



Platform Feature List

Smart Social Collaboration Solutions

iQ provides the tools needed to increase engagement, strengthen collaboration, and improve learning. We take the distance out of distance learning. This feature list contains:

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Scalable Social Platform

iQ provides transformative technology solutions. It is an agile social platform that allows for cost effective and rapid deployment across an institution. iQ is the next evolution in social learning tools supporting a broad spectrum of capabilities.

- External facing public or private social platform
- Internal facing private social platform

Technology

The iQ solution is built on scalable architecture using proven open source technologies providing reliable solid performance.

- Scalable n-tier architecture
- Flexible front-end support with JavaScript, HTML, CSS for private UX branding
- Lightweight technology that expands without high server costs
- High availability architecture
- Fail over and disaster recovery
- Secure access authorization
- Secure data transfer
- Enterprise-grade security
- Single-tenant architecture

Integration

iQ makes it easy to connect with other enterprise platforms leveraging APIs. Representational State Transfer (REST) is a style of software architecture for distributed systems and is a web design model. REST facilitates the transaction between web servers by allowing loose coupling between different services. In short, iQ make it is easy to integrate with an existing IT infrastructure. The integration capabilities create the academic passport to capture and display all the data required for an SIS.

iQ servers as a data warehouse to batch data into and out from systems such as Banner.

- REST API
- Client-side API



Deployment

The service can be deployed over the Internet as a “cloud” service or behind a firewall. Through seamless integration of marks, color palettes, and site style, the social media user experience becomes an extension of the campus brand.

iQ’s robust platform enables you to seamlessly integrate the most popular cloud-sharing services. Take advantage of online file sharing and storage systems in the cloud to improve and encourage collaboration.

- Optional deployment methods for both customer and employee facing
- Cloud (SaaS) with DNS masking
- On Premise | Private Cloud

User Account Setup

Make sign up or login simple. The iQ social login is a form of single sign-on using existing login information from a social networking service such as Facebook, Twitter, LinkedIn, or Google+. Use single sign-on authentication to obtain profile and social graph data in order to target personalized content to users.

iQ provides profile integration with popular social media sites such as Twitter, Facebook, YouTube, Linked In, Flickr, and more. You determine which of these services you want available to your users.

- Seamless integration with existing account setup processes
- Custom account setup with configurable fields
- Configurable social registration leveraging social sign-on (e.g., Twitter, Facebook, etc.)
- Support for OAuth 2.0
- Support for any social API
- Client owns all user data
- Forget password support
- Configurable terms of use
- Keep user logged in (user option)
- Access to third party registration data (e.g., Facebook, Twitter, etc.)



Widgets | Components | Plugins

Any aspect of the iQ social platform can be a widget or can consume widgets. Standard configurable widgets include:

- Commenting widget
- Content widget (What's Popular - Posts)
- Content widget (What's Trending - Posts)
- Content widget (Most Comments)
- Content widget (Most Liked Comments)
- User widget (Most active users)
- Content widget (New member highlights)
- Facebook recommend widget that lists stories that friends have read
- Facebook like widget that shows which user friends like a specific story or page
- Content widget (Topics to follow)
- User widget (People who follow user)
- User widget (People or other entities the user is following)
- User events widget
- User polls widget
- Popular blog posts

Administration

Manage users, content, analytics and reports. As an administrator, faculty member, or student, get relevant data on demand.

- Content Monitoring (view, remove)
- User Monitoring (posts, comments, remove)
- Groups management and monitoring
- FAQ management, authoring and monitoring
- Social enabled support ticket management (e.g., contact us form)
- Blogs management and monitoring
- Event management and monitoring
- Poll management and monitoring
- Report Abuse management
- Assign Administrators
- Blacklist (disable) user
- Whitelist (reactivate) user
- Administrator notifications
- Password management
- Bulk user management assignment
- Word filtering (e.g., bad language)

Dashboards & Analytics

Detailed analytics provide real-time measurements beyond the surface of “likes” and brings depth to social data. It’s not just about the amount of data you have. It’s about understanding what that data is telling you.

- Custom reports on-demand
- Rich customizable charts on-demand

User Profile Management

Establish a strong academic identity and manage personal connections using iQ’s follow and connect capabilities. Users can connect with and follow an unlimited number of members. With iQ, the user can classify connections into categories or “circles” for easy post and directory management.

