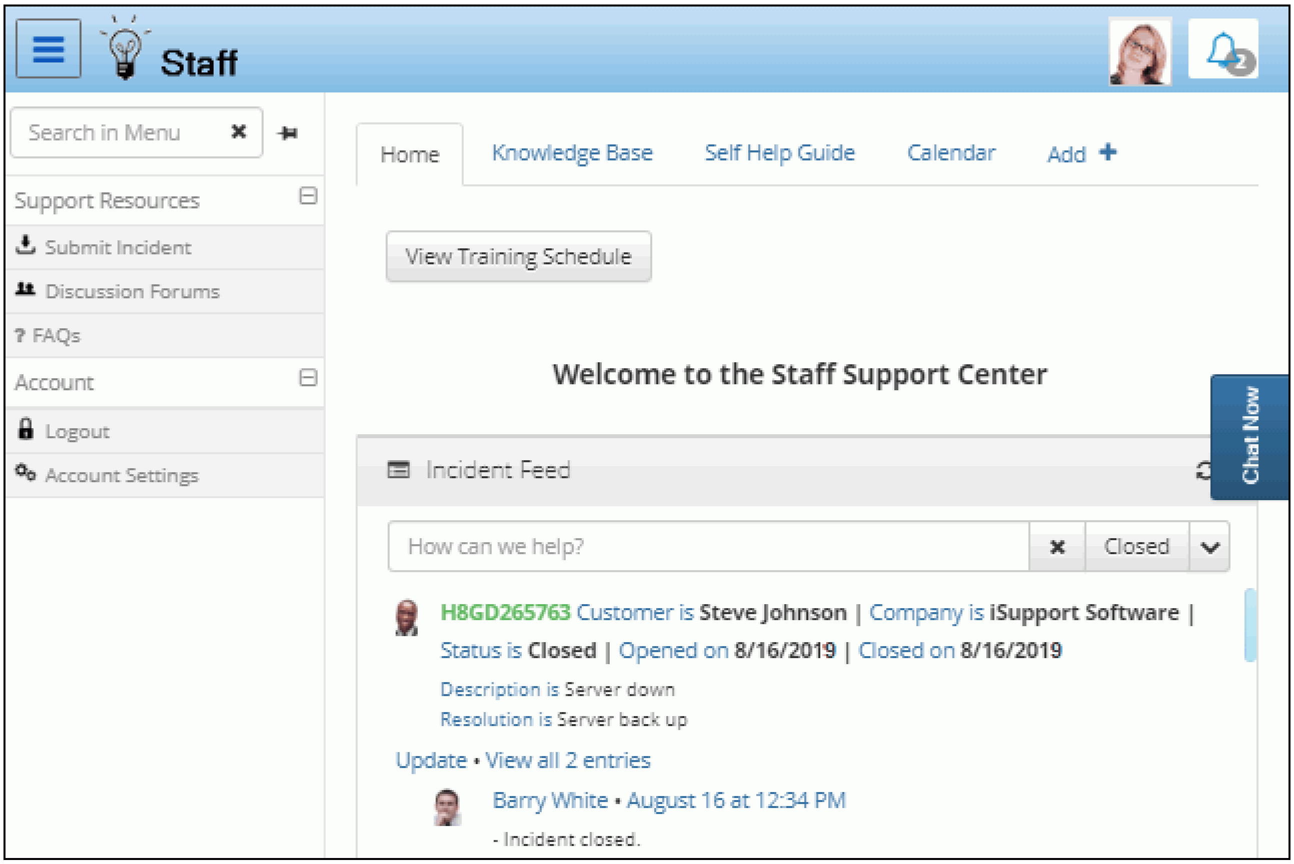
mySupport® Features

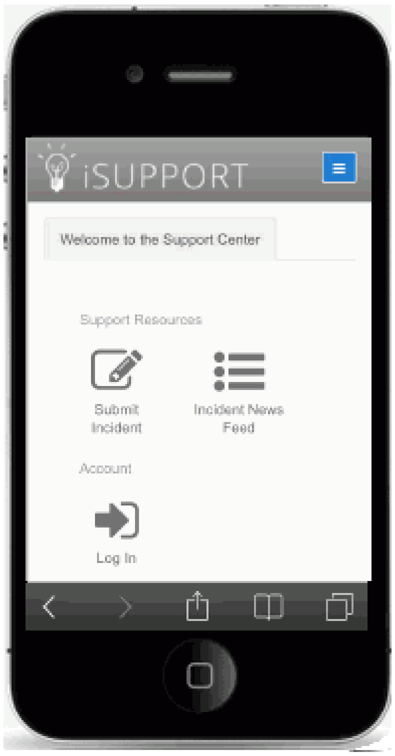
iSupport® mySupport portals enable customers to submit and view work items, create discussion posts, chat with support representatives, search for knowledge entries, and view PDFs, reports, charts, headlines, FAQs, and more.

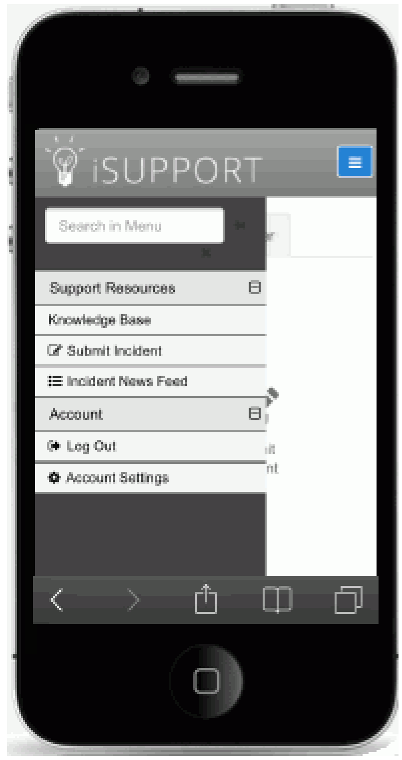


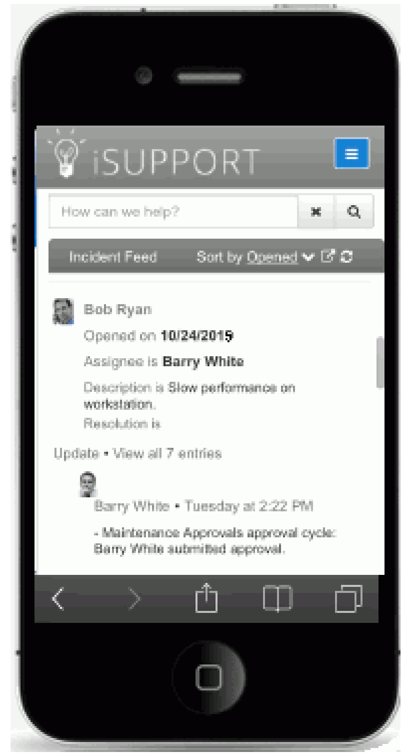
Everything on a mySupport portal is configurable, including all label and header text. You can configure the feature links, fields that appear for viewing and submitting records, etc. An unlimited number of interfaces can be configured to target different customer groups. iSupport includes several themes; a theme can be easily customized. You can also create different display and submit layouts for work item functionality on a set of mySupport options via the mySupport Layout links included for each module (incident, knowledge, problem, change, purchase, and service contract).

You can enable customers to add and customize dashboards and components that you make available via Options.

mySupport portals can also be accessed via a mobile device; you can create a mySupport options set for mobile devices and assign it to a customer, company, or customer group.







Feature List

Follow the links below for information on mySupport Portal features.

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General

Login (Authentication)

The types of access that can be configured for a mySupport site are as follows:

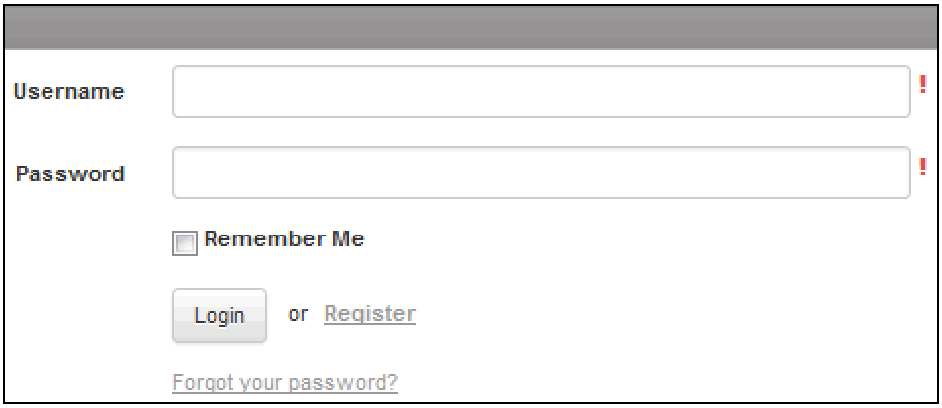
- No required authentication - customers can access all features but must enter a name and email address in order to submit or view incidents and changes; a Customer Profile record will be created after their first incident is submitted.
- Required authentication for the entire mySupport site; if customer or company groups have been created, access can be limited according to group.
- Required authentication for submitting and viewing incidents and changes and submitting a discussion post. If a customer has not logged in, the Reply and Create Discussion Post links will not appear and a login dialog will appear when the customer attempts to submit or view an incident or change.

A mySupport options set can be configured as Public Knowledge Only; it will only include a Knowledge page and no access settings will apply.

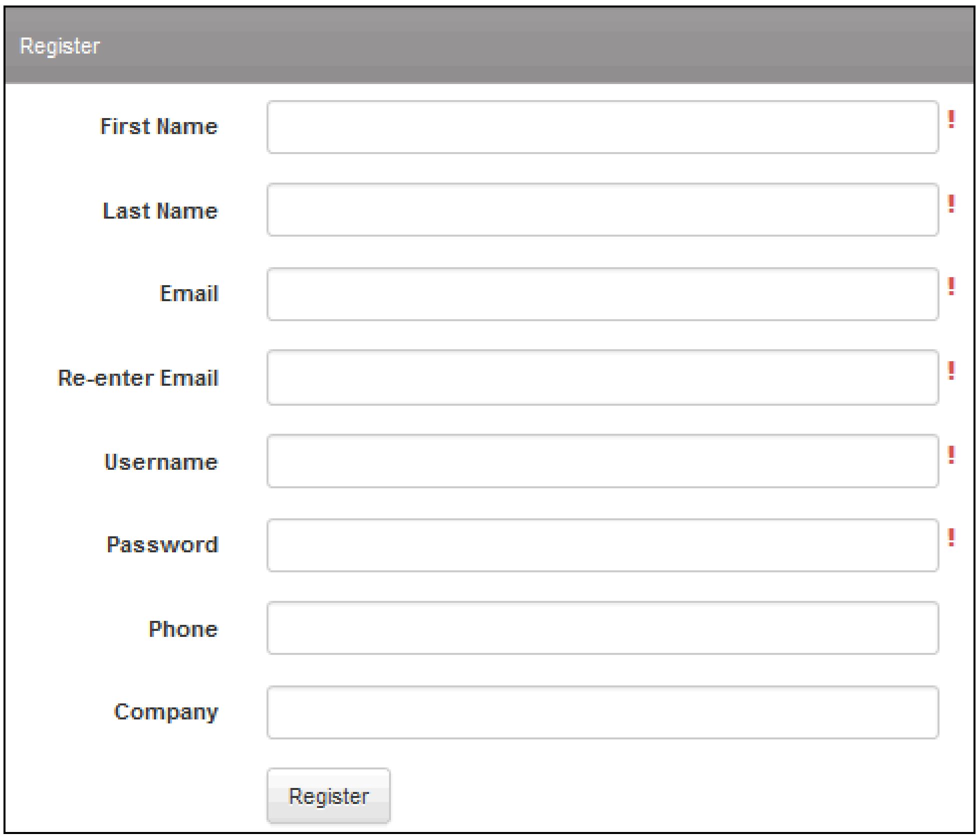
Authentication can be controlled via iSupport or Microsoft Authentication. A mySupport login can be included in each customer's Customer Profile record or customers can use Account Settings to link an account for authenticating automatically via Facebook or LinkedIn®.

A third party application identity provider (such as Shibboleth and Otka) can be configured to pass user credentials so that a user can sign in to mySupport with the same credentials that they use to log into other applications.

If using iSupport authentication, the login dialog can be configured to include a Remember Me option, Register option, and/or Forgot Password option. (The Password field in the login dialog is case sensitive).



- The **Register** option enables a customer to enter contact and login information; a Customer Profile record will be created after completion. A customer will not be able to register with the same email address and login name as another customer.

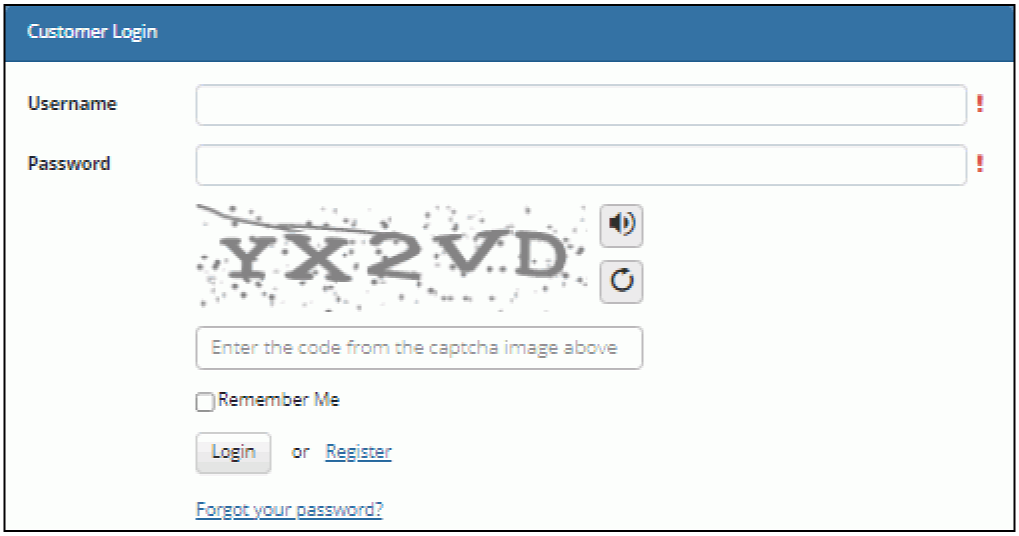


  Registration review can be configured; it will disable mySupport access in the customer's Profile record and create an incident via a template.

- The **Forgot Password** link in the Login dialog enables a customer to enter an email address to which an email will be sent with a login and a link for resetting their password. Note that a customer won't be able to change their password if the source of their Customer Profile record is Active Directory, LDAP, or a relational database that is being synchronized with a mapped password.
- The **Remember Me** option places a cookie on the customer's system.

CAPTCHA and Multi-Factor Authentication

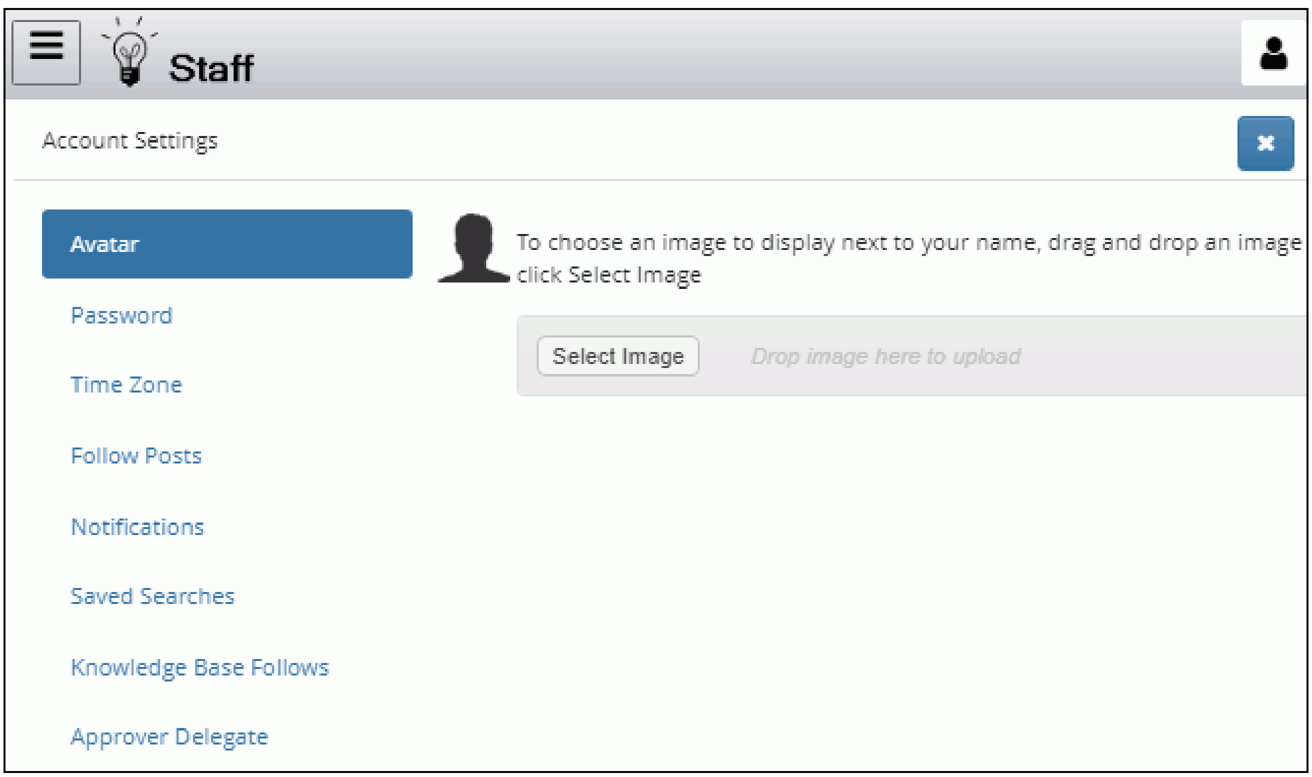
If you are using iSupport's forms-based authentication, you can enable a CAPTCHA image with a code can be included on login-related dialogs as well as the Calendar RSVP Login and Calendar RSVP Register dialogs that appear on mySupport when authentication is not required and a customer is not logged in. Note that the code is case-sensitive.



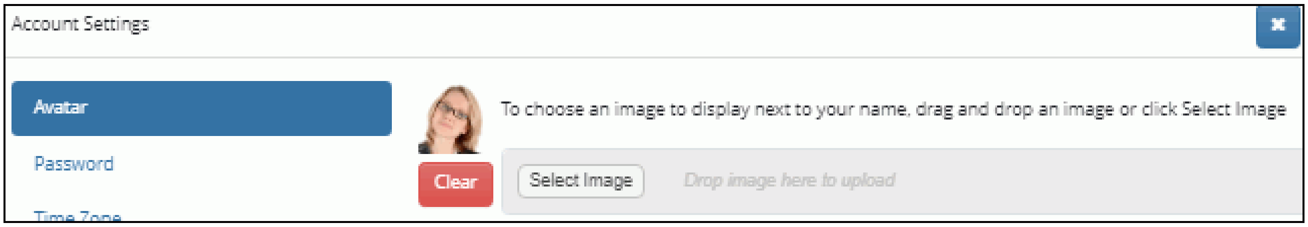
Multi-factor authentication can be enabled to send an authentication code to a customer after login in order to access iSupport. SMS can be enabled to send an authentication code via Short Message Service (commonly known as text messaging) to the customer.

Account Settings

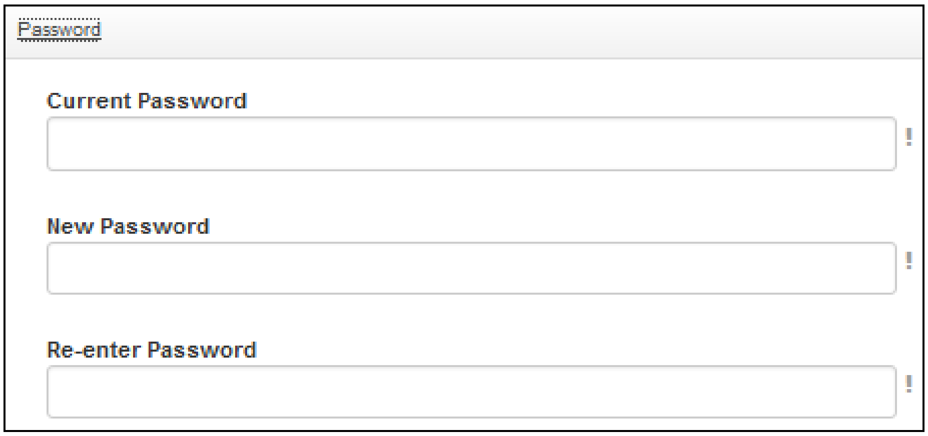
The Account Settings dialog is accessed via the Account Settings icon or a navigator link on the portal; customers can set their avatar, password, time zone, default follow option, and notifications, remove saved searches, link an account for authenticating automatically via Facebook or LinkedIn®, and stop following specified knowledge entries.



Avatar - This section appears if the Allow Avatar Edit option is enabled on the Customer tab in the mySupport Options configuration screen. It enables a customer to set his/her avatar that will appear in the upper right corner of the portal, in discussion posts, and on the Approvals tab in the Incident, Change, and Purchase Request screens (if the customer is an approver in an approval cycle or a customer on an incident or change). The avatar will be updated in the customer's Profile record.



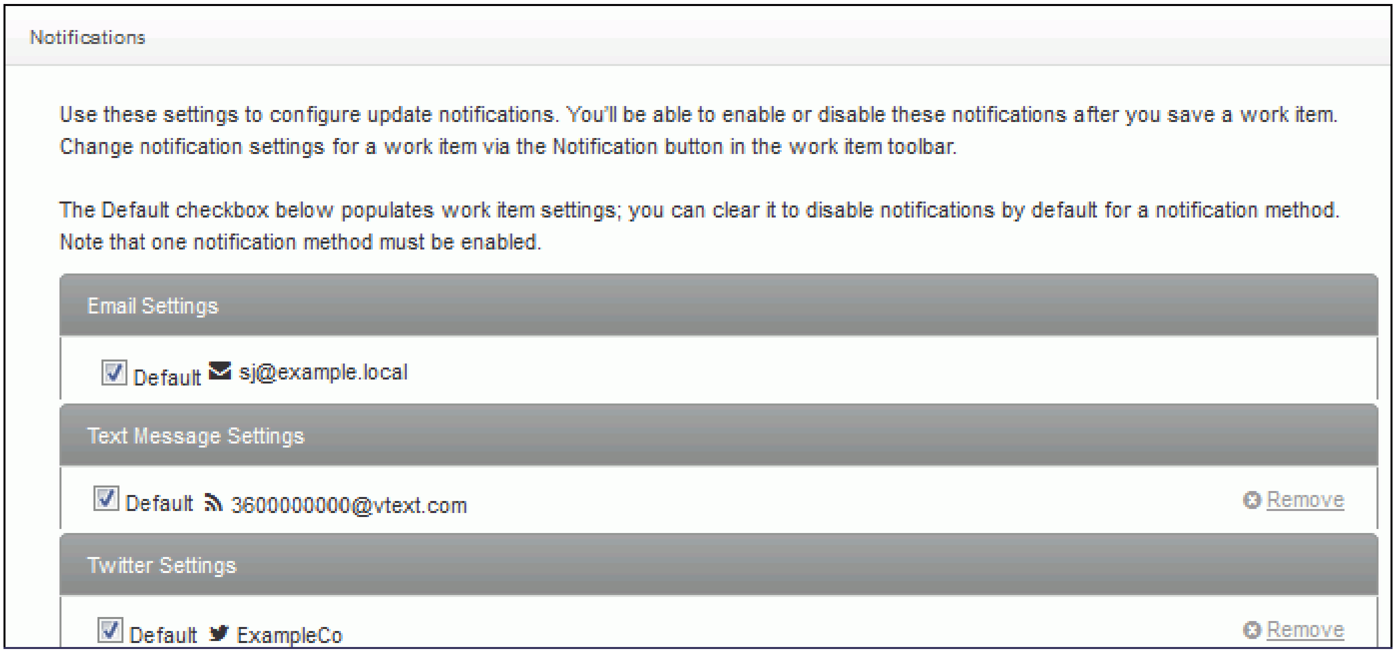
Password - This section enables a customer to reset his/her password for logging into the portal; it will be updated in the customer's Profile record.



