SAP Jam
Document Version: May Release - 2014-05-29

SAP Jam What's New and Release Restrictions - May 2014

Table of Contents

1 Feature Availability

All features in this SAP Jam release will be made publicly available to customers on May 22, 2014.

2 New and Extended Use Cases

Allow our customers and partners to extend the power of SAP Jam Work Patterns with Custom Group Templates

This release of SAP Jam provides the ability to create custom group templates to support customer-specific established best practices and work patterns.

Facilitate the creation of professional looking group Overview pages with new Page Designer

Group administrators can now use our new Overview page designer to create professional looking Overview pages without the need to resort to HTML. This page designer utilizes a new page layout engine that makes it easy to resize page sections and drag and drop widgets in various sections of the page to achieve the optimal design.

Support new work patterns with new group templates

Group creators can now use new and enhanced group templates that leverage our new integration with SAP ECC ERP for orders and invoices:

- **Order to Cash**: This template surfaces Orders and their related Invoices from SAP ECC Suite to provide account teams with the ability to collaborate for common exception handling and other workflows pertaining to Order and Invoice management.
- **Enhanced 'Account Management'**: The "account management" template now combines SAP CRM account, opportunity and service request records with corresponding account Order and Invoice records from the SAP ECC Suite. When SAP Jam is integrated with both SAP CRM and SAP ECC, groups created from this template can now provide a true comprehensive view of what's going on with an account.

Expanded integration into IT landscapes

- **New integration with SAP ECC Suite**: Orders and Invoices from SAP ECC can now be surfaced 'live' in groups designed for account-oriented collaboration.
- **New SAP Jam Add-In for Microsoft Office Outlook**: In conjunction with the May 2014 release of SAP Jam, we are making available a new Add-In for Microsoft Office Outlook that allows users to post content to SAP Jam from their Outlook client. Users can now:
    - Post status updates to their profile wall or to the groups they belong to
    - Create Wikis and Blogs in their groups from email content

- Post new forum entries to existing group forum topics from email content (general discussions, questions forums and ideas forums)
- Right click on email attachments and upload them to group Content areas

Empower developers who want to extend the reach of SAP Jam

- New published OData APIs and accompanying documentation
- Embeddable Feed and Recommendations widgets for placement in other web-based UIs
- New SAPUI5 widgets for embedding HTML5 compliant feed and forum widgets in other applications
- `Member Lists` API to enable system managed group membership
- Custom filters for list views of business records from integrated systems
- Migrate custom group templates across SAP Jam instances

Provide superior customizability of social profiles to ensure the right user attributes are being shared

Company Administrators can now customize SAP Jam's social profile to reorder the display of profile sections and add or suppress fields from displaying. Additional fields can be added to the profile from the SuccessFactors foundation (formerly BizX) profile, or new custom fields can be added for display just in SAP Jam to support customer's social workflows.

3 Overall Release Highlights

The following are new and enhanced capabilities for the release. Also noted are retired features, and changes to browser support.

- New capabilities
  - Custom group templates
  - New overview page designer - New page designer widgets for text, images and video
  - "Business object browser" for browsing business records from integrated systems
  - Customizable profiles
  - SAP ECC ERP integration for orders and invoices
  - New and enhanced group templates
  - Published OData APIs
  - Member lists API for enabling system-managed group membership
  - Embeddable widgets
  - SAP Jam add-In for Microsoft Office Outlook
  - Company wiki as new SAP Jam landing page option
  - Ability to seed expertise tags database with SuccessFactors skills DB or CSV file
- Usability and feature enhancements
  - Anonymous polls
  - Anonymized user activity reports
  - New expertise notifications, feed events and search experience
  - Search results now default to sort by relevance (versus date)
  - Search 'This Group' option enabled for shared header when SuccessFactors foundation theming enabled
  - New default 'gallery' view for subgroups, with sorting and filtering options
  - Overview page tabs can be re-ordered - 'Overview' tab can be renamed
  - Group export now cascades to include sub-groups
- Retired features
  - Company quiz
  - Personal info fields in social profile
- Removed Support
  - Support for Microsoft® Internet Explorer® 7 is being discontinued