- Seamless integration with existing user profiles
- Unlimited configurable fields
- Custom profile synchronization API
- Configurable and unlimited "entity" types for either connect and follow profiles
- User blog, groups, info, album, questions, and answers management
- Custom "username" supporting @mentions
- Assigned profile URLs for external sharing
- Configurable Personal Settings
- Configurable Contact Settings
- Configurable User Interests Settings
- Extensible and configurable main profile views (e.g., add views such as education, expertise, skills)
- Post History (timeline of all user posts, tags, comments, etc.)
- Listing of all user polls created and taken
- Listing of all user created events
- User defined links to other social sites with social badges
- User defined URLs to blogs, news, and other sites
- Search engine crawl-able (if required)
- Social chat (private or to group)

Social Feed Management

Build rich media stories, papers, and information pages with full integration of popular sharing and social media sites, thereby creating engaging student and classroom experiences.

- Twitter feed consumer (* a consumer pulls in all feed content from a social network, photo service, etc.)
- Facebook feed consumer
- Flickr feed consumer
- YouTube feed consumer
- Share any social consumer feed back to activity stream
- Unlimited end-user feed consumers (Linked In, Slideshare, Google+, etc.)

Privacy Management

Configurable privacy settings based on the business needs of the institution

- Privacy settings "public" "network" and "only me"
- Privacy social feed settings for integration with Facebook, Twitter, Flickr, YouTube, etc.
- Privacy settings for activity stream posts

Notification Management

Configurable notifications captured in settings enable users and administrators to stay up-to-date on events, connections, posts, and more.

- User opt-in support for third party products and services
- User opt-in on e-mail notifications regarding comments
- User opt-in on e-mail notifications regarding connection requests
- Notifications on network activity (e.g., John connected with Frank)
- Event notifications
- Group notifications
- Blog notifications

Connection Monitoring

Connect with other users of the site. Manage those users in networks. Network categories make it easy to share the right things with the right people, just like in real life. With connection categories, you can filter what posts and what people are sharing.

- Profiles that support an unlimited number of connections
- Detailed connection listing (e.g., by location, by category, etc.)
- Pending connections listing
- Connection Categorization (e.g., "Circles")
- Unlimited User Configurable Connection Categories (e.g., "Circles")
- Connection Management (remove, request)



Follow Monitoring

Easily create profiles that you follow. Follow means that you consume the posts. It's a one-way connection rather than a two-way connection.

- Configurable profiles that can be setup as follow types
- Profiles that support an unlimited number of followers
- Stream updates from followed users
- Manage who or what you follow separate from your connections

Social Directory

A social directory displays users, follow pages, blogs, events, and groups. These directory listing indicate if an event, group or blog is public or private. Easily join, follow or connect directly the directory.

- Opt-in directory options (e.g., yes or no to be listed in directory)
- Configurable directory of all entity types (programs, users, etc.)
- Ability to follow | connect within a directory listing
- Directory views specific to entity types (e.g., "just show me programs")
- Search for anything (posts, videos, images, etc.)
- Directory of blogs, groups and events

Social Search

Find the information you are looking for in fewer clicks by using our smart search system. iQ provides smart results by connecting search queries with people, expertise, topics, photos, books, videos and other content that is important to your community.

- Ability to search for any content (post)
- Ability to search on any entity type (person, program, department, etc.)
- Real-time search results while typing in display box sorted by people, content, etc.

Recommendation Management

Expand your contacts in the community and your knowledge of relevant academic events by letting the recommendation engine direct you to the connections and content tailored to your interests.

- Configurable algorithmic semantic-based recommendation engine
- Recommendations for connections | follows
- Recommendations for content based on relevance
- Recommendations for display advertising (static or rich ads, products & merchandise, etc.)
- Roll-over on rationale for recommendation ("the why")
- Recommendations for people based on expertise, interests, business relationships, etc.



Post & Stream Management

Stay up-to-date by monitoring live streams of aggregated content that includes news, discussions, blogs, coursework, group posts and more, in a personalized dashboard enhancing direct collaboration between students and faculty. Share videos, images, RSS feeds, links and text inside a secure social environment.

