

# SPIGIT

## **Fall 2018 Release Notes**

## Summary

This release delivers an all new user experience across key pages that are designed to engage the user and encourage collaboration through a series of all new crowd focused features. The release also delivers the ability to build a more complete picture of your crowd, using skills and interests to build teams, and Achievements to recognize and reward active participants. When combined, these aspects are a first for the product.

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Welcome to the Spigit Fall Release! I wanted to take this opportunity to introduce Spigit's most impactful release yet and also to share some insights around the formation of the release.

The Product team has been working on this release for over nine months across various research projects that have seen us undertake over 50 hours of client interview and feedback sessions. We've analysed hundreds of feature feedback requests and ideas to deliver over 40 new features to the platform in this release. These new features range from new engagement tools such as *skills*, *interests*, *achievements* and *endorsements* through to new pages such as *challenge overview* and even *social media login* capabilities.

Whilst features are the lifeblood of any release, they are squarely aimed at making your programs successful. By engaging with our client base we firmly believe that this helps us all to meet our goals of advancing your programs. From our perspective, we achieve this by delivering impactful features that engage the crowd, track the idea lifecycle, deliver smart cognitive capabilities and improve connectivity with your organization. When blended together in a single release, these features and capabilities offer a tremendous opportunity for each of you to advance your programs.

When we think of partnering with you to deliver value for your program, we often come back to how your users engage with the software. With that in mind, our Fall release helps you to identify, grow, manage and sustain your crowd. We use features that instill a sense of community to the user through a guided experience that encourages collaboration from their first visit.

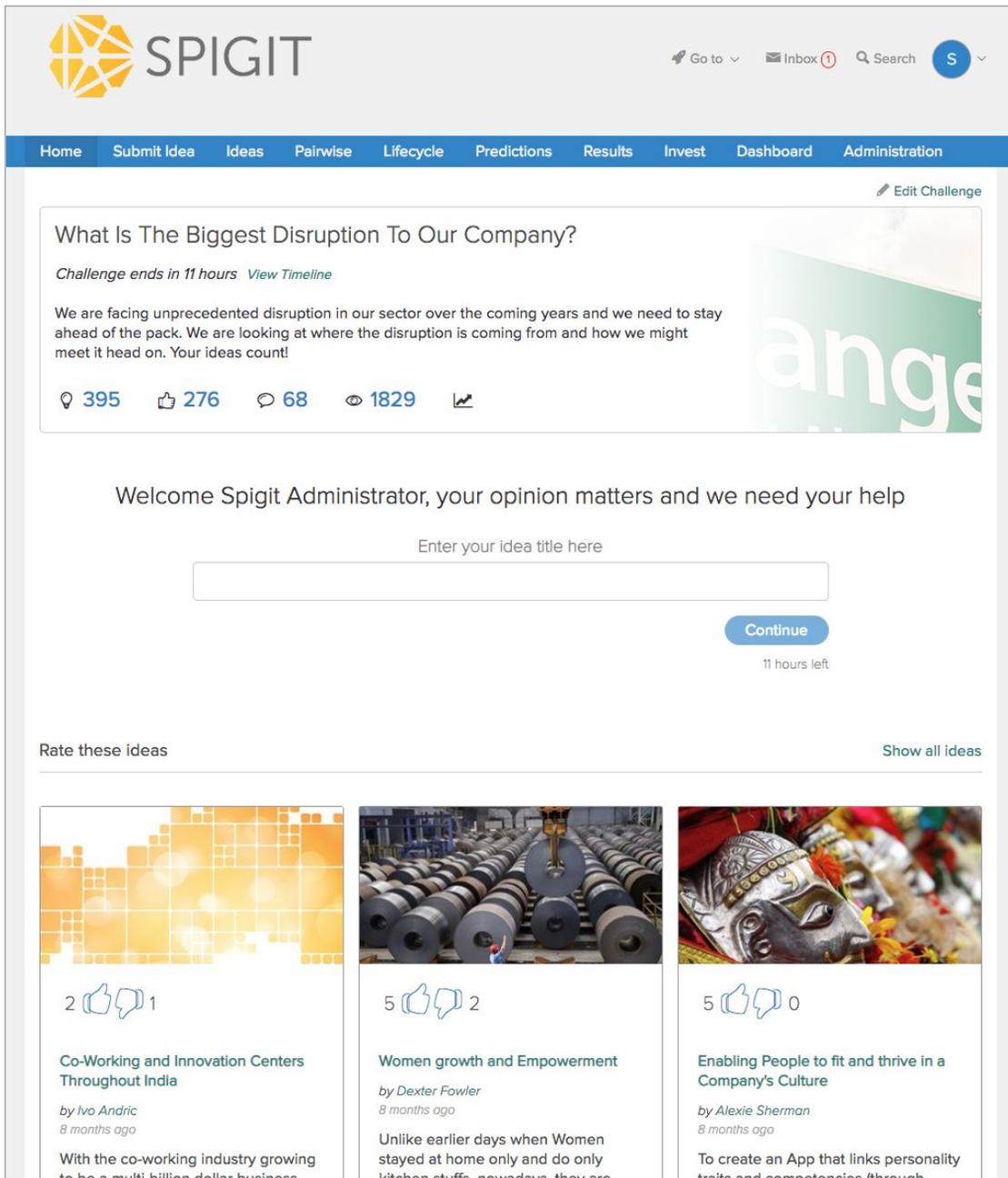
Finally, we are delighted to be able to present details of our new capabilities in these release notes. There is a lot of great detail here that will help to ensure success with our new release. As ever, your Client Success leads are always available to answer any additional questions you may have. We hope that you enjoy using the fall release and of course welcome your feedback as always!

Yours Faithfully,

## 1. Challenge Overview Page

### Overview

The first interaction with the Spigit system for most end users is the Challenge Homepage. This page is their window into their innovation program, meaning that the interface and experience of this page dictates their behavior moving forwards. We have been busy reviewing end user feedback and as a result are delivering an all new user experience in our Challenge Overview Page.



The screenshot shows the Spigit Challenge Overview Page. At the top, there is a navigation bar with the Spigit logo and the text "SPIGIT". To the right of the logo, there are links for "Go to", "Inbox", "Search", and a user profile icon labeled "S". Below the navigation bar is a blue menu bar with the following items: Home, Submit Idea, Ideas, Pairwise, Lifecycle, Predictions, Results, Invest, Dashboard, and Administration.

The main content area features a challenge titled "What Is The Biggest Disruption To Our Company?". Below the title, it says "Challenge ends in 11 hours" and "View Timeline". The challenge description reads: "We are facing unprecedented disruption in our sector over the coming years and we need to stay ahead of the pack. We are looking at where the disruption is coming from and how we might meet it head on. Your ideas count!". Below the description are icons for 395 ideas, 276 likes, 68 comments, and 1829 views.

Below the challenge description is a section for administrators. It says "Welcome Spigit Administrator, your opinion matters and we need your help". There is a text input field labeled "Enter your idea title here" and a "Continue" button. Below the button, it says "11 hours left".

At the bottom of the page, there is a section titled "Rate these ideas" with a "Show all ideas" link. This section displays three idea cards:

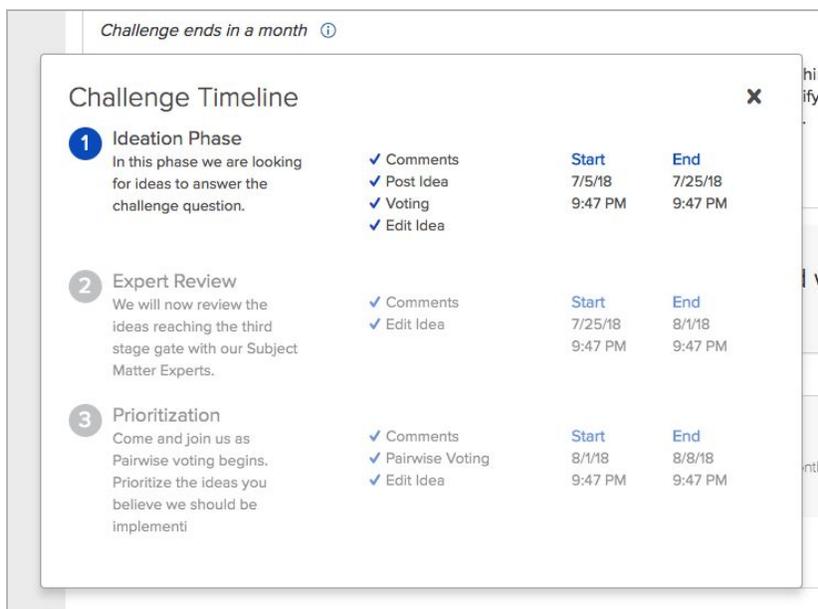
- Co-Working and Innovation Centers Throughout India**: by Ivo Andric, 8 months ago. It has 2 thumbs up and 1 comment. The description starts with "With the co-working industry growing to be a multi-billion dollar business".
- Women growth and Empowerment**: by Dexter Fowler, 8 months ago. It has 5 thumbs up and 2 comments. The description starts with "Unlike earlier days when Women stayed at home only and do only kitchen stuffs, nowadays, they are".
- Enabling People to fit and thrive in a Company's Culture**: by Alexie Sherman, 8 months ago. It has 5 thumbs up and 0 comments. The description starts with "To create an App that links personality traits and competencies through".

## Key Details

The NEW Overview page has been redesigned to place a more dynamic experience in front of the end user. Each section is now clearly defined and standardized to improve the flow of both experience and information as the user navigates the page. This is a key element of Spigit's action-based design.

The new Challenge Banner displays the full challenge question and description in order to better articulate the context of the question being asked. We have also incorporated the statistics into a simpler visual, allowing them to be located within the banner itself. Visually, the banner now delivers a new stock image design in addition to an enlarged stock image gallery for administrators to choose from. The existing WYSIWYG options will be retained to allow custom

content to be inserted while maintaining the format of the statistics icons.

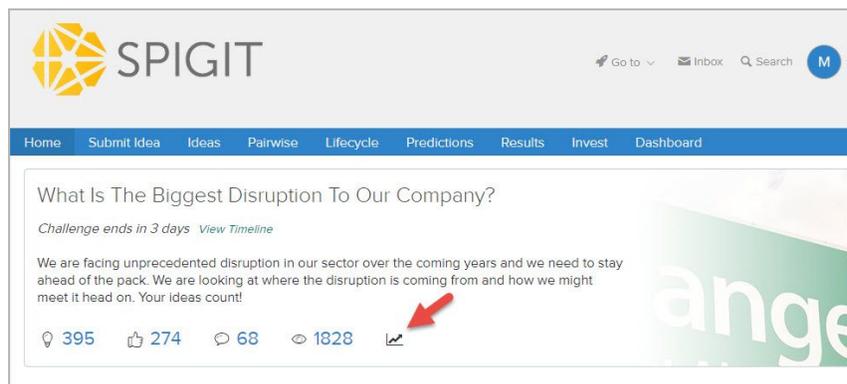


In keeping with the new flow, we have layered the phase activities and information into the design so that it now automates administrator input from challenge creation.

Another core concept of our new design approach is the clear highlighting of active stage details and activities.

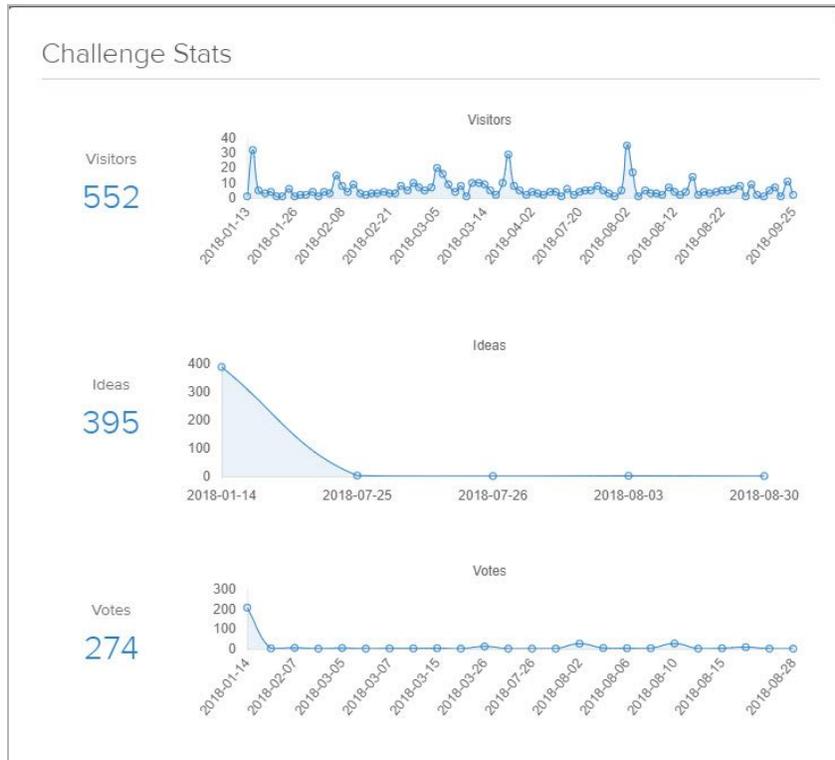
The statistics now also includes a chart icon which opens up the challenge statistics pop up. This is a new feature which visually represents the activity across the challenge. This feature has been added in response to client requests for a more transparent statistical view. To that end, the chart has an open permission that cannot be locked to specific roles or groups. The

chart is a part of the core overview page widget and cannot be removed.