4 New Features and Functionality

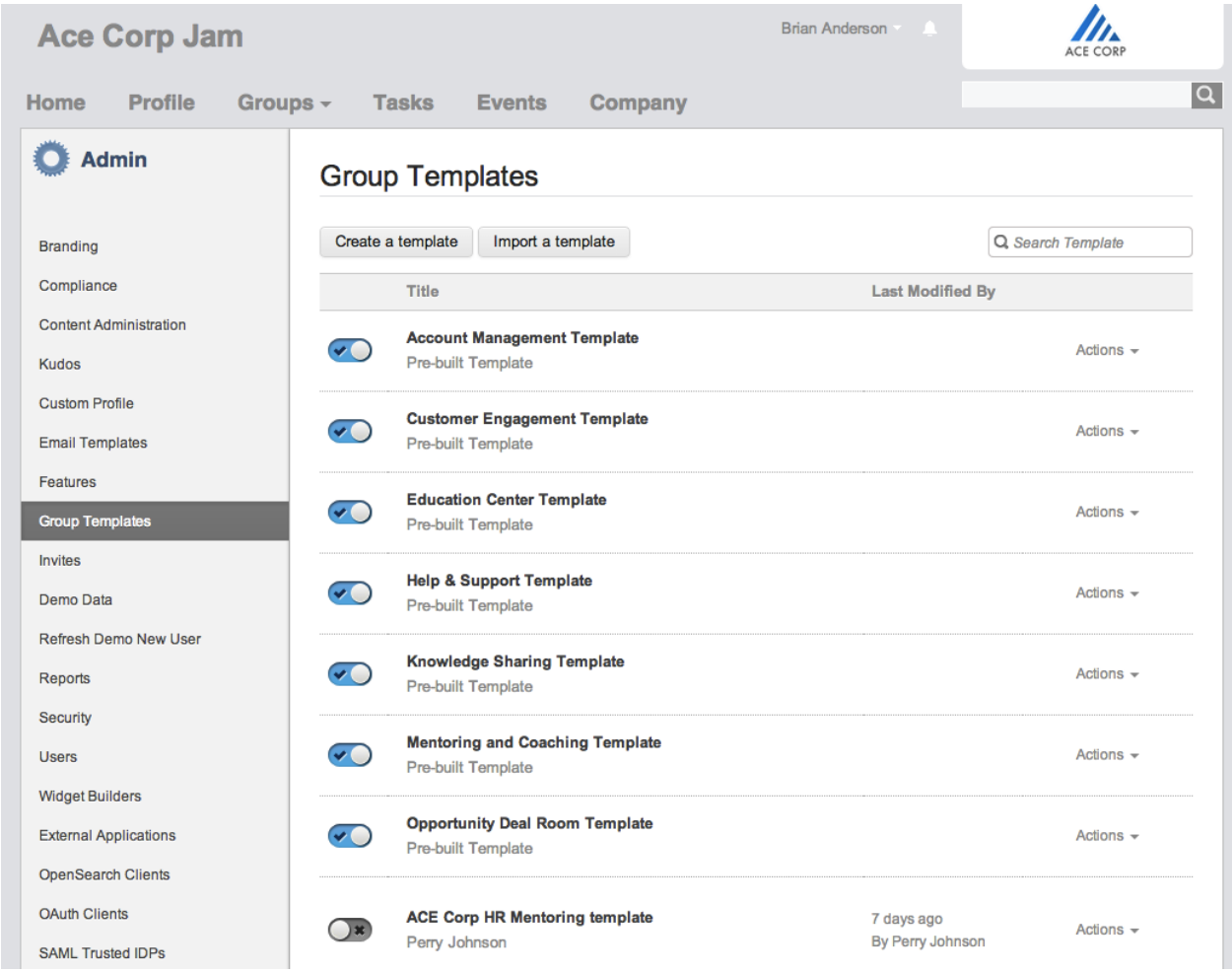
Administration Features

Custom Group Templates

SAP Jam group templates are a mechanism for replicating group content quickly and consistently. In addition to the existing set of pre-built templates that are shipped out-of-the-box, SAP Jam now supports customizable group templates that are optimized to meet an individual organization's business needs and requirements. Organization end users are able to create new groups based on their unique organization's custom templates.

