

Jive-x Cloud Plan Descriptions

Last updated April 10, 2017

1.0 Background and Purpose. Set forth below is a description of the features available in each of the Jive-x Cloud Plans offered as part of the Hosted Service. The Pricing Schedule shall set forth the Jive-x Cloud Plan (and any additional Options, if applicable) selected by Customer. The Pricing Schedule will also include any additional terms and conditions, if any, associated with the features described herein. Capitalized terms that are not otherwise defined herein shall have the meanings set forth in the Master Agreement (defined in Customer’s Pricing Schedule). Notwithstanding anything set forth herein, Jive reserves its rights under its End of Life Policy found here: www.jivesoftware.com/legal.

2.1 Jive-x Cloud Plan Summary.

Plan Features	Basic	Advanced
Community Engagement	X	X
User Profiles and Social Login	X	X
Customer Support	X	X
Ideation	X	X
Advocacy and Gamification	X	X
Community Content Search	X	X
Community Search Optimization (SEO)	X	X
Social Media	X	X
Analytics	X	X
Moderation	X	X
Custom Branding and Internationalization (i18n)	X	X
Extension and Integration Frameworks	X	X
Security, Performance and Compliance	X	X
Mobile	X	X
Advanced Community Engagement		X
Advanced Customer Support		X
Advanced Community Content Search		X
Events		X

2.2 Feature Description.

Plan Feature	Description
Community Engagement	Essential community engagement capabilities including discussions, groups, spaces, blogs, documents and more.
User Profiles and Social Login	Users can create rich, informative personal profiles that deepen community connections and make it easier to find experts. IT and community managers can easily create custom profile fields and leverage the SSO support for certified SAML vendors. Users can sign into the community using their existing social media credentials (e.g., from Facebook or Google).
Customer Support	Core customer support capabilities such as advanced Q&A: as users type questions, Jive-x automatically suggests answers from existing community content; if answers aren't found, users can post new questions to the community.
Ideation	Complete ideation workflow: users can suggest ideas, vote on each others' suggestions and track the results.
Advocacy and Gamification	Users can earn points, levels and badges for engagement, and can award badges to peers. Administrators can monitor leaderboards and define quests to promote desired behaviors.
Community Content	Users can quickly search all community content. Type-ahead search returns prioritized

Search	results, factoring in user behavior from the Jive-x social graph. A filterable search page provides more granular results.
Community Search Optimization (SEO)	Search-friendly features include automatic search engine optimization of community content, automatic sitemap generation and more.
Social Media	RSS, Facebook and Twitter integrations bring relevant social media conversations into your community, where you and your brand advocates can listen, discuss and respond.
Analytics	Users and admins can view metrics on the impact of their content, including sentiment score, views and shares. Community managers can see trends in user adoption, content creation, daily activity, leaderboards and answered questions.
Moderation	Administrators can review and approve or reject posts and comments in configured places. They can moderate profile images and image uploads. Built-in anti-spam and anti-virus support is also provided.
Custom Branding and Internationalization (i18n)	Administrators can select from professionally-designed themes to customize the community's look and feel and match company branding. Custom domain name and internationalization for Jive-supported languages are included.
Extension and Integration Frameworks	Developers can build integrations to third-party systems using Jive's SDKs, REST API and webhooks. Includes access to the Jive iPaaS. Integration with Zapier is also included.
Security, Performance and Compliance	Administrators can implement basic and advanced user permissions. Includes CDN caching and anti-virus for uploaded files. Complies with ISO 27001, SOC2 and other certifications.
Mobile	Manage moderation tasks on-the-go and build brand loyalty with quick responses. Search helps you find people and content to provide timely answers and customer support. Leverage Analytics features to keep your finger on the pulse of your community, wherever you may be.
Advanced Community Engagement	Adds the ability to upload a video file and share projects with users.
Advanced Customer Support	Built-in integrations to ticketing systems: ZenDesk, Service Now and Salesforce.
Advanced Community Content Search	Promoted keyword and synonym search, providing a prescribed search experience for key terms.
Events	Create and manage events, invite and track attendees, make updates and automatically notify participants, and more.