The chart displays key challenge data including; visits, ideas, comments, votes and views. These statistics appear once the challenge has data in the

relevant category. For example, if there are no votes (voting is deactivated or no votes have been received) registered then the votes chart will not appear.

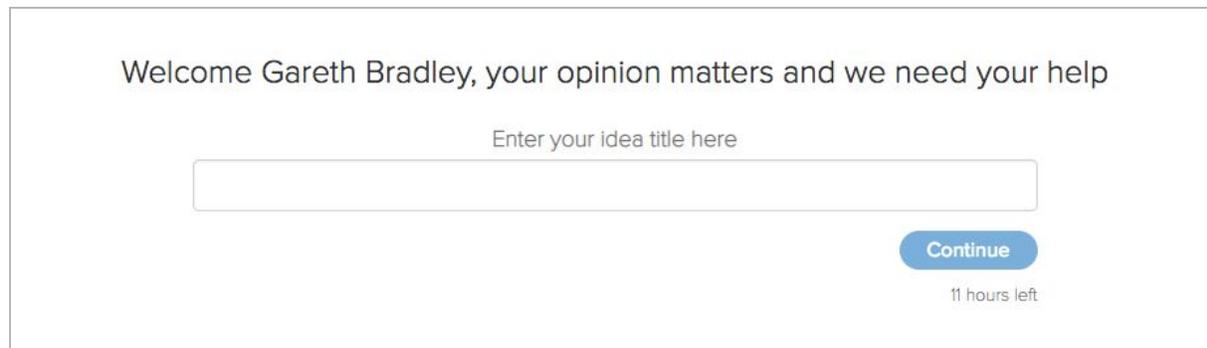


Finally, the chart shows the visual plots of progress against a temporal axis which is standardised as a single day. This makes it possible to see each activity type over the course of the challenge by days of activity.

Each user will now be greeted by a personalized welcome message which sits within the central action box. This message can be configured using the in-line language editor and changed at any point.

The call to action in the center of the box is a new

feature that will be deployed as standard with the page. This section will dynamically alter depending on the challenge configuration, ensuring that the current activity is clearly signposted for users, with the aim of boosting user inputs and collaboration.



Welcome Gareth Bradley, your opinion matters and we need your help

Enter your idea title here

[Continue](#)

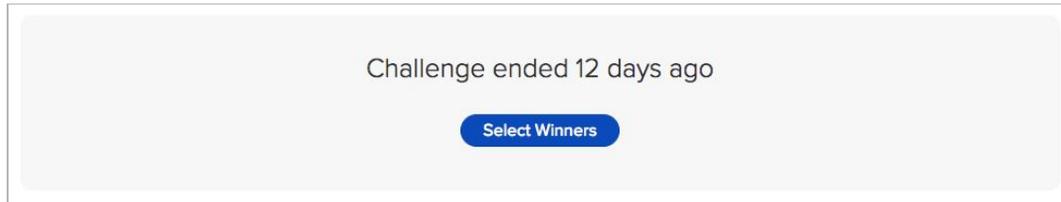
11 hours left

The default first action is 'Enter your idea title here' and this will appear to each user when the 'Post Idea' option is enabled for the challenge. Users can now start their idea by entering the title here before continuing onto the Post Idea page with the title automatically carried over.

The lower part of the Overview page now surfaces ideas to the user. When rating is enabled, users will be directed to "Rate these ideas" and can do so from the overview page. Each time

the user returns to the page, the ideas appearing here will update, providing the user has carried out rating in their prior visit.

When a challenge closes, the action area will notify users and display any selected ideas from the challenge once the challenge administrator has made the selection.



Administrators will now be prompted to select ideas from within the action area. Once completed, they will appear as 'Selected Ideas' at the bottom of the 'Overview' page taking on the standard idea tile visual. The action section will then alter to 'Browse Ideas' and link users to the View Idea.

Please note that only editable widgets can be added to the Overview page. Leaderboards etc should be added to a separate page.

## 2. User Profile Redesign

### Overview

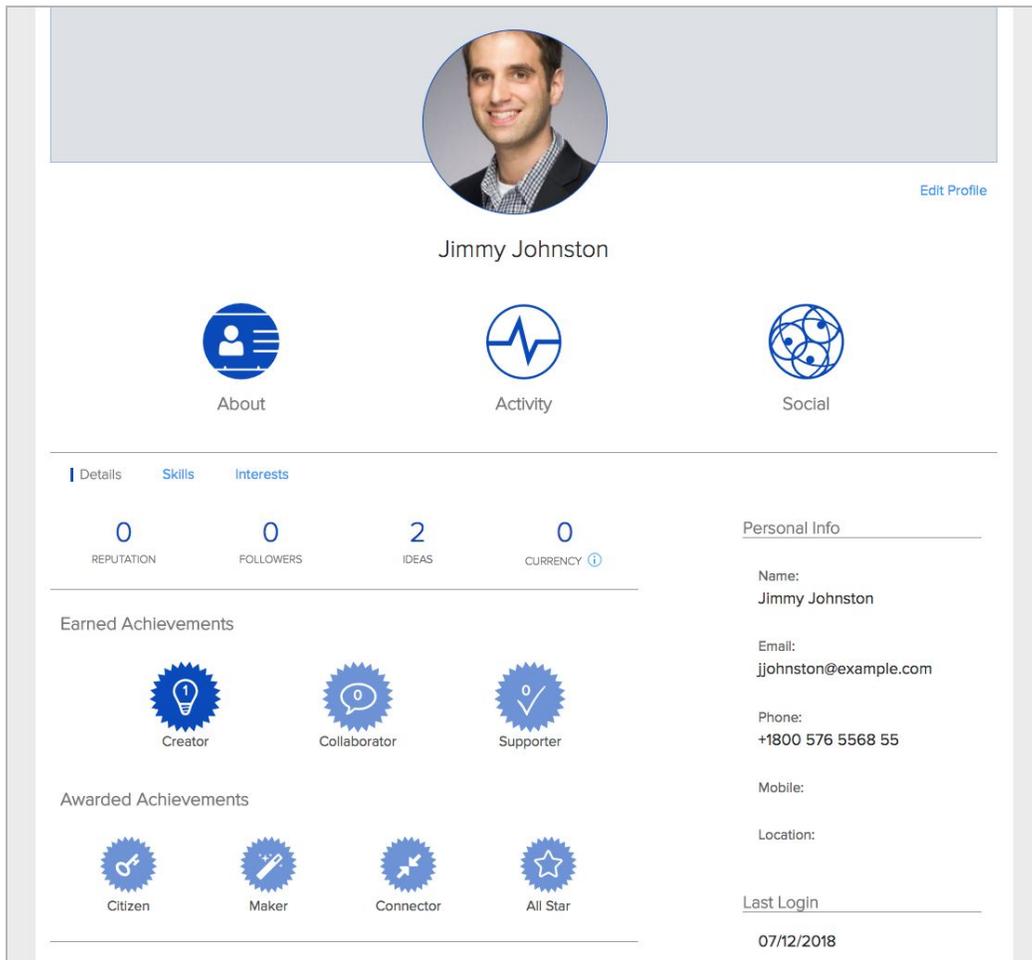
We are proud to deliver an all new user profile experience in this release. During our research, we analyzed data from across all Spigit client sites. This data informed us that the user profile was in fact the fourth most visited page across all instances. This statistic is extremely important in underlining the power of a well-designed profile experience. Irrespective of your user role, profiles are where you learn about, collaborate and connect with other users. This has formed our core design principles when delivering the all new profile.

### Key Details

The new user profile page has been designed to provide a consistent design experience with every visit and to that end, the experience will be an instance-wide standard. Administrators will benefit from the page reflecting their configurations rather than requiring manipulation of widgets and layouts. To that end, the Myprofile and UserProfile pages will no longer be accessible through the Site Editor.

Each user will now see their information displayed in the same design no matter which challenge they access the profile from. This also extends to their 'About', 'Activity' and 'Social' sections, which will all display the same data globally. This is a move toward improved interface integrity and experience standardization. Should an idea reside in a permission controlled challenge, those ideas will be 'hidden' to any users without the relevant access permission.

The sections themselves have been grouped in order to provide a simple experience in understanding user details, the user's activity and what or who the user is connected to/with within Spigit. These three sections, or lenses, permit users to learn about each other while offering the opportunity to foster connections and collaboration right from the profile page.



The 'About' section houses the core user details including:

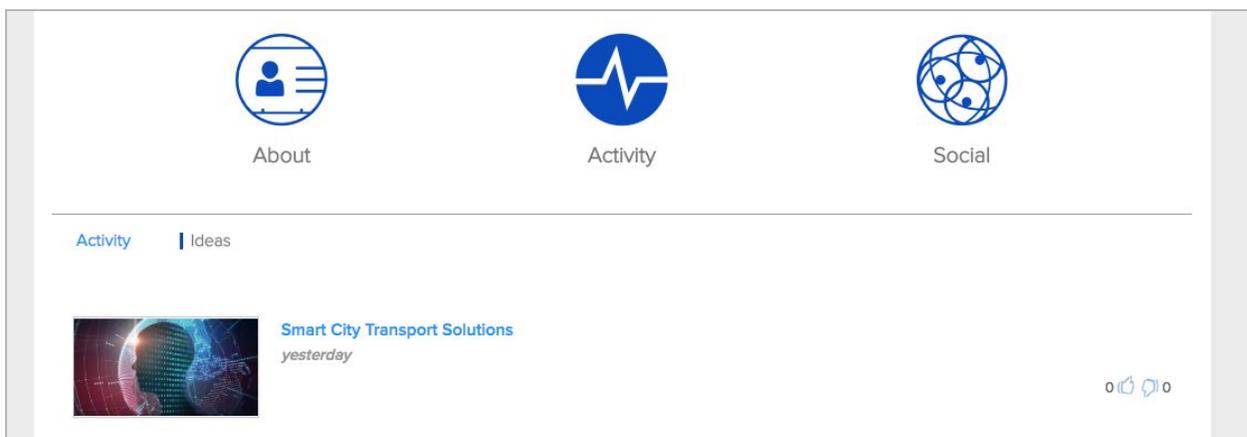
- Global Statistics including Idea Count, Followers, Reputation Rank, Currency. This section will adapt depending upon features in use by each client. Should a feature such as Reputation Rank not be in use, it will not display here.
- Personal Information provides a summary of the user profile and is typically pulled from a Single Sign On integration, if in use. The visibility of information here will remain the control of the administrator via the 'User Profile Template' section of 'User Settings'.
- Role(s) will now be displayed within the profile as well as being contextual to the community or challenge that the profile is being accessed from. For example, if a user holds the moderator role in Challenge A but is a standard user in Challenge B, the Role

section will reflect this difference when viewing the profile within Challenge A & B respectively.

- Two new features will also be available in the 'About' section. Skills & interests and Achievements are detailed in sections 3 and 4 of these notes respectively.

Please note that the 'Bio', if used, will now display within the About section below the statistics and can be used even when Achievements have been activated.

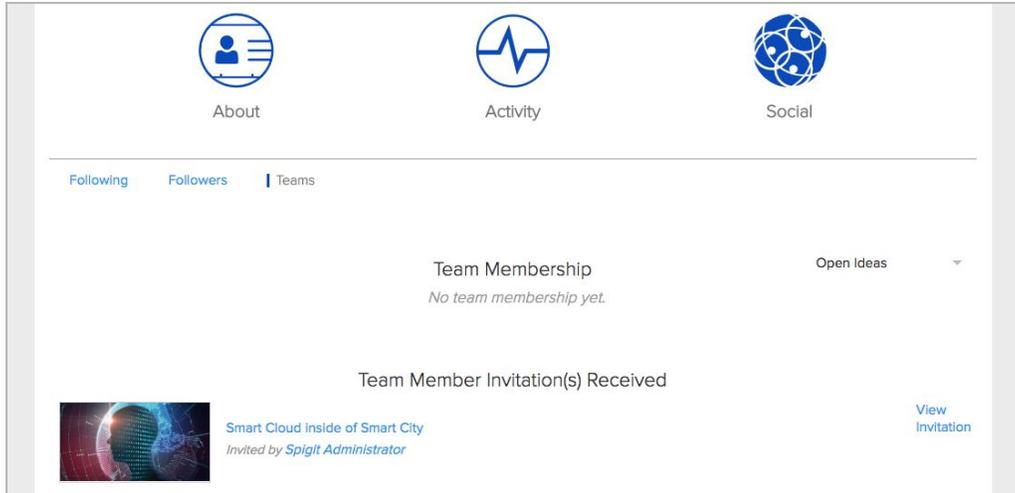
The 'Activity' section houses everything you need to know about a user's activity within the platform. The section has been redesigned to factor idea image and user avatars into each of its sub tabs, again providing a consistent design experience throughout the platform.



The two sub tabs contained within the page are:

- Activity - This displays all activity that the user has carried out and behaves in the same way as the widget does in previous versions.
- Ideas - Lists the ideas that the user has posted and now contains the idea image. If viewing your own profile, you will see draft ideas clearly marked in this space with the ability to access them directly from the tab.

The 'Social' section incorporates all of the user connection details such as ideas, conversations, teams and users that the user follows. We have redesigned the section to improve the experience around managing team invites as well as following/unfollowing (via the hover profile) users and ideas.

