Jive Interactive Intranet

9.x User Guide

Gamification

Aurea

Unlimited Possibility

Notices

For details, see the following topics:

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- Search the articles on the Aurea Knowledge Base for solutions to your issues.

- Search the product documentation and other product-related information that are also available on Support Central.

If you still cannot find a solution, open a ticket on Aurea Support Central. Information about the support organization is available on Support Portal as well.

You can also find the setup files on Support Portal.

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our website.

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Advanced Gamification overview

Jive adds fun to your community participation by gamifying it. This includes rewarding points and badges to motivate you to create, interact with, or view different content types. You can start using Gamification once the gamification community manager has set up missions for you to accomplish.

Here's more about the gamification terms used here and in Jive:

Missions   Group of actions required to earn a badge and/or points. A single mission can reward you with points, a badge, or both. For more information, see Completing missions on page 9.

Badges   Fun images posted to your profile after completing a mission so everyone can see what you've accomplished.

Points   Tally of how much you've earned by earning badges or completing actions in the community. For more on this, see Earning points on page 9.

Levels   Benchmark that represents where you stand in relation to others in the community. You can move up levels by earning points.

Advanced Gamification is a system that lets you earn points, badges, levels, and possibly even prizes as you get work done. Your growing expertise gains you extra benefits and recognition.

For details, see the following topics:

- System requirements
- Supported browsers

System requirements

Here you can find the requirements for using Advanced Gamification.

Software requirements

Jive 9.0.0 or later

Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

- Microsoft Edge* (Chromium-based).
- Apple Safari 8 and 9 (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 8 and 9 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily Hosted app, if your community uses it, in the App Store.)
- Mobile Chrome on Android devices for Android 4.4 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily Hosted app, if your community uses it, in Google Play.)
- Mozilla Firefox*.
- Google Chrome*.

* Google Chrome, Mozilla Firefox, and Microsoft Edge browsers are released frequently. Jive Software makes every effort to test and support the latest version.

Note: The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

Important notes and restrictions

- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

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Using Jive Gamification

Jive Gamification provides levels to see how you measure with others in the community. You might be motivated to level up because you want that kind of recognition, or because your community rewards it. Levels can also help you identify experts and key players who can help you collaborate your way to great results. Based on your organization's goals, your community admin decides what activities are most valuable and sets challenges, or missions, that can earn you rewards and a fantastic community reputation above and beyond the glory of being a top contributor.

You can begin using Jive Gamification by completing missions that earn you points and badges. Missions vary depending on your community, but they are based on earning points and/or badges from active participation in your community by doing things like creating or liking content, writing blog posts, or updating your status.

For details, see the following topics:

- Understanding your reputation
- Leveling up
- Joining teams
- Leaving teams
- Gamification widgets

Understanding your reputation

Create and respond to content in Jive and evolve your reputation in the community.

The success of your community depends on your contributions, so you are rewarded with points for getting involved. Over time, you develop a reputation for reliability and authority in your favorite areas. The more people who participate, the more information that is available for the community as a whole. The more status points you earn, the higher you rank.

Find your reputation by going to the top right and clicking **your avatar** > **your name** > **Reputation tab** .

What can you do here?

As you navigate the Reputation area, you'll always see how many points you have, the level you've reached, and the Me in 3 in the top section. When you earn badges, you can drag them into the Me in 3 section so people can see them in your profile card.

Reputation includes Activity, Missions (to earn badges), Places, and Ranking.

Activity	See all of your actions that have gained you points and/or badges.
Missions (to earn badges)	Check out what you need to do to earn badges. Under the number of points you'll get, you can see how you can earn them. For example, create 100 pieces of content may earn you a Content creation badge.
Places	Look at how many badges and/or points you've earned in a place.
Ranking	Take a look at who ranks just above and just below you if you need some motivation for increasing your community activity to get ahead.

Leveling up

Increasing a level by earning more points and/or completing missions.

Check out levels from the Reputation tab. Go to the top right and click **your avatar** > **your name** > **Reputation tab** .

In the top section, which persists throughout the Reputation area, mouse over levels to see your current level and how many points the next level requires. If your goal is to "level up" or reach the next level, you can start by reviewing missions, as described in Earning points on page 9, so you know what you need to do to earn those points.

Completing missions

Missions are created by your Gamification Community Manager to provide short-term goals to help you obtain points and badges, and reach higher levels.

Check out what missions are available in your community by going to the top right and clicking **your avatar** > **your name** > **Reputation tab** > **Missions** .

Each mission card tells you how many points you earn when you complete the mission and earn the badge. It also describes the mission. It might say "Create 25 pieces of content " or "Install 5 apps," and this is how you'd complete the mission.

Earning points

Participate in your community to earn points. These points are what you need to advance to higher levels.

Basically, you can earn points by taking certain actions in your community, such as liking a blog post, creating a document, or writing a status update. You can complete missions as a fun way of earning points. Depending on how your community is set up, certain missions might even be designed to help you earn points instead of badges.

Current points and lifetime points

Current points usually refers to an immediate, spendable balance.

On the other hand, *lifetime points* refers to many points a user has earned in their lifetime. The lifetime points number never decreases and is an indicator of status and seniority in a community. This is also often used as a basis for Levels, as described in Leveling up on page 9. Lifetime points determine how much more points the next level requires.

Joining teams

If your community administrator has set up team challenges, you can compete for status in a group by joining forces with other group members. Look for teams to join in the Team Challenges list.

You can find a list of potential teams and challenges to join by looking at the Team Challenges widget. Typically, a challenge is associated with a group. To join a team, you join the group. These are the steps:

1. Look for the Team Challenges widget. If it's not on your site's home page, and you don't know where to find it, ask your community admin, the organizer of your workgroup (for example your Sales team lead), or someone else who's responsible for site competitions.
2. In the Team Challenges widget, click **Edit Your Teams**.
3. For any of the listed challenges you'd like to add, click **Join This Group**.
4. Click **Done Joining Groups**.

Leaving teams

You can leave a team, but you take your points with you. Go to the Team Challenges widget to remove yourself from teams.

Leaving a team removes you from the standings, and you won't get any more updates about completed activity in the team mission, or earn any more points associated with that mission. Points you earned while you were on the team will still count toward the team's total, and will still be included in your personal point total.

1. Look for the Team Challenges widget. If it's not on your site's home page, and you don't know where to find it, ask your community admin, the organizer of your workgroup (for example your Sales team lead), or someone else who's responsible for site competitions.
2. In the Team Challenges widget, click **Edit Your Teams**.
3. For any of the listed challenges you'd like to add, click **Leave This Group**.
4. Click **Done Joining Groups**.

Gamification widgets

There are a number of widgets associated with Gamification, which can be used to display standings in your community.

You can use the following widgets in groups and spaces to display the results of Gamification. Keep in mind that to use these widgets, you need to be using the old-style home page, not the new Place Templates, which don't support widgets.

Table 1: Content Widgets

Name	Description
Individual Leaders	Shows either the top-scoring users in a place, or your rank in the place. To enable users to toggle between these views, choose **Both** in the Display Mode field when you configure the widget. This is the most commonly used leaderboard widget.
Missions	Shows the available missions. You can limit the missions shown in this widget to a single folder shown in the Actions > Challenges area of the Gamification Console.
Team Leaders	Within a league, shows the top point scorers.
Team Standings	Compares the point totals of the teams competing in a time-limited mission,
Team Challenges	Shows all the challenges available to teams in the community, and allows users to join a team. (Challenges are the same thing as missions.)