

Q3 2018 SuccessFactors Review

SAP Jam

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SAP Jam sees quite a few new updates in this quarterly release. The features in this release can be broadly classified into three categories. Namely Ecosystem Transformation, Administrative Enhancements and Mobile Enhancements. The primary focus of this release is on Ecosystem Transformation which will be beneficial for end users.

Ecosystem Transformation

Customizable Site Header Enhancements

Administrators can customise primary navigation menus by editing HTML, CSS, and JavaScript in the header enabling quick access to the most important content. This enhancement also includes new prebuilt HTML tags that represent dynamic menus and an option to show or hide custom homepage menus. This will allow administrators to design custom navigation allowing quick access to the most important content, in turn, improving the usability and accessibility of the group site. See *Figure 5.1*.

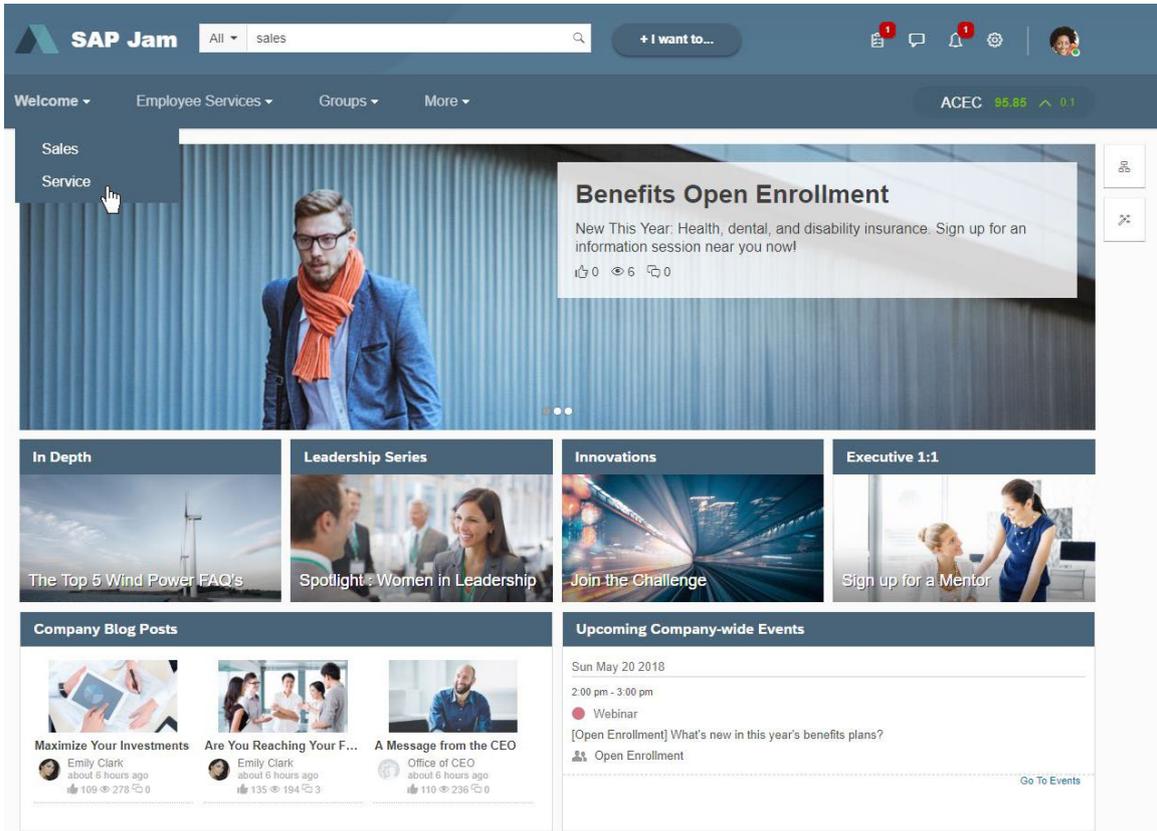


Figure 5.1

Header-based Group Navigation Enhancements

This release includes a new group level toggle for existing groups to switch to full page width for overview pages. New groups will default to header-based navigation leveraging full

page width for overview pages; but with an option to toggle back to the left sidebar-based navigation and new company level toggle, to switch all groups to header-based navigation. This feature will improve the overall user experience by enabling easier navigation within the group site. See Figure 5.2.

