to subscribe to content. Subscriptions allow for notifications via emails and live alerts when activity occurs within a particular group, application, or post.

In order to turn notifications on:

- Click on the gear icon within the application page or content page.
- Selection notifications on if you would like to receive notifications of activity within that particular application or post.



In order to manage personal notification settings:

- Click on your user avatar in the site header.
- Select **Settings**.
- Click on the **Notifications** tab.

Settings			
Options	Email Digests	Subscriptions	Notifications
Activity from subscriptions			
Notify me when someone:		Email	Live Alert
Select none		Select none	Select none
<input checked="" type="checkbox"/>	Blog posts in blogs to which you are subscribed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Blog posts in blogs to which you are the author	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Comments on blog posts to which you are subscribed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Replies to a thread I'm subscribed to	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Email Digests

Email Digests can do the following:

- Provide daily or weekly summaries of group activity.
- Allow you to choose your frequency (daily or weekly) for each group's feed.
- Allow registered users to subscribe to a digest for groups they have access to.

In order to manage personal email digests settings:

- Click on your user avatar in the site header.
- Select **Settings**.
- Click on the **Email Digest** tab.

Settings

Options **Email Digests** Subscriptions Notifications

Your Groups

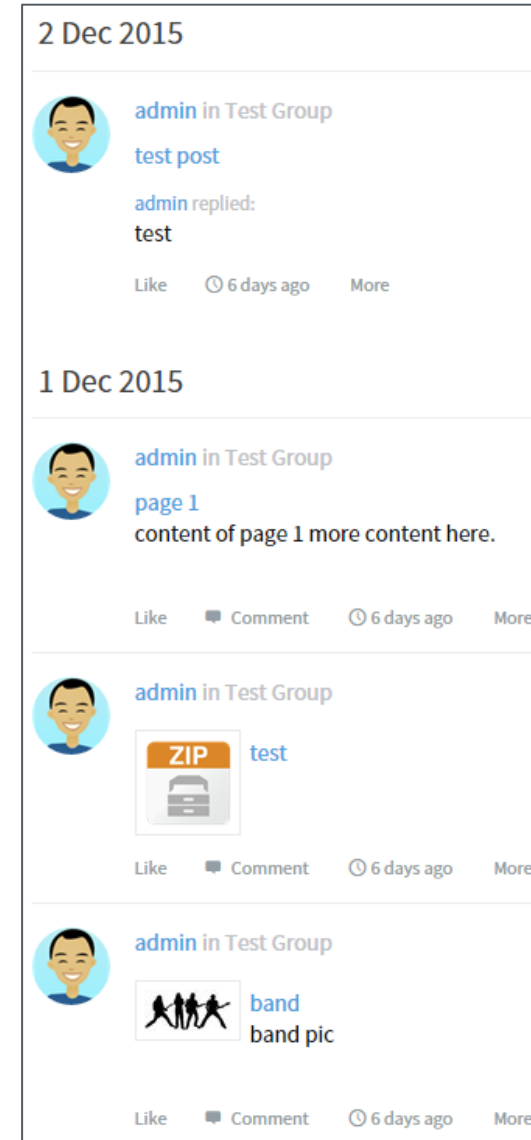
All of the groups for which you are a member.

Group	Frequency
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Activity Story Stream

The activity story stream widget allows for the ability to:

- View content directly and engage with the content by commenting, replying to comments, sending private messages, liking, hashtagging, and mentioning.
- View thumbnails of all content directly in the stream without having to navigate to each post for details about it.
- Engage quickly with multiple content items instead of having to individually navigate to each one for commenting or favoriting, etc.



User Interface

- Page Layout
 - Header
 - Navigation
 - Banner
 - Columns / Sidebar
 - Footer
- Widgets
 - Placement
 - Configuration
 - Responsive Behavior
 - Format
 - Lock

Application Management

[Creating, Deleting and Moving Applications](#)

[Creating, Editing, Deleting and Moving Posts](#)

[TinyMCE Rich Text Editor](#)

[Attachments](#)

[Featured Content](#)

Forum Management

Creating and Managing Forums

- Forum Types
 - Discussion
 - Question and Answer
- Permissions

Forum Moderation

- Forum Post/Reply Moderation
- Tag Moderation

Site Administration

- *Moderation*
- *Membership*
- *Reporting*
- *Interface*
- *Applications*
- *Groups*
- *Automation*
- *Scoring*
- *Notifications*
- *Monitoring*

Thank You

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