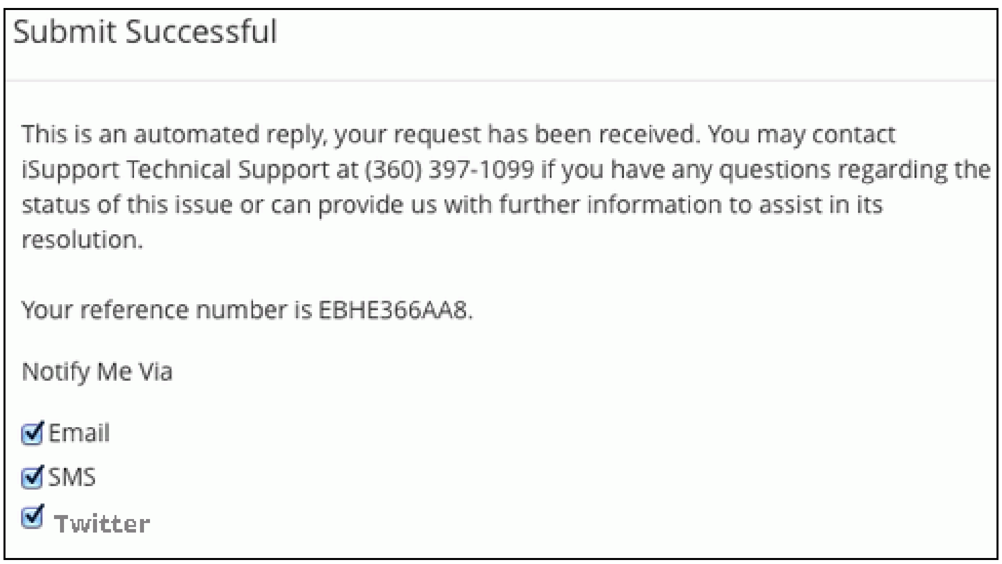
Time Zone - This section enables a customer to set the time zone for dates that display on the portal.

Follow Posts - The Follow option in the Create a Discussion Post dialog enables an email notification to be sent when someone replies to the post. A user's first discussion post or reply will determine the default for the Follow option in the Create Discussion Post dialog; a customer can set this default to Yes in this section.

Notifications - Customers can use the Notifications section to enable a notification to be sent via email, SMS, and/or Twitter direct message whenever a rule results in any notification to the customer regarding work items (incidents, problems, changes, purchase requests).



Customers can enable or disable notifications for a work item after saving, and change notification settings for an existing work item via the Notification button in the work item toolbar.

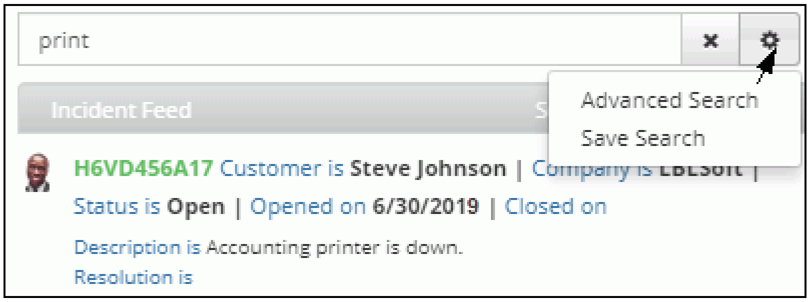


In the Notifications settings, customers configure the phone number and/or Twitter account to which the notification should be sent. If using Twitter, note that the user needs to be following the account associated with the configured Twitter application.

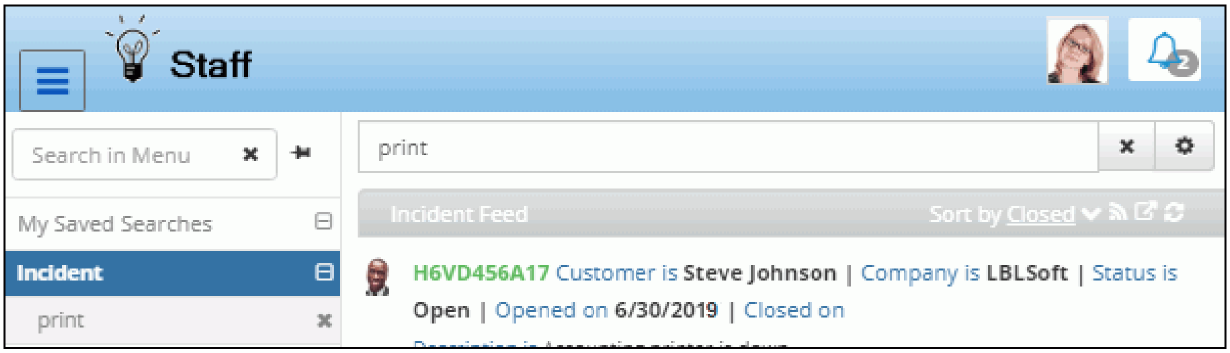
When a customer adds a phone number and selects a configured SMS carrier, the number will precede the carrier's @<*domain name*> email address to create the SMS gateway for the message to be sent. A text will be sent to the phone email address with an activation code.

The Default checkbox will populate the work item notification settings. Customers can prevent all email notifications by deselecting Default under Email Settings, or prevent email notifications for a work item by deselecting Email via the Notifications button in a work item. Note that one notification option must be enabled.

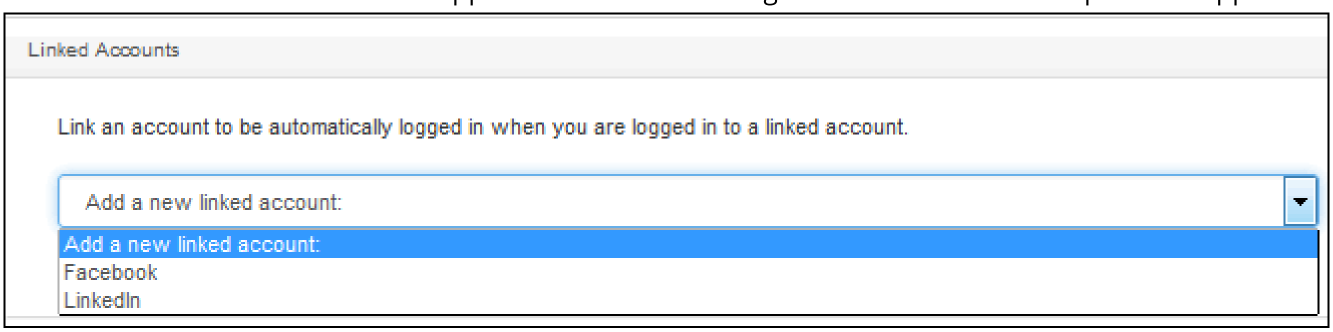
Saved Searches - This section enables customers to remove searches saved via the Save Search feature; for feeds accessed via navigator items, customers can enter a term in the search bar and then click the gear icon to save the text entered with a name and description.



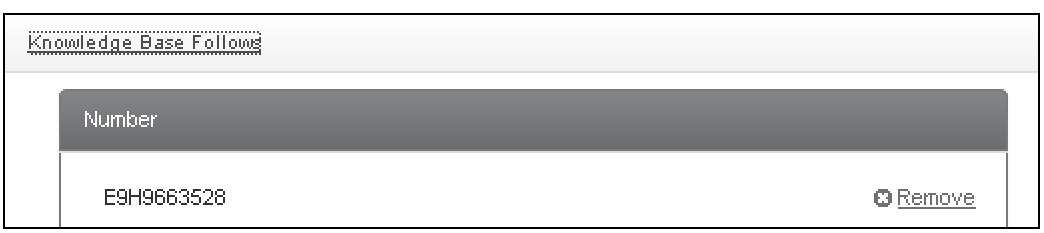
The saved search will be added to the top of the navigator under the "My Saved Searches" heading.



Linked Accounts - Customers can use this section to link an account for authenticating automatically via Facebook or LinkedIn®; for example, if the customer is logged into Facebook, the customer will not need to enter an iSupport login. Note that Facebook and LinkedIn applications must be configured in order for these options to appear.



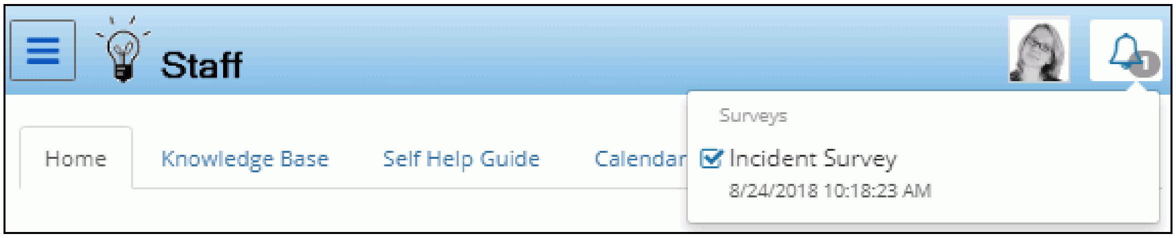
Knowledge Follows - If the Follow button is enabled for following a knowledge entry, its author, and/or its category, customers can stop following entries in this section.



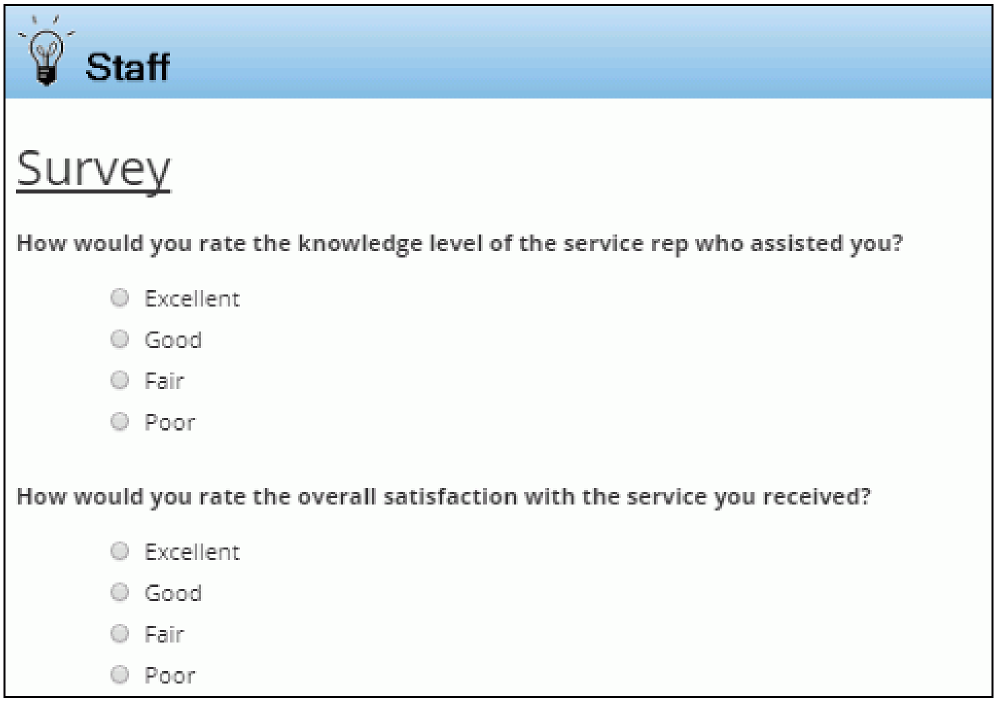
View Complete Profile button - If a mySupport customer profile layout is configured, this button appears for the customer to view their profile record.

Surveys

If a survey has been sent to the customer, the number by the Notification Center icon will increment; clicking on the survey name will display it for completion.



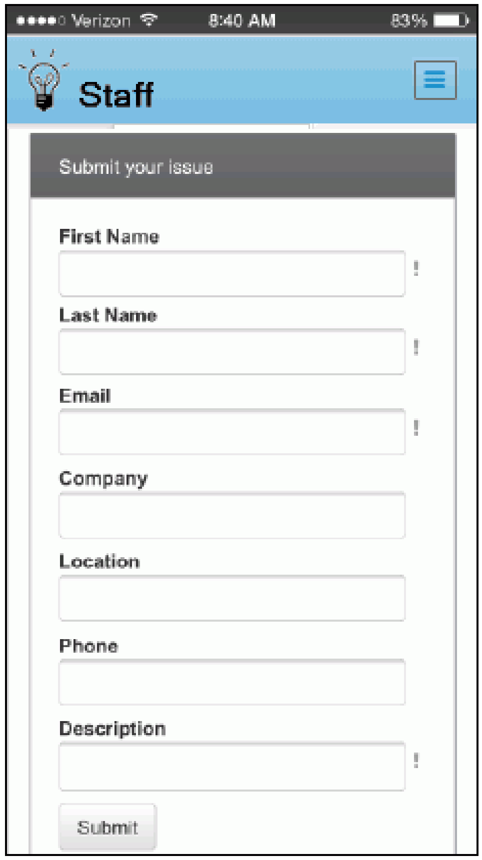
An example of a survey is shown below.



Work Item Submission

Easy Submit

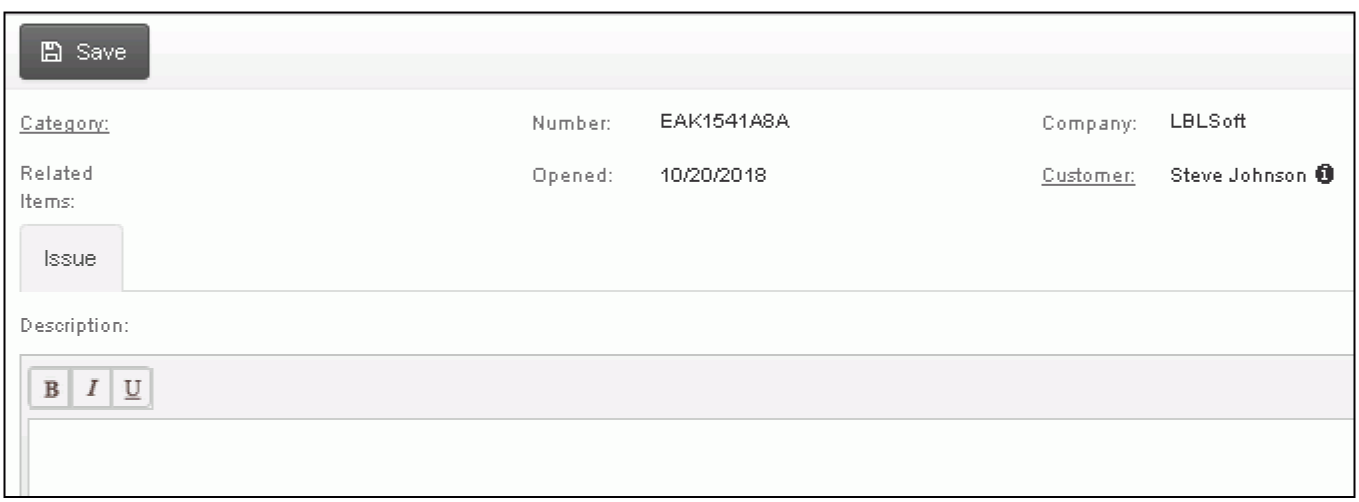
iSupport's Easy Submit functionality enables customers to use an older version of a device that cannot render HTML5 to submit incidents. The Easy Submit interface contains a Description field along with any fields required for authentication. This functionality utilizes the device's user agent string, which identifies the browser version and other device details. You can also include an Easy Submit link on a mySupport portal navigator to display the Easy Submit interface.



You can enable the customer to enter a company, location, and/or phone number via the Easy Submit interface, and use an incident template to apply to incidents created via the Easy Submit interface on a mobile device.

Incident/Change/Purchase Submit

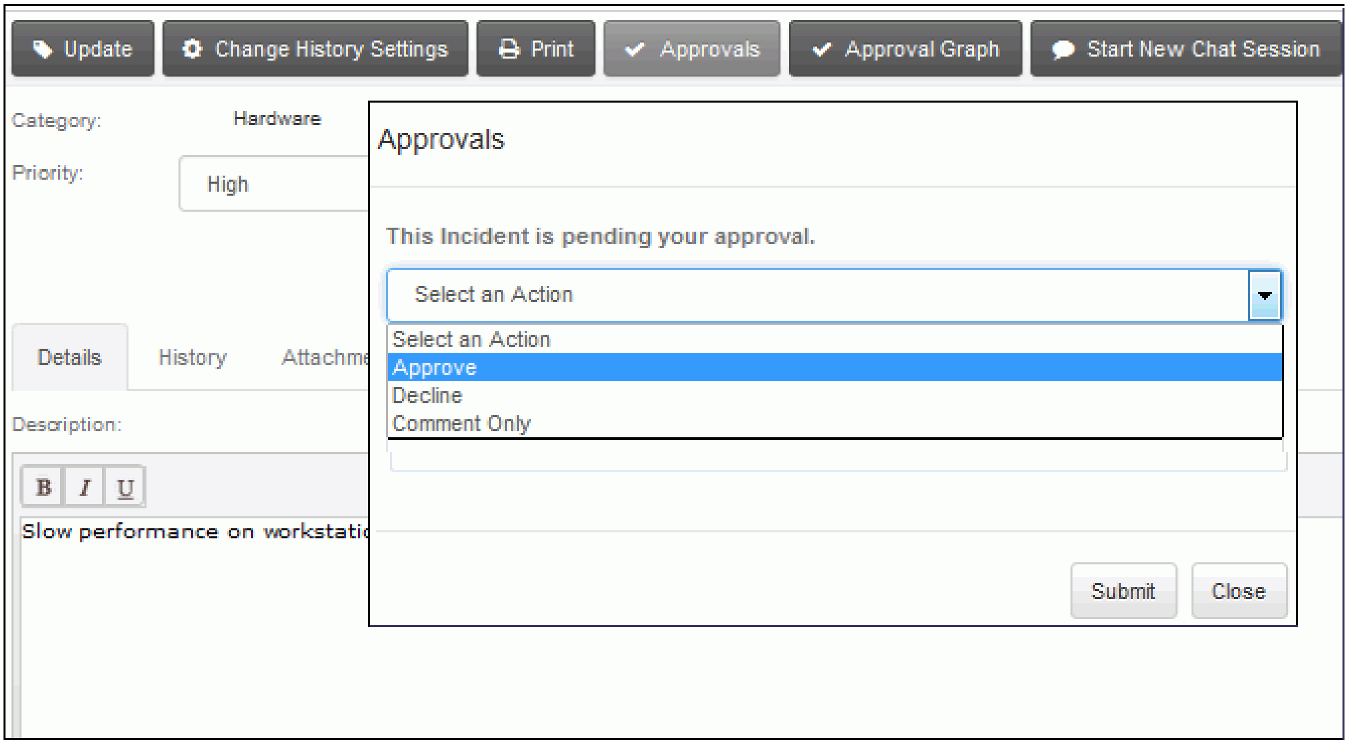
You can create links for customers to submit an incident, change, or purchase request. The fields and tabs included on the Submit screen are configurable, as well as the default mySupport-submitted record assignee and the text to display after submission. Authentication (logging in) is required in order to submit and view incidents, changes, and purchase requests.



You can enable the category picker for a template and require that the user selects the lowest level category.

Custom fields can be individually enabled or disabled for display on a mySupport portal. Note that If a call script is enabled for a category set, it will not display on a mySupport portal. Rule groups for customers, companies, or category sets are applied to mySupport-submitted incidents; the default rule group will only be applied if none of the provided category levels, the customer, or the company are associated with a rule group. However, if a rule group is associated with a template, the template rule group will override any rule groups assigned to the category, customer, or company. Any rule group associated with the lowest level of category will be applied; if none is associated, the next (higher) category level is searched, and so on.

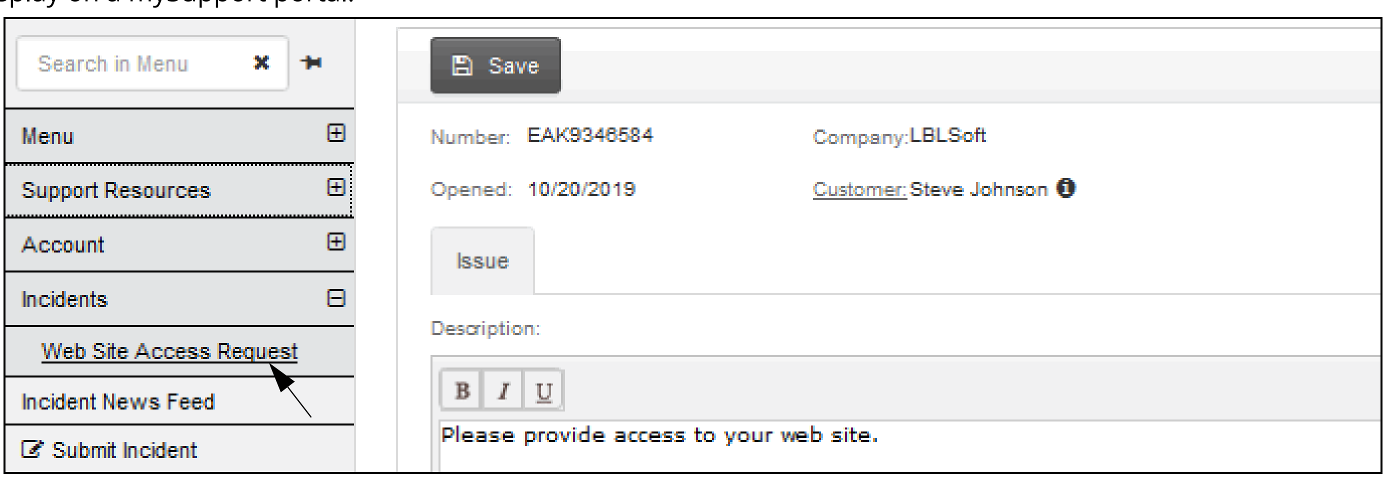
If configured, an **Update** button will appear after an incident or change has been submitted. A customer can use it to enter text that will be included in the work history. Customers can select the history types to display via the **Change History Settings** button on the toolbar. The **Approvals** button will appear if the approval button is configured in the mySupport Options screen and a customer's work item is pending approval or a customer is the current approver due to specify a verdict. Verdict options are Approve, Decline, or Comment Only. A customer can cancel approvals if the customer is assigned to the work item. The Approval Graph button displays approvers in the cycle.