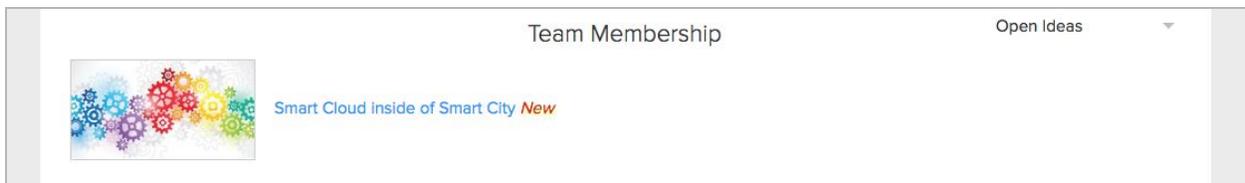


Managing and tracking team memberships has now been housed within the new 'Teams' sub tab and contains options for:

- Accepting/rejecting invites
- Tracking which teams the user is a member of
- Managing any invites that have been sent for ideas that the user owns.



*Example of Team Member Invitation*



*Example view of an active team membership*

### 3. Skills and Interests

#### Overview

Spigit now allows users to identify colleagues based on a skill or interest to help them with their idea. Improving the composition and effectiveness of idea teams and larger crowds is a great way to improve idea quality and value generation. Bringing like minded users together to collaborate in order to solve problems is an excellent crowd engagement tool. It also plays a key part in building effective user networks that can be leveraged to strengthen future collaboration efforts.

**Skills and Interests**

Providing Skills and Interests for users to choose from will enable matching users for team building and collaboration based on specific qualifications or similar interests.

Skills   **Interests**

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🗑️

🗑️

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🗑️

[+ Add New](#)

#### Key Details

Skills and interests will now be available within the 'User Management' section of each administration panel. These sections are tied together and any amendment to the section will take effect across the instance. For this reason, the section will be restricted to super administrators only.

Upon upgrading, super administrators will notice a discreet pop up in the footer of the page to remind them to set up skills & interests. The message contains a quicklink to the skills & interests panel and can be closed via the 'X' icon. The message will appear in each session until the skills & interests become active.



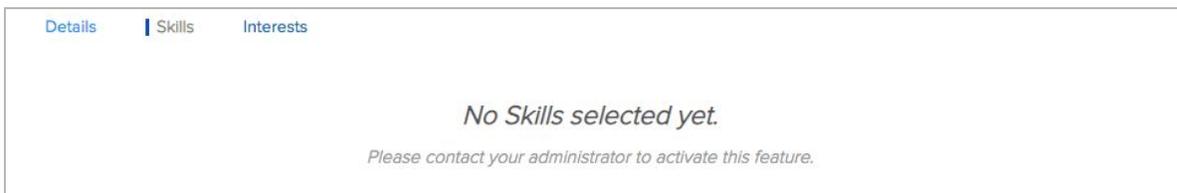
Non administrators will see the same message **once any** skill or interest is added by the admin.

To add a skill, simply begin typing in the entry box. To save the skill, use the disc icon which becomes active upon text entry. Skills and interests can be added up to a maximum of fifty per section meaning that you can have up to one hundred skills and interests available for your crowd to select from.



Once the Skills and interests have been registered, each end user will have the option to select them within their Profile page. Prior to them being active, End users will be informed of the feature and directed to their administration team should they wish to register skills and interests.

All non administrators will be notified that they can now add skills and interests through a footer level pop up that links to their profile. This will follow the same rules as the administrator prompt.

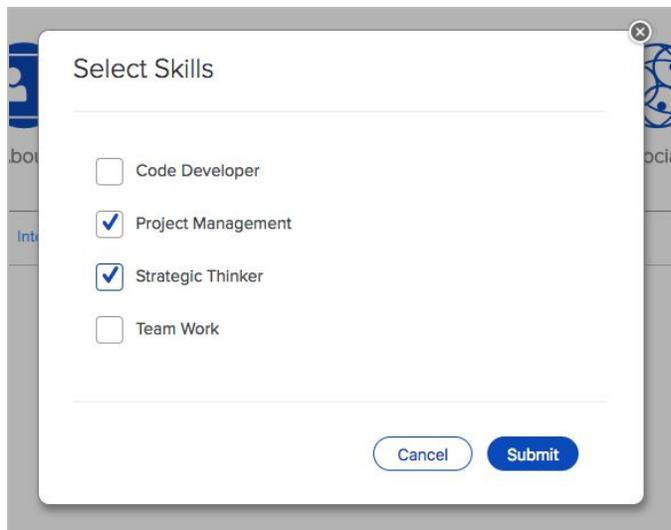


*(Example of the user view prior to Skills being enabled)*

Clicking 'Select Skills' will produce a pop up displaying all registered Skills.

As the user selects each skill, they are saved against the User record as an attribute, allowing them to be used for additional features across the Spigit platform.

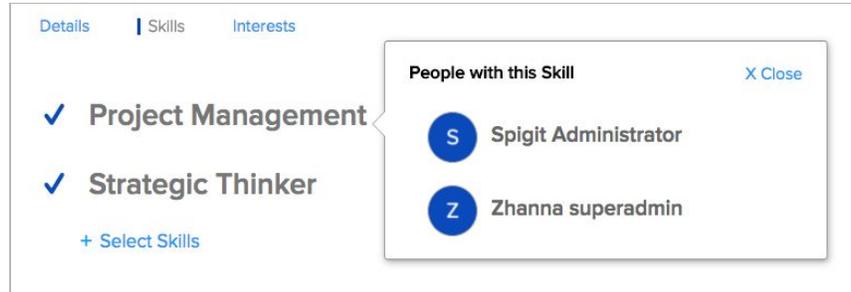
The process is the same for Interests and both can be added or removed by the end user at any time as long as there are Skills and Interests registered within the Administration panel.



Once the feature has been activated, Users can start to search for other like Skilled or Interested users, either from their own Profile or any other User's Profile.

By clicking their registered skill, they are offered a pop up showing all users within the instance who share that skill or interest with them. By clicking their avatar, they are then taken to that user's profile, where they can then choose to follow that user, endorse them or check out their ideas.

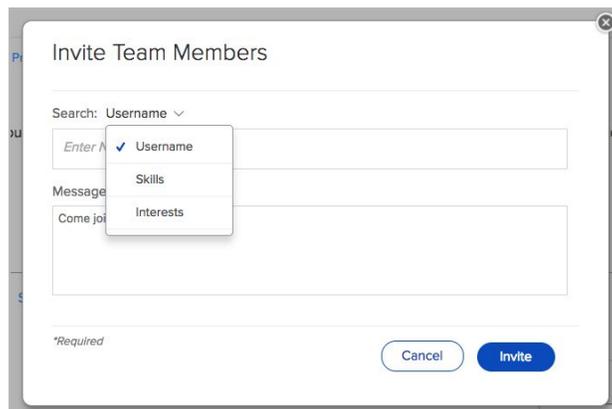
All Skills and Interests will become keyword searchable through the top level or master search in the header. Searching for Project Management, as an example, will show all users with the Skill (if registered).



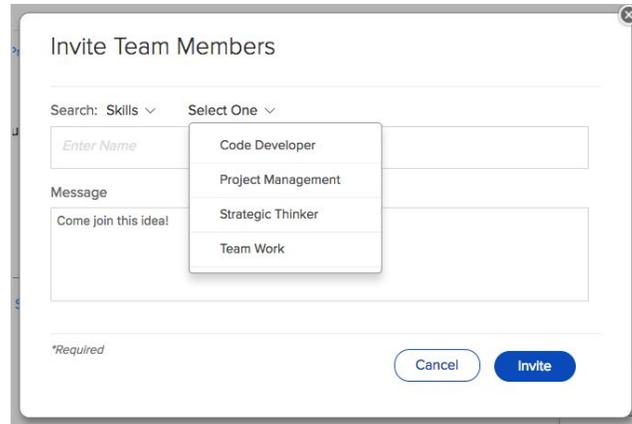
Skills and Interests go much further than just user profiles, however. They are designed to be a purposeful way to improve collaboration, idea quality and crowd engagement. For the first time, users can generate teams based upon the skill or interest (even both) of the team members, making them more effective in their work through shared knowledge and diversity.



When inviting team members, the team member pop-up now houses new options to reflect our Skills and Interests feature.

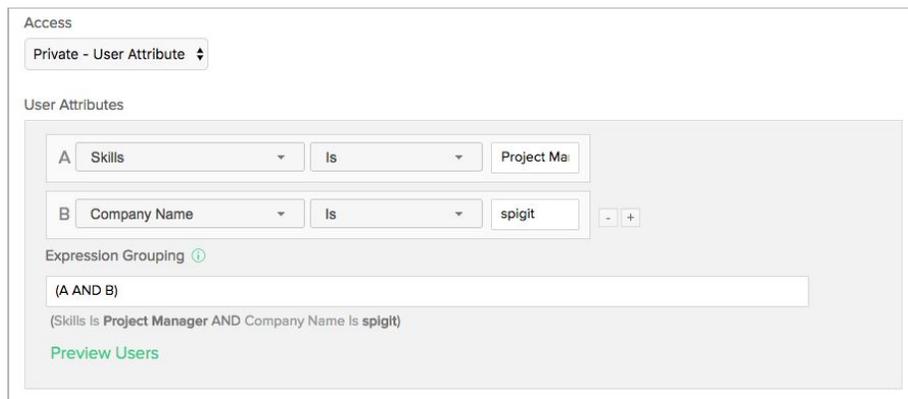


The first selector allows the inviting user to select from Username (existing), Skills or Interests.



Once selected, either option will display the full list of registered options in the next drop down.

Following selection of the desired option, the user will be presented with a list of all users with that registered skill/interest who have access to the site (alpha order). All options can be utilized within the same team, so it is entirely possible to mix both skills and interests when it comes to building an effective team for any type of innovation event.



We believe that skills and interests have other uses as well and this is why each section will now be available to Administrators as User Attributes in the Site Setup section of Administration. This means that for the first time, you will be able to make challenges visible to those users with specific skills or interests.

This can be particularly useful for programs that look to pre-seed their challenges with strong ideas from subject matter experts or skilled/interested parties. The Spigit system will now do the searching for you and automate the challenges' presence to those users before potentially opening it up to the wider crowd.

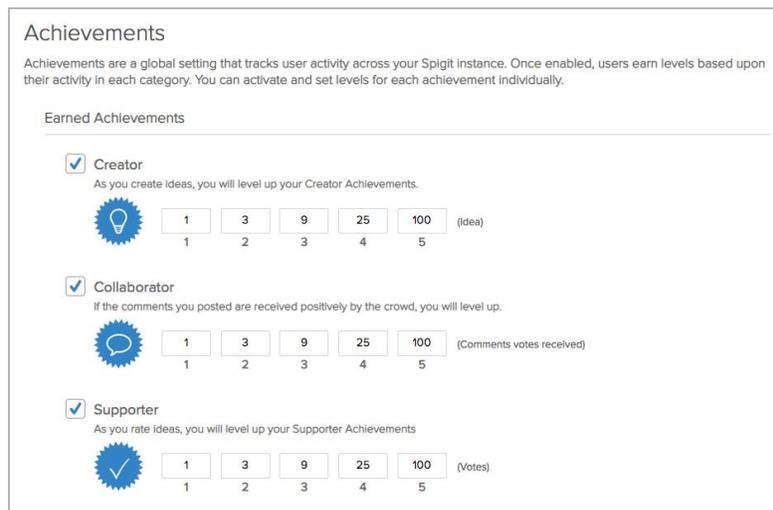
All skills and interests data will be available through our usual reporting capabilities, ensuring that you have access to a complete picture of each user.

## 4. Achievements & Endorsements

### Overview

The crowd is the lifeblood of any program, and ensuring their collaboration and engagement is a key activity for any program owner. Utilising new ways to engage the crowd and drive up collaboration is critical to building a transformational innovation culture. Rewards and recognition are a key factor in not only keeping participants engaged in your ideation program but also in evolving the collaboration process from challenge to challenge.

This release introduces two new avenues for recognizing and rewarding participants: Achievements and Endorsements. Achievements are awarded automatically when participants reach a certain threshold of activity such as the number of ideas submitted, comments created and liked, or votes added. Endorsements provide a way for participants to support and reward one another.



### Key Details

Achievements and Endorsements are displayed as badges on a participant's profile page, as well as in the mini-profile that appears when hovering over the participant's name throughout the site.

There are three types of Achievement:

1. *Creator* - As you create ideas, you will level up your Creator Achievements.
2. *Collaborator* - If the comments you post are received positively by the crowd, you will level up. Spigit will count the total number of UPVOTES posted on comments per user.
3. *Supporter* - As you rate ideas and comments, you will level up your Supporter Achievements. Ratings consist of star rating and thumbs up and down on ideas.

Every type of Achievement contains five levels, each with its own achievement threshold. Super administrators can set and modify the thresholds for the entire instance through the

administration panel in any community or challenge (they're synchronised). The Achievement and Endorsement functionality may be turned on and off using a configuration setting.

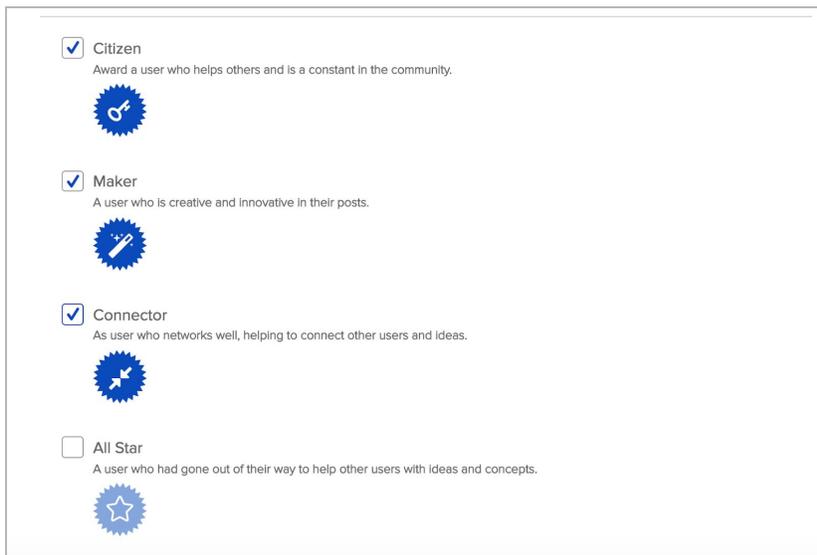
Once an achievement is made active, it will be visible across the **entire** Spigit instance to end users. The primary points of visibility are the Profile and the Mini Profile Hover card.