Template Catalog

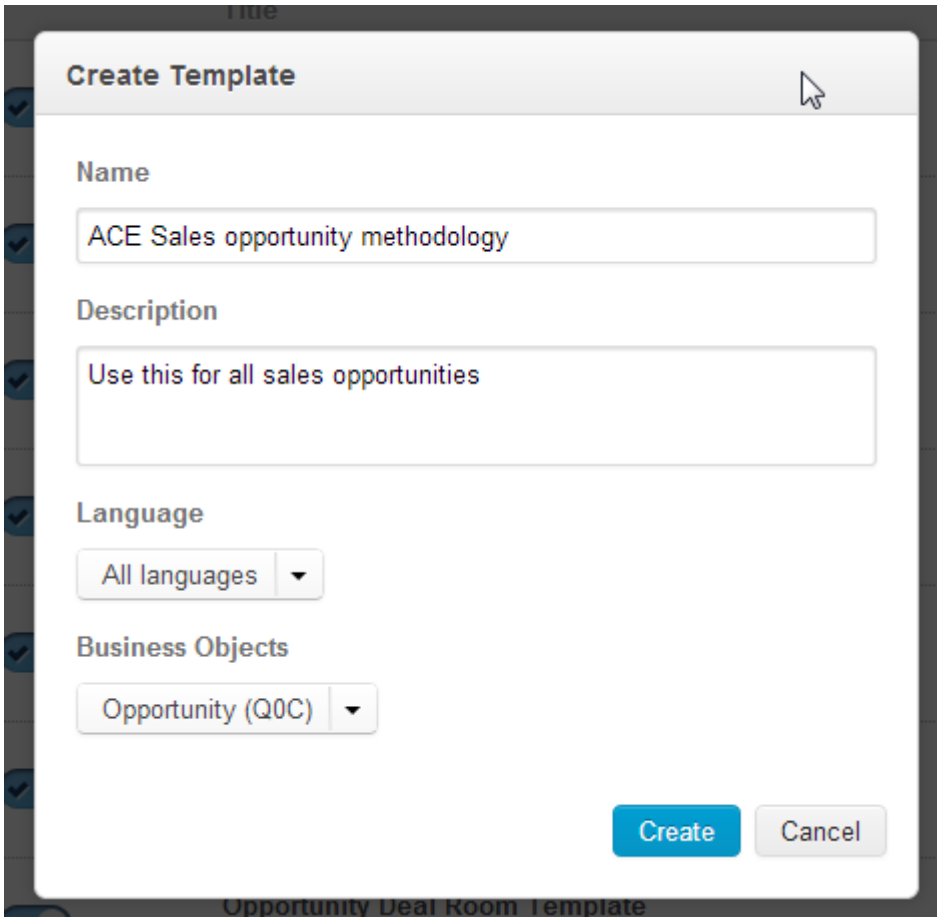
A company administrator or support administrator can access the group templates catalog under Admin > Group Templates. The catalog lists all group templates available to your organization. They are displayed alphabetically in two groupings. The first grouping lists pre-built templates, followed by any custom templates. Every template has a visibility toggle. A custom template has an author and the date it is last modified. The list is searchable using the search box on the top right.



Creating a Custom Template

A company administrator or support administrator can create a new custom template from scratch. From the template catalog, click “Create a template”. Fill in the following template properties:

- Name - required. The template name does not need to be unique in the catalog.
- Description – optional. Helps an end user understand the purpose of the template.
- Language – optional, defaults to “All Languages”. The language the template is written in. By specifying a language, end users will see the template at group-creation time only if it matches their individual preferred language/locale. By not specifying a language, the template is always visible at group-creation time.
- Business Objects – optional. By specifying a business object type, it means the template is purpose-built for that type. The template is available to an end user only when they create a group based on a business object instance of that type. As an example, you can select a custom “ACE Sales opportunity methodology” template only when you create a new group based on an opportunity business object type from SAP CRM.



A newly-created custom template is not accessible to end users by default. See section on Set a Template to Visible/Invisible on how to make it accessible.

