

Jive Interactive Intranet

Cloud Administrator Guide

Jive Extensions: Ask Me Anything Add-on



Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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Ask Me Anything add-on

The Ask Me Anything add-on adds a powerful communication channel for business leaders to Jive by allowing employees to ask questions in their name. It combines the power of Jive with a dedicated, easy-to-use Ask Me Anything interface for employees and executives (Hosts). Ask Me Anything is built for organizations in need of an effective way to run questions and answers (Q&A) sessions to build trust in leadership, align employees with corporate goals and initiatives, and learn what employees really think. Ask Me Anything empowers leaders, especially in large organizations, to communicate effectively and drive alignment on strategic initiatives and corporate goals.

How it works

You add an Ask Me Anything tile to a dedicated place, and this starts an AMA session.

Note: Only one session can be held in one place at a time.

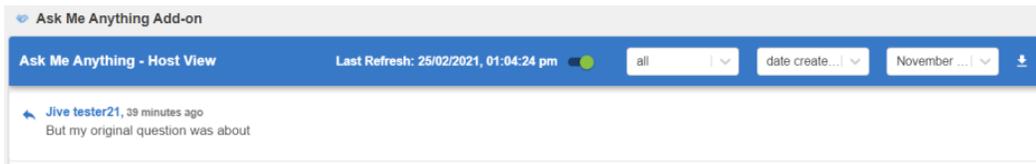
Users who go to this place, immediately see the tile with an invitation for asking questions:

Here the users can:

- Submit their questions in the tile.
- Before submitting a question, verify if a similar question has already been posted by filtering by *Answered*, *Unanswered*, or *All questions*.
- Sort the questions to look up the chronological listing of questions.
- Vote (by liking) and comment on the questions posted by others.

All asked questions are published to the place of your choice as items of the Question content type. They also are tagged. Based on these tags, you can later sort the questions into content categories.

Next is a specialized interface for Hosts – the persons who answer the questions. They don't need to configure anything, only go to **Pencil icon > Ask Me Anything - Host View** . This opens the Host View specifically designed for viewing and answering questions.



Hosts for one or more sessions configured in any of the Ask Me Anything tiles in your Community can:

- View all the questions posted by the users in the sessions by accessing the Host View (**Pencil icon > Ask Me Anything - Host View**).
- Filter the questions in the dropdown by *Answered, Unanswered, All questions*.
- Sort the questions to look up the chronological listing of questions.
- View the questions by filtering on the relevant session.
- View the questions based on the filter combinations. For example, filtering can be set to *Unanswered, Recent questions*, or questions asked in the *21-Feb RCA session*.
- Enable or disable the auto refresh the stream of questions and responses.
- Export all filtered sets of questions with responses by using the **Download** icon.

Note: @-mentions are not supported in the Host View. This should be remediated in the next releases.

Terms used

AMA Ask Me Anything, or AMA, is in interview format when one person shares information with the others in the form of questions and answers during a specified period.

AMA session An AMA session is a defined period when the Host or Hosts answer questions from the audience. AMA usually includes some preparation time when the questions are gathered and a 'live' period when the Host answers the questions in real time.

Host When talking about Ask Me Anything, the Host is the person who answers questions. Each session must have one or more Hosts.

A must-have for Ask Me Anything (or AMA) sessions, the Q&A tile displays questions and answers in real time. Make it easy for users to ask questions while hosts can easily see which questions need to be answered in a dedicated interface.

For details, see the following topics:

- [Installing Ask Me Anything Add-on](#)
- [Configuring access to hosting features of the Ask Me Anything Add-on](#)
- [Setting up Ask Me Anything tiles](#)
- [Copying settings from another tile](#)
- [Best practices for community managers](#)
- [How an AMA place may look like](#)

Installing Ask Me Anything Add-on

Ask Me Anything Add-on is installed from the Add-ons page.

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to install add-ons.

1. In the user interface, click on your avatar in the upper-right corner, and then select **Add-ons** to open the Add-ons page.
2. On the **Add-ons** tab, select **All Add-ons** on the right, and then select **Available** at the center of the page to see all available add-ons.
3. Find **Ask Me Anything Add-on** in the list and click **Install** next to it.
4. In the **Confirm Install** box, select if the add-on should be visible to all users:
 - Clicking **Install now** makes it available for all community users immediately.
 - Clicking **Preview** makes it available only to you. After you have verified the setup, you will need to make the add-on available to other community users.
5. To verify that the add-on is installed, go to the **Add-ons** tab, then select **All Add-ons > Installed**, and find the add-on in the list.