Once activated, Spigit will calculate the participant's 'level' of achievement based upon their current global activity. This improves the user experience as it gives even established users a level to strive for or a new badge to gain through their activity.



## User Endorsements

The ability for a user to collaborate and network within the community is key to longer term engagement. Engendering a sense of community and a common goal helps users to identify with the program, improving ideation and collaboration rates.



Our new User Endorsements section will allow users to provide feedback through a visible badging system. These badges will again be centrally controlled by the program owner and will adopt the same visibility rules as the User Achievements badges.

The following badges will be available for activation and endorsement:

*Citizen* - Awarded to a user who helps others and is a constant in the community.

*Maker* - A user who is creative and innovative in their posts.

*Connector* - A user who networks well, helping to connect other users and ideas.

*All Star* - A user who has gone out of their way to help other users with ideas and concepts.

Once made visible, the badge will appear on each user's profile page. When another user witnesses positive behavior, they will be able to 'endorse' the user by clicking the badge on the user's profile. With each endorsement, the count will increase.

## Reporting

The user badge levels will be available through our standard reporting engines: Excel-based and Insights.

## 5. Use Case Support: Question & Answer Community

### Overview

At Spigit, we are committed to listening to our clients in order to better understand use cases that are being developed with the aid of the Spigit platform. One emerging use case is the Q&A style engagement whereby users pose 'Questions' to the crowd, who respond with 'Answers' via the comment thread. This is a great way to implement an 'Always On' or continual engagement for your crowd as it's relatively low maintenance and has a high degree of self-governance from the crowd. Given its popularity, we have created a new option to support this and similar use cases.

### Key Details

The new setting is housed within 'Idea Settings' and is labelled 'Q&A Community'. When enabled, this setting will display a new option in the comment stream of each ViewIdea page.



The setting is designed to be used in conjunction with other admin settings to create the feeling of a Q&A community. Some suggested configurations include:

- Changing 'Idea' to 'Question' via the Language Development Kit/In-line Editor.
- Changing 'Comment' to 'Answer' via the Language Development Kit/In-line Editor.
- Removing the 'Vote' phase activity.
- Setting the challenge graduation metrics to suit the community size and duration.
- Remove the Tasks and Statistics tabs from the View Idea page.



**Stephen Colbert** *34 minutes ago*

When I worked over in front line support, we were coming across systems that used a middleware provider to improve the two way data flow.

I think your first step should be to go and check with the owners of the HR App and the Ordering Catalogue app to understand which middleware systems.





As Answers are posted to questions, the question owner (idea owner role) as well as super administrators and administrators will have the ability to mark an answer as correct or incorrect using the relevant options in the answer thread.

There is no limit to the number of answers that can be marked correct or incorrect within the answer thread on a single question.

## 6. New View Idea Page

### Overview

In designing the new View Idea page, we have focused upon consistency across the key pages of the Spigit platform to address end user feedback. We have worked hard to ensure that information and activity are grouped into a logical flow that allows a user to take in the idea context before moving to collaborate.



**Managed Trauma Care Unit System**

*by Tom Jones 7 months ago*

[Prev](#) | [Next](#)



0

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[Print Idea](#)

**Categories**

**Describe Your Idea**

The trauma patients do not require surgery, but rather stabilization, at the site and during the transit to a nearby hospital. On the way to the hospital, the essential medical tests are to be done and on real time basis reports to be sent to the Hospital so the Hospital Emergency department can be well prepared for the case before the patient arrives. The mTCUs to be placed in strategic locations near to express ways / high ways and in the city where the average speed of vehicles are on the higher side. Technology Used: IOT, Application on cloud, Command and Control Center Integration.

**Groups Impacted**

**Why do you think your idea is relevant to a disruption in our market?**

There are no proper integrated solution in this segment There are some discrete solutions been implemented in Germany for on the spot treatment and few developed nations like USA has developed the EMS system but a complete integrated system is not found in our research WHO has recommended guidelines to follow for Essential Trauma Care system which is captive in the hospitals

**What problem does your idea solve?**

It address the ever increasing death rates due to road accidents Governments will be able to pass on the e-governance benefits to its citizens Saving precious lives

### Key Changes

The new page adopts a single column layout with the information grouped into two distinct

areas of the page. The primary Idea area introduces the wider layout and spacing along with the relocation of the attachments widget.

This section also contains the key user actions of share, follow and edit as well as report abuse and print idea (where enabled)

**Are there any current alternatives in the market?**

There are no proper integrated solution in this segment There are some discrete solutions been implemented in Germany for on the spot treatment and few developed nations like USA has developed the EMS system but a complete integrated system is not found in our research WHO has recommended guidelines to follow for Essential Trauma Care system which is captive in the hospitals

Attachments 0

[+ Add Files](#) ?

Attachments will now be added through the 'Add Files' section.

The lower half of the page (Comments section) replaces both the old right hand column and the tab layouts with a single action-focused area.

Comments
Tasks
Statistics
Scores
Comparable Ideas

Help to Improve This Idea.

Newest v

[Show older comments](#)



**Michael Wurth** 8 months ago

I agree. @Lars Bender how does this fit with your vision?

👍
🗨️

Join The Conversation...



**Cameron Langston** 8 months ago

This is a problem in many cities around the world and if we can get the program running in India then could be replicated in other cities/countries. @John Small what do you think?

👍
🗨️

Join The Conversation...



**Alejandro Chavez** 7 months ago

I've seen many examples of this across the globe that work well. It's all about empowering the local providers to solve the problems in a shared manner.

👍
🗨️

Join The Conversation...

Team Members

[Become a Team Member](#)

Control Panel

[Change owner](#)

[Move this Idea](#)

[Move to Stage](#)

[Close this idea](#)

[Set Permissions](#)

[Private Comments](#)

The top of this section typically is used to display Comments, Tasks, Statistics, Scores and Post Review widgets. In addition, they are placed as part of our default configuration. There is also the option to add in other widgets such as Team Members, Project Manager and Similar Ideas.

In addition to this, we have introduced a new floating section to the right of the comments area which now houses the Control Panel for idea management. The floating section remains, no matter which tab is selected. The tab section across the top is also available for editable content and the addition of other widgets referenced above.

Within the Comments section, further enhancements have been made to make the page more engaging by focusing the user's attention on their ability to 'Improve' the idea. We'll continue to guide the user with regards to conversations through changes to the comment and reply entry text display. The aim is to instil a sense of action to the user. These all form part of our action-based design concepts which have been spread throughout the new user experience.

Once upgraded, all View Idea pages will be automatically migrated to the new default configuration of the page. This means that some editable widgets that had been placed there will not be there immediately after upgrade. The content of the widgets will not be removed, just their placement within the page.

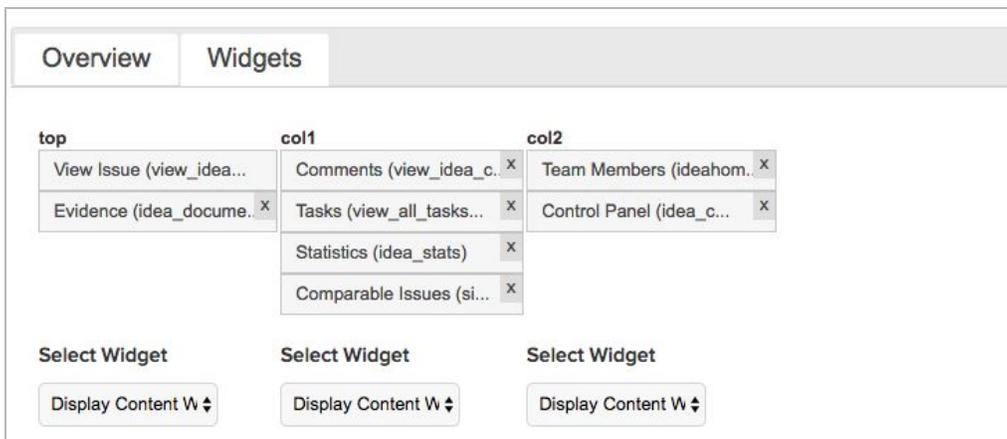
In order to assist administrators, **all** existing View Idea pages will be indexed as ViewIdeaOld in each challenge site editor and will be available for administrators to check against if they wish to add back any of their more custom widgets or layouts.

The page will also be available for each idea by adding 'Old' into the specific URL:

*e.g. <https://experience.spigit.com/disruption/Page/ViewIdeaOld?ideaaid=382>*

This will allow the page to be viewed within the User Interface should an administrator wish to check exact layouts.

**Note:** The standard layout places the following configuration upon the page:



top	col1	col2
View Issue (view_idea...)	Comments (view_idea_c... x)	Team Members (ideahom... x)
Evidence (idea_docume... x)	Tasks (view_all_tasks... x)	Control Panel (idea_c... x)
	Statistics (idea_stats) x	
	Comparable Issues (si... x)	

Select Widget	Select Widget	Select Widget
Display Content W ↓	Display Content W ↓	Display Content W ↓

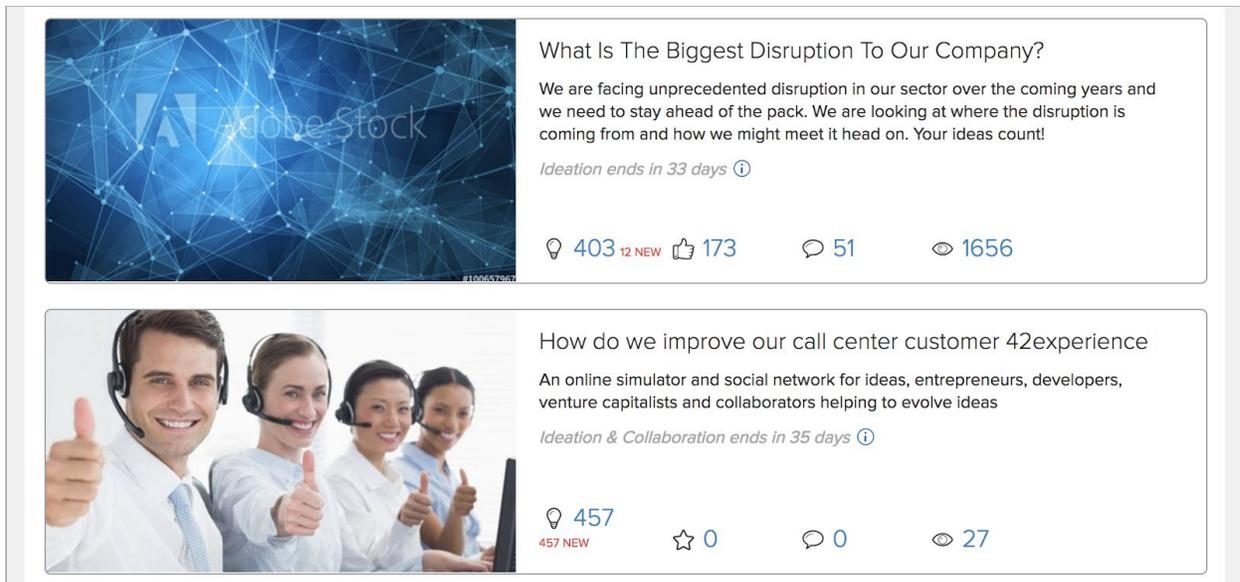
## 7. App Home & Site Challenges Enhancements

### Overview

During our last release we delivered the new AppHome page which replaced the ActivityStream page as the primary landing page for each 'Main' community. Based upon feedback from clients and our own redesign research, we are making further enhancements to the page.

### Key Changes & Details

The SiteChallenges and AppHome pages share a common display when it comes to Challenges. In this release we are enhancing the available information to the user by including **all** of the challenge question and description on the tile. This change provides greater context for each challenge.

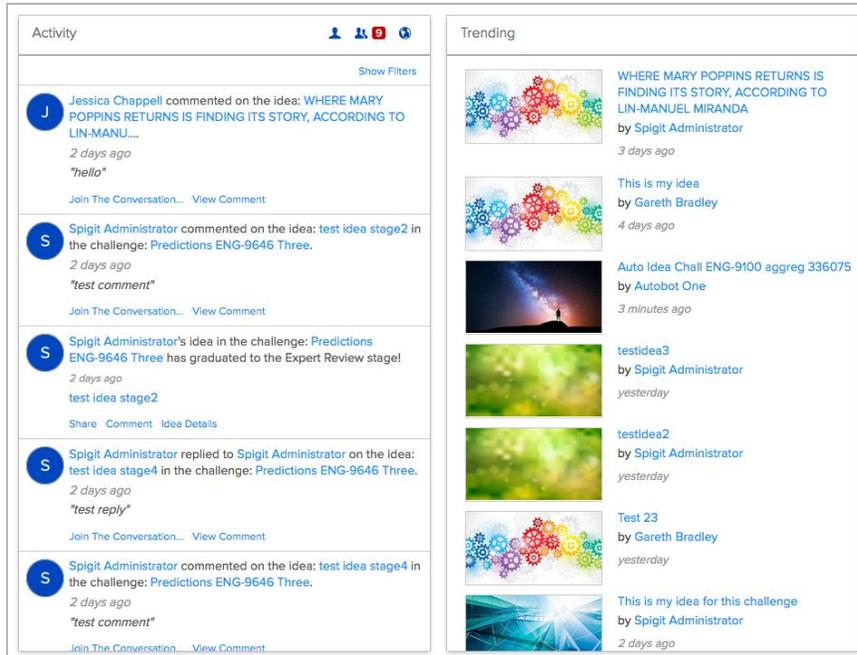


The AppHome and Site Challenges pages will now display three tiles by default. The intent is to show the different user personas both challenge details and their activity and trending details in the lower section.