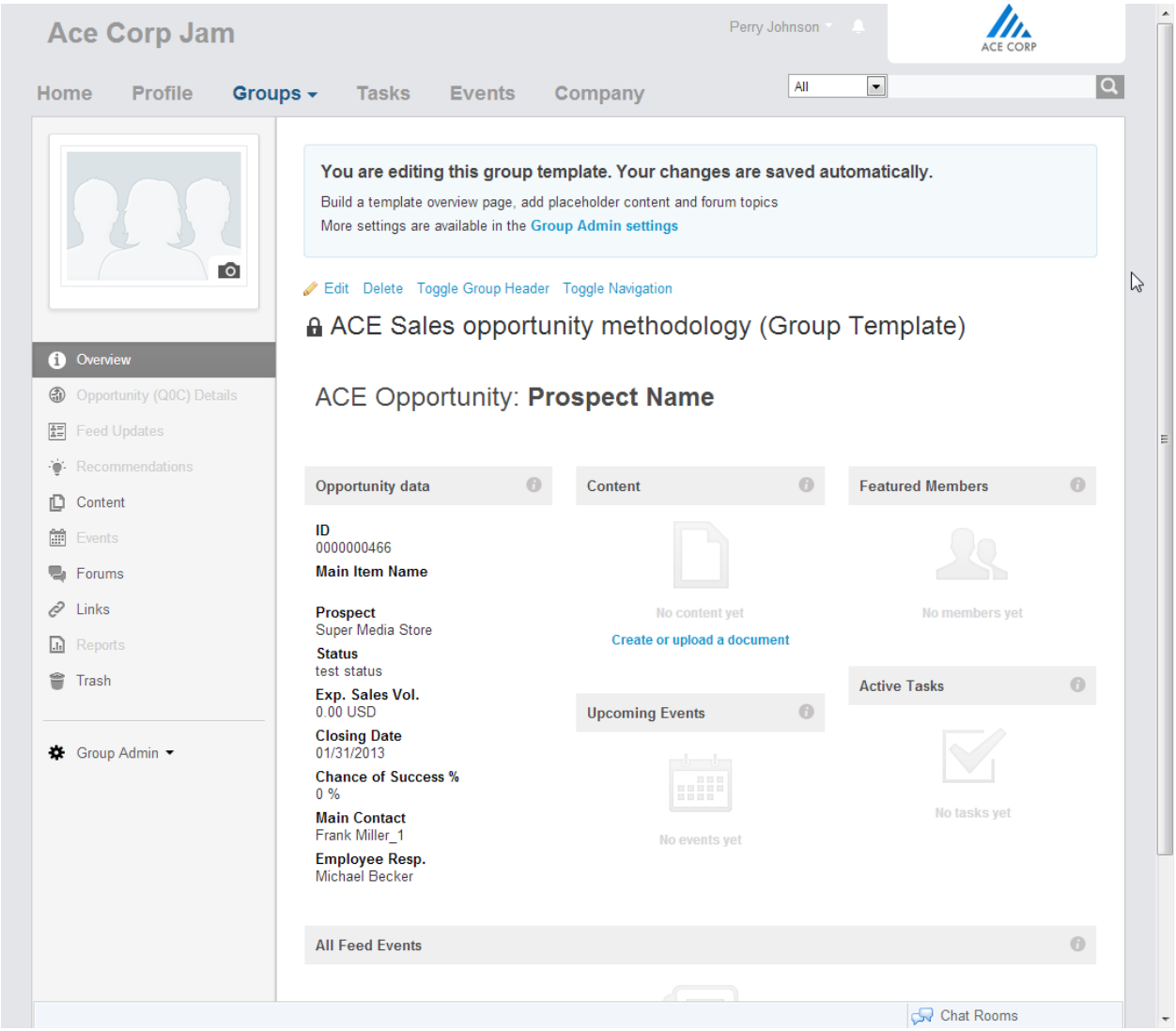
Add Items to a Custom Template

An administrator can design and populate a custom template just like they can a group. They may add the following placeholder items to a template:

- Overview – create one or more overview pages for the template. Add text, images, and dynamic widgets (see section on overview page designer on how to create overview pages).
- Content – upload documents, photos, videos, or create wikis, business decision tools, folders, and private folders. You can copy and move content items within the template.
- Forums – add forum topics.
- Links - add links.

There are certain items that cannot be added to a template, such as feed updates, recommendations, events, tasks, and reports. Therefore, the corresponding sections on the left hand pane are intentionally disabled when designing a template. If Content and Forum are toggled off for this template (see section on Specify a Template's Default Group Behavior on how to do this), the sections will be hidden on the left hand pane.