If you have an unlimited support representative license, a customer can be designated as a mySupport Editor via the Customer Profile screen. This enables the customer to choose another customer for a new incident and edit the incidents and FAQs that the customer has access to view.

Incident/Change/Purchase Template and Incident/Change Hierarchy Template

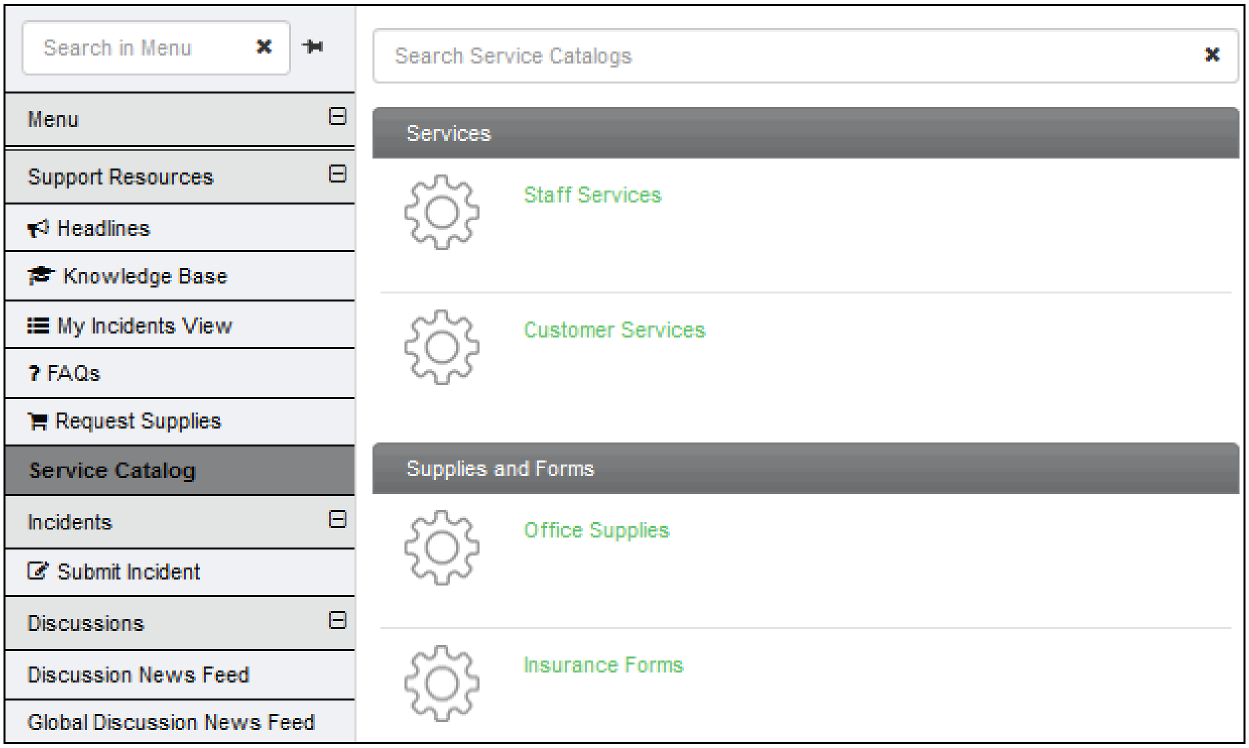
You can create links for customers to submit an incident, change, or purchase request using a template that will populate fields. Note that if an auto-close incident template is included on a mySupport portal, the incident status will *not* change to Closed; the incident will remain open. Custom fields can be individually enabled or disabled for display on a mySupport portal.



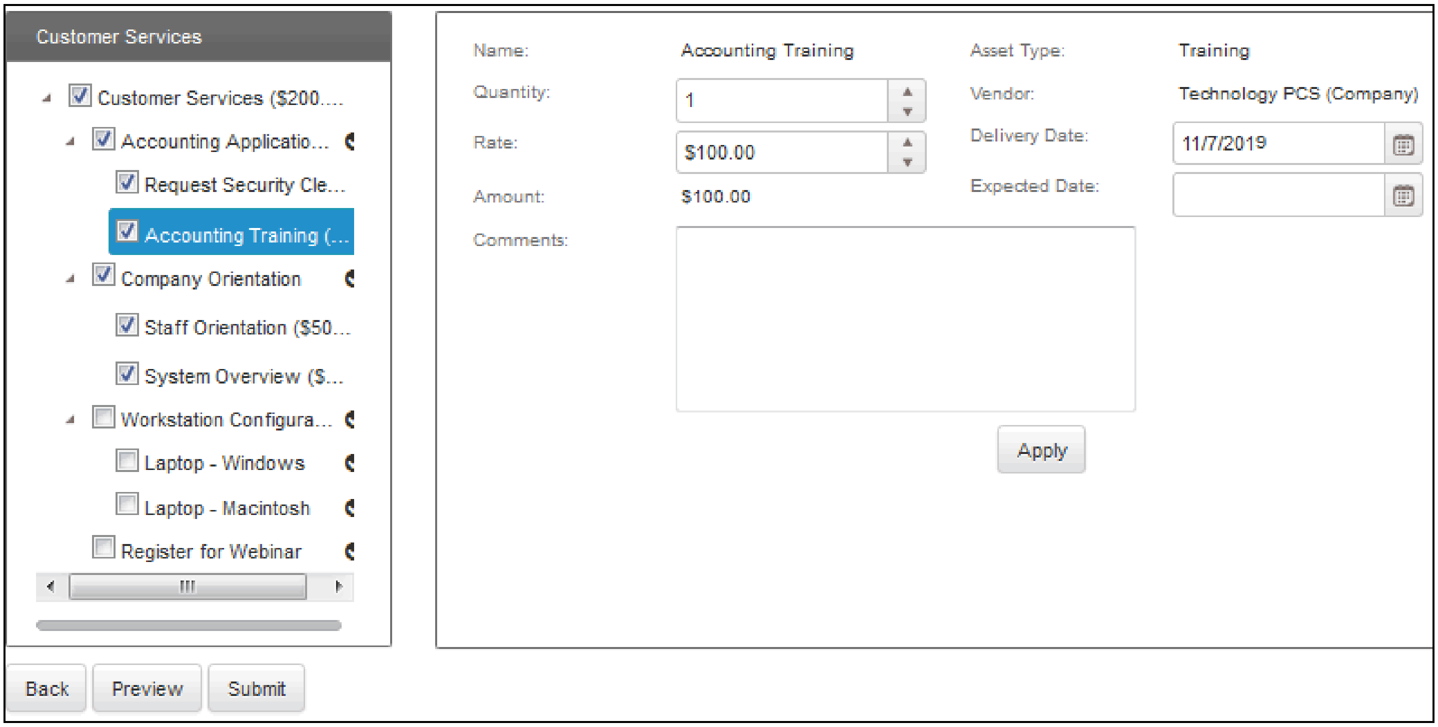
You can include links for customers to submit an incident or change using a hierarchy template that will populate fields and create a hierarchy of records. Note that only a top-level template will appear when the link is clicked.

Service Catalog

Service Catalog functionality is available if you have the Service Desk edition. It enables customer requests of services, products, policies/procedures, etc. utilizing configured Change and Purchase templates. An entire service catalog or only one section can be included on a mySupport portal; access to a service catalog section or individual service request entries may be restricted to specific customer and support representative groups. An entire service catalog with two sections is shown in the example below.

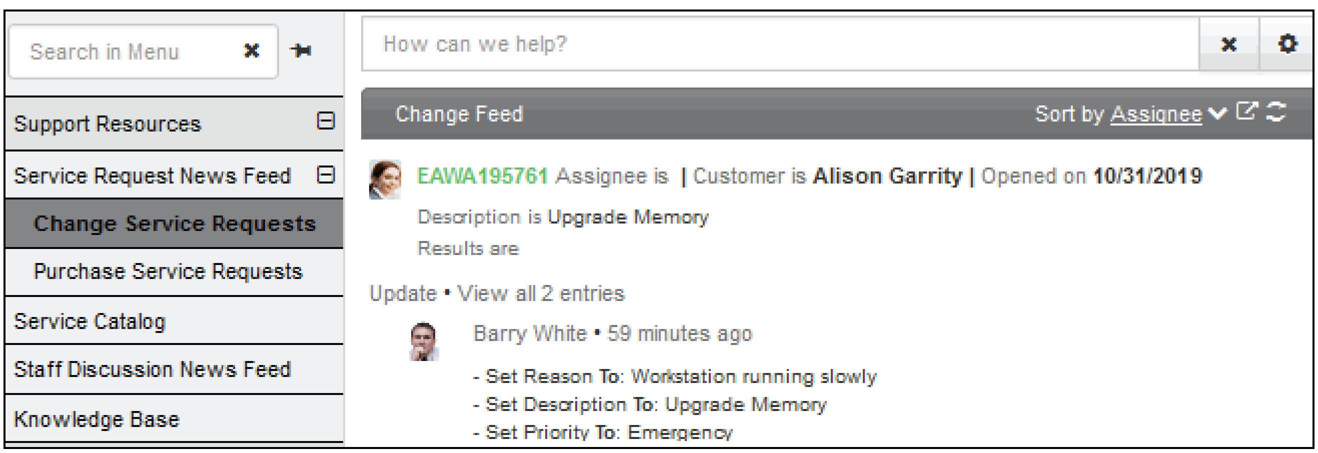


Customers can click on a section to display service catalog section entries and submit a change or purchase request. Service catalog entries are entered in the Configuration module; each section contains a multi-level list of entries. Entries can contain an associated configuration item, cost, descriptive details, links to web pages, and access to custom fields. A root (top level) entry can also include a header and footer link that can display details. If a purchase template is associated with an entry, the line items from the template will appear as entries.



A link to a specific service can be configured; note that display of the dollar amount next to an entry is controlled by the Can View Service Cost field in the customer's Profile record. The Total Cost amount includes the cost of all selections (including line items from the purchase template).

The Service Request News Feed displays the changes created by catalog submissions in one feed and the purchase requests created by catalog submissions in another feed.

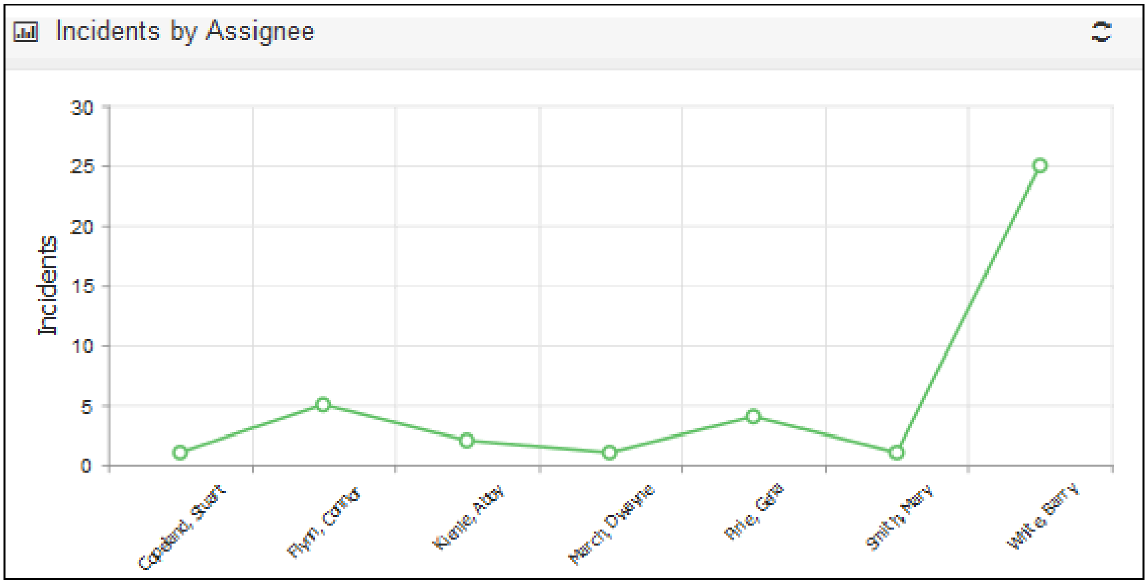


Work Item Viewing and Searching

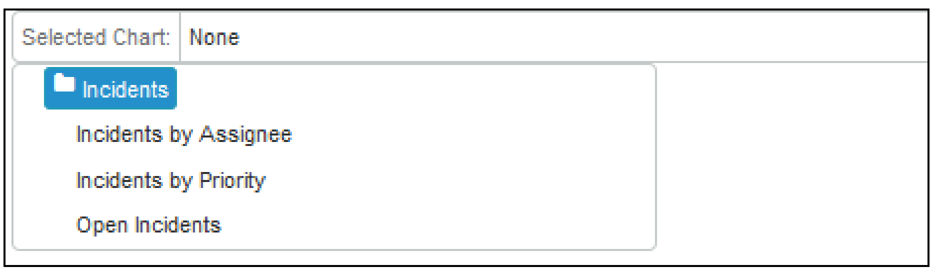
Existing iSupport data can display on a mySupport via navigator links, components, or configured mySupport views accessed via navigator links and components.

Chart/All Charts

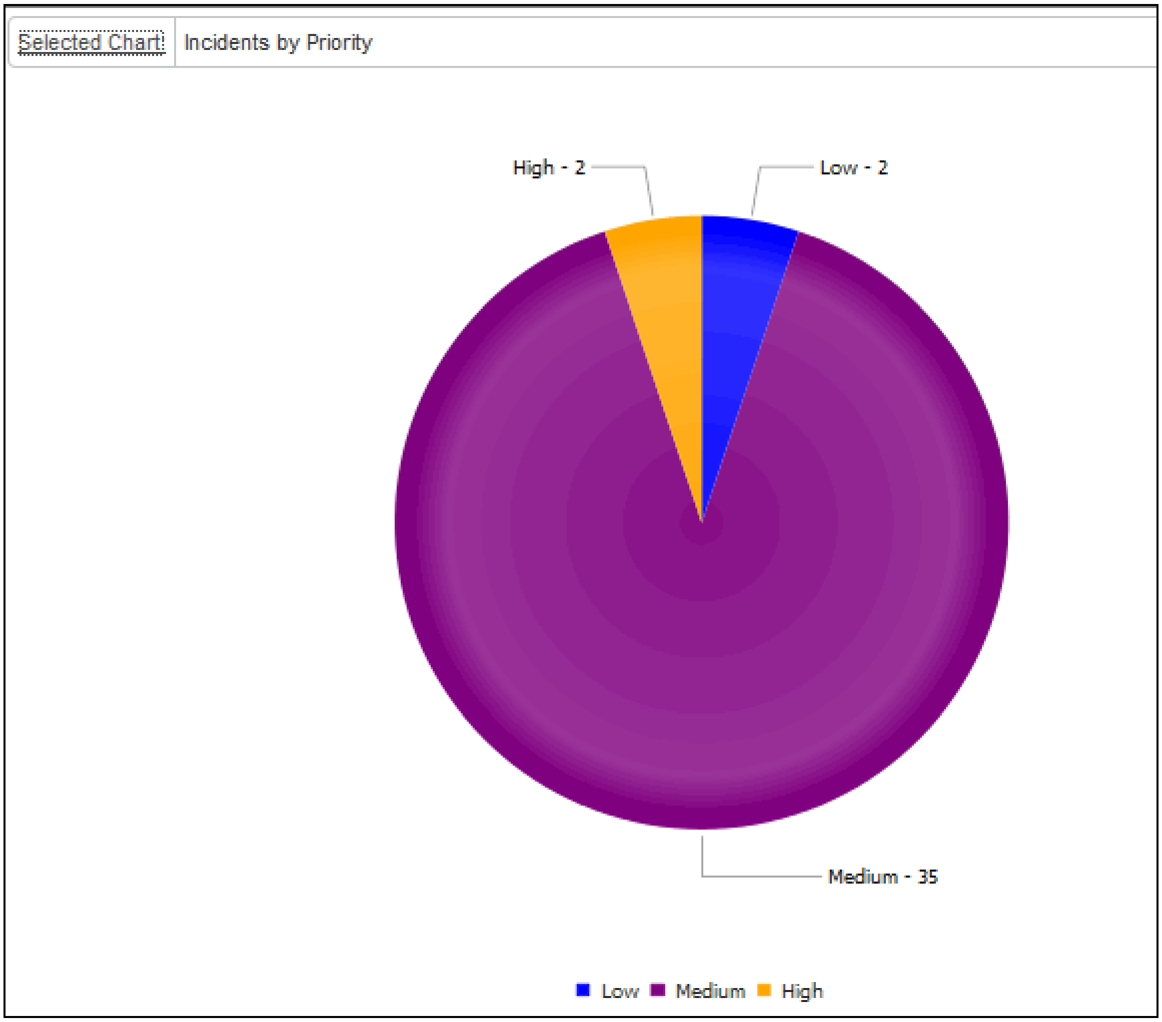
The Chart and All Chart features display a single mySupport chart or a list of mySupport charts configured via the Chart Designer. A single chart can be configured to display via a navigator link or a component.



You can include a navigator link for displaying a list of all mySupport charts configured via the Chart Designer.

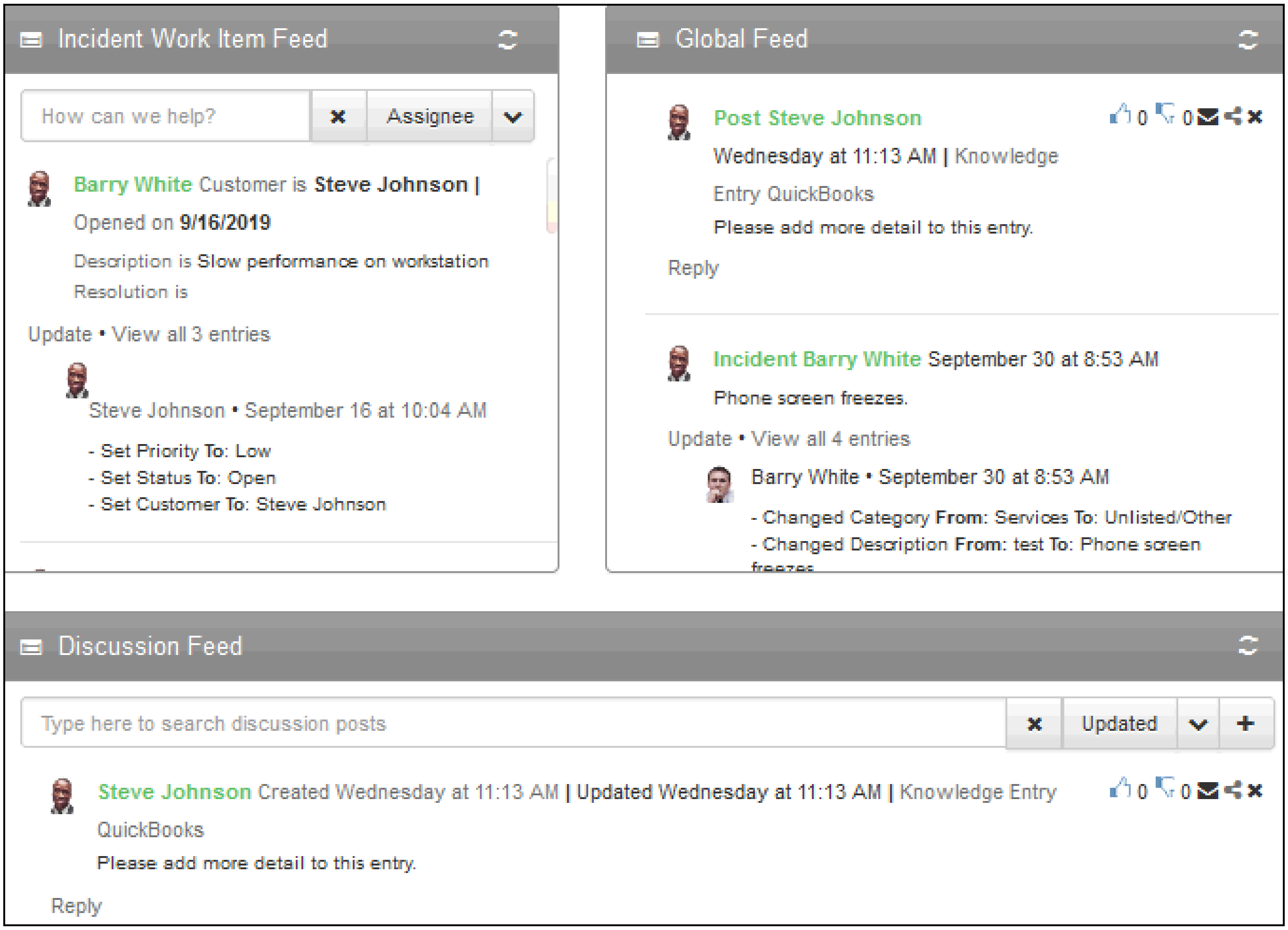


The selected chart will fill the content frame.



Feeds

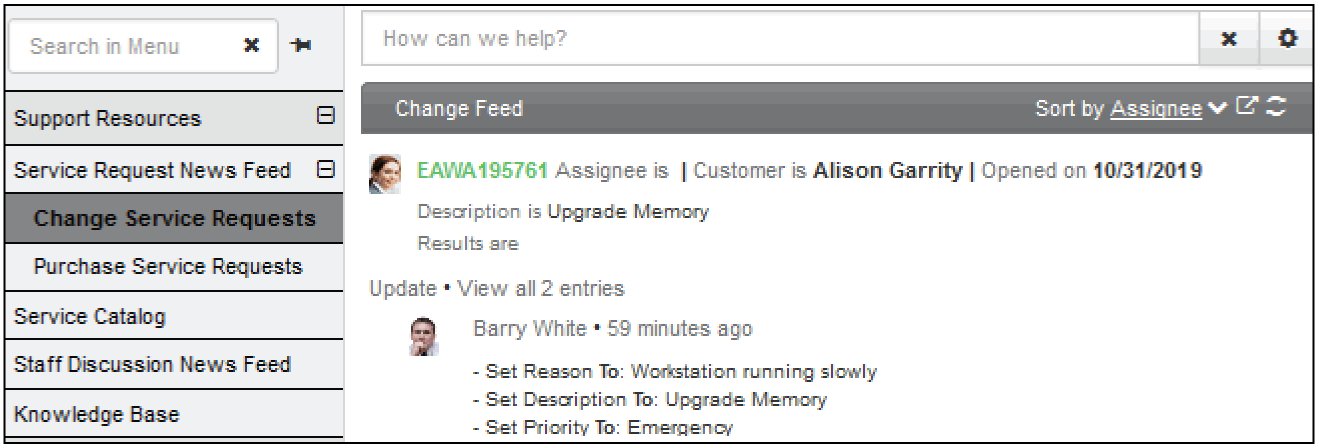
iSupport includes feeds that can contain discussion posts (entered via news feeds on the iSupport Desktop and mySupport portal) and/or entries for work item updates. Items appear according to the date and time modified. If enabled to appear, work items will appear with the work item type, elapsed time since the item was modified, description, and a history entry. The **Update** link can be included for entering text that will be included in the work history. The type of history entry, fields to appear after the work item type, and sort order are configurable. For feature information on discussion feeds, see "Discussion Feeds" on page 39.