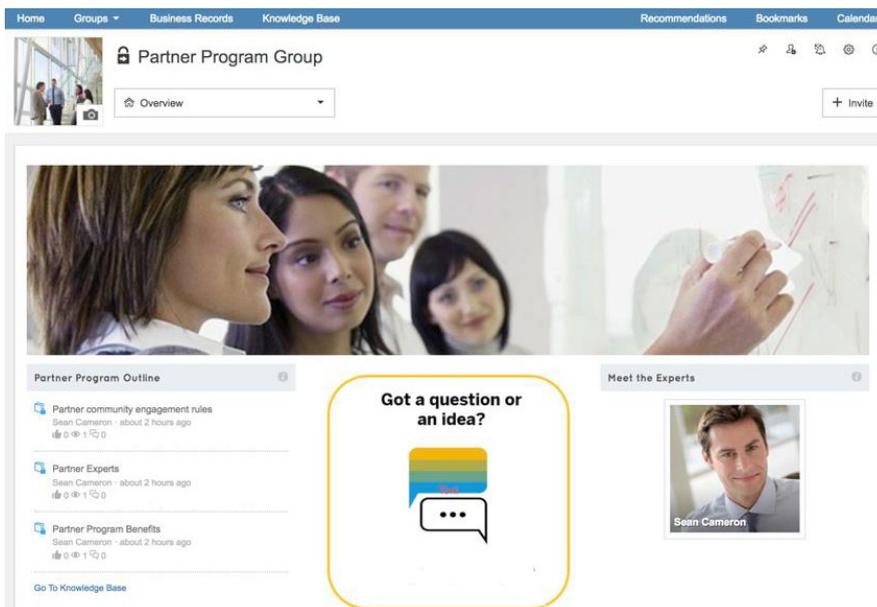


Figure 5.2



Custom Video Thumbnail

Users can now specify exactly the thumbnail they want for a custom video by uploading a specific image. Previously users could only select from a set of stills the system extracted from the video.

This addition will allow better representation and promotion of content along with quick identification, and as a result, it should also yield an increased interest.

Knowledge Base Articles

This release sees three major enhancements to the way knowledge base (KB) articles are managed.

Hierarchical Categorization of Articles

This new feature allows company admins to create up to three levels of hierarchical categorisation for KB articles, with up to 150 categories at each level. Additionally, company administrators can bulk add, move or delete categories as well as filter and search for KB articles based on hierarchical categories thus improving the ease of knowledge discovery, efficient knowledge management across complex organisations and build consistency in knowledge organisation to make content more discoverable. See *Figure 5.3*.

Multilanguage Articles

Administrators can now set the language on a KB article, create language bundles for sets of KB articles and set a default language for each bundle. This will benefit the end user as they can then consume localised knowledge based on their preferred language. See *Figure 5.4*

