



Jive Interactive Intranet

## Cloud User Guide

Ideation

# Notices

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For details, see the following topics:

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

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# Aurea global support

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If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- 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](#).

# 1

## Jive Ideation overview

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With Jive Ideation, community users can propose and vote on ideas. Community managers can configure how ideas are presented in the community, as well as manage the community's ideas in a variety of ways.

Ideation adds a new content type, Ideas, to Jive communities. You can see them on the main page and listed in the navigation menus. You can submit ideas and then vote on them. And votes are much easier to see and track than likes. Ideas also have stages, which you can customize to give your community insights into where ideas stand.

*Jive Ideation empowers your community to share and collaborate on ideas.*

For details, see the following topics:

- [System requirements](#)
- [Supported browsers](#)

## System requirements

Here you can find system requirements for installing and using Jive Ideation.

### Software requirements

The current version of Jive Cloud.

## 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\* (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 11 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in the [App Store](#).)
- Mobile Chrome on Android devices for Android 8 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in [Google Play](#).)

- Mozilla Firefox\*.
- Google Chrome\*.

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

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**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%.

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**Important notes and restrictions:**

- Chromebook is not supported.
- 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.

# 2

## Using Jive Ideation

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*Here you can find information about using ideas in the community.*

For details, see the following topics:

- [Ideas in Jive](#)
- [Creating ideas](#)
- [Removing ideas from Top and Trending](#)
- [Voting on ideas](#)
- [Idea stages](#)
- [Keeping track of ideas](#)

### Ideas in Jive

An idea is a type of content that you or others can create and vote on. If your community members vote positively, an idea gets more points; if they vote negatively, points are taken away.

Creating an idea is a lot like creating a document. You give your idea a title and then type in its description. As with documents, you can format the idea's content with the content editor. For more information about creating ideas, see [Creating ideas](#) on page 8.

### Creating ideas

When you've got an idea to share with the community, you create it the same way you create other content.

To create an idea:

1. Click  > **Idea** .
2. In **Title Your Idea**, specify the title of your idea.

When you're typing, you might get a list of ideas with similar titles. This is a chance for you to avoid posting an idea that's already in the community. If you see something that looks similar, you should take a look at it before you save your idea.

3. Type your idea into the area under the title.

You can use formatting just as you would for other content.

4. To attach the files you need, click **Attach**, select the file, and then click **Open** for each file you want to attach.
5. Enter any special information that may be required in your community.
6. Choose the location in the community where you want to put your idea.  
For example, you could put it in a space, group, or project related to the idea.  
Note that some places might not have the idea feature enabled.
7. If your community allows it, you can create your idea anonymously by select the **Create idea as guest user** check box.  
This is used to ensure that your name isn't associated with the idea in the community and don't affect other user voting.
8. Under **Tag This Idea**, specify the tags to make searching for the idea easier.
9. Under **Categories**, apply categories to make searching and keeping track of the idea easier.
- 10 If required, add more authors to the idea. Select **Advanced Options > Add authors > Allow specific people to edit this idea** , then select one or more users to be added as authors.
- 11 Click **Create Idea**.

The idea is created in the place you selected.

## Removing ideas from Top and Trending

If you do not want your idea to feature in the trending lists of your community, you can remove this idea from the global lists.

Content authors and users with the Manage Users, Manage Community, Manage System, or Full Access permissions can remove a content item from Top and Trending lists. For more information, see [Removing content items from Top and Trending](#) in the Cloud User Help.

### To remove an idea from Top and Trending lists

1. Go to the idea.
2. Click **Actions > Remove from Top & Trending** .

### To add an idea to Top and Trending lists

1. Go to the idea.
2. Click **Actions > Allow in Top & Trending** .

## Voting on ideas

When you vote on an idea, the idea points are increased or decreased depending on your vote.

For example, a vote in favor of the idea (up arrow) could give it 5 points. And a vote against the idea (down arrow) could give it -5 points, that is, deduct 5 points. The point value is set up by your community administrator. You can vote up or down as many times as you want; your last vote is saved until you change it and your vote counts only once.

To vote on an idea:

- Click **Vote up** or **Vote down** below the idea's title.

Note that some stages may not support voting. For example, you may not be able to vote on an idea in the Delivered stage. This is determined by your community administrator.

### Where to vote

You can vote on an idea from several locations:

- The Activity stream: Click **Show more** on the idea item to see the voting arrows.
- Your Inbox: Click on the idea item to see the voting arrows.
- The idea's page: Get there by clicking on an idea in the Activity stream or browsing for an idea and clicking on it ( **Browse > Content: All > Ideas** ).
- An Overview page of a place: The large versions of the Recent Ideas and Top Ideas widgets.

### Voting and status points

As with other things you do in the community — creating content, responding to discussions, and so on, — your actions on ideas contribute points to your overall status points in the community. If you aren't familiar with your status points, you can view them on your profile page.

Depending on how your community is configured by your administrator, you may earn status points for the following:

- Creating ideas
- Commenting on ideas
- Voting on ideas

Typically, you earn more points for creating ideas and less for commenting or voting on them.

## Idea stages

Stages are a quick way to see the current development state of an idea.

For example, an idea could be Active, Delivered, or In Progress. An idea's stage is assigned in the community by a system, space, or group administrator or owner.

Depending on how the community is set up, some stages may not support voting. For example, you may not be able to vote on an idea in the Delivered stage. This is determined by your community administrator.

Here are a few idea stage examples along with possible meanings:

- Active: The idea is actively being voted on.
- Delivered: The idea has been delivered to its intended audience.
- In Progress: The idea is being developed.

Your community's stages and meanings may be different.

## Keeping track of ideas

For a quick overview of the community's ideas, you can use tools such as idea lists, widgets, and feeds.

### Browsing ideas

- To see all of the ideas in your community, go to **Your avatar > Your Content > All** and select **Ideas**.
- To see a list of ideas in a specific place, go to the place **Content** tab, and then select **Ideas**.

### Using idea widgets

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**Note:** We do not recommend that you use widgets and widgetized Overview pages in your community. For more information, see [Understanding pages in places](#) in the Cloud User Help.

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You can consider using an ideas widget in any spaces, projects, or groups you own. The Top Ideas and Recent Ideas widgets make it easy for others to view lists of ideas and vote on them.

- The Top Ideas widget displays a list of the ideas that are getting the highest scores in the community.
- The Recent Ideas widget shows the ideas that were created most recently.

For more information about adding widgets, see [Designing Overview pages for places](#) in the Jive 9.x Community Manager Help.

## Use feeds for ideas

As with other content in the community, you can get feeds (such as RSS feeds) for ideas. By subscribing to a feed of ideas in a particular project, for example, you get updated information whenever an idea in that project is updated.

You subscribe to feeds using an RSS reader. To subscribe to feeds for ideas:

1. Go to the **Content** tab for a place in the community and select **Ideas**.
2. At the bottom of the page, click **Get a feed of this content**.