All changes to a template are saved automatically.



Specify a Custom Template's Default Group Behavior

An administrator can configure how a group looks and behaves initially when it is created from a custom template. When designing a custom template, click "Group Admin Settings", and specify the following:

- General tab:
  - Group Type: Public, Private, External
  - Invite Policy: All group members, only group admins, allow others to request to join the group
- • Setup tab:
  - Terms of use
  - Announcement
  - Group photo
  - Overview page as landing page
  - Default calendar view (Month/Week/Day/List)
  - Toggle on/off for Content, Forum, Ideas, Questions and Discussions
- Participation tab:
  - Participation level (Read-only/Limited/Full)
  - Upload policy: all group members, only group admins
  - Moderation policy
  - Enable @@notify

> **Note**
>
> Click "Save changes" to save group admin setting changes to a template.

Edit Group

General | Setup | Participation

Terms Of Use:

All participants agree to ACE's Acceptable Use of Social Media Policy prior to entering the group. Please consult https://corp.ace.com/socialmedia

Optional: Create a user agreement that every group member must accept before participating in the group. View all versions

Announcement:

Optional: Create a welcome message that all group members will see on their first visit to the group.

Current Photo:

Remove

Choose File No file chosen

Overview Page as landing page:

☑ Note: When checked, visiting the group will show the Overview Page rather than the feed wall. Create an Overview Page

Default Calendar View:

- (•) Month
- ( ) Week
- ( ) Day
- ( ) List

Customize what is available in this group

☑ Content Section

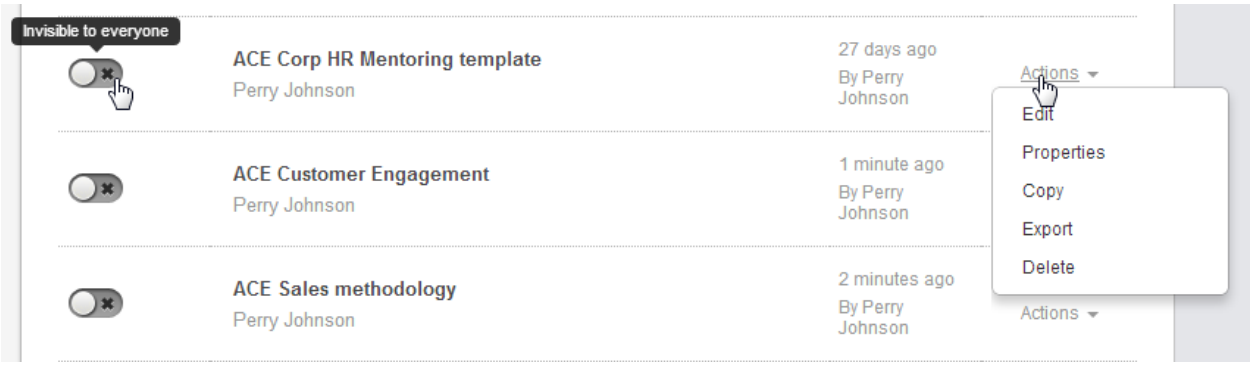
☑ Forums Section

☑ Ideas ☑ Questions ☑ Discussions

Save changes | Cancel

Edit a Custom Template

An administrator can modify any custom template in the template catalog at any time. They can change the properties of a custom template by selecting "Properties" from the actions dropdown next to a template, or modify the contents of a custom template by selecting "Edit" from the Actions dropdown. To prevent an end user from using a custom template while it is being actively edited by an administrator, SAP Jam requires that a custom template be set to invisible before it can be edited. (see section on Set a Template to Visible/Invisible)



Delete a Custom Template

To delete a custom template, an administrator selects "Delete" from the Actions dropdown menu next to the template. Only templates that are set to invisible can be deleted. **Warning**: template deletion is permanent. It does not go into the personal Trash and is therefore non-recoverable.

Export/Import a Custom Template

An administrator can transfer a custom template from one SAP Jam company to another by using the export/import functionality. For example, an administrator may wish to create and design a custom template in the company's SAP Jam test environment. When it is tested and ready for publishing, he transfers it to the SAP Jam production environment.