In a new feature, challenge tiles will now be in tune with Always On or longer term engagements. When a challenge is set for a duration in excess of 730 days, the timer is removed from both the challenge tile and the challenge Overview page. Each tile also contains a “new look” statistics section, which is anchored at the lower edge of the tile.

In the lower section, the Activity and Trending widgets have been refactored to share the space with the 'My Ideas' widget being removed and placed in the Profile page.

When challenges are closed or archived, the AppHome and SiteChallenges pages will show the



most recently closed and archived challenges first. This improves the user browse experience.

The widgets are restyled to accommodate the new designs for widgets and the idea images on the Trending widget have been added. Trending has also seen the removal of the rank numbers so that the widget offers a more fluid experience using the unlimited scroll. Trending will still be determined by activity across the instance

that includes; votes, views, comments and shares on each idea.

Please note that AppHome will now only allow Editable Widgets and content to be placed upon the page in addition to the following three standard widgets:

- Site\_Challenges\_lists a.k.a Challenges
- Activity\_Stream\_home a.k.a Activity Feed
- Trending\_Ideas a.k.a Trending

In a new addition, editable content can now be placed **below** the Activity Stream and Trending Ideas to create a more website style feel to the page.

## 8. Machine Learning for Idea Matching

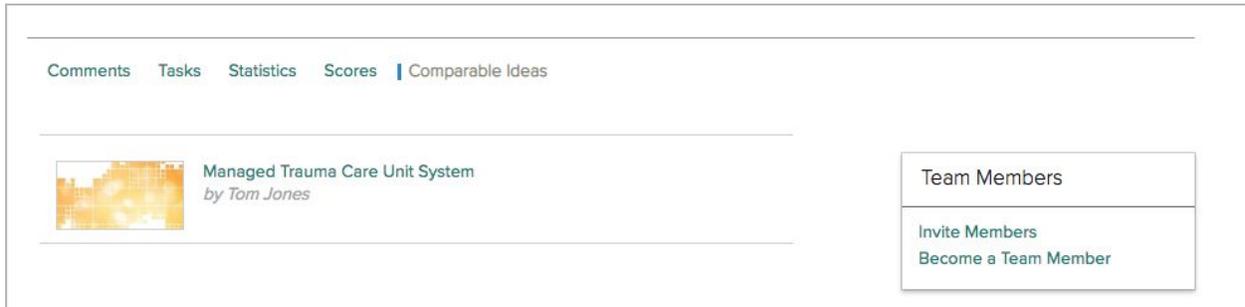
### Overview

Following extensive research and assessment, Spigit is pleased to announce the delivery of machine learning capabilities. As programs scale up in both user and idea numbers, the ability to identify and manage comparable ideas becomes essential. Adding to Spigit's space leading merger capabilities, concept matching provides a whole new approach to how idea concepts are identified and offered for consolidation.

### Key Details

Machine learning will focus upon the deeper qualitative fields of an idea. Idea owners often express multiple concepts within their ideas beyond a simple title. In normal circumstances, this

means the ideas description and additional fields contain the real idea concepts and details. Most users struggle to read through whole ideas and understand fully their concepts and key points. This is a common element that contributes to challenge and idea fatigue which can ultimately lead to issues within crowds. Against this backdrop, there is a need to better harness new capabilities to improve efficiencies for end users and administrators alike.



In order to identify concepts, the Spigit system will use natural language understanding and processing techniques. These capabilities leverage machine learning to read ideas, assess the words and sentences used and produce summary concepts after consulting with a learning library. The machine then produces a list of concepts for each idea that are indexed at the challenge level which is the foundational piece for comparable idea matching.

As these concepts are more deeply rooted in the qualitative inputs from idea owners and not simple keyword matching, the action of surfacing them has powerful effects. Firstly, idea owners are more likely to iterate and amend their ideas to make them unique. Secondly, it acts as a driver to the crowd to encourage them to seek out other ideas and broaden the diversity of thinking.

Once an idea is published, the system produces a list of 'Comparable Ideas' based upon the concept matching techniques discussed above. These ideas are surfaced in the widget of the same name which can be placed upon the ViewIdea page. Clicking on the ideas title will produce the idea lightbox for that idea, allowing the user to browse the other idea from the page without the need to navigate away. Please note that the widget will **not** appear if the idea has no comparable ideas matched against it.

The concept matching is also embedded within our new consolidate ideas feature, more details of which are contained in section 9 of these notes.

## 9. Consolidate Ideas

### Overview

This release delivers a revised take on the methodology for identifying and closing out duplicate ideas. This new feature is the 'Consolidate Ideas' option on the Control Panel and it will be available within every idea post upgrade.

### Key Changes & Details

We are retiring the Merge & Combine functionality and replacing it with the new Consolidate Ideas feature. Feedback on both features was that they were not optimal and often led to confusion for end users. The new Consolidate Ideas feature is designed to simplify the experience for administrators, moderators and end users alike by standardizing the selection and consolidation flow.

The primary use case for closing one or more ideas in favour of others is to remove duplicates from the challenge and nominate a single idea to move forward. Often, the activity is not restricted to the platform and, in fact, incorporates a varying degree of offline communication to prepare idea owners for the reality that their idea may be closed in favour of another that is stronger/entered earlier etc. To support this process, we have re-thought the mechanics to ensure that a clear audit trail is maintained within the software.



From this release onwards, the 'primary idea' (the idea that will be kept live) should be selected and then the permissioned roles should access 'Consolidate Ideas' via the idea Control Panel in the lower right hand side of the page. This takes the administrator and moderators to a new page from which they can start to identify and consolidate similar ideas.

The new panel contains two options to pick from. The first and default is the 'Comparable Ideas' tab which contains any ideas that Spigit has determined are similar to the idea being made the 'Primary'.

The comparable idea matching is powered by Spigit's new Machine Learning capability. This means that ideas being surfaced truly hold similar concepts to the primary idea. Within 'Consolidate Ideas', the matching works at a higher threshold to ensure that only really similar ideas are surfaced, thus acting to lighten the burden for moderators and administrators. Should the idea not have any comparable ideas found by the machine, it will not display a 'comparable' list.

The second option is to see 'All Ideas' within a challenge. This ensures that firstly, surfaced content is suggested, followed by the ability to override this with other selections. 'All Ideas' displays the idea list in alphabetical order, following the established standard of idea image, title

and owner name. Simply check the box to select an idea. Multiple ideas can be selected by the administrator during each consolidation session.

Consolidate Ideas

*Idea to remain open:*



**Smart Travelling**  
by *Maggie Siff*  
8 months ago

*Please select ideas to close:*

Comparable Ideas ⓘ    All Ideas

 **Managed Trauma Care Unit System**  
by *Tom Jones*

Notes for closed ideas \* ⓘ

\*required fields 0/500

Once the selection is made, a personalized note can be added in the lower section that will be sent to the owners of the ideas being closed via the 'Closed Unsuccessful' email template. This note will also be visible within the closed idea description in the ViewIdea page of all consolidated ideas.

Once the action has been completed, the Primary Idea page will display the 'Consolidation Details' section automatically (without the need for widget activation) and this will contain details of all ideas that were consolidated into it. Each idea will be clickable and will

display the primary idea on its idea page with a clickable/active link to that idea.

After consolidation, those ideas can still be re-opened using the new SuperAdmin capability. Once the idea is reopened, that idea will automatically be unconsolidated and the details (of the previous consolidation) removed from the UI. Until such a time as they are reopened, previously consolidated ideas will not display in the 'All Ideas' section of the Consolidation panel.



**Smart City Co-Op Options**  
by *Gareth Bradley* 1 week ago



0

---

[Share](#)    [Unfollow](#)    [Print Idea](#)    [Delete](#)    [Edit](#)    [Consolidation Details](#)

---

This idea was consolidated with the following closed idea(s):



**Partnering For Smart City Solutions**  
by *Viviana Arandia*



**Smart City Transport Solutions**  
by *Jimmy Johnston*

---

**Description**

The smart city could benefit from a co-op option. Many cities deliver services to citizens across a multitude of service providers. We could look to co-op with those providers especially in the second and third world where much of the connectivity demand originates from.

Should the primary idea be closed either successfully or unsuccessfully in the future, the links between primary and consolidated ideas will remain in place. If that same primary idea is reopened at any point, the consolidation details will no longer appear.

The movement of a primary idea from one challenge to another will also break the consolidation links as the consolidation works only within a single challenge.

## 10. Use Case Support: Restricted Challenge Configuration

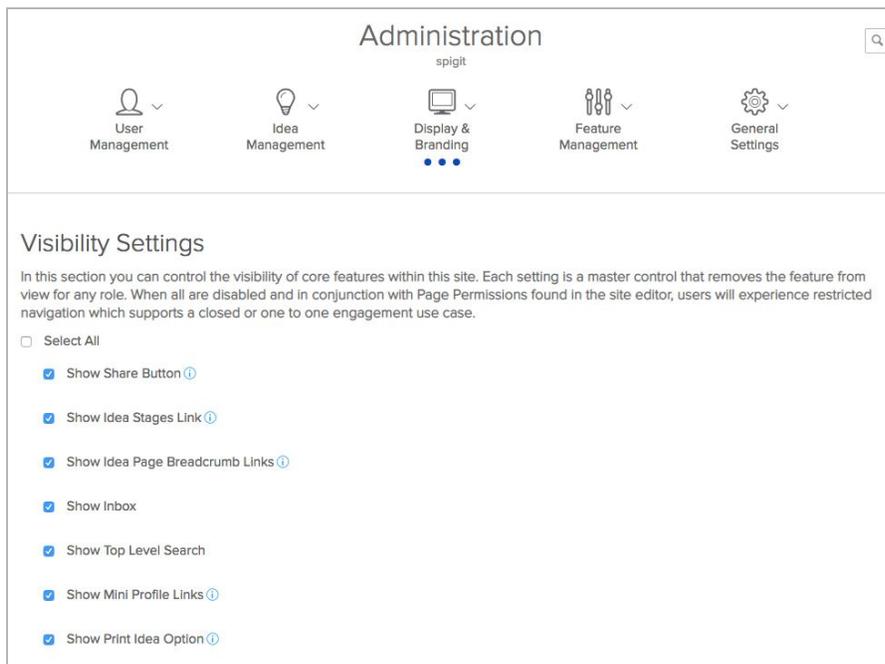
### Overview

For some time we have been monitoring a growing Spigit use case around restricted configuration/access communities. Primarily, this has been in the public or open innovation areas but in some cases, we have clients utilizing Spigit internally that also require improved support for this use case. To that end, we have developed an easy configuration capability that all clients can now leverage to improve this one-to-one style innovation model.

### Key Details

When we talk about a ‘Restricted’ or ‘Controlled’ engagement, we mean that a challenge question is posed to a large group that can only see their own posted ideas. In other words, a more controlled experience through the removal of some standard platform features. This use case is a really great way to extend Spigit into areas such as award nominations (users post

nominations but don’t see others), staff surveys and obviously public settings where access to other ideas is a breach of IP or terms and conditions.



To this end, each Spigit challenge now houses a ‘Visibility Settings’ section under the ‘Display’ menu of Administration. Inside this section, you will see a host of options that are tailored to the restricted challenge use case.

Each has been carefully considered and tested to ensure that when deactivated (removed from view), it provides a robust and simple user experience. Each option can be managed individually or ‘en masse’ through the ‘Select All’ option within the page. Once in use, these settings can be saved as a template and used for even simpler challenge creation processes in the future.

We understand that you may wish to combine the settings in this page with the existing site and page permission settings. These settings offer more refinement in the control of access for end users and are contained in ‘Permissions’ and ‘Site Setup’ sections of administration.

When used in conjunction with the new ‘Visibility Settings’ section, this provides a great way to configure the Spigit platform for the restricted or controlled use case.

The configuration setting which dictates the minimum text length required to activate the search for similar ideas on the Post Idea page has been moved to the Visibility Settings page in the administration panel. Administrators can now control this setting without contacting Spigit support.

## 11. Social Login for Public Sites

### Overview

An increasing numbers of clients look to extend their innovation and engagement activities beyond the boundaries of their organization. Spigit is implementing a Social Login capability that all clients will be able to access.

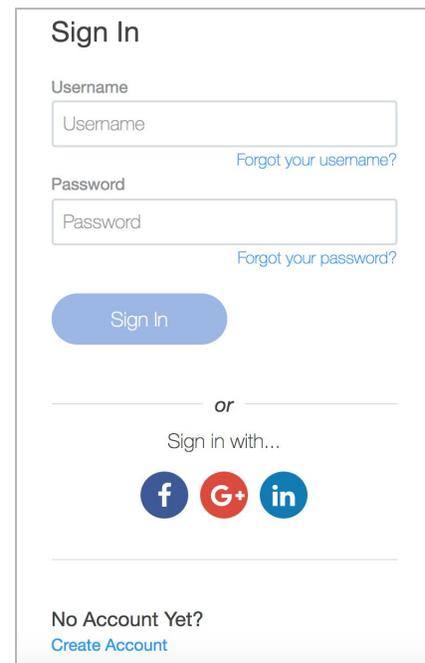
### Key Details

Social Login is fast becoming an industry standard practice, particularly when engaging with the public or external crowds. To that end, Spigit will offer Social Login to be used in conjunction with existing Username and Password authentication methods.

