

Portal Discussion Forums

Key Features



Brand your Forum.

Create the look and feel you want for your Forum by adding a header graphic, choosing a background and highlight color, adding a logo or favicon, and grouping your discussions into categories, each with a custom color.

Shape discussions around your strategy and audience interests.

Forums gives you flexibility to focus discussions on areas that you feel meet your audience needs. Create categories for sales strategies, success stories, key product features, new products, or ideas that partners can offer to help each other be more successful.



Segment discussions based on the audience.

Not all members need to have access to all discussion forums. Restrict member access to the categories and discussions that are most relevant to them. Access to discussions can be segmented by the type of member (i.e. agent or MSP) and can also be used by internal employees to work through issues and ideas.

Moderate discussions.

Designate certain individuals to manage and moderate discussions. Respond to any conversation thread, answer questions or delete comments that are not appropriate or relevant to the discussion.



Search

The search functionality in Forums lets users search for topics they are interested in and drill down using keywords to find individual discussions. Search for individuals to follow their conversations.

Update with email.

The Message Library can deliver a daily update on Forum activity. Members can follow certain discussions and receive updates when new replies are added to those discussions. Customize the email update by breaking it into segments that showcase newer discussions and highlight certain categories. Automate the emails to go out at a specific time each day.