The Ask Me Anything Add-on is installed.

Configuring access to hosting features of the Ask Me Anything Add-on

Ask Me Anything Add-on is an add-on that uses user groups to determine access.

Fastpath: Admin Console > Permissions > User Groups

Fastpath: Advanced Admin Console > People > Management > Create User Group

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to configure add-ons.

Configuring user groups for Ask Me Anything

The Ask Me Anything add-on uses user groups to provide secure access to the add-on features.

To configure user groups for the Ask Me Anything add-on:

1. Go to the user group configuration page:
 - **Admin Console > Permissions > User Groups**
 - **Advanced Admin Console > People > Management > Create User Group**
2. Create a permission group whose members should be able to host AMA meetings and add AMA hosts as members of this group.

For example, you can name this user group as `ask-me-anything-hosts-group`.

3. Save the changes.

Applying user groups to Ask Me Anything

Add the preconfigured user group to the Ask Me Anything Add-on configuration to allow users of this group to host AMA meetings.

Fastpath: User interface: Your avatar > Add-ons

A user must have at least Manage System permissions to configure add-ons.

To configure user groups for the Ask Me Anything add-on:

1. Go to **User interface: Your avatar > Add-ons > All Add-ons > Installed** .
2. Find **Ask Me Anything** in the list, click **the gear icon > Settings** .

Figure 1: Ask Me Anything add-on settings



3. Under **App Security**, click the gear icon next to **Ask Me Anything**.

Figure 2: Ask Me Anything add-on security settings



User groups with access to the hosting options of the **Ask Me Anything** add-on are listed here. By default, the **All registered users** user group is used.

4. Remove **All registered users** and add the user group which should have access to the feature, for example, `ask-me-anything-hosts-group`.

5. Click **Save Changes**.
6. Click **Save and Activate** to apply the changes.

Members of the specified user groups (`ask-me-anything-hosts-group` in the example) can now configure and use the Ask Me Anything add-on.

Setting up Ask Me Anything tiles

Ask Me Anything tiles are designed to work in places dedicated to AMA sessions. Here you can find details on settings up a place with a tile for such sessions.

Adding Ask Me Anything tile

Generally, Ask Me Anything tiles are added in spaces dedicated to AMA sessions. To add the tile to the page:

1. Go to the place that should be dedicated to hosting AMA sessions or create a new one.
2. Open the relevant Activity or Custom page and edit it.
3. Click **Add a tile**.
4. Under **Categories**, select **External Add-ons**, then select **Jive Extensions Pack - Ask Me Anything Tile** under **Tiles**.



The tile is added to the page and you need to configure it. You can configure the tile anew or, if you already have similar tiles, copy the settings from another tile.



Configuring General Settings

To set up general tile settings:

1. Select **Gear Icon > General settings**.
2. Configure the general settings. For the detailed instructions, see [General Settings of JEP tiles](#).
3. Click **Save Tile Settings**.

Configuring Ask Me Anything Settings

To configure settings specific to Ask Me Anything tiles:

1. Click **the gear icon > Ask Me Anything Settings**.
2. Specify the following details:



Options	Description
Host	<p>The name of the user – the Ask Me Anything Host – to whom the questions can be raised. Responses from only this user will be shown in the tile.</p> <hr/> <p>Attention: The Hosts must have at least Moderation permissions in the place where the answers are published for their answers to be marked as correct.</p> <hr/>
Session Name	<p>The name of the configured session.</p> <p>The tile supports configuring multiple sessions in advance, each session managed by the same or different Hosts. But only one session can be run at the same time.</p>
Target Place	<p>The place to which questions are published.</p> <p>The tile supports publishing to different places to help manage questions after the sessions.</p>
Tile Height	<p>The height of the tile. It should be set suitably for optimizing the tile visual appearance on the interface. The minimum tile height is 740.</p>
Additional Tags	<p>Custom tag (or a list of comma-separated tags) that will be added to the questions posted in this session automatically. This may be useful for filtering based on tags.</p>
Mark Host reply as correct answer	<p>When selected, the reply of the Host is marked as Correct Answer and displayed on top of all the comments in the relevant thread. Additionally, this ensures that all questions are automatically marked as answered when the Host replies.</p> <hr/> <p>Attention: The Hosts must have at least Moderation permissions in the place where the answers are published for their answers to be marked as correct.</p> <hr/>
Enable auto refresh	<p>When selected, the tile content (that is, the stream of questions and answers) refreshes itself. Otherwise, users will need to press the Refresh button to update the list.</p>