For work item feeds:

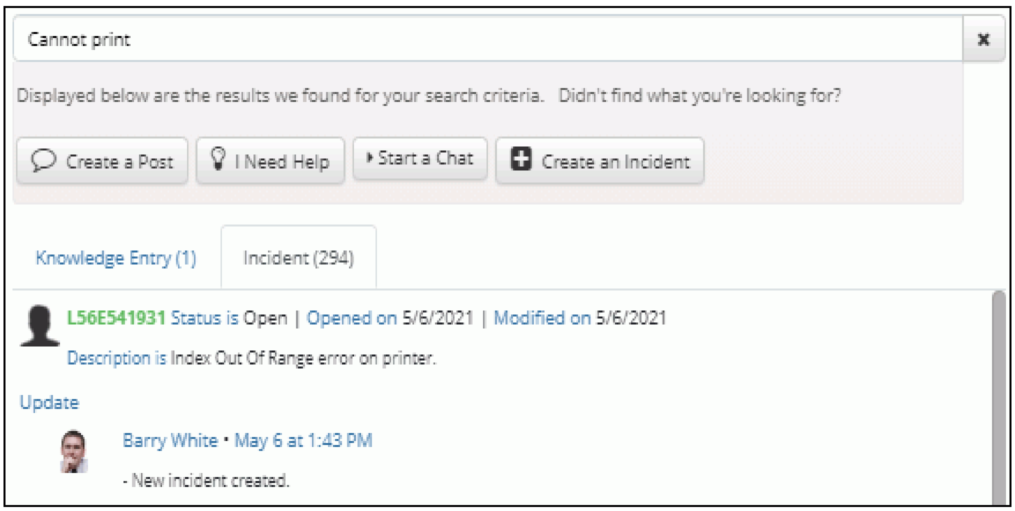
- For changes, purchase requests, and service contracts, depending on what is specified in a customer's profile record, the news feed displays items for a customer or the customer's company, department, location, or group.
- Customers can open a work item in a feed by clicking on it; the fields that appear in the work item display screen are configurable via mySupport layouts and settings.
  - For changes, an Update button can be included in the work item display screen for entering text that will be included in the work history.
  - For Problem records, a Create Incident button can be included for a customer to submit an incident that will be related to the problem. The text in the Short Description field will be included by default in the Description field in the Incident record.

- The Service Request News Feed displays the changes created by catalog submissions in one feed and the purchase requests created by catalog submissions in another feed.

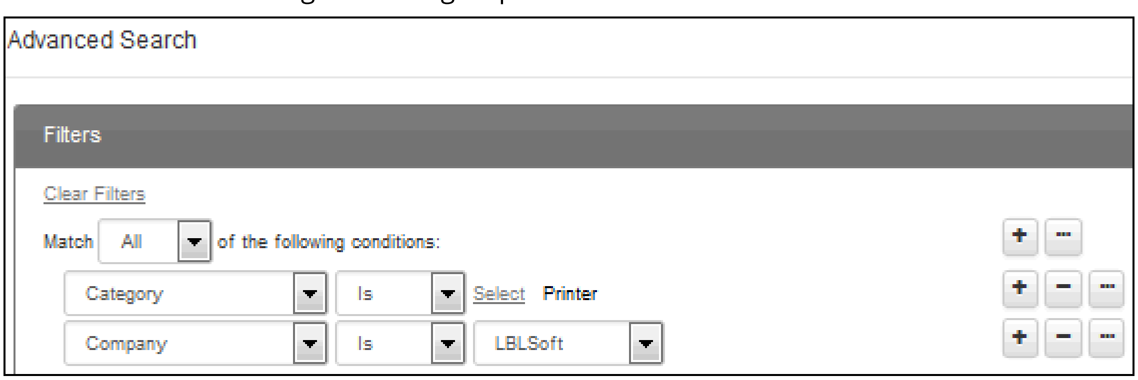


Search/Global Search

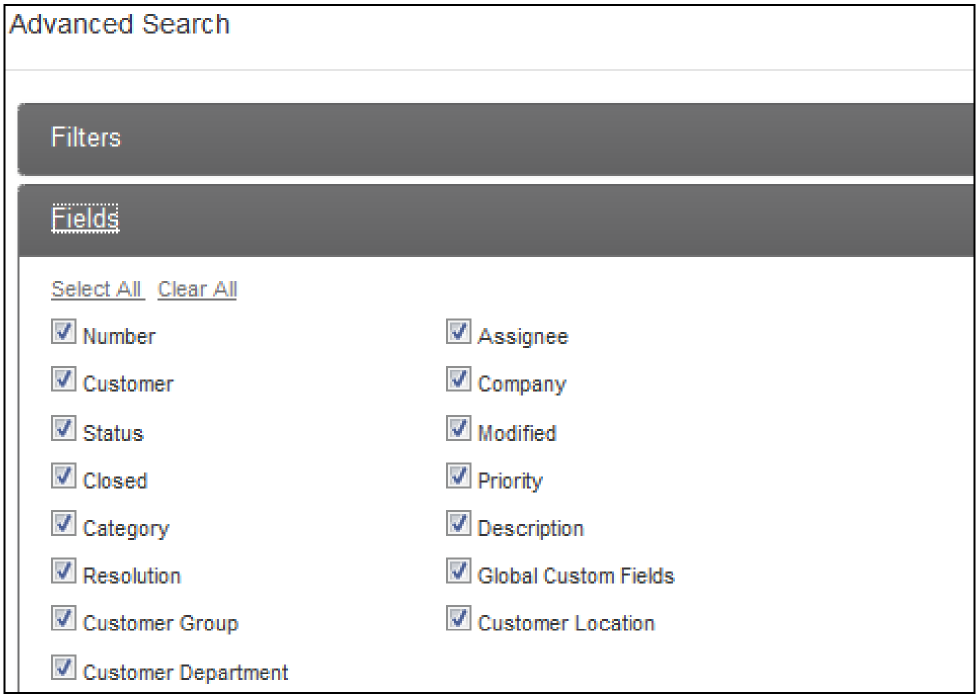
A search bar will appear above work item feeds; if configured, links will appear for creating an incident, displaying a self help guide (the link will appear by default as "I Need Help"), and/or creating a discussion post. The customer can click the Configure icon to use Advanced Search and Save Search options.



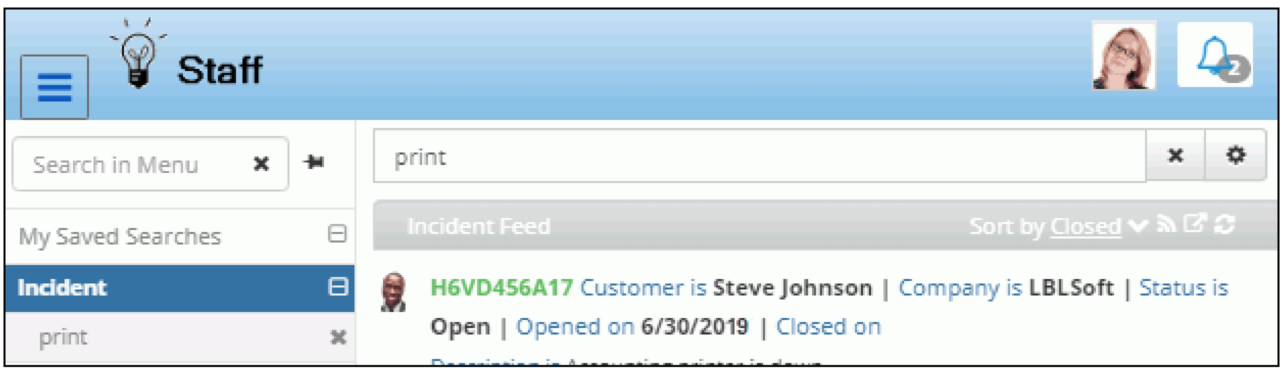
The **Advanced Search** option enables a customer to filter the search by selecting the fields to be searched and by entering conditions using Boolean operators. The Filters section enables customers to refine a search by selecting a field, comparison method (Or or Not), and value applicable to the selected field. The Add Condition and Remove Condition icons can be used for each condition line, and the Add Condition Group icon can be used to enable a set of conditions to be executed together in a group.



The Fields section will include all of the fields configured for work item display; customers will select the fields to be searched.

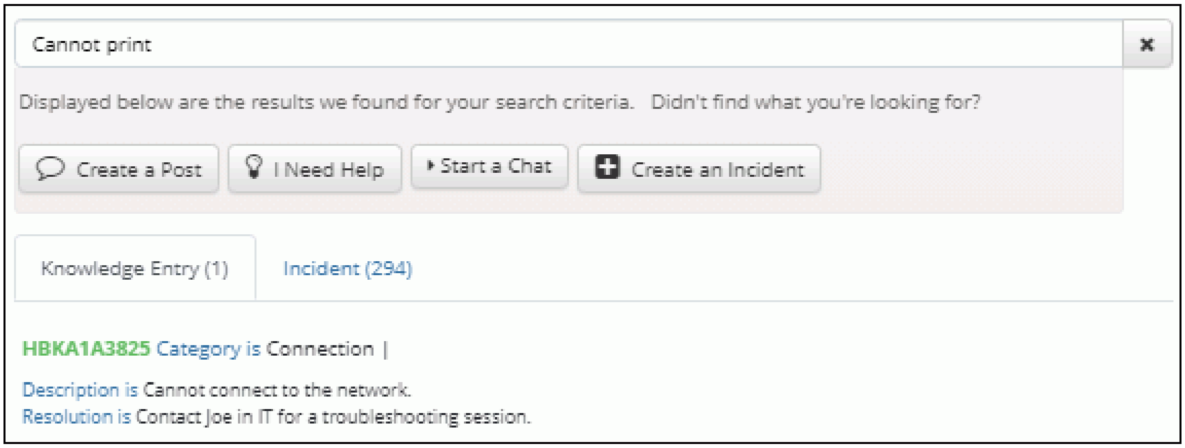


The **Save Search** option enables a customer to save the text. After entering a name and description, a My Saved Searches option will appear in the navigator.



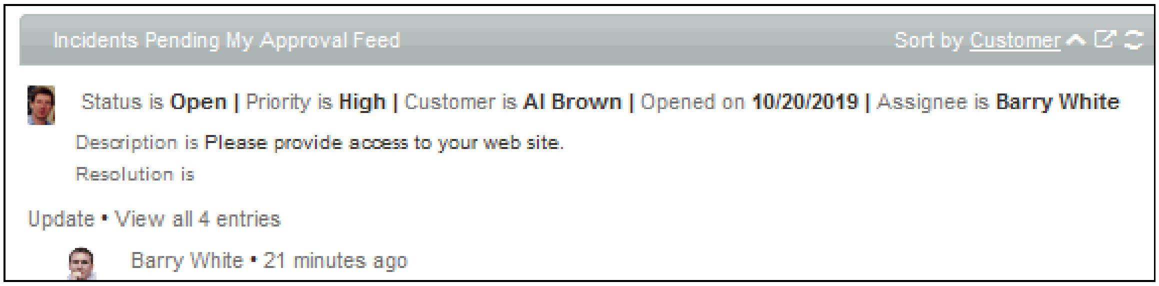
An **RSS Feed** icon will appear after a search is saved; a customer can click on it to display the RSS Feed dialog. RSS feeds send notifications when the contents of a custom feed change; for example, an RSS feed can be used to send updates to subscribers that don't have access to the mySupport site. The customer will copy the URL listed and then click the Subscribe icon. The notification sent is configurable.

Global Search can be included in a component or above the global news feed. It enables a user to enter a problem description, search text, question, or post, and search work items, knowledge entries, and discussion posts for that text. A keyword search will be performed; all searches will be based on all fields configured for work item display. A list of words excluded in the search can be configured; this list will be utilized after two words are entered. If a phrase is entered in quotes, the text within the quotes will be used in the search. Results will appear below the search bar; if configured, links will appear for creating an incident, displaying a self help guide (the link will appear by default as "I Need Help"), and/or creating a discussion post.



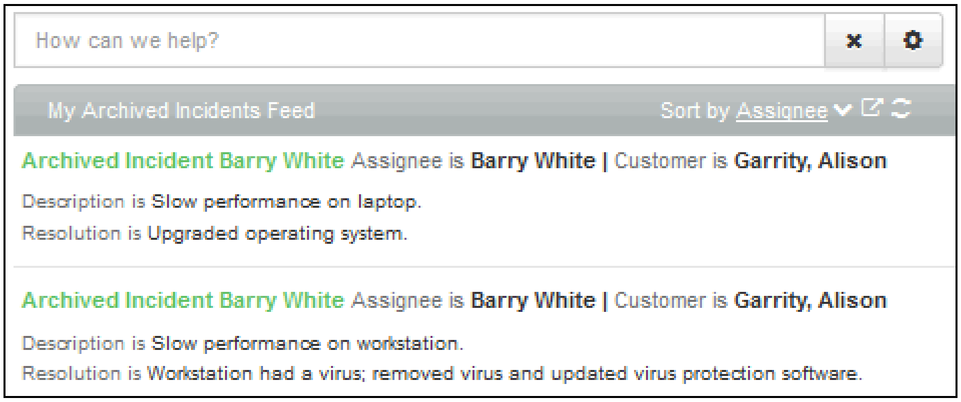
Incidents/Changes/Purchase Requests Pending My Approval

This feature displays in a feed the incidents, changes, and purchase requests that are pending approval by the logged-in customer. The customer can click on a work item to open and approve it.



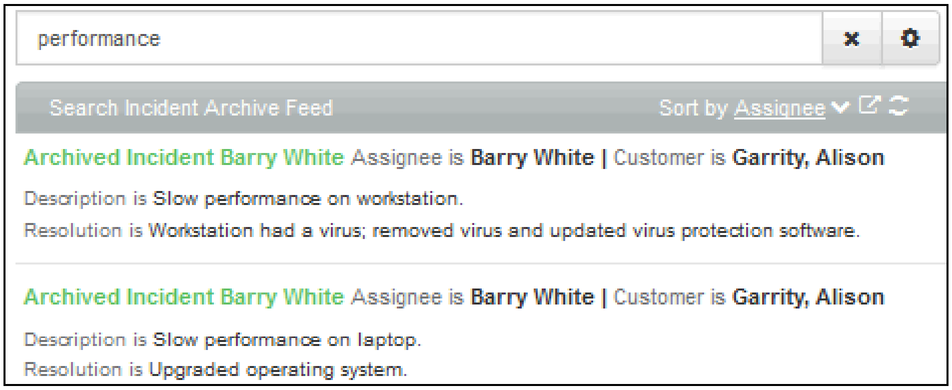
My Archived Incidents

This feature displays in a feed the archived incidents for the logged-in customer.



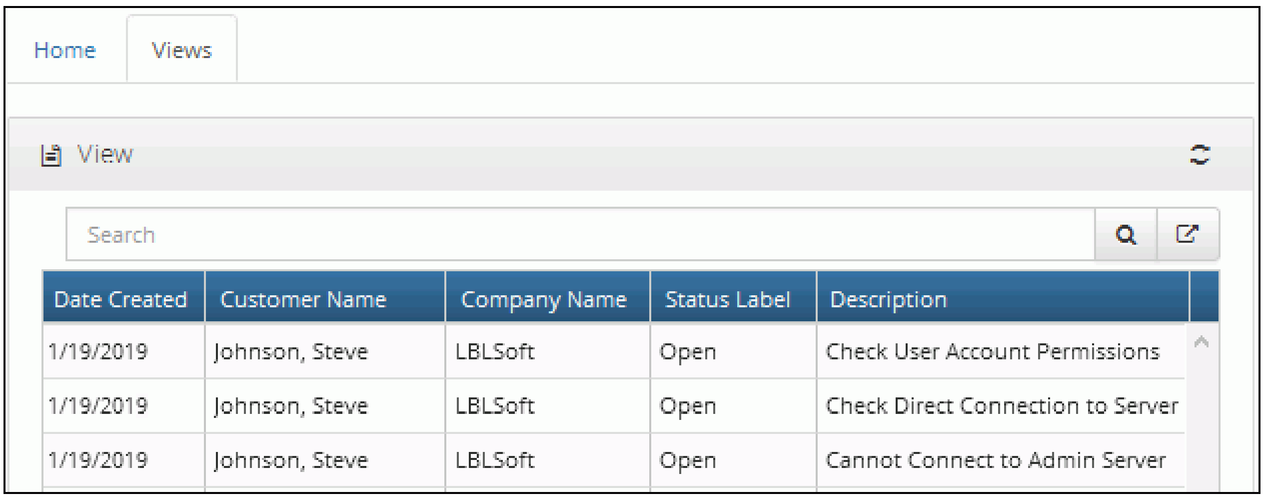
Search Incident Archive

This option enables a customer to search and display archived incidents. Note that a blank feed with a search bar initially displays when a customer first accesses this feature.

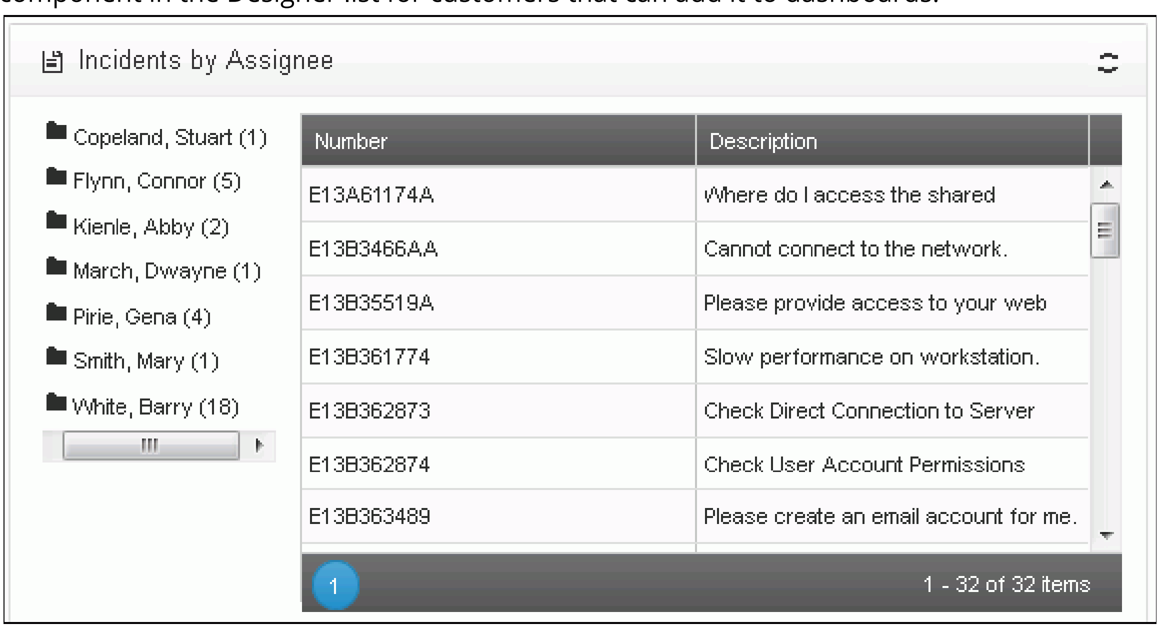


View/All Views/View Lists

You can display a single mySupport-enabled view or report view via a navigator link.



- You can display a single view or report view via the View component. This component will be labeled as the Report component in the Designer list for customers that can add it to dashboards.



- You can display a list of all mySupport-enabled views via the All Views navigator link.

These features use the display layout settings in Options for the fields that appear when a customer opens a record. Note that if a customer is able to add dashboards and components, the component is called "Report" in the Designer list.

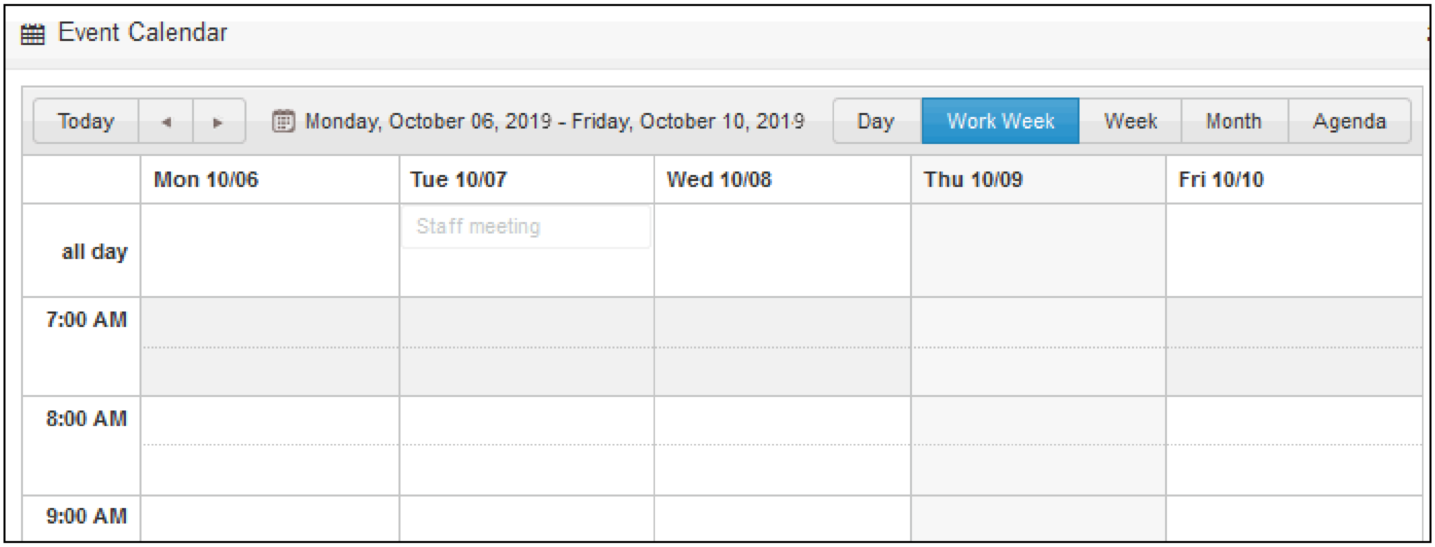
Informational Elements

Embedded Content

Use the Embedded Content component to display HTML content such as a web site or YouTube video.