Social Login will allow users to create accounts and authenticate with three key Social account providers in Google, Facebook and LinkedIn. These services will be available to all users accessing the /User/Login page. The icons will be displayed here under the registration section.

All users choosing to register with Social Login will be able to re-authenticate/Login with this method each time that they return to the Spigit site.

This method will not be available to use in conjunction with Single Sign On. To request enablement, please contact Spigit Support. Please note, you must be using the Shibboleth SSO provided by Spigit to leverage this feature. If it is not enabled or you are not sure, please contact your Client Success Lead or Spigit Support.



The screenshot shows a 'Sign In' form with the following elements:

- Username:** A text input field with a placeholder 'Username' and a link 'Forgot your username?' below it.
- Password:** A text input field with a placeholder 'Password' and a link 'Forgot your password?' below it.
- Sign In:** A blue rounded button.
- or**: A horizontal line with the word 'or' centered below it.
- Sign in with...:** Text centered above three social media icons: Facebook (f), Google+ (G+), and LinkedIn (in).
- No Account Yet?:** Text at the bottom with a link 'Create Account' below it.

## 12. Email BCC for Data Retention

### Overview

Spigit remains fully committed to leading the sector in security and how we support our clients with regulatory commitments. As a key part of this ongoing effort, we have developed a 'Bcc' function for clients to use in order to store all platform communications.

### Key Details

Many clients require the ability to record platform communications outside of reporting and other methods. This regulatory requirement means that all system generated messages are recorded and journaled by a central corporate journaling system.

Each Spigit platform now contains a configuration at the instance level which allows clients to supply a 'bcc' email address. This email address will be copied (blind) on all platform communications. In order to take advantage of this feature, simply contact the Spigit support team referencing "Bcc Email Address" and this will be set up to copy all email communication to your designated mailbox.

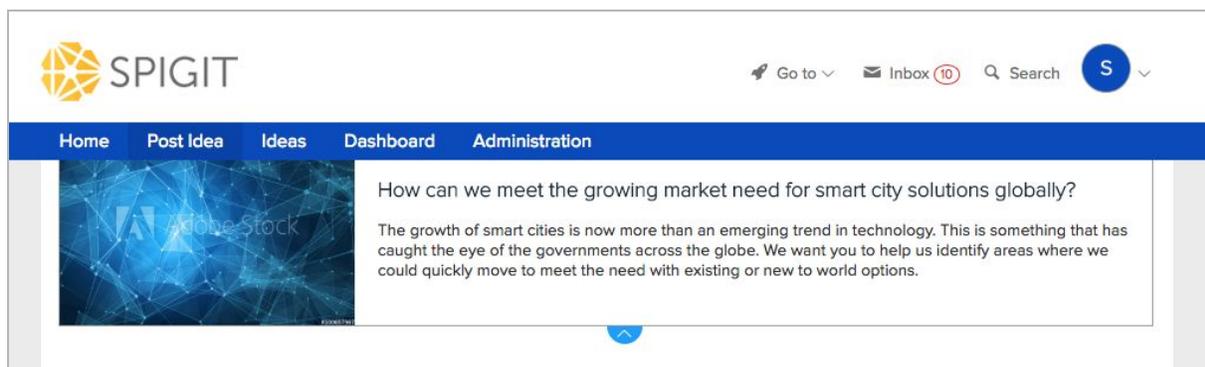
Please note, only one email address can be supplied per instance.

## 13. Additional Desktop Updates

### Post Idea Page Refresh & Challenge Drawer Pull Down

The Post Idea page now features an automated restatement of the Challenge Image, Title and Description via the Challenge Question Drawer. This replaces the manual editable widget process whereby an administrator would restate the challenge question using an out of the box editable widget.

The Post Idea widget also gets some small design changes to improve the user interface as well as retaining it's 'guidance' column on the right hand side of the page.



The drawer will be expanded upon the first visit to the page and once collapsed will remain so across the challenge for the duration of the session. Once the user re-enters the platform in a new session, the drawer will display again. A Non-Challenge Community (NCC) uses AppHome, the old home page, which bears no challenge drawer. Conversely, a Challenge Community (CC) uses the new home page, called Home in Site Editor. The drawer will display across the challenge on all pages except for the Overview page, which already contains the Challenge Question.

### Idea Image Default & Stock Enlargement & Randomiser

We have been seeing an increase in utilization of the Idea Image option by clients and it has proven popular with end users in several surveys that have been shared with Spigit. To this end, we are increasing the number of stock images that are available to end users.

The Idea Image Stock option will now also be turned **on permanently**. This means that users will have to post an idea image with their idea as it will be a required field. To improve this experience, a randomizing effect will change the stock image being displayed to the end user each time they access the Post Idea page.

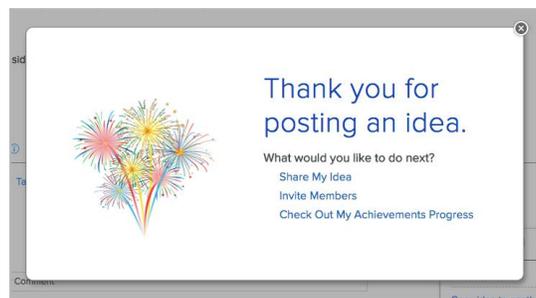
We will be changing the options available to administrators, delivering a new 'Custom Image On/Off' selector on the Idea Template Editor panel. This means that the following states are now possible within the configuration settings:

- Idea Stock Image Only - All users see the Spigit stock library when posting ideas. Ideas cannot be posted without selecting an image.
- Idea Stock Image AND Custom Image - In addition to the above option, users can upload their own imagery via their computer.

Any existing challenges that did not utilize the Idea Image will now have the stock imagery placed upon each idea. Existing challenges that did contain the Idea image will retain all stock and custom images that were already placed.

### Post Idea Thank You Message

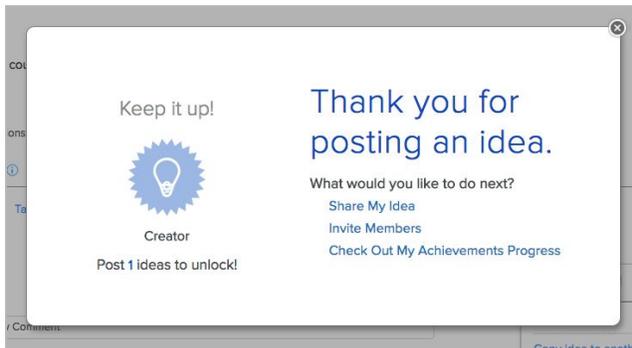
As we continue the theme of guiding end users through their experience with the aim of improving their connection and collaboration practices, we are rolling out a new message that appears once an idea has been posted.



When an end user completes their idea, they will now be shown a confirmation message that prompts them to carry out more action. This message will read the challenge configurations and adapt its messaging based upon several key settings.

The following activities will appear within the suggested actions section on the right hand side:

- Post Another Idea - Routes them back to the Post Idea page.
- Share Ideas - Links directly to the 'Share' option on the View Idea page.
- Invite Team Members - Opens the team member pop up
- Achievements Progress - Routes them to their profile with the Achievements section open.



All settings only appear if they are activated by the Challenge Phase editor or relevant Administration section. If they are inactive, the user will simply see the congratulatory message. To clear the message, the user can click 'x' or anywhere on the View Idea page in the background.

### Comments Filtering

As we continue to roll out new use cases, we have reviewed the comment functionality and wanted to improve the end user interaction with the feature. Comments will now display a filter which includes the following options:

- Most Liked
- Most Recent

This sort will display on all comments as well as the idea lightbox (if enabled) and cannot be removed.

### User Avatar Default Image

The profile and in particular the image that a user projects is increasingly important within enterprise social platforms. To follow this trend, we will be moving to a more personal take on the user avatar.

User avatars will now adopt a simple single character visual by default which is drawn from the User's first initial of their first name. This will project against the brand color in all instances where the Avatar is displayed.



Should users wish to upload their own avatar, they can do so by simply accessing their profile and rolling over the avatar image. This will display the 'upload' option.

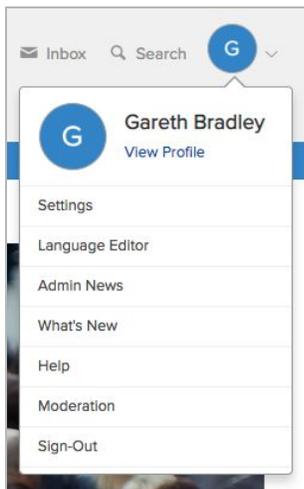
This standard icon will replace the grey 'cut out' image and cannot be turned off.

The hover card will also now display a cleaner look with the earned achievements (when enabled) displayed on the card and a simplified navigation option at the lower edge of the card.

### New Settings Section

As part of our profile redesign, we have relocated account settings into the user drop down menu. The options contained within this section had previously been part of the Profile widgets.

The 'Settings' option links directly to a new menu layout where each user can access the core account settings:



Reset Password - This contains the options that were previously only available within the 'Edit Profile' option

Notifications - This controls the frequency with which emails are sent to you and contain the same standard settings as previous versions

Language - Per previous releases, this controls the user language for the particular challenge or community that is currently accessed. All languages loaded into the instance will appear here.

### Increase in the number of Challenge Tiles Loaded by Default

Following client feedback, we will be increasing the number of challenge tiles that are displayed on AppHome by default to three. This will take effect upon upgrade. The SiteChallenges page will remain at four tiles by default.

### URL Customization

Acting on administrator feedback, we have now made the URL for any challenge editable via the administration > general settings > setup settings panel of each community/challenge. This means that selecting a URL during the challenge creation process is now an editable option post challenge creation.

Please note that the option is restricted to the challenge or community domain and does not permit amendments to the main domain. For example in the URL below, the highlighted green element could be edited via this new tool:

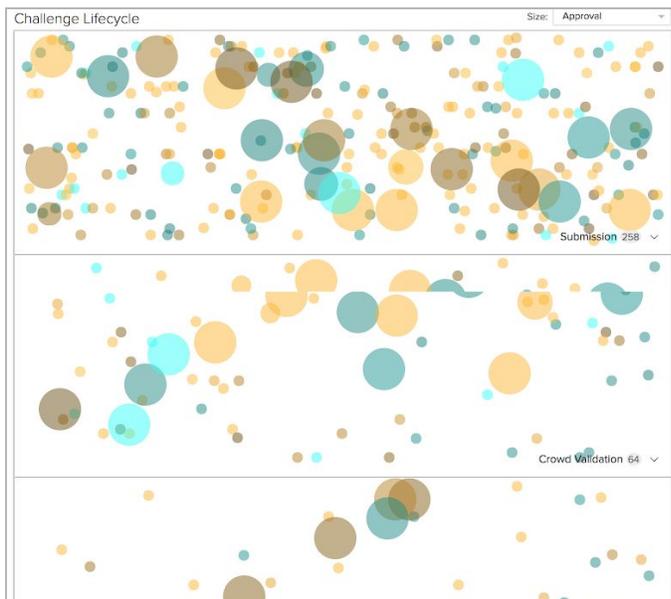
<https://customersite.spigit.com/challenge1/Page/Overview>

### SiteHealth Page Update

As part of our ongoing User Interface review, we have made some major changes to the SiteHealth or 'Bubbles' page that is contained within the 'Dashboard' tab. In our last release we amended the page to include support for brand color within the bubbles themselves.

### Key Changes

The page will now reflect the single column design with the right hand information located on the expandable drop down within each stage.



There will now be up to fifteen colors available within the bubble chart itself and these will be drawn from variants of the brand colors entered into the challenge theme editor. The bubbles will be assigned a color at random whilst the sizing of the bubble will remain related to the filter in the top corner of the panel.

Expanding the list of ideas in each stage is achieved by utilizing the toggle on stage name/count. The list displays a maximum of ten ideas per stage and hovering over each idea title will highlight the corresponding bubble. Clicking the idea title will take you to the idea itself.

Clicking 'Ideas in this stage' will take the user to the View Ideas page where they will be shown a pre filtered list of ideas for that stage.

### Theme Editor Background Color Option

Following client consultation and reviews of design options, we are implementing a new background color option within the Theme Editor. This allows a more blended design approach and helps clients who wish to apply deeper branding options to their platform.



### Key Details

The background utilizes a color picker which will allow hex colors to be entered into the panel before an instant preview is generated within the site editor. If added to the main community, it can be pushed out via the master configuration per the other design elements.

The default background color will remain **white**.

### Stock Leaderboard Redesign

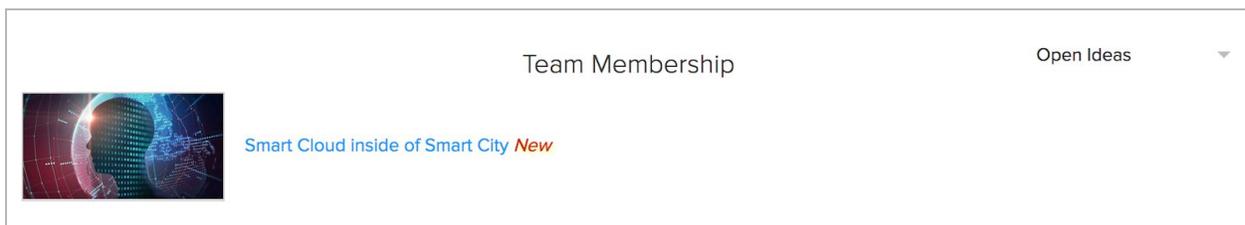
Idea trading remains an interesting use case for clients and in order to improve the user experience, we have updated the 'Invest' page to include widgets that are consistent with our platform design themes.