3. Click **Continue**.

4. Verify the Ask Me Anything settings to ensure that the configurations are completed successfully.

5. Click **Save Tile Settings**.

6. Click **Save** to save the page.

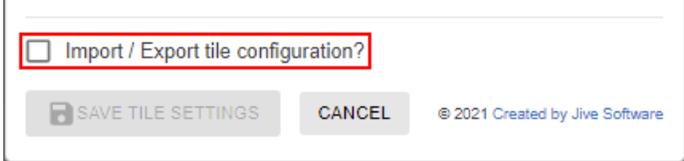
Ask Me Anything tile is configured successfully.

Copying settings from another tile

Use the currently configured settings of a tile in another environment or instance by using the **Import / Export tile configuration?** option.

Note: The Export/Import feature is also a great way to save previous configurations as a backup.

To copy settings from another tile of the same type:



The screenshot shows a dialog box with a checkbox labeled "Import / Export tile configuration?" which is highlighted with a red rectangular border. Below the checkbox are two buttons: "SAVE TILE SETTINGS" and "CANCEL". At the bottom right of the dialog box, there is a small text string: "© 2021 Created by Jive Software".

Select **Import / Export tile configuration?** to copy or paste the entire tile configuration to another tile of the same type.

Best practices for community managers

Some prep work may help you to make the sessions more successful. Here are the details you may want to consider.

Planning for hosting AMA sessions

Due to the nature of AMA, it is prudent to create a dedicated place to hold the sessions. It can be a space with a category for every session. Or a space with projects to publish the questions of each session. Once you decide on the structure, you should create and configure the necessary places to hold AMA sessions and archive the questions after the sessions.

As the Ask Me Anything tile allows publishing questions to other places, you need only one (or few) places configured specifically to hold the sessions. Countdown tiles may be especially useful for marking the time before the start of a session and the duration of a session itself. You can find a possible place setup in [How an AMA place may look like](#) on page 14.

Planning a session

Choose a topic A session may be dedicated to a specific topic, like 'Ask CEO anything about the recent policy change'. Or make it broad, about a product or company in general. The duration of the session usually depends on the topic.

- Select a speaker** Usually, people get questions for senior management. Thus the choice of the speaker (Host) may dictate the topic and 'make or break' the session.
- Create a blog post** Creating a blog post about the Host may be useful to introduce the Host and provide a kick start for users.
- Establish the rules** Establishing and publishing the rules helps to conduct the meetings in order. This may also help you to correctly remove off-topic questions.
- Decide the timing** The 'live' AMA sessions are usually planned for the time appropriate for the main audience. But keep in mind that the Host must be online during this live time period, answering questions.
- Provide time to submit questions** Opening the session for submitting questions at least a week before the session is good practice. Employees will be able to think on questions and vote on the ones they like. This also allows the ones who cannot attend to participate.
- Provide ways to submit questions**
- A list of sample questions may be helpful for users to formulate their questions.
 - Providing a way for users to publish questions anonymously, for example, by email, may be valuable for some users. You can then add these questions into the group as they come in, or possibly save some to be added as 'live' questions if the AMA session slows down.
- Prepare answers**
- Periodically downloading the questions and sending them to the Host should give the Host time to go through the question list and prepare answers for the most voted and the most interesting ones. Then they can copy and paste their responses and feel more in control during the session.
 - Anticipate what might be asked based on common FAQs from your audience. The Host can have responses to those questions ready ahead of time. It's also helpful to have important documentation on hand, like user guides, product info, and news bulletins that the Host can reference quickly if they don't know the answer.
- Prepare rewards** Giving in the participants, both the Host and the user who asked questions, reward badges may help to recognize the active participants. This may also serve as a way to monitor participation statistically.