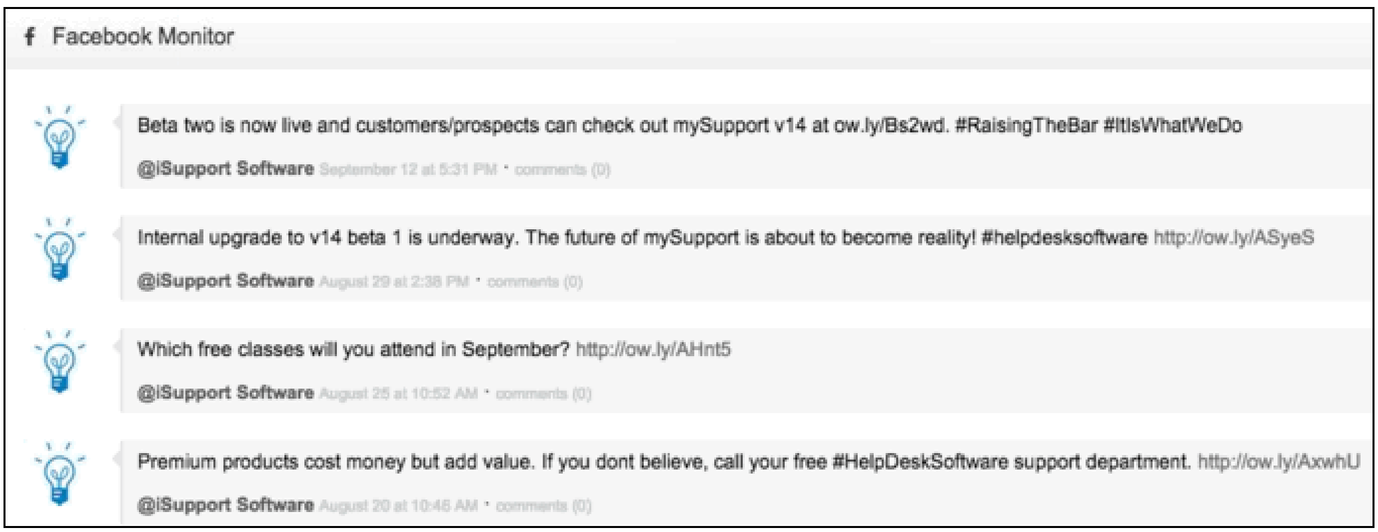
Event Calendar

Use event calendars to schedule meetings and other events for display in mySupport and Desktop components. You can enable RSVPs and specify a maximum number of attendees, and support representatives can use event calendars on the Desktop. Note that customers should set their time zone via Account Settings; the time zone of the server will be used by default on the Event Calendar.



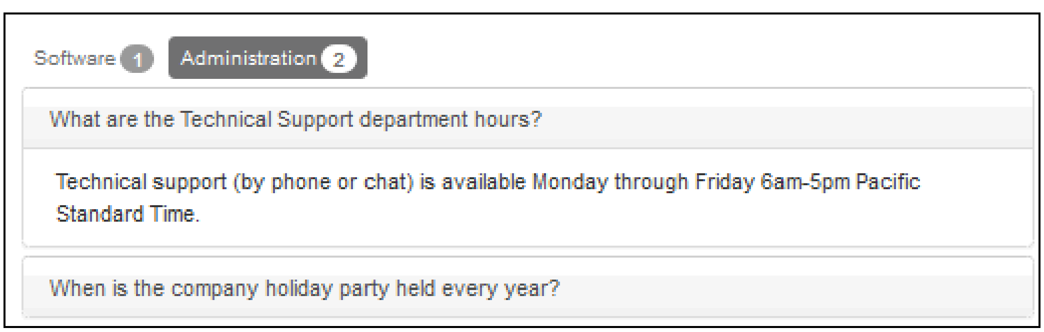
Facebook Monitor

The Facebook Monitor component monitors a Facebook page and displays posts and comments from it.



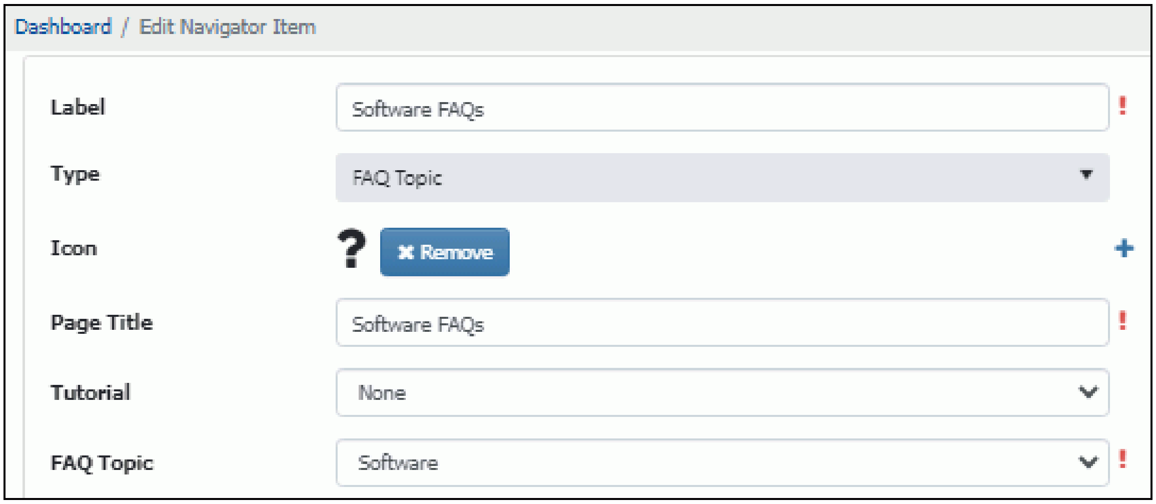
FAQs

FAQs that are enabled for display to customers (via the FAQ entry screen) can be included on a portal via a navigator link or in a component.



FAQ Topics

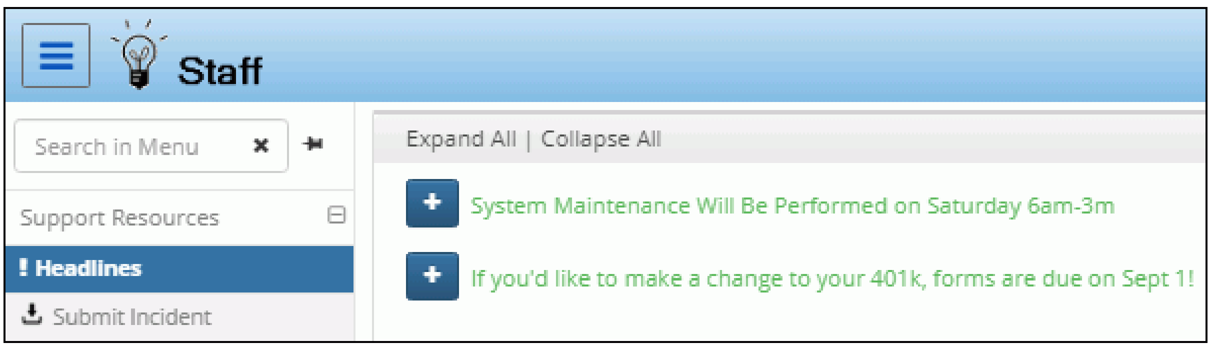
Use the FAQ Topic link type to display only the frequently asked questions for a specific FAQ topic.



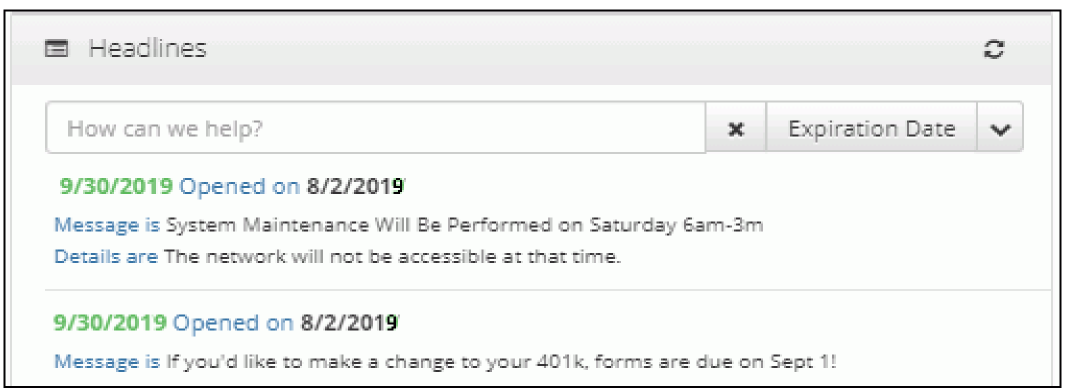
Headlines

Include headlines that are enabled (via the Headline entry screen) for display to customers via:

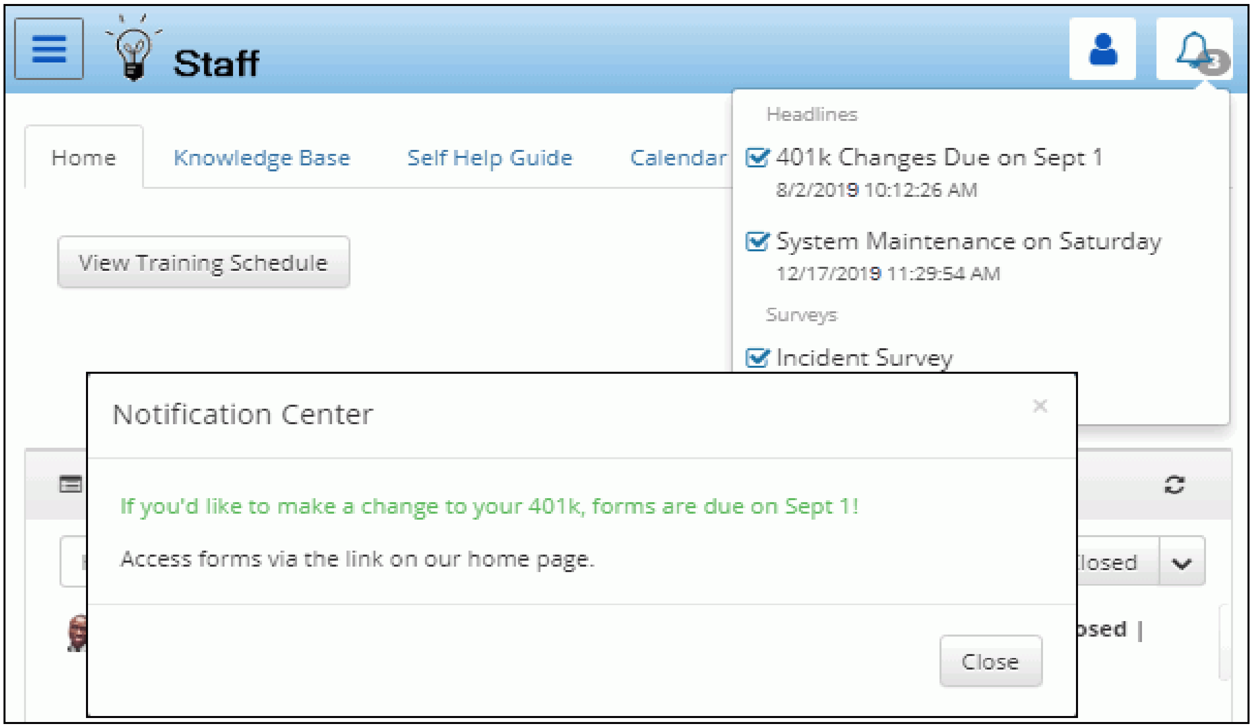
- A navigator link, which includes headlines in a list that can be expanded and collapsed.



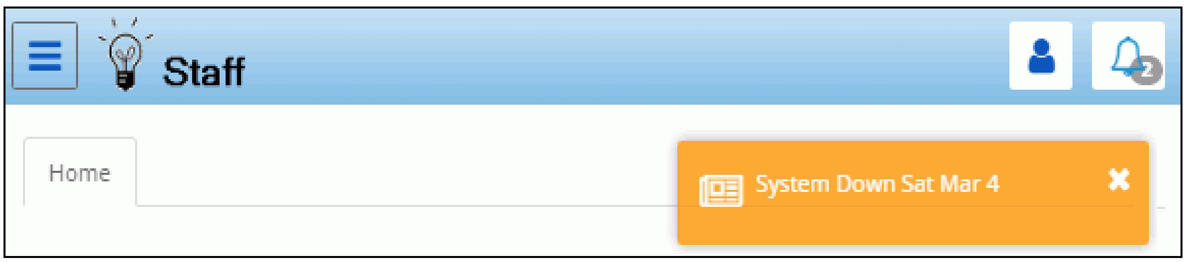
- A component, which can include a search and sort bar as well as well as a customizable feed layout.



- The Notification Center 🔔1 list. Click on a headline to display its message and details. The headline will appear each time the customer logs in until the headline expires or is deleted.



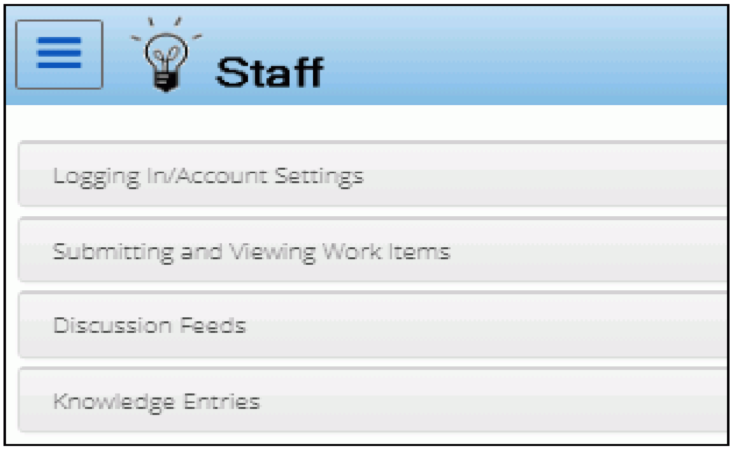
Headlines can also display in a popup.



Note that support representatives can publish headlines to Twitter if Twitter integration is enabled.

Help

The Help option includes default text for the mySupport portal with general information on mySupport options; you can customize this information without purchase of a source code license via the Resource Editor. The Resource Editor (in the Utilities subdirectory) enables you to customize the text that appears for elements on a mySupport portal such as labels, messages, and the Help page. This text is stored in application resource (.resx) files that are named according to application functionality. It works with the cultural settings on the customer's browser and system; if a module is translated and a customer has the matching cultural setting, the translated settings will appear.



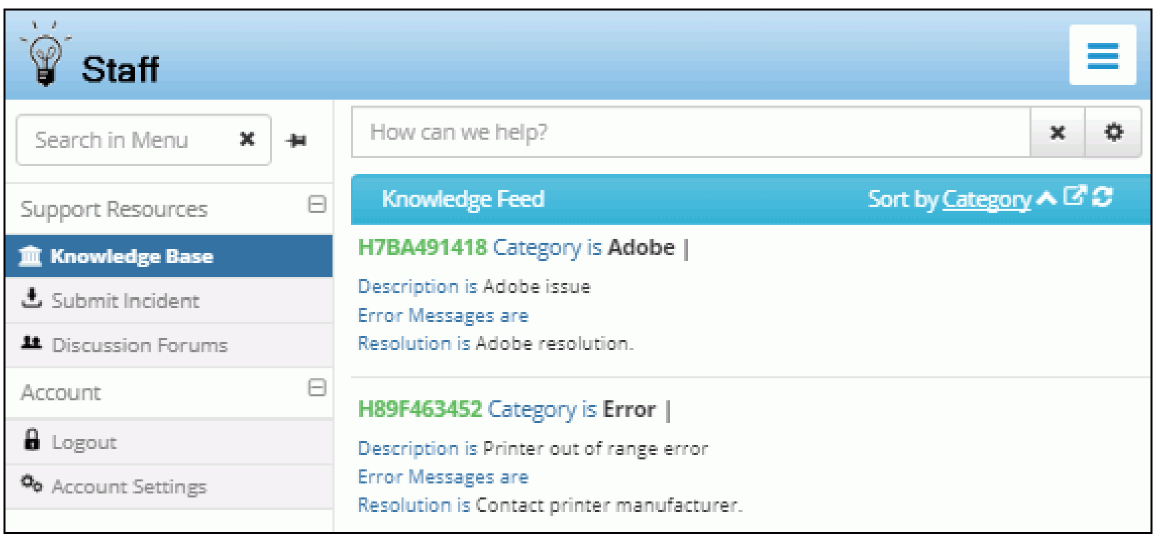
Home

The Home option hides the navigator and displays the dashboard set as default in the Edit mySupport Dashboard dialog displayed via the Edit icon. The logo you set in the upper left corner also displays the dashboard set as default.

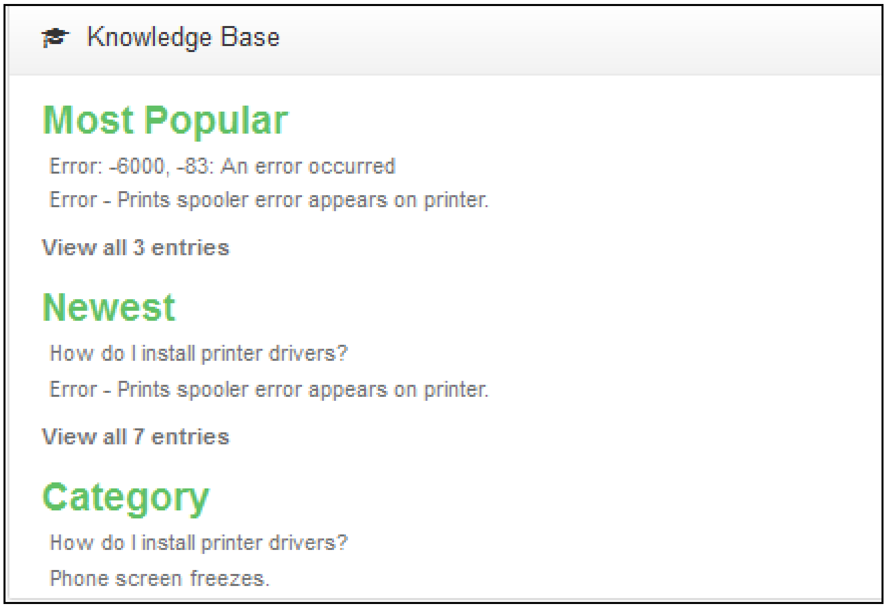
Knowledge Base

You can display knowledge information on mySupport in feeds and in components.

- From a navigator link, you can display a full-screen feed of knowledge entries with a search bar at the top.

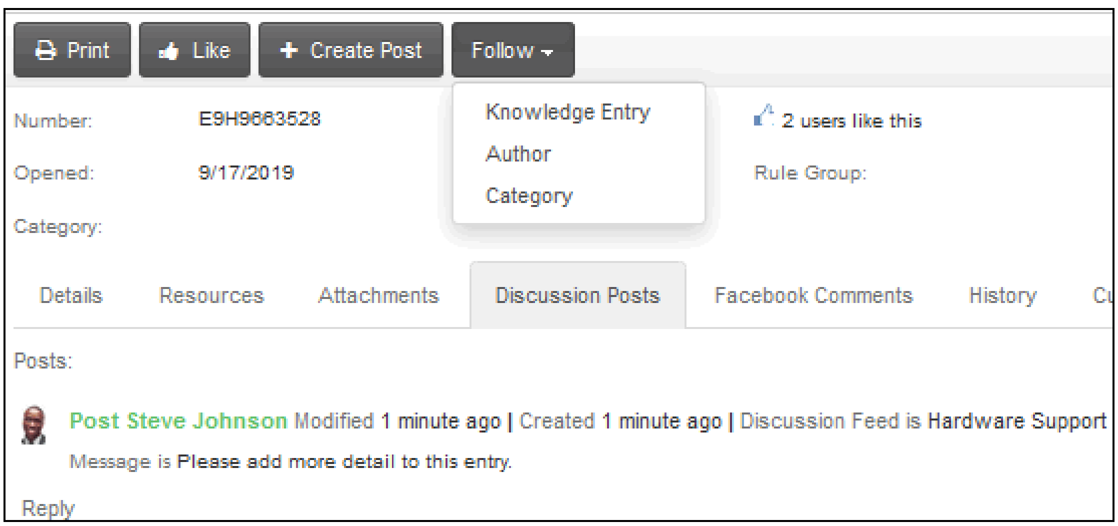


- In the Knowledge Base component, you can display knowledge entries in sections for Most Popular, Newest, and Category.



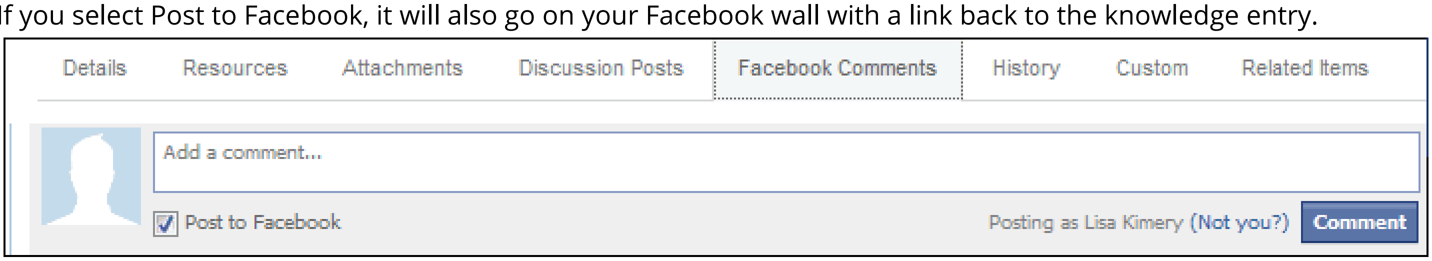
Knowledge entries can be designated with a status of Approved External - Requires Authentication or Approved External; knowledge entries appear on a mySupport portal according to assigned status. A mySupport portal designated as Public Knowledge Only will include only knowledge entries with an Approved External status.

If configured, customers can follow a knowledge entry, its author, and/or its category (if categories are enabled to display on a mySupport portal).



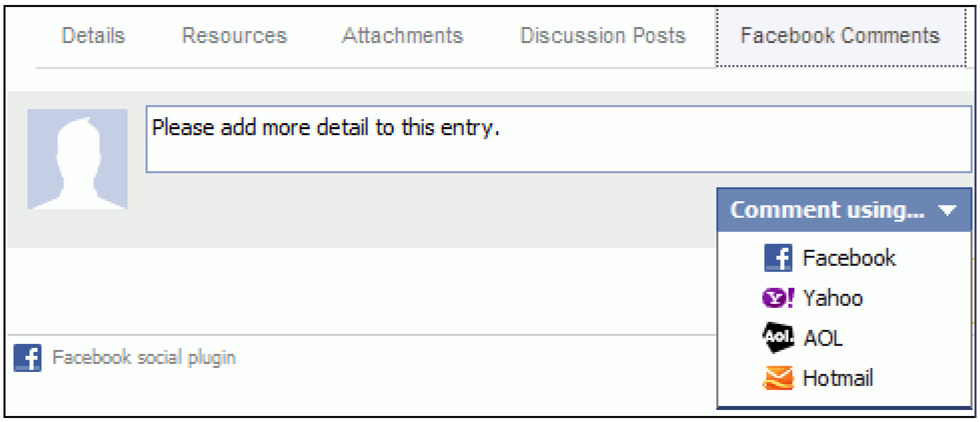
- Following a knowledge entry will cause updates to reload the entry in the Global News Feed.
- Following an author will cause any entries created by the author to appear in the Global News Feed.
- Following a category will cause any entries created with the same category to appear in the Global News Feed.