The stock leaderboard now contains the Idea Image display and a more padded space feel. The functionality of trading is unaffected by this change.

	Leverage Big Data, Machine Learning and Analytics to provide insight to our customer <i>by Kimberly Kurth</i>	0.00	↑ 0.00 (0%)	0	0	Buy/Sell
	Smart Street Lights & Poles - Tendering for Urban transformation in India with PPP <i>by Lisa Lamianelli</i>	0.00	↑ 0.00 (0%)	0	0	Buy/Sell
	Real estate sector through Cloud and IOT <i>by Chris Cross</i>	0.00	↑ 0.00 (0%)	0	0	Buy/Sell
	Spigit Smart Home Services <i>by Duncan Macgregor</i>	0.00	↑ 0.00 (0%)	0	0	Buy/Sell

### Idea Team Member Widget

Within the new profile design we have enhanced the visuals around team member invites and membership. They now display consistently with other widgets by including the Idea image alongside the invitation details.



### Idea Closure Template Moves to Responsive

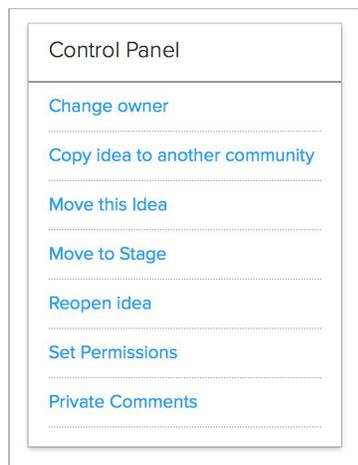
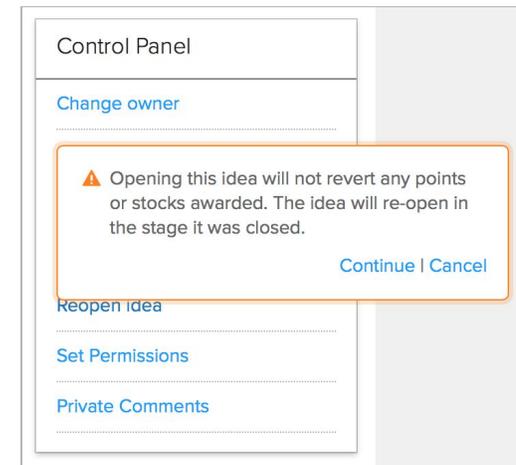
We have seen some great feedback on the Idea Closure form that was deployed with our last release. It's proving to be popular with our clients and to further assist administrators, we have

made the form contextual based upon the selection of 'Yes' or 'No' in response to the first question.

Whilst this functionality was accessible via the IdeaList page in our last release, this means that when closing an idea as unsuccessful you will not be required to complete the custom fields.

### Reopen Ideas from the Control Panel

Closing and selecting ideas is part and parcel of every administrator's day to day activity within the Spigit platform. Sometimes, however, the wrong decision can be made and this leads to a need for the idea to be 're-opened'. We have implemented a new option within the closed idea's control panel that allows for ideas to now be re-opened by SuperAdmins.

 <p>Control Panel</p> <ul style="list-style-type: none"> <li>Change owner</li> <li>Copy idea to another community</li> <li>Move this Idea</li> <li>Move to Stage</li> <li><b>Reopen idea</b></li> <li>Set Permissions</li> <li>Private Comments</li> </ul>	<p>'Reopen' triggers the right hand warning message.</p> <p>Please note that this action will move the idea back to the last stage the idea was active in.</p> <p>This now removes the need for a support ticket to be created.</p>	 <p>Control Panel</p> <ul style="list-style-type: none"> <li>Change owner</li> <li>Warning: Opening this idea will not revert any points or stocks awarded. The idea will re-open in the stage it was closed.</li> <li>Reopen idea</li> <li>Set Permissions</li> <li>Private Comments</li> </ul> <p>Continue   Cancel</p>
--	---	--

### Importing User Character Count Increase

The 'Add User' popup and 'Import Users' page now support adding users with email domain names up to a maximum of 63 characters.

### Inbox Icon Background Color Change

The inbox counter now displays a white background against a red outline. This means that clients using a red or similar header color will now see a clearer inbox counter display.

### LDK support on View ideas and Overview pages

It is now possible to access the in-line language editor or 'LDK' from the View Ideas page. All of the normal rules will apply and administrators will still be able to access the same set of options as any other part of the in-line edit capability. This new style is available on the ViewIdeas and Overview page only. Other pages will continue to use the in line capabilities.

### Restricted Profile Access in Public Sites

When a site is set to public, the user profiles will not be accessible until a user has signed into the site.

### **General Review Default Configuration**

The configuration for 'General Review' will now be turned off by default. To locate this setting, navigate to Administration > Idea Management > Evaluation Templates > Evaluation review.

### **Manage Sites Display Order Logic**

In the Manage Sites section of the admin panel, sites are now displayed in order of creation with newly created sites at the top of the list. This makes it quicker and easier for administrators to locate the site they need.

### **Amended Idea Tag Warning Message**

When a user submits a tag that is invalid, a new error message will display relevant to the tag criteria. This message states; "One or more of the tags submitted contain special characters or spaces. Please use only alphanumeric characters or hyphens in tags."

### **Anonymous Settings Relocation**

The anonymous section has now been rehoused within the 'User Settings' section of administration. The functionality has not been amended in any way.

### **My Ideas Widget Availability**

Ideas (Activity\_myideas) has been added to the available widgets on custom pages.

### **Top Ideas by Review Rating**

The 'Top Ideas by Review Rating' widget will now be available in the Site Editor for placement on the Challenge Homepage. This will not be placeable upon the new 'Overview' page.

### **Search Memory Removed For Aggregate Sites**

Many Spigit clients utilize the platform as a total repository for all ideas that have been generated by their organization. In this scenario, it's common for them to share ideas across various communities and challenges within the instance. This unique capability arms Spigit clients with a great way to ensure corporate knowledge is shared.

Based upon this use case, we have adapted the way that search works within the View Ideas page to ensure that it remains contextual. Therefore, should a user make a detailed search inside of one challenge and then move to the next, the system will clear their preferences.

### **Challenge Update Email**

In keeping with our central theme of engagement, we will be deploying a new broadcast email with this release. The Challenge Update email will be sent to any registered challenge user whenever an idea is posted within a 24 hour window. The intent is to prompt the user to log back into the system to view the ideas that they've missed.

From: Spigit Innovation  
To: happycustomer@acme.com

---

Challenge Update: How can we improve the communications of our applications for better customer satisfaction.  
Today at 3:20 PM

---

Challenge Update:



How can we improve the communications of our applications for better customer satisfaction.

Here's what you missed in the past 24 hours...

New Ideas: 3



Create a daily email update to keep customers updated on all the latest great updates  
*by Jimmy Johnson*



Greet returning customers with a friendly update about and new stuff since last visit  
*by Jenny Jobbers*



Create mobile app so customers can receive notifications about new updates  
*by June Juniper*



Send a talking teddy bear to engaged users that could tell user when someone likes them.  
*by June Juniper*



User machine learning to better understand each users communication style and adjust applicaition communication accordingly.  
*by June Juniper*

[View Challenge](#)

The subject line is fixed as “Challenge Update: <Challenge Title>” and cannot be edited. The challenge title will be inserted via a dynamic link.

The email itself is composed of the challenge image (custom or standard library), the challenge title and a short “Here’s what you missed in the past 24 hours...” message. The latter will be translated when a challenge language is defaulted to a language other than English.

Within the email, there will be a count of the number of ideas that are ‘new’ within the last 24 hours as well as the a listing of five ideas from the challenge that were posted. These ideas will be listed at random from the available ideas posted during the period.

The content of the email is available for viewing in email template (content management) section of administration. From this section, administrators can choose whether they wish to have the email active or not within the challenge. Please note, the email template is **not** editable.

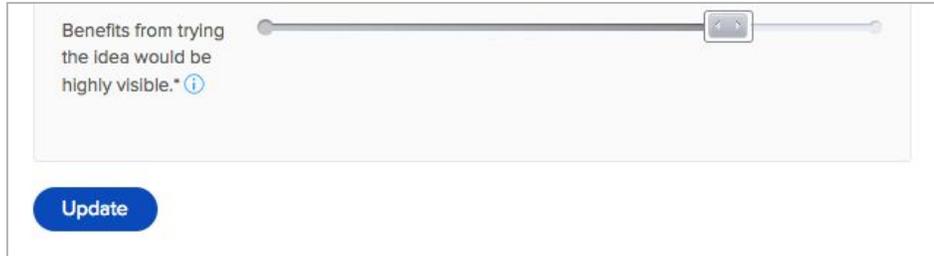
The email will be sent **only** if an idea is posted in the 24 hour/day period.

## General Review Flow Changes

The ability for the crowd to rate ideas above and beyond the thumbs or star rating systems is something that Spigit continues to embrace through the ‘Post a Review’ section. This section is squarely aimed at the end user review and is a great way to understand crowd opinion upon ideas with particular criteria in mind.

## Key Changes

The ‘Post a Review’ section now adapts to the user based upon the process. Upon submitting a review, the user will now receive a success message and the page will refresh automatically.



Benefits from trying the idea would be highly visible.\* ⓘ

**Update**

Should the user wish to amend their review, the tab will show an 'Update' option instead of 'Save' which mitigates some confusion that users experienced.

### Close Idea Template - Primary Impact Edit Capability

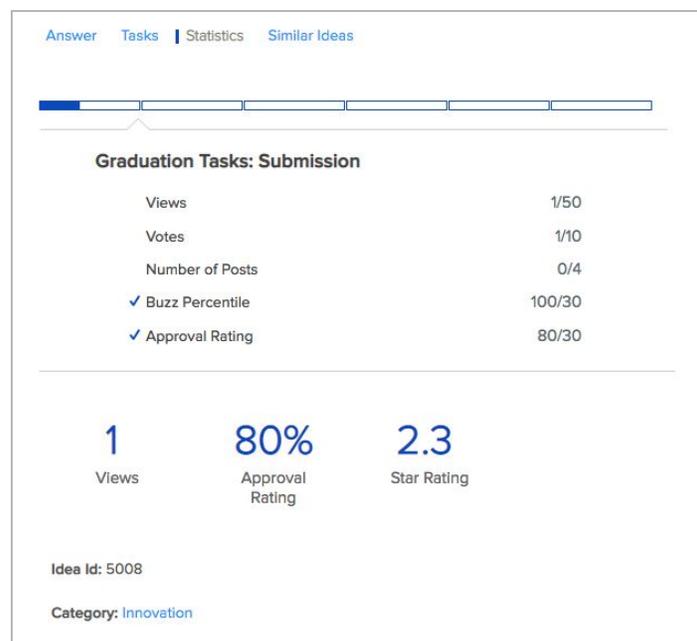
Following a review of our idea lifecycle/idea tracking plans we are making the primary impact field more flexible for administrators.

The primary Impact field remains mandatory but can now be **added** to with additional reasons. The three core fields of cost, revenue and time remain fixed and cannot be deleted.

The 'quantify based on your selection' in relation to the primary impact field **can** now be removed.

### IdeaID Display

The IdeaID will now be displayed on both the Idea Lightbox and ViewIdea page within the 'Statistics' section. This is following consultation with many clients to understand the process they have adopted for idea identification.



Answer | Tasks | **Statistics** | Similar Ideas

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**Graduation Tasks: Submission**

Views	1/50
Votes	1/10
Number of Posts	0/4
✓ Buzz Percentile	100/30
✓ Approval Rating	80/30

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**1**  
Views

**80%**  
Approval Rating

**2.3**  
Star Rating

Idea Id: 5008

Category: [Innovation](#)

## Innovation Market

We have been reviewing the way in which users follow categories and subcategories. There are currently several routes to the category 'follow' option that are available to the end user. We are now simplifying the navigation and consolidating it into a new look 'InnovationMarket' page.

The page now adopts the single column design framework with the new font and space styling. Each top level and subcategory will now be displayed. The key actions within the page are:

- Users will also be able to *follow* or *unfollow* categories via the InnovationMarket page, negating the need to move into the Category page.
- The list will also contain options to view '*Ideas*' which will take the user to the 'ViewIdeas' page with the category selection automatically applied.
- The 'details' link takes the user to the category homepage.
- Finally, if idea posting is enabled, the link to '*Post Idea*' will take the user to the PostIdea page with the category filter already applied.



The page will now still be available in the site editor but no additional widgets can be placed upon it. Administrators will also see a link to the InnovationMarket under the Idea Management option in Administration. The option will display as 'Category Management'.

Note: The InnovationMarket will respect category permissions on visibility and idea posting.

## What's New - End User Version

In previous releases, we have offered a "What's New" that has been a short click through summary for administrators that highlighted new features. We are now extending this click through to all other users. The version that will be displayed to those without the administration role will reference three key features:

- The new user profile experience.
- How to upload an avatar using the new roll over option.
- The relocation of the settings section for password, language and notification management.

This will appear to all non administrators upon their first login after their instance is upgraded. Following the first appearance, it will be visible in the avatar/profile dropdown list as 'What's New'.