During the session

- Actually sticking to the 'live' time period raises the value of the 'live' time. The Host can prepare answers if they want, but answers should not be published until the actual 'live' time.
- An assistant or community manager should assist in feeding and answering the questions during the live period.

- If there are duplicate questions, the Host or a community manager can respond, but by @mentioning the other question to save time and eliminate confusion for those watching or participating at a later time.
- Consider having a community manager edit the submitted questions to ensure the question title makes sense if seen in a search box or activity stream.
- If the AMA session is held in a location where English is not the local language, consider having answers posted in English and the local language so that everyone feels included.

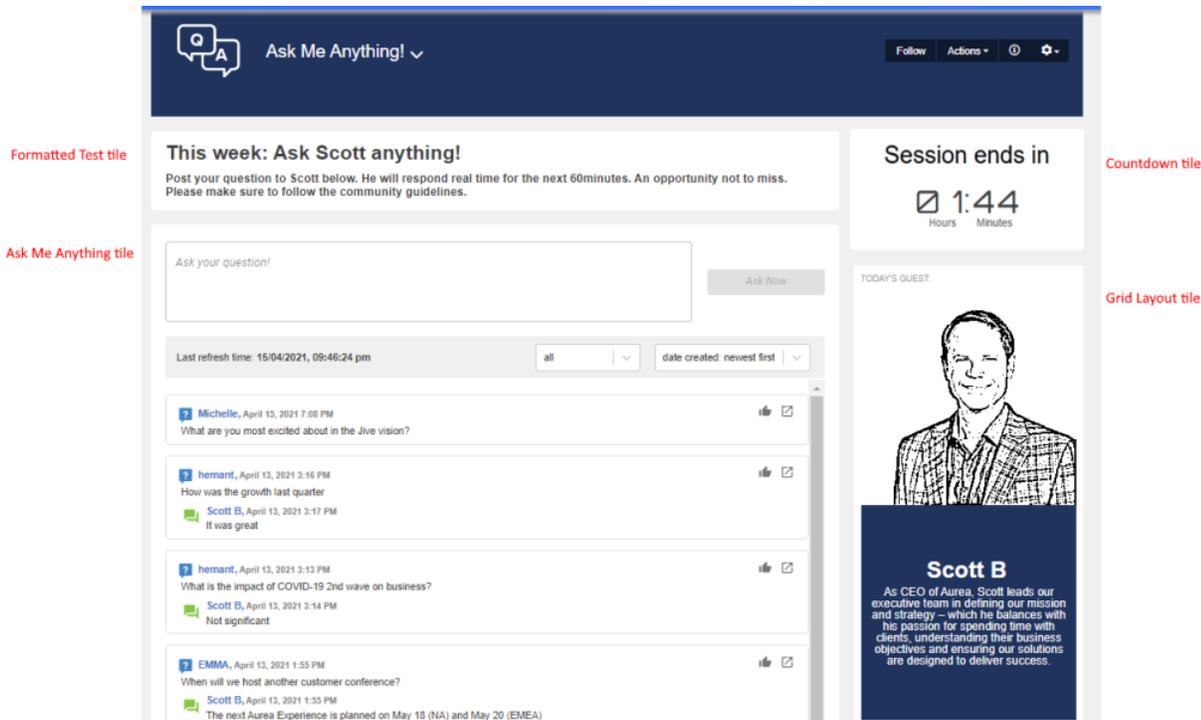
After the session

- Leaving the questions available allows other users may also find the answers interesting. Additionally, this helps to ensure transparency and allows non-attendees and new hires to find information later.
- Session statistics can be gathered from the place analytics, the DES Explorer, and the Cloud Analytics Reports.
- You can create content categories and automatically move questions to those categories based on tags. For more information, see [Managing content categories from user interface](#) in the Cloud Community Manager Help.

How an AMA place may look like

Here is an example of how an Ask Me Anything place may look like.

Figure 3: A place during an AMA session



For this example, we used:

- An Ask Me Anything tile for asking questions and viewing answers.
- A Formatted Text tile to hold the description of the AMA session.
- A Countdown tile to show the time left before the AMA session end.
- A Grid Layout tile to present the Host.