If the Facebook Comments tab is configured to appear in the Knowledge Entry screen, and a customer is currently logged into Facebook, he/she can enter a comment and click the Comment button to post it to the knowledge entry. If you select Post to Facebook, it will also go on your Facebook wall with a link back to the knowledge entry.

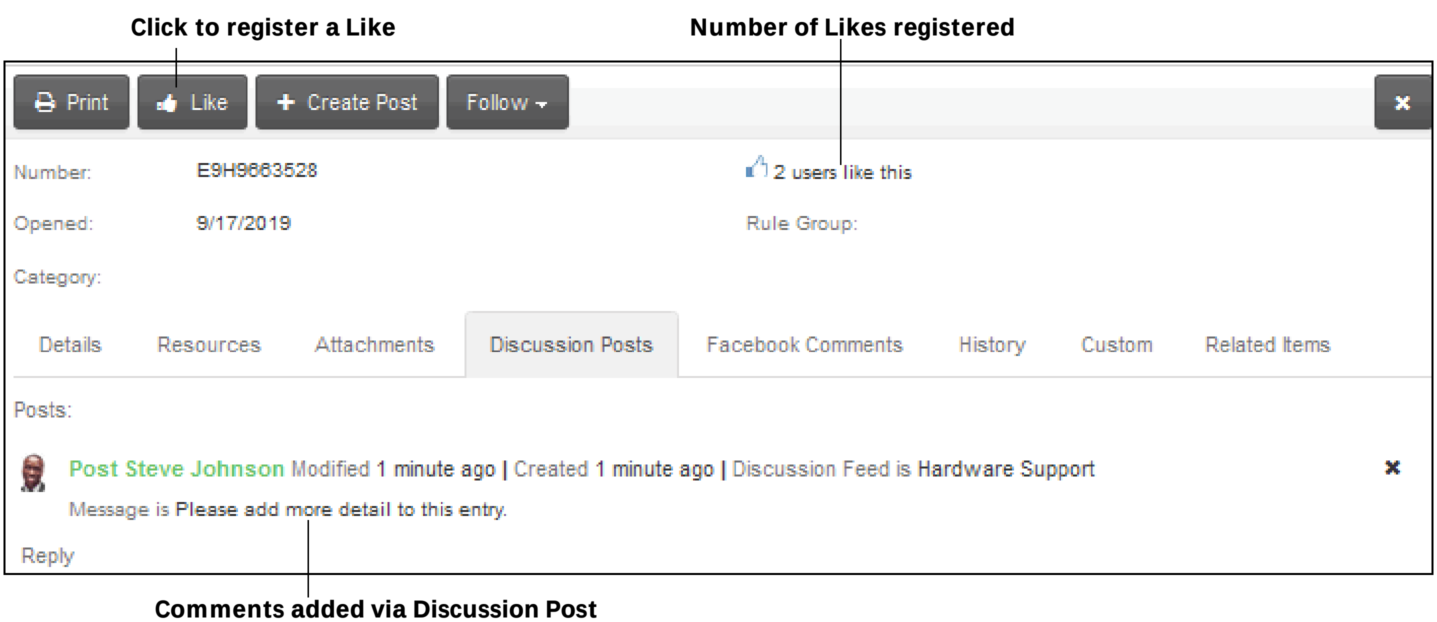


If the customer does not post to Facebook, the comment will be added as follows:

If the customer is not logged into Facebook, the Comment Using dropdown could be used to log into Facebook via Facebook, Yahoo, AOL, or Hotmail.

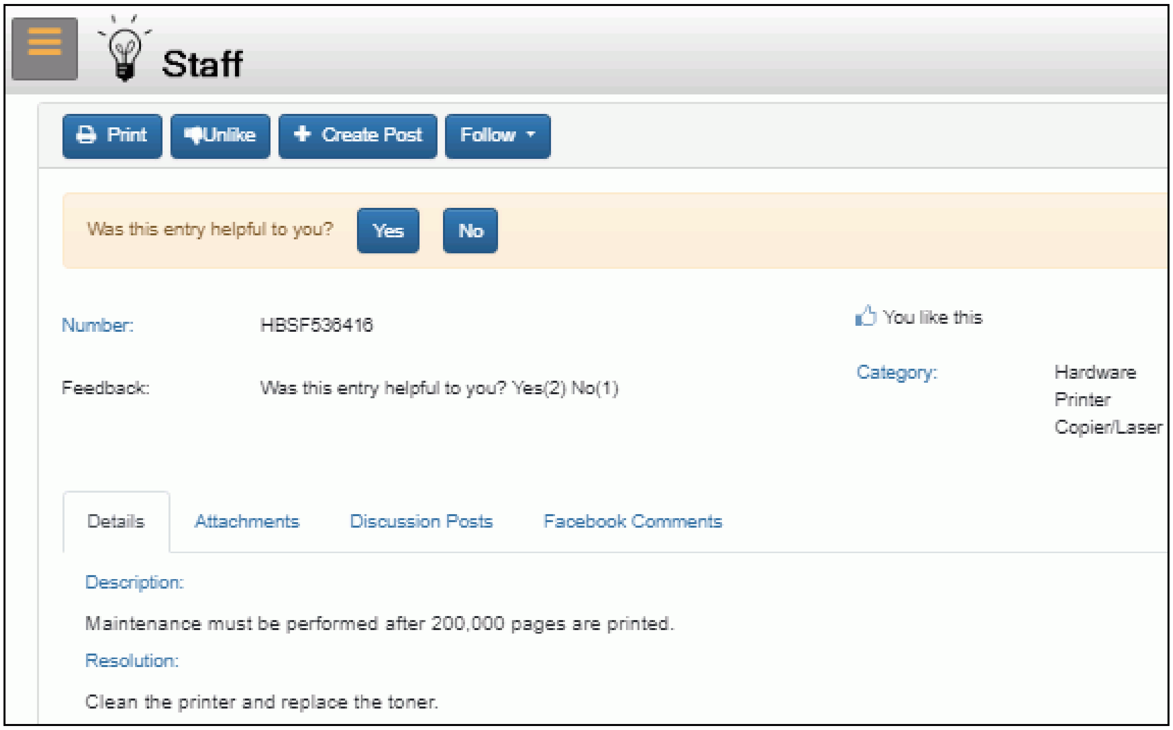


If the Facebook Comments tab is **not** configured to appear in the Knowledge Entry screen, customers can use the Create Discussion Post button to enter comments. Authentication is required in order to post a comment, and discussion posts aren't included in history. If the Discussion Post tab is configured to appear in knowledge entries, these discussion posts will appear on the Discussion Posts tab in the knowledge entry.



Authenticated customers can also give feedback by clicking the Like button (if configured). The number of likes can be configured to appear in the Knowledge Entry screen as well as in news feeds. After a like, the Unlike button will replace the Like button in the knowledge entry.

A custom feedback prompt with two responses can be configured to display at the top of the Knowledge entry screen.

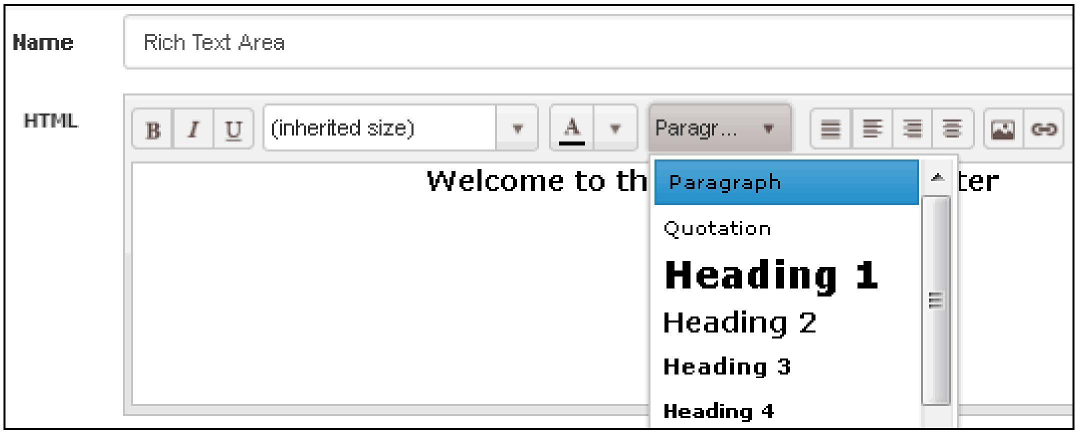


Link to PDF

This feature displays a specified PDF in the PDF viewer associated with the customer's browser.

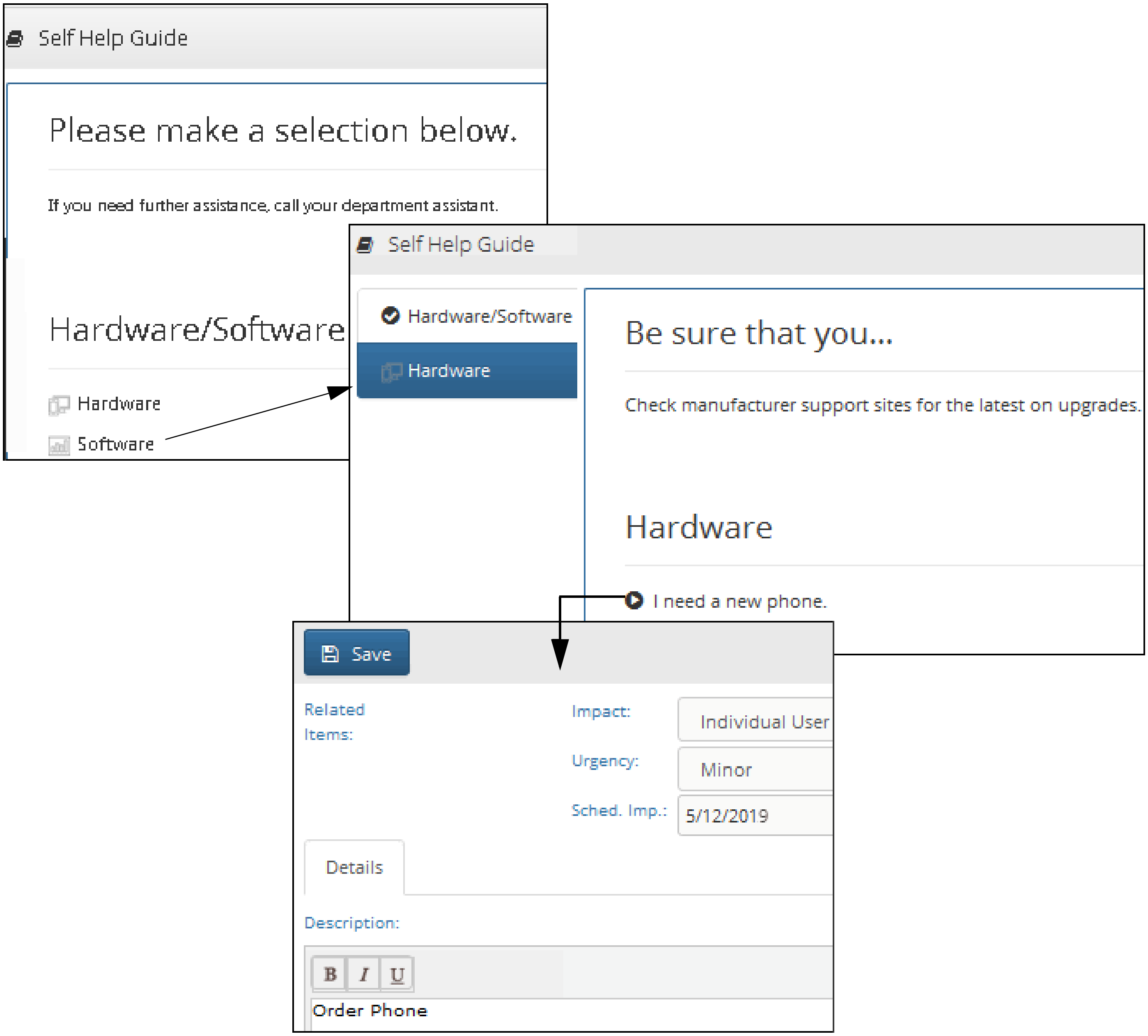
Rich Text Area

This feature enables entry of formatted text, images, and links in a component.



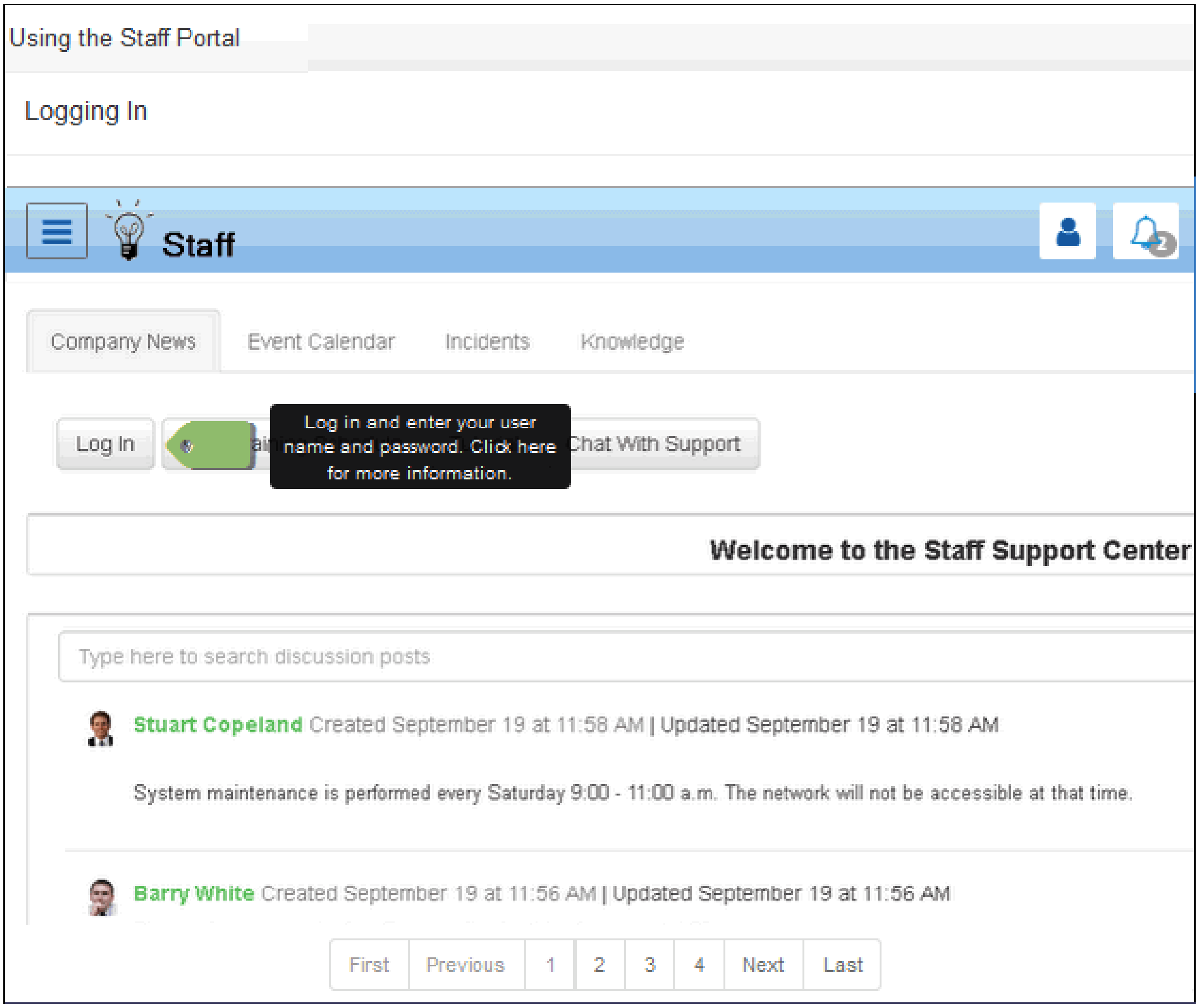
Self Help Guide

Self help guides contain decision tree style prompts to lead a user to a template, FAQ, knowledge, or help topic. Customers simply select items until the result appears. These guides can be accessed by clicking the link (labeled I Need Help by default) in the search bar; a navigator link to one self help guide or all self help guides can be used.

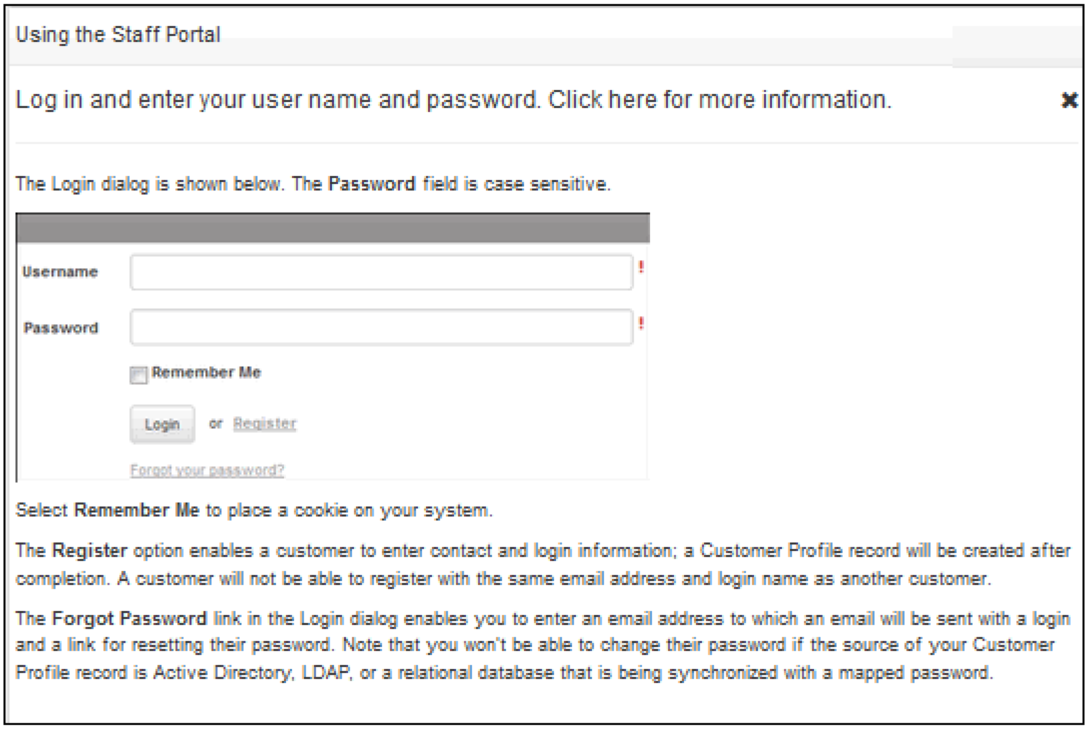


Tutorials

Use tutorials to provide information to support representatives and customers. A tutorial consists of a series of steps, each with an 800x600 image and tags that a user can click to display an additional screen of content. You can associate a tutorial with a navigator link or a button, a dashboard, or mySupport work item submit or display layout.

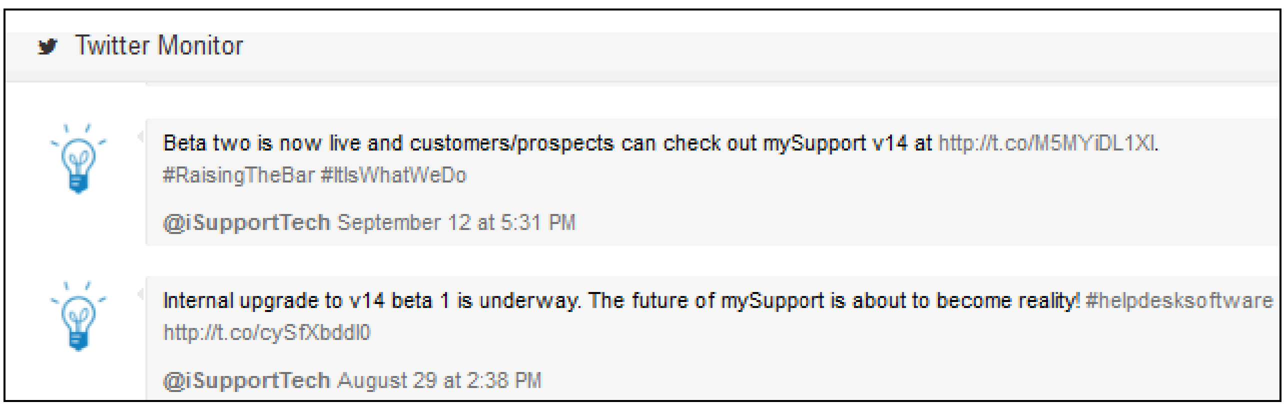


You can display images, videos, links, and formatted text in the screen that appears when a user clicks a tag.



Twitter Monitor

The Twitter Monitor component searches Twitter and displays tweets that include a specified search term, or it can display tweets for a specified Twitter account, for the last 90 days.



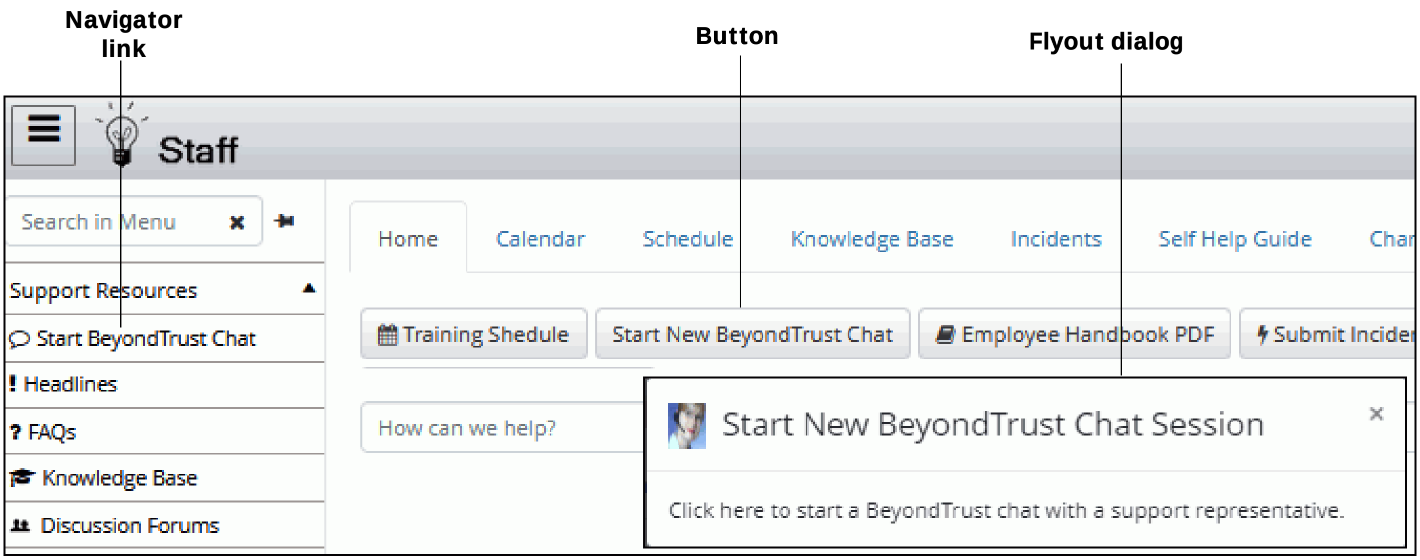
Communication Features

Chat

Customers can chat on mySupport portals via Bomgar, Citrix GoToAssist Remote Support, and iSupport's built-in chat feature.