- Full view activity stream comparable to popular B2C social sites (e.g., Google +)
- Publish videos, links, and photos (in-line media embedding with link resolution)
- User generated content/post tags
- User generated thoughts or descriptions on posts
- Specific post (content) network targeting (public, network, only me)
- Comment support for every post
- (@mentions) support
- (@mentions) stream w/ private stream view
- Save favorite posts
- Save favorite posts w/ private stream view
- Public stream with dedicated view
- Network stream with dedicated view
- Full page view on any post
- Configurable one-click post share to other social networks (e.g., Facebook, Twitter, Google+, etc.) for each post
- Configurable social share count badges ("share bar") for each post
- Stream integration with social widgets (e.g., comments). A user comments on a story and it is displayed in stream.
- Auto network activity posts (John commented on x post, Jane connected with x, Susan is now following x, Frank to Poll x, etc.)
- Date | Time stamp for post
- Auto display user Twitter posts in activity stream (if Twitter account associated)
- SSO to post
- Question management
- Post to specific groups from stream
- Stream filters by date and type
- Users currently online from chat window

Comment Management

Commenting is core to the iQ platform. The comment engine supports rich comments that can be viewed by topic. Easily search, rank or share a comment.

- Configurable Comment Engine (UX, Functions)
- User generated comments on posts
- Community flagging (e.g., report abuse with administration notification)
- Connect with users that comment on posts (out of network)
- Access to user profiles that comment on posts

- Ability to like a comment with a like count
- Rollover on who provides the likes so user can connect
- Sort comments from newest to oldest
- Sort comments by community rank
- Full page view for all comments on a post | article
- Time-based view of user comments
- Post comment option to other social sites (e.g., Facebook, Twitter)
- One-click post to multiple social sites
- Configurable Comment Notifications (e.g., e-mail, on-site, etc.)
- Configurable restricted words filter
- Customizable reactions tools w/ count monitoring (comment voting)
- Mobile commenting
- SSO to comment
- Date and time stamp on any comment
- Integrated with recommendation engine
- New comment notifications
- Search engine crawl-able
- Share files in comments (e.g., Dropbox)
- Auto URL shortening on display

Social Toolbar Bookmarklet

Install a social bookmarklet to share information from any webpage back to the platform in a single click.

- Configurable social toolbar bookmarklet
- One-click share for any story, video, etc.
- Private branded bookmarklet
- Target, tag and comment on any post before sharing to network

Event Management

Integrating aspects of the platform (e.g., events, connections, and alerts) a user has a single view of the day, week and month. Events can be monitored and users can provide feedback on if they plan to attend an event or engage others.

- Unlimited user generated events
- Google Map integration
- Invitation management (target specific connections & areas such as groups and networks)
- Events publishing to activity streams
- Share event on Facebook or Twitter
- Support for recurring (repeating events)
- Event custom fields management
- Upcoming and past event management
- RSVP management (attending, not attending, maybe, not responded)



- Past event management user management (did attend, did not attend)
- Event notification management
- Assign other owners/admins to an event
- Full rich media integration with an event (video, images, documents) support
- Rich media comment integration
- iCal support for the export of events to integrate with other mail clients.

Poll & Survey Management

Create and publish online polls in minutes, and view results graphically and in real time.

- Configurable public opinion polls
- Support for questions and responses
- Graphical display of responses in bar | pie charts
- Geographical heat-maps with drill-down
- Comment on polls (comments also appear in activity stream)
- Access to user profiles (those who took poll)
- One-click share of a poll on popular social sites (Facebook, Twitter, Google+)
- Social buttons for total number of shares, likes, etc.
- E-mail poll to friends

Album Management

iQ supports full album and photo management with unlimited storage of photos. Upload high-resolution images and share them with people in your network or everyone. Manage as many albums as needed in the user profile.

- Full photo | image libraries
- Management and share albums with unlimited storage
- Title and tag images for easy retrieval
- Share albums with the public or with specific groups or networks.
- Share specific images with Facebook and Twitter
- Full image details with download

Blog Management

Create public or private blogs to share with the community using the iQ rich media editor.

- Full WYSIWYG editor
- Timeline of all blog posts
- Create private blogs (by invitation only)
- Create public open blogs
- Create secret blogs (not listed in directory)
- Define blogs with categories and tags



- Integration of blog within activity stream
- Target audience within stream | network
- Share blog on popular social networking sites (e.g., Google+, Facebook, Twitter)
- Draft and Publish states
- Multi-author support
- Comment integration

Group Management

Groups are a great way to reach a more targeted audience. Create groups that are public or private and manage the invites and attendees. Group admins can choose who can invite other members to the group and whether others on the network can join the private group without an invitation. Post rich media to the group activity streams.