### **Idea Lightbox Navigation**

We are enhancing the idea lightbox experience for our users. The new navigation flow will simplify the navigation in the following flows from the idea title:

1. Clicking on the idea image or idea title link will route the user directly to the view idea page.
2. Hovering over the idea tile will produce a 'Quick View' button on the idea image. Clicking that will open the idea lightbox.

The lightbox can still be controlled by asking Spigit Support to restrict it's availability.

### **Edit & Delete Options for Idea Owners**

The control panel will now only be visible for the expert role and above. The control panel had previously duplicated the idea edit and delete functions that reside under the idea image. These options are now the single point to access both of the functions.

### **Viewing Profiles in Public Settings**

When using Spigit in a public setting, profiles and profile pages will no longer be visible to users who have not logged into the instance.

*Client Feedback: Siemens*

### **Inbox Global Notifications**

The inbox notification icon will now display the global tally of unread notifications/messages/tasks. The indicator will remain the same globally and allow users to see notifications from other challenges.

## **14. API Updates**

### **Get Idea API Call**

When idea details are retrieved via the API, it will include the date that the idea was published.

### **Put API Call**

The new call offers support for PUT calls to ideas. The PUT response will return the idea and be formatted in the same way as the idea POST response. The PUT response will be available to idea owner, administrator and super administrator, as well as any other custom role that has rights to edit an idea.

### **Attachment Download API**

A new API is available to download attachments. The format for this download is in zip format

and relates to a given an ideaid or SiteId. This API is only accessible to super administrators.

## 15. Security Updates and Fixes

### Privacy Pop Up

When logging in for the first time after upgrade, each user will see a privacy pop up that links to the Spigit cookie policy.

### Default Password Policy

We have increased the stringency of our default password policy to guide client administrators in their implementation of a strong password policy when not using Single Sign On for login.

### CORS Whitelist

A new CORS (Cross-Origin Resource Sharing) whitelist has been Implemented. This controls access to selected resources outside of the Spigit domain.

### Username Removal

When a user's personal information was removed from Spigit, their name was still displayed in mentions for comments and replies. This has been remedied.

### Cross Site Forgery

Introduces a one time token into each form which prevents the ability for cross site forgery attempts.

## 16. Retired Features & Widgets

### Similar Ideas Found Pop Up

The Post Idea page will no longer display the 'Similar Ideas Found' pop up dialogue. This has been retired with the release of our new machine learning capability. The pop up was working upon a word match from only the idea title. Given the new approach with machine learning, this approach is no longer valid on a technical and experience level. The 'comparable ideas' will now be surfaced after ideas have been published.

### Deprecated LDAP support

In our previous release, we implemented a new Single Sign On (SSO) process which has vastly improved our SSO configuration time as well as our SSO capability. As part of this implementation, we will now be retiring the ability to configure LDAP based SSO. The primary SSO option that we now support is SAML.

### Default Post A Review Placement

The post\_review\_fresh widget is no longer available on the ViewIdea screen as part of the default Spigit build. This includes all new deployments and when using the 'Copy from Existing

Community' in the Challenge Wizard.

### **Site Access & User Search Attributes**

Following a review of the attributes used in the control of site access and searches we have removed some options that were no longer used or no longer made sense within the use case. The following attributes will no longer be available; *Account creation date, Last community access date, First name, Username, Last name, Phone number, User ID, Username & Is enabled*

### **Challenge Team Capability**

With the release of the new Overview page, the Challenge Team will be retired. The option will remain present upon the old ChallengeHome page but will not display any previously elected challenge team members. Clients wishing to maintain the challenge team can leverage an editable widget to display the members.

### **My Tasks Widget**

The User\_Tasks or 'MyTasks' widget will no longer be available to place within a page. This widget was part of the old profile design and has, with the advent of the new profile been removed. User tasks are available globally through the Inbox task tab and that should be used for management of the tasks moving forwards.

### **My Tasks Page**

This page contained the User\_Tasks widget and given that it is being retired, we will now remove the page from the site editor. If this page was in use, it will no longer be available past the upgrade.

## **17. Desktop Fixes**

*Administration* - Corrects an issue where administrators were unable to edit user information when their username contained the '@' symbol.

*Administration* - On the Graduation Workflow page, labels were being cut off in all areas below the 'Review' section. This made it difficult to read and set the criteria for reviews, evaluations, and approvals. These labels have been fixed, and now wrap to the next line when there is not enough space to display them on a single line.

*Administration* - On Administration > Display & Branding > Site Editor page, the "Roles Allowed To View This Page" section was displaying without scrollbars when using the Chrome browser. This made it difficult to select and grant access to multiple roles.

*Administration* - Site Access - When using user attributes to control access, the parenthesis will now be validated to make sure they are closed.

*Administration* - Site Access - After a site is marked as disabled, the administrator login option on the page would not work. administrators will now be able to access the site.

*Administration* - Permissions - The ability to move an idea to another category/challenge/community has been restricted to super administrators, administrators, moderators (category specific) and project managers (idea specific)

*Administration* - User Import - When users were being imported, a "No feed" error message sometimes displayed, making administrators think the file had failed to import even though the process was still running. A "Processes X items" will be indicated until the "Success" message is displayed upon completion.

*Administration* - User Import - When a user was imported with an apostrophe in the username, first name, last name or email address, the user could not be edited afterwards. This has been corrected.

*Bulk Actions* - We have corrected an issue that resulted in a limited number of ideas still requiring processing when the IdeaList page generated a 'complete' message.

*Bulk Actions* - When using Bulk Actions to graduate an idea, if the tasks were not completed, an error message is now displayed.

*Categories* - Subcategories were not appearing on the moderator and expert assignment pages in the admin panel, making it difficult to assign moderators or experts to those subcategories. This has been corrected.

*Categories* - When changing filter values on the Category page (ViewSector), an error message was given. This has been resolved and the values are saved correctly.

*Content* - Footer - On the View Ideas page, the footer links were giving a 404 error message. The footer links now work correctly on the View Ideas page.

*Content* - Fixes an issue where updates to the messaging on the Support and About Us page were not able to be saved.

*Content* - On occasions, some links in editable widgets were not working. This has been resolved to allow publishing of hyperlinks without issue.

*Emails* - When the phase announcements for the first and third phases were turned off, but the second phase turned on, emails were not being sent. Emails will now be sent as expected.

*Emails* - Email announcements listed Bangladesh Standard Time (BST) instead of British Summer Time (BST).

*GDPR* - Closes out an issue whereby searching for an anonymized user by their name would return their anonymized account number.

*Ideas - Idea Closure* - After expanding the banner of an idea closed successfully/unsuccessfully, the pointer was displayed over the closed banner. This has been corrected.

*Ideas - Idea Lightbox* - When using IE11 and selecting the Statistics tab on the light box pop-up, the scroll bar moves back to the top of the page. This has been resolved.

*Ideas - Idea Lightbox* - Corrects a usability issue where comments appear disabled when viewing longer ideas in the Idea Lightbox.

*Ideas - Idea Lightbox* - When logged in using IE, the 'Show Older Comments' option did not display on the View Idea page. This has been resolved.

*Ideas - Idea Lightbox* - Scroll bar on the idea light box appeared to bounce when trying to scroll down to add comments, making it difficult to add comments. This has been fixed.

*Ideas - Sharing* - When selecting 'Share' on the idea page, the tab pointer wasn't aligned properly or pointing to the 'Share' link. This has been realigned.

*Ideas - Tags* - When an incorrect value is entered for a tag, the button displayed Published. This has been changed to Update, to avoid end user confusion.

*Ideas - Template* - When an idea template Checkbox Group or Radio Group field contained an option with an "&" in it, the selected value for that field will now display.

*Ideas - Idea Page* - The post date on an idea's home page occasionally displayed as a string of numbers when the date formatting applied was different than default 'mm/dd/yyyy'. Now it displays correctly regardless of the date format that has been applied.

*Languages* - For sites using German, Portuguese, and both Spanish languages, the graduation numbers were inflated with an extra zero. Correct numbers will now display.

*Languages* - For sites using custom language files, the calendar widget on the Advanced Search page reverted to English. This has been corrected.

*Navigation* - When trying to open an idea in a new tab from 'View Ideas' page, a blank page was displayed. Now, the View Idea page will display as expected.

*Navigation* - We have implemented a fix to prevent a hyperlink being cut off by the ellipsis truncation.

*Navigation* - In a challenge without a category, if the challenge link in the idea's light box was clicked, the user was taken to the main community. This has been changed to take the user to the Overview page of the current challenge.

*Reviews* - The scores widget was displaying the criteria score incorrectly. We have now realigned the score hover display to match the bar.

*Reviews* - Following extremely isolated reports that reviews could not be completed, we have corrected an error caused by some strings

*Reviews* - Review ratings have been standardized across the application to display consistently with two decimal places.

*Trending* - The idea lightbox will now open from within the Trending widget without producing an intermittent error message.

*Virtual Currency* - Currency tripwire will now only recognise the plain text and discount html tagging.

## 18. Mobile Updates and Fixes

### **Tablet Default View**

When accessing any Spigit site from a tablet device, Spigit will automatically detect Default tablet view set to desktop.

### **Mobile Search Ideas**

We have now implemented the search bar within the mobile experience. When accessing 'See All' from the challenge homepage, users will now see the search bar situated at the top of the page.

### **Full Idea Display**

When accessing an idea in the mobile experience, the full idea content will display in a scrollable section rather than utilizing an 'expand' type option. This means that there is greater consistency between the desktop and mobile display.

### **Language Option**

If an end user wishes to view Spigit in a different language, the preference is now stored with the profile which means that the language they select will follow them throughout the mobile experience, preventing the need to reselect at the challenge level.

### **Idea Image Full Width**

The idea tile will now display the full width of the page in all appearances of idea lists and idea tiles. To access an idea, simply tap the idea image. All idea details are now shown within the idea page, including the progress bar and statistics.

## **19. Supported Browsers**

Spigit supports the latest versions of Firefox (61.01.1), Chrome (67 for Windows 7, 68 for Windows 10 Enterprise & Pro), Safari (11.0.2) and Internet Explorer 11, Limited test coverage for MS Edge 42 (Windows 10 Pro & Enterprise) and Safari on iPhone, Chrome on Android.

Please note that 'Private Browsing' or 'Incognito Mode' is not supported on a Mobile Browser.

## **20. Supported Languages**

English (United States)

French (France)

Spanish (Latin America)

Spanish (Spain)

Russian (Russia)

Chinese (China)

German (Germany)

English (United Kingdom)

Portuguese (Brazil)

Japanese (Japan)

Arabic (Saudi Arabia)

## 21. Update Release Details

Following the successful release of Spigit version 4.2, we have been listening and analysing feedback closely. As part of this process, we are deploying an update to the main 4.2 release that addresses some of the feedback and findings from our deployment across over 90% of clients. Here is a summary of the updated features and functionality:

*Access - User Login* - We discovered that a very small number of users were unable to log into their respective systems due to a hidden error. Whilst this was isolated to a handful of users we have address the issue.

*Administration - Community Creation* - When creating a community we had identified an error occurring when the creation process was attempting to use an existing community as a template. This has now been rectified.

*Administration - \*New\* - Display Settings* - We have moved the 'User Login Redirect URI' field into this section so that it can be configured by clients.

*Administration - Import* - Importing ideas with an active stage defined in the upload document was causing those ideas to not display on the ViewIdeas page. This has been corrected so that imports can stipulate the stage of entry for the idea.

*Administration - Site Editor* - We had noticed an issue where some clients were unable to remove widgets previously placed upon the SiteHealth page. This has now been rectified.

*API - \*New\* - Filtering* - The API now contains a call that allows for the filtering of the users by Username. This supplements the existing ability to filter on UserID.

*Display - Closed Ideas* - Following reports that closed ideas were displaying on the Overview page, we have corrected the issue.

*Display - Task Bubble* - The task bubble was displaying incorrectly when accessing the ViewIdeas page.

*Ideas - Closing Copied Ideas* - When an idea had been copied, the original idea closure action was generating an incorrect link to the new idea. This now displays the correct link in the idea closure notification.

*Ideas - Comparable Ideas* - We have corrected an issue where imported ideas were being excluded from the comparable ideas display.

*Ideas* - Comparable Ideas - An issue was identified when clients were using custom en\_us or en\_gb that caused the comparable ideas analysis to not run.

*Ideas* - Graduation Metrics - The 'Conversation Level' metric was being incorrectly calculated and this caused some idea graduations to fail despite the idea having met the correct graduation metric rules.

*Ideas* - Review Rating Display - The display of the review rating was not displayed correctly on the 'Statistics' tab when the decimal began with a 0. This has been fixed.

*Ideas* - Progress Bar - We have corrected an inconsistent progress bar display for ideas displayed on the ViewIdeas page.

*Mobile* - Display - An error was preventing the 'Ideas' page from displaying when the user opted for the desktop view. This has been rectified.

*Pairwise* - Display - Following reports of the Pairwise tiles shifting when voting was carried out we have corrected the root cause.

*Predictions* - Hover Card - An error was detected in IE browsers whereby the hover card would not display on the results chart. We have now addressed this.

*Skills & Interests* - Banner Display - An error was identified that displayed the banner when it had previously been dismissed during a session. This has now been fixed.

*Skills & Interests* - Public Display - We have removed the ability for end users to see the 'Add Skills and Interests' teaser bar when they have not logged in.

*Skills & Interests* - Searching - If searching for a user skill or interest via the idea team feature, some users were displayed despite them not having the corresponding skill or interest selected. This was caused by some legacy values contained within the database.

*Tasks* - General Review - An error was being triggered in an isolated server issue. This prevented general reviews from being posted on one site. We have conducted a root cause analysis in order to correct the issue.