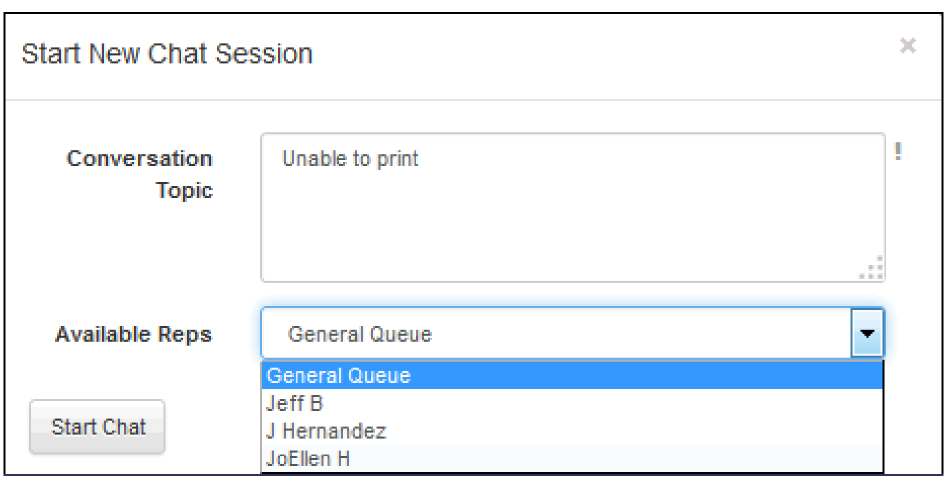
BeyondTrust Chat

iSupport integrates with BeyondTrust Software for remote desktop connection and chatting. (Note: BeyondTrust is a third party application; BeyondTrust software and licenses must be purchased through BeyondTrust.) You can configure access via a navigator link, component button, and/or a flyout dialog on a mySupport portal.



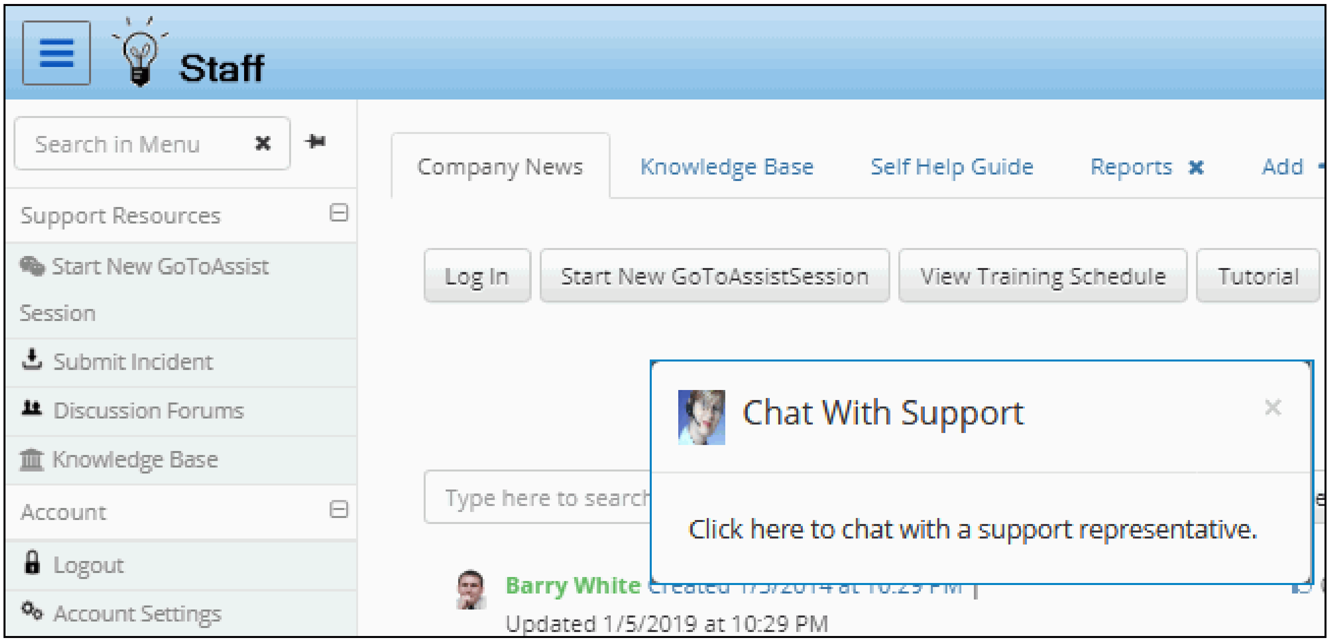
You can configure automatic creation of an incident when a new chat session starts, require customers to log in when using chat, and enable customers to start a chat from the New Chat Session link on a saved incident if support representatives are signed in to BeyondTrust.

When a customer starts a session, you can include the names of the support representatives logged into the BeyondTrust Representative Console and if a name is selected, the Chat icon on the Personal tab will flash to the representative on his/her BeyondTrust Representative Console. You can also include "General Queue" which will cause the Chat icon on the General Queue tab to flash to all support representatives logged in to the BeyondTrust Representative Console.

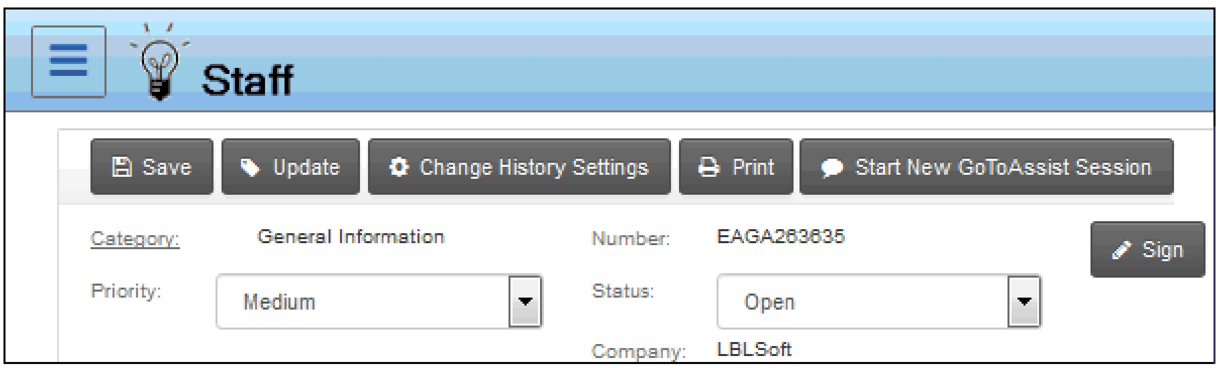


Citrix GoToAssist

iSupport integrates with Citrix GoToAssist Remote Support, enabling customers to access the Citrix® GoToAssistPortal. (Note that this functionality does not automatically capture chats or add recorded sessions.) You can include GoToAssist on mySupport via a component button, a flyout dialog, and/or navigator link.



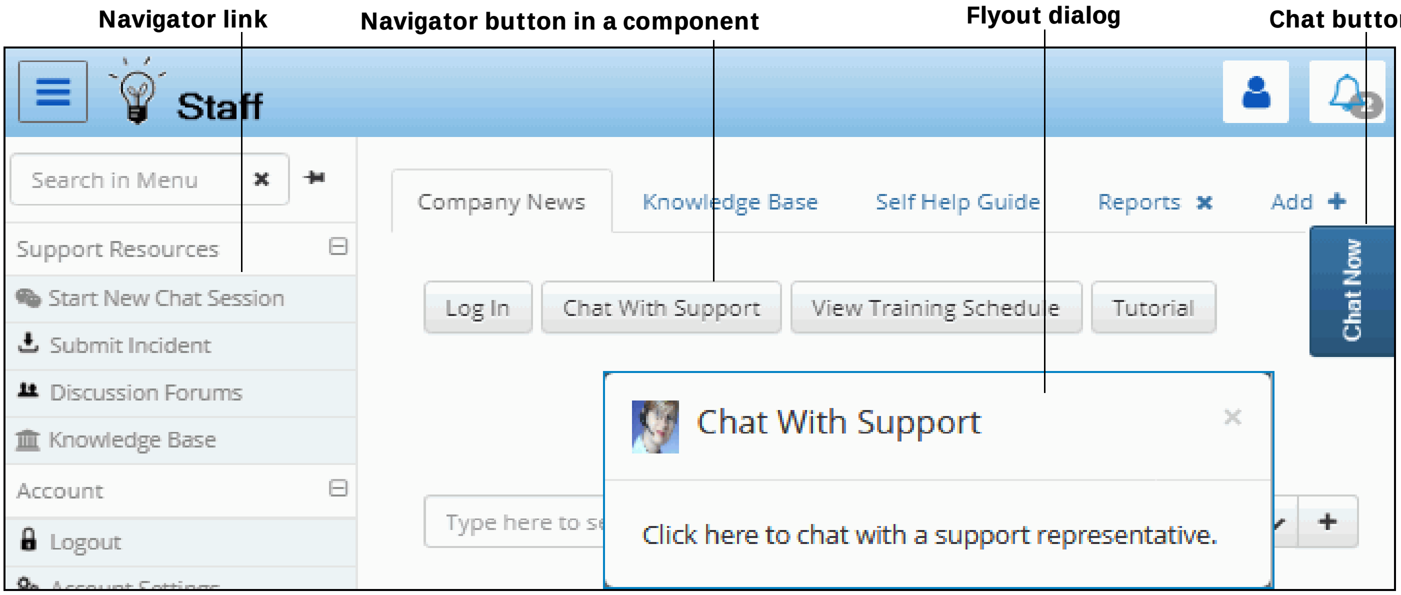
- You can also include a button in the Display Incident screen.



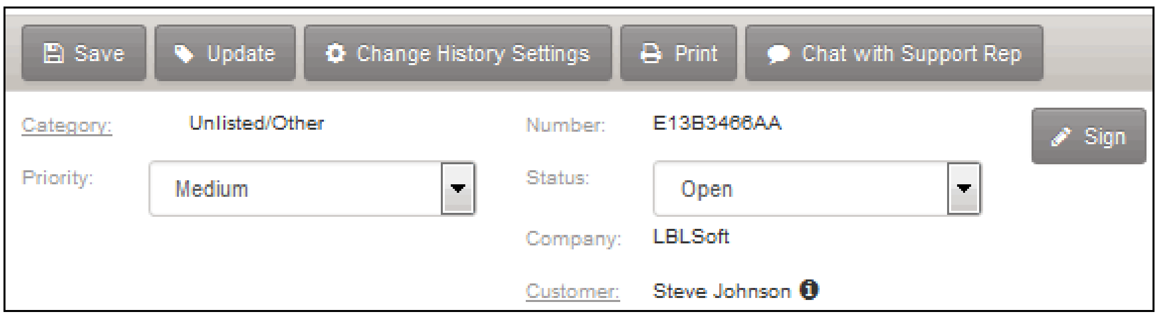
mySupport Chat

iSupport includes a built-in chat feature that enables you to configure chat responses, display chat to customers that are not authenticated, set up support representative availability, and automatically create incidents with chats in incident history.

You can include mySupport chat via a navigator link, component button, a flyout dialog, and/or button that you can position on the screen.

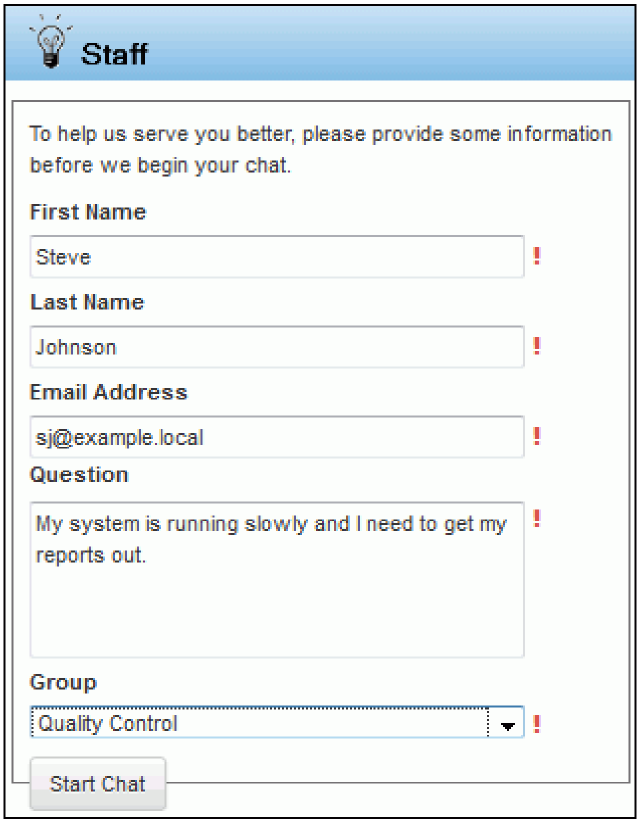


You can also include a button in the Display Incident screen.

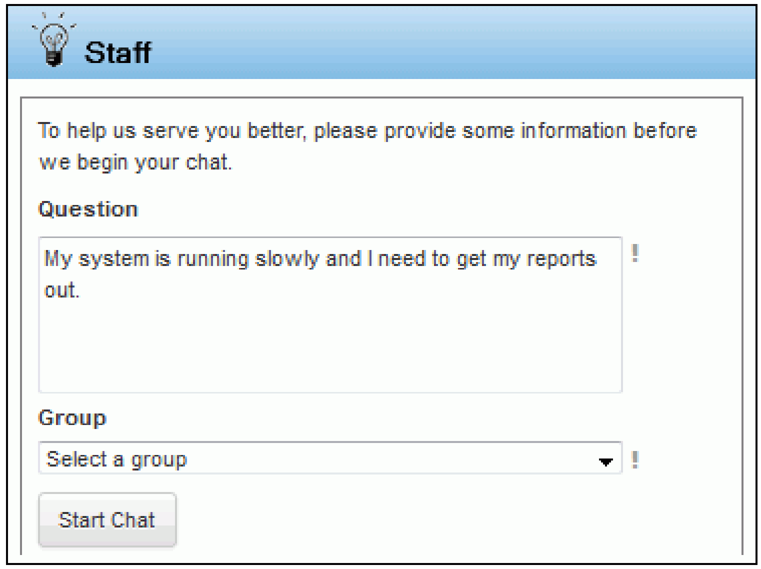


If chat is configured for users that are not authenticated, a dialog will appear for the user to enter their name, email address, and question; otherwise, a dialog will appear for the user to enter a question. The Group field will appear if enabled and multiple groups are scheduled as available. If no one is available, the button text will change to "Chat Not Available" and the chat dialog will not appear.

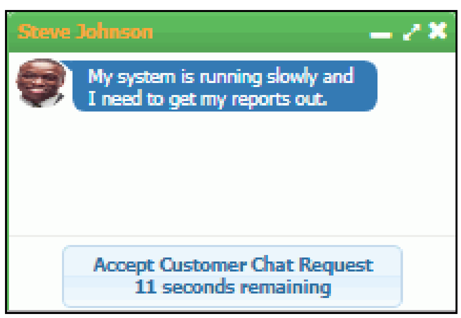
Customer not authenticated



Customer authenticated



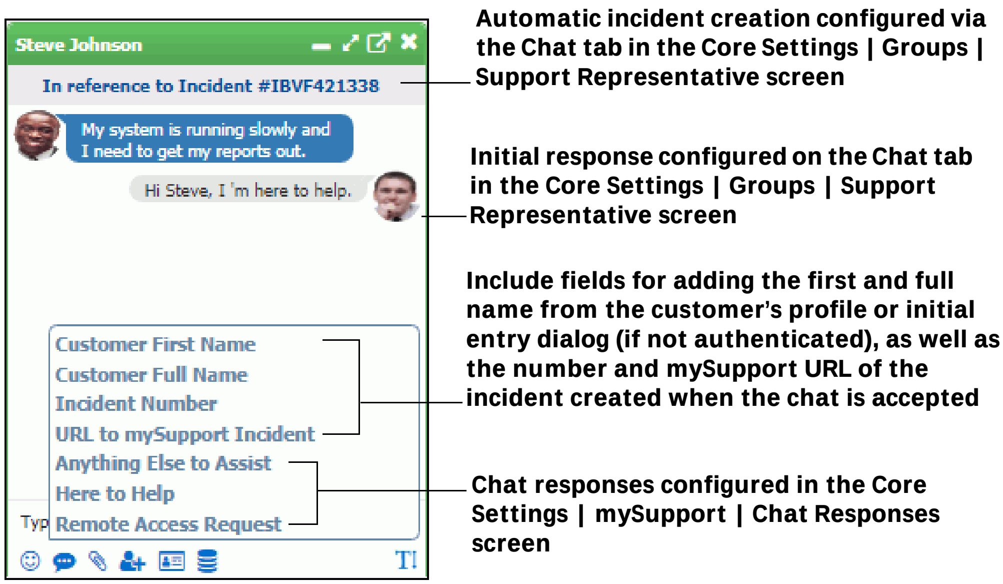
The question will appear to available support representatives with an Accept Customer Chat Request button. If enabled, a timeout countdown will appear on it.



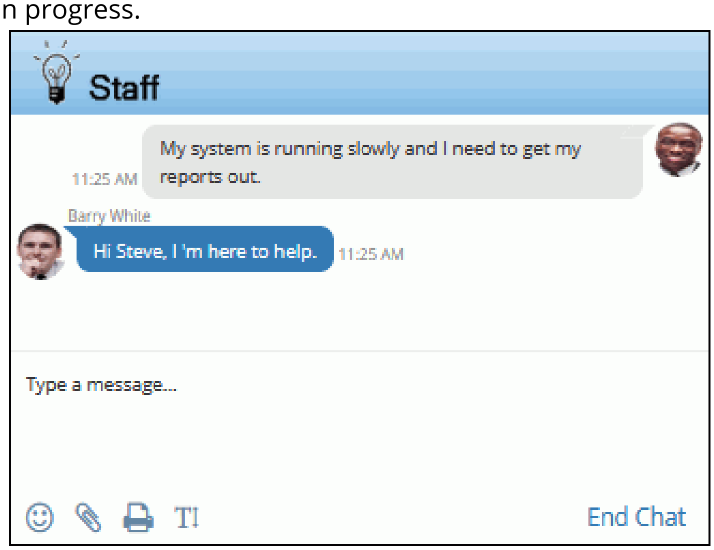
Once accepted, an incident will be created with the number as a link at the top of the chat dialog for the support representative to open the incident. The configured response will display to the customer. The following will be included in the entry area:

- The emoticon icon which will display a menu of emoticons for use in responses.
- The Chat Responses icon which will display include fields and the responses defined in the mySupport Chat Responses configuration screen for support representatives to use. The include fields can display the first and full name from the customer's profile or initial entry dialog (if not authenticated), as well as the number and URL

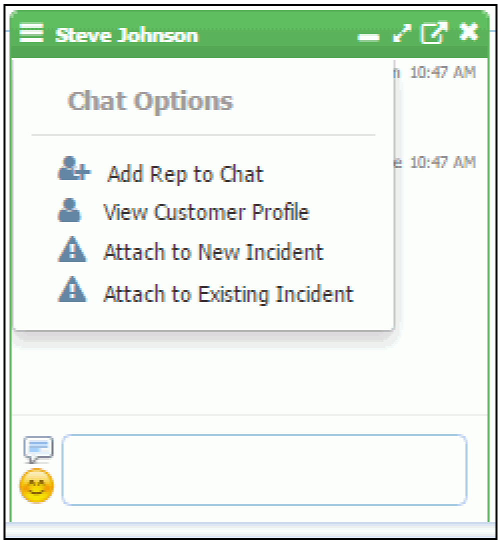
of the incident created when the chat is accepted. Chat responses will overwrite any existing text in the entry area; include fields will append values to existing text.



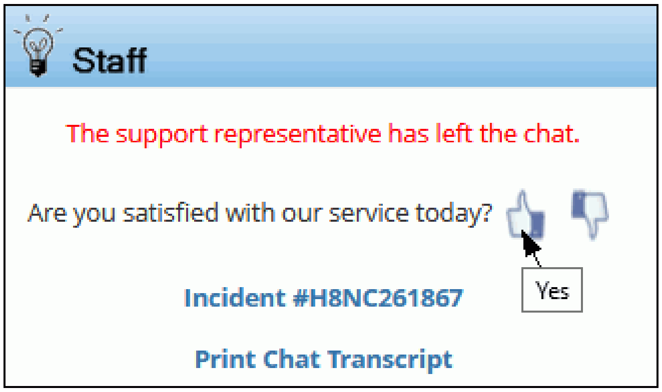
- An example of a chat window on mySupport is shown below; customers can use emojis and print the chat transcript while a chat is in progress.



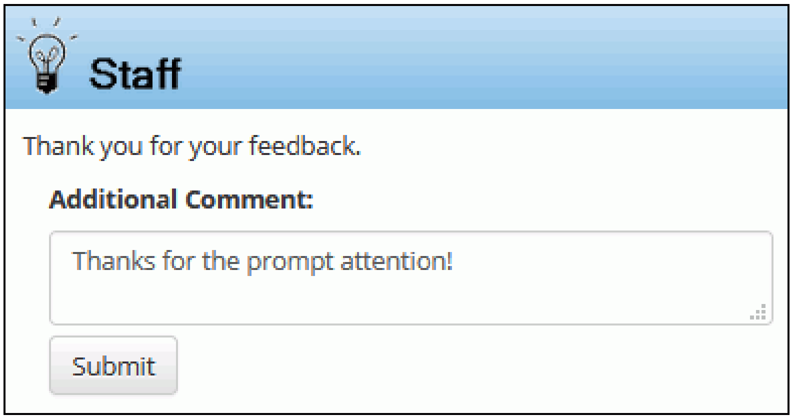
Support representatives can use the Options menu in the chat window to select other support representatives to be included in the chat and open the customer's Profile record, If incidents are not configured to be created automatically, options will be included for adding the chat transcript to the history of a new or existing incident.



When the support representative ends the chat, a feedback question can be configured to display in the customer's chat window. Note that the text indicating that the support representative ended the chat is also configurable.