- Create private groups (by invitation only)
- Create public open groups
- Create secret groups (not listed in directory)
- Full post and comment functions within groups
- Recent activity posts
- Recent discussions posts (activity)
- Optional group directory listing
- Archive or remove groups
- Share group activity within stream (only those in groups see posts)
- Distributed group administration (assign other administrators)
- Share group updates to other popular sites (e.g., Twitter, Facebook, Google+)
- Full group reporting (user activity, posts, etc.)
- Notifications on group activity
- Group album management
- Group event management

Questions Management

Need help? Ask questions to the community. Get feedback and answers from experts in various topic areas.

- Post a question to everyone, a group or select category within your network
- Post questions on a specific topic
- Select close dates on questions
- Listing of experts for the topic
- Share questions on Facebook and Twitter
- Attach images to a question
- Embed videos, links, Dropbox documents, etc. to a question
- Filter questions by open, closed, and answered
- Filter questions by topic
- Filter questions by time (day, week, month, year)



- Filter questions by newest, oldest, expiring
- Support for related answers for a specific question

Expertise Management

Expand your contacts in the community and your knowledge of relevant academic events by letting the recommendation engine direct you to the connections and content tailored to your interests.

- Community generated experts for topics
- Administrator assigned experts for topics
- Integration of expertise, questions and answers within user profiles

Messages & Chat

Get all of your messages and chats in one place. Communicate with your network in real time using chat. Share files, videos, images and links. Post messages to an individual or group.

- Full history of chats for each user
- Support for multiple rich media attachments in a message post (video, photos, links, attachments, etc.)
- Group messages in folders
- Set status to online, away, do not disturb, invisible or offline
- Message notifications (sound and alerts)
- Message full page
- Message pop-up windows
- Real-time updates
- Archive Messages
- Edit messages (post send)
- Dropbox integration

RSS Integration

Making RSS integration simple, access all of your favorite blogs and news with RSS integration into the activity stream.

- Configurable RSS (user definable with feeds displayed in profile)
- Share RSS story to activity stream (tag, comment, and target post)
- Subscribe to any RSS for auto-feed to activity stream
- Share any RSS story to any social network site (e.g., Facebook, Twitter, Google+)



Dynamic Help & FAQ

With a built-in dynamic help system, iQ provides the ability to generate help systems, support tickets and enable a dedicated stream for questions and answers.

- Support for a rich database of answers for your community
- Support for related answers to any question asked
- Online ticket support via “Contact Us”
- Integration of rich media with contact us form (video, images, links, files, etc.)
- Full history of all questions asked with open or closed status
- Full integration of comments with questions and help
- Ability to follow a FAQ item to be notified of updates
- Dynamic related answers check to reduce duplicate questions being submitted
- Build FAQ items with a rich media builder support full text control (font, styles, colors, links, images, etc.) and rich media embedding (e.g., videos).
- Access source code for authoring a FAQ.
- Tag support for FAQ items for each searching

Video Conferencing (Partner)

Because HD video conferencing is an important feature of a social engagement tool, iQ can provide its clients with a cloud-based multi-party video platform, supporting up to 25 video participants per meeting and scaling to more. No additional infrastructure, hardware or software is required. All you need is a video-enabled device and any web browser.

- Multi-party supporting up to 25 participants per meeting
- Cloud-based
- High-resolution video conferencing
- HD Content Sharing
- Video on the go with support for mobile devices
- Enterprise grade security

LMS Integration

Integrate with a single click to your learning management system (LMS). Or, use the iQ social learning tools to author and maintain your online and blended courses.

Productivity Integration

Leverage tools you already own or use such as a desktop client (e.g., Microsoft Outlook) or in the cloud (e.g., Dropbox, Google Docs, etc.)

- Microsoft Office Integration (e.g., Outlook)
- Private file sharing within the stream
- Share documents to individual connections
- Turn any post and comments into a knowledge-based article



Portability

Take the conversation with you on the go. Responsive web design provides an improved user experience on mobile devices.

- Responsive Web Design
- Custom mobile application support

Advertising Management

If you are serving advertisements to your audience, IQ supports standard and rich media IAB ad standards

- Configurable In-stream advertising
- Targeted display advertising throughout platform
- Algorithmic semantic-based recommended advertising (e.g., based on site behavior, interests, content, etc.)
- Integration with any ad server / ad manager