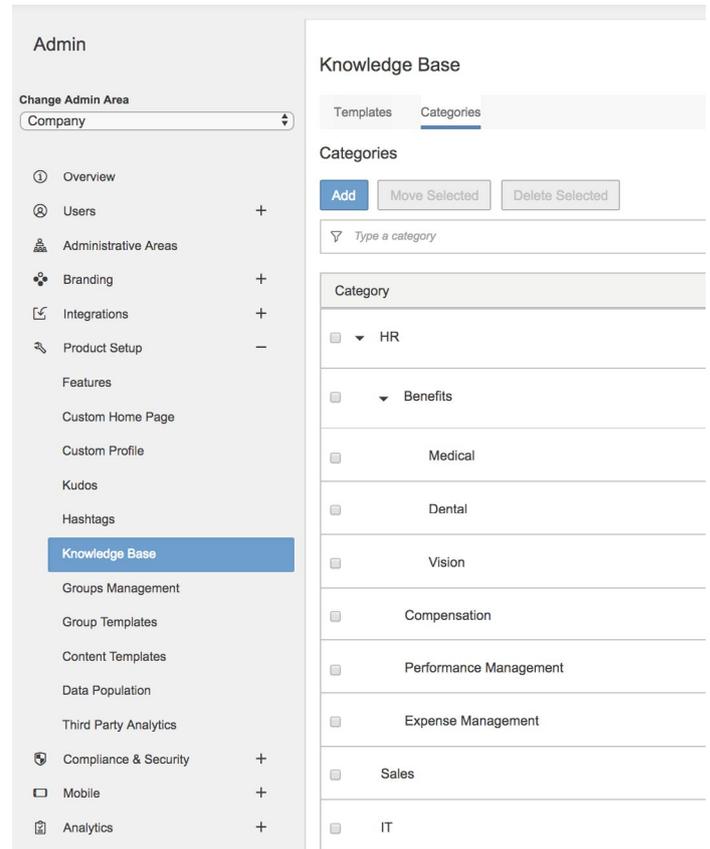


Figure 5.3



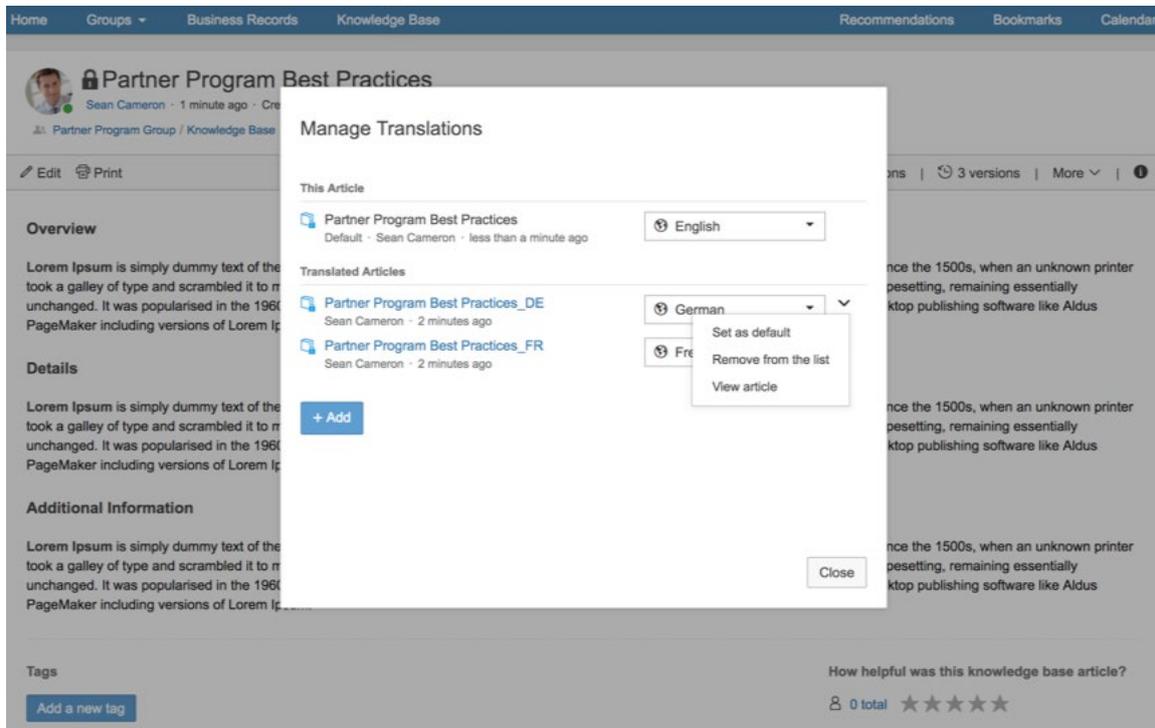


Figure 5.4

Managing Articles

With this latest release, administrators can copy and move KB articles between groups, print KB articles and use the paste option to upload images in KB editor. The ability to copy and move articles will make it much easier for administrators to organise content.

– Enhancements to Content Capabilities and Usability

There are three user-based enhancements around the capability and usability of content.

- Users can now print blog posts and use the paste option to upload images in the questions, ideas and discussions (QID) editor. The print feature will make it easier for users to distribute content for offline consumption.
- Users can easily switch between personal Messages and Group Messages and visibility of updates for unmuted threads.

- Users can delete threads in group messages. Additionally, users now have the option of selecting the @@notify and @@memberlist tokens to notify all message thread members in one step.

Administrative Enhancements

Better Management of Member Lists and Area Membership

Member lists are now easier to manage with the introduction of separate workflows for managing membership in general and specifically member lists. Additionally, the admin menus have been reorganised such that the Membership menu appears before the Members List menu.

Reporting on Member List Usage

There is a new option “View Usage” on the Member List page which can be used to generate a report on the Member List usage,



which will allow organisations to see where these lists are being used and help in making informed decisions about the impact of modifying or deleting Member Lists.

Fully Custom Domains

As of release 1808, companies can choose to configure SAP Jam with a custom top-level domain (e.g. zalaris-jam.com) to align to the company branding or choose a custom subdomain (e.g. jam.zalaris.com) to integrate a company's instance of SAP Jam with an existing top-level domain. This will reinforce the company brand to business partners, enable the potential to login to multiple SAP Jam tenants at the same time in the same browser session, and allow for an easy to remember URL to facilitate company collaboration.

Mobile Enhancements

Company Feed

Users will now have a new "Company" filter when viewing their feed in the mobile app. They will also be able to like, comment on, reply to and share company posts. This has the potential to increase employee engagement and the visibility on what's happening at the company level.

Mirror Permission

Users can easily manage distribution content and quickly lock down or grant permission to important documents and images to other users by using the mirror permission option in the mobile app.

Administrators will have the ability to decide who can utilise the setting of mirror

permissions within a group. This can be everyone, or it can be group admins, the content owner and specific additional group members.

Deprecations

The features listed below will be deprecated from this release. Should your organisation be making use of them, please ensure your user base is made aware.

- Removal of header and body sections in custom home pages thus making it easier to manage shared page ownership.
- Notifications about 'first click on a link' and Notifications about 'first view of a wiki' page will be deprecated due to low usage and performance impact.

Conclusion

Keeping in with the overall theme "Ecosystem Transformation" this release introduces quite a few exciting new features which will be welcomed by both administrators and end users.

SAP Jam continues to evolve, and it is interesting that in this release quite so many of the enhancements are focussed on administrative activities. Typically, we see relatively little attention to administrators, but it's refreshing to see the admins get some attention, and of course, this will have a knock on, net positive effect for the end users as well.

Thank you for reading, and I hope you've got some useful insights from this article.



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