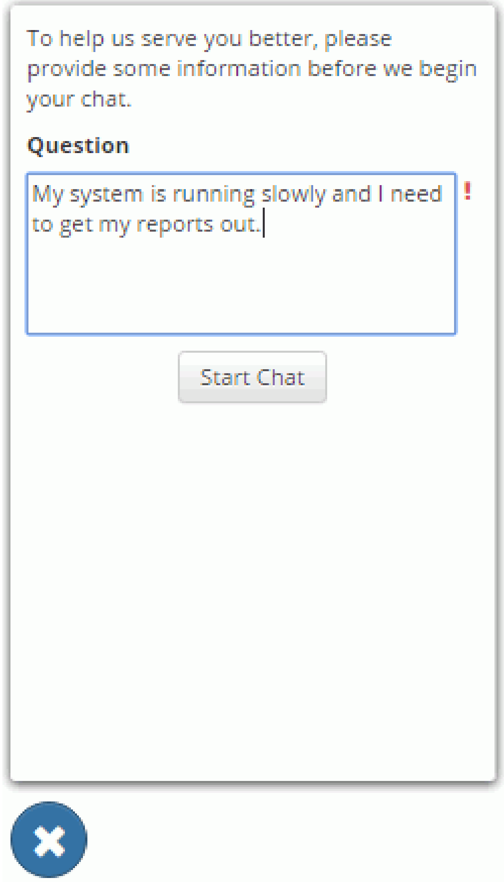


After selecting a response, another dialog will appear for entering any comments.



External Chat

You can enable iSupport's mySupport Chat feature to be hosted on other web sites. You can configure the size and positioning of the chat window and designate the sites that can use the feature.



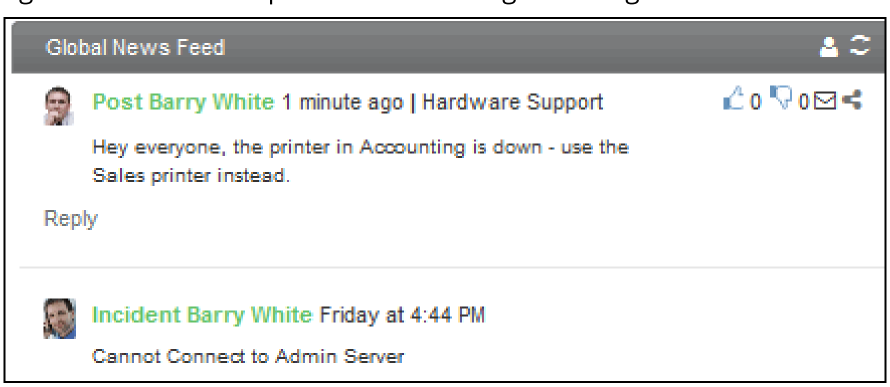
Discussion Feeds

Customers can create, view, reply to, and share discussion posts on shared discussion-only news feeds that are created by support representatives via the News Feed component on the Desktop.

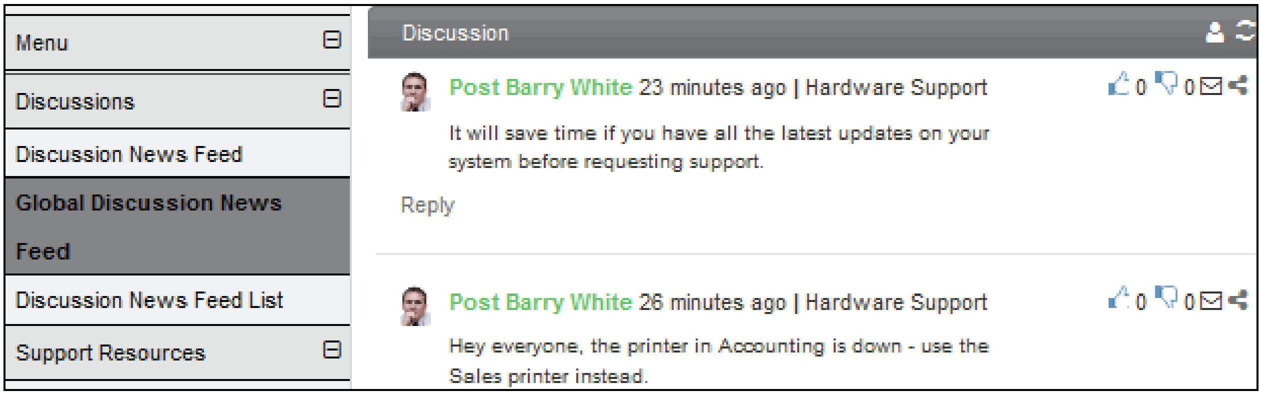
Viewing and Sharing Discussion Posts

Discussion posts can be included on a mySupport portal in several ways:

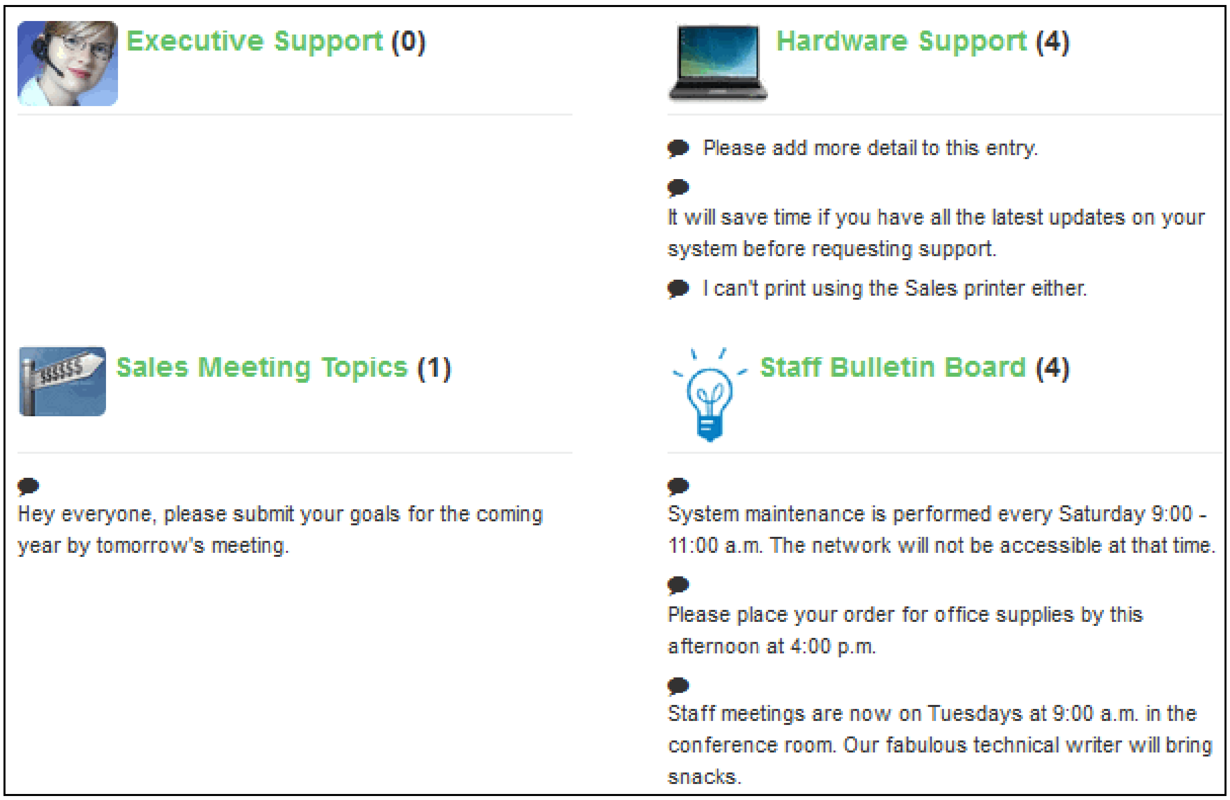
- All discussion posts can be included along with other work items via a configured Discussion News Feed link on the mySupport navigator or a Feed component added using the Designer.



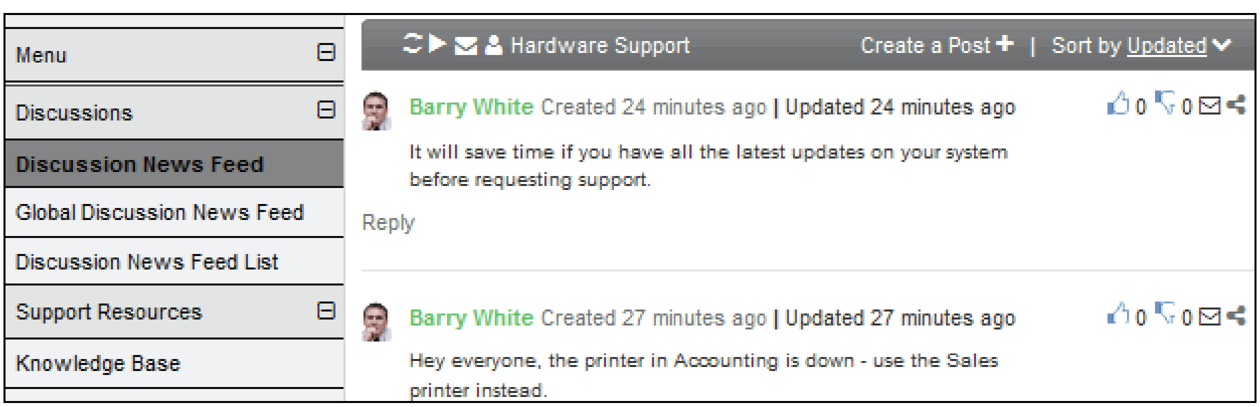
- All discussion posts can be included in one feed via a configured Global Discussion News Feed link on the navigator.



- A **list of all discussion-only news feeds** can be displayed from a configured Discussion News Feed List link on the navigator.

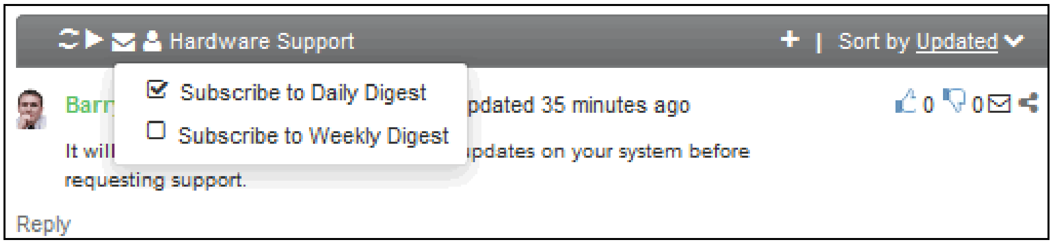


- A **specific discussion news feed** can be displayed from a configured Discussion News Feed link on the mySupport navigator or in a Feed component added via the Designer.



Available Options for Discussion Feeds

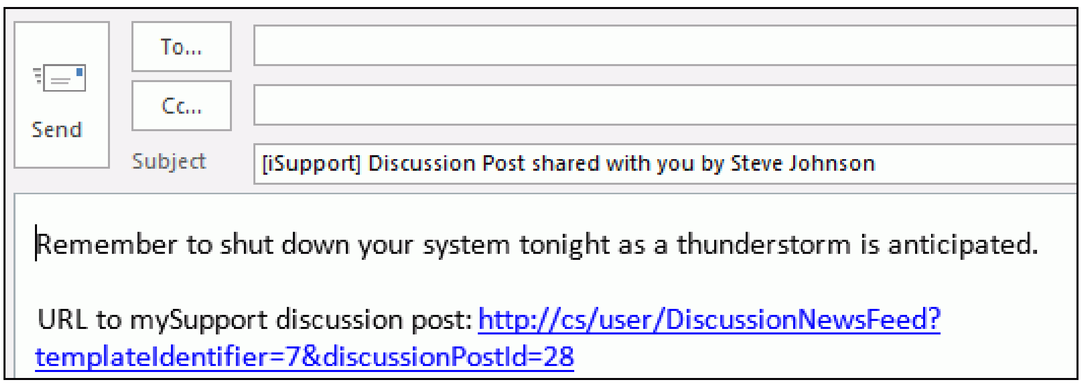
- The **discussion digest** icon to subscribe to an email regarding news feed activity that can be sent daily or weekly.



- The Auto Refresh On icon and Off icon starts and stops automatic refresh of the news feed (but replies and your posts will still appear). The pause will be released when a customer manually refreshes the component, creates a post, or when the page is reloaded.
- The View My Posts Only icon on global news feed and on specific discussion feed restricts the posts in the feed to only those created by the customer.

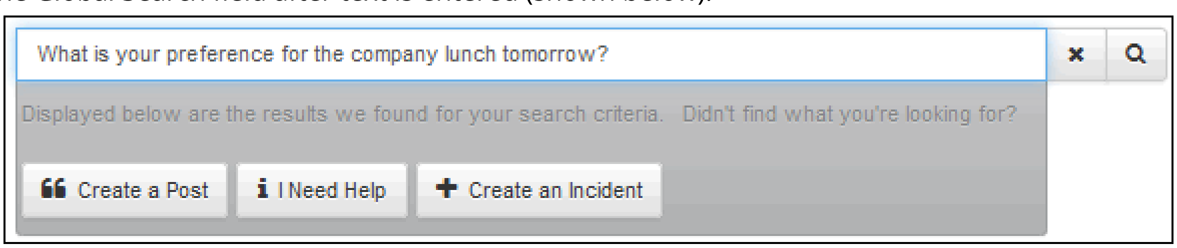
Available Options for Discussion Posts

- The **Follow This Post** icon enables an email notification to be sent when someone replies to the post. Notification content is created via the Discussion Post /Default tab in the Configuration | Email | Custom Notifications screen; it is selected for the discussion feed via the Customer Follow Notification field in the Discussion Posts section of the configuration dialog for the news feed on the Desktop.
- If Allow Customer Share is configured for a news feed (via the configuration dialog for the news feed on the Desktop), the **Share This Post** icon enables a customer to email the post. The customer's mail client will appear with the content of the post and a link to the post as shown in the example below:

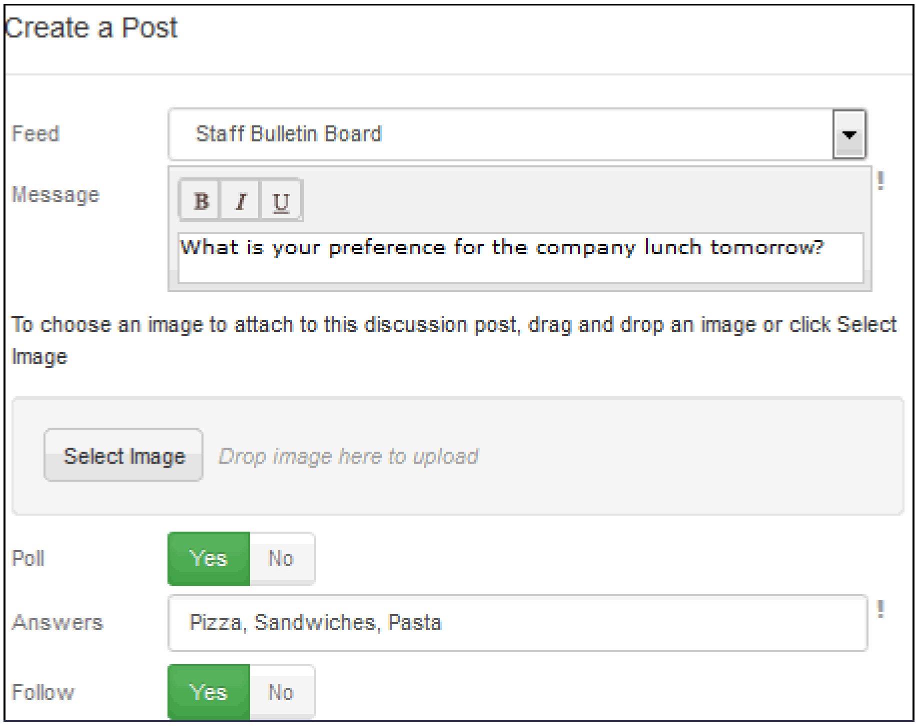


__Creating and Editing Discussion Posts__

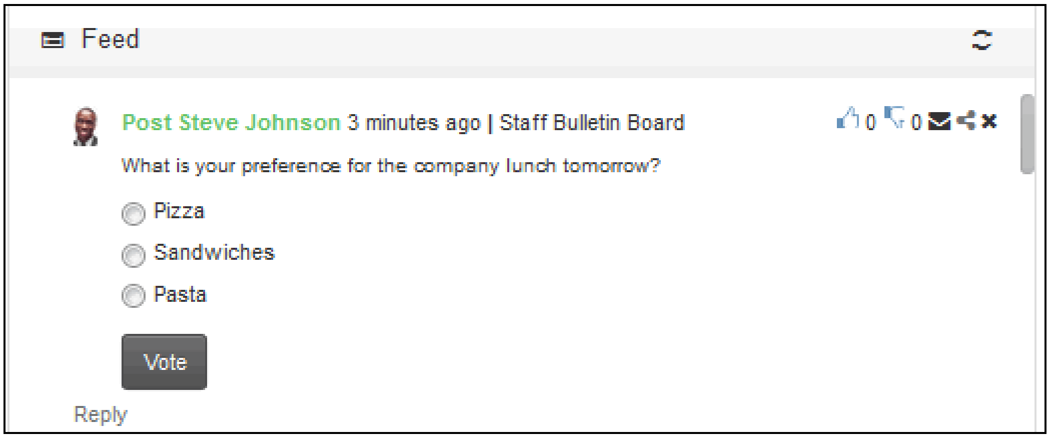
If configured, authenticated customers can access the Create a Post link on a feed, on an individual knowledge entry, or under the Global Search field after text is entered (shown below).



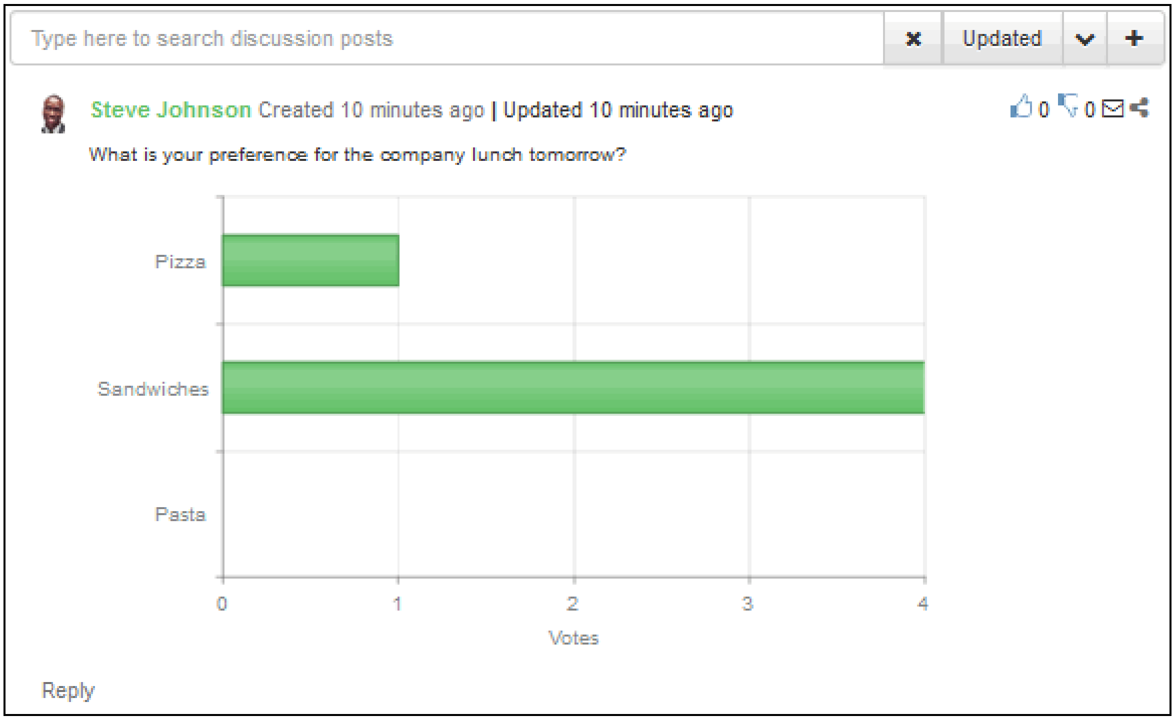
While creating a post, customers can format the post, select an image to include, create a poll-type post with radio button response options (in discussion-only news feeds).



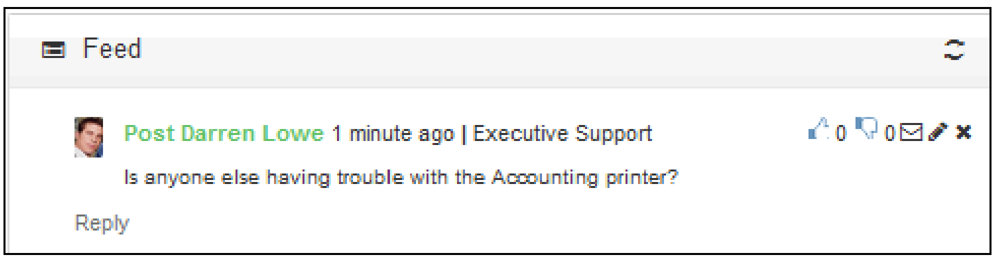
The poll post will appear with radio button response options as shown below. Poll posts will display only to authenticated users.



After the user selects a response, the results will appear in a graph:



After a customer creates a discussion post, an Edit icon will appear to the customer for 15 minutes.



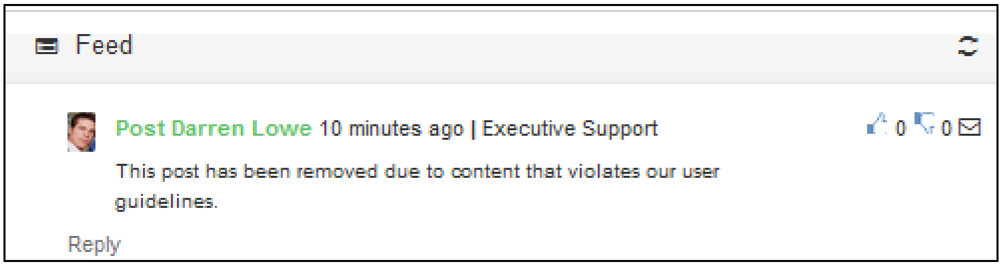
The Follow option in the Create a Discussion Post dialog enables an email notification to be sent when someone replies to the post. A user's first discussion post or reply will determine the default for the Follow option in the Create Discussion Post dialog this default can be changed in Account Settings.

Removing and Deleting Discussion Posts

Discussion posts and replies can be removed or deleted in the following ways:

- A customer can remove a post that he/she created if there is no reply. This will delete the post entirely. A support representative that does not have Discussion Feed Administrator access enabled in his/her Support Rep Profile record will not be able to delete his/her own post.
- A support representative with Discussion Feed Administrator access can delete a post in a news feed if the Allow Post Deletion option is set when the feed is configured. This will delete the post entirely.
- A support representative with Discussion Feed Administrator access can remove a post in a news feed if the Allow Post Removal option is set when the feed is configured. This will hide a post from other participants viewing the feed, but the post will still be available in discussion feed views. The text "This post has been

removed due to content that violates our user guidelines." will appear in place of the entry; this text can be changed for the mySupport portal via the Resource Editor.



- An administrator can remove or delete a post. The text "This post has been removed due to content that violates our user guidelines." will appear in place of the entry; this text can be changed for the mySupport portal via the Resource Editor.