- To export a custom template, select "Export" from the Actions dropdown next to the template in the template catalog under Admin > Group Templates. group adminA zip file is generated for download. Please be patient as the process may take a while.
- To import a custom template, access the template catalog in the target company under Admin > Group Templates. Click "Import a template", locate the zip file on your desktop, and click Upload. An email notification is sent to the administrator performing the import when the process is complete at a later time. Any processing errors are noted in the email.

> **Note**
>
> The export/import functionality is not designed for long-term/permanent, offline storage of custom templates. You may need to re-export and re-import a custom template in event there is a non-backwards compatible format, due to ongoing changes or improvements to templates made by the SAP Jam team.

Caution: Do not delete a custom template from the source environment until it is successfully imported into the target environment.

Set a Template to Visible/Invisible

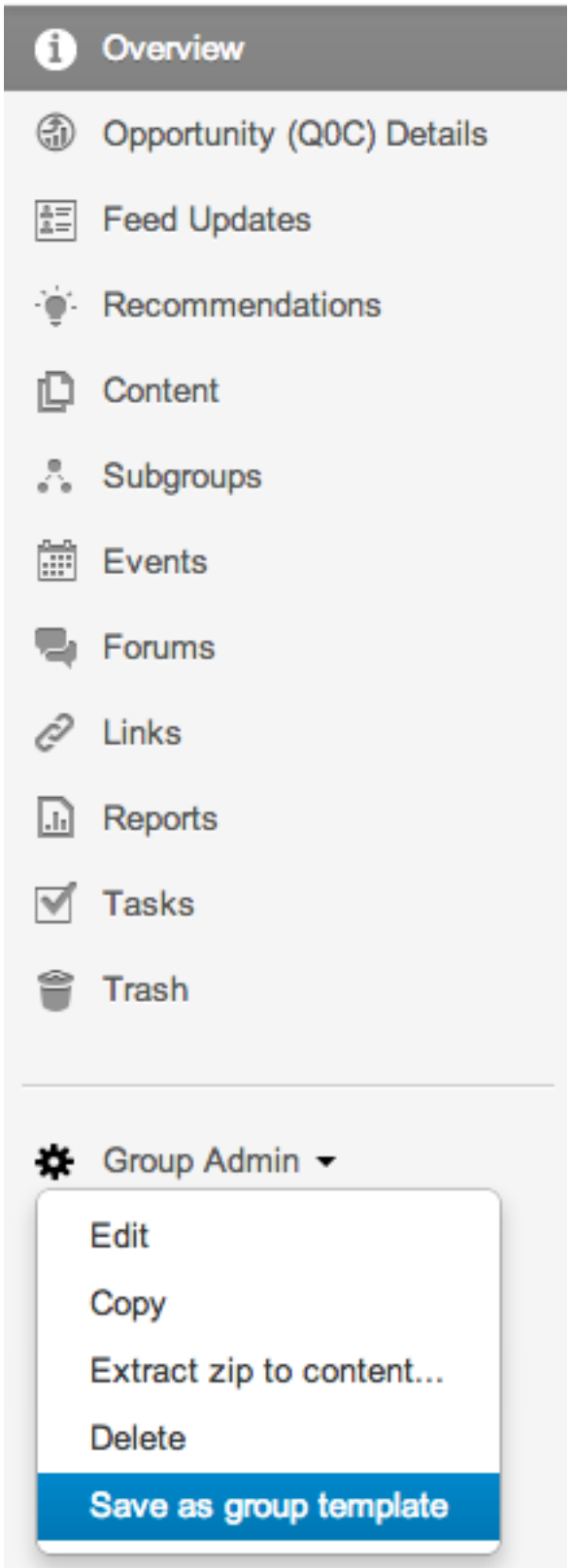
A template must be set to visible (published) before it can be used by the organization end users. All pre-built templates are set to visible by default, and all newly-created custom templates are set to invisible by default. An administrator can toggle the visibility of any template at any time in the template catalog to customize what end users see in the template selection list at group creation time. The maximum number of custom templates that can be set to visible at any given time varies by edition of SAP Jam.

Copy a Template

To make a copy of a pre-built or custom template, select “Copy” from the actions dropdown menu next to the template. The duplicated copy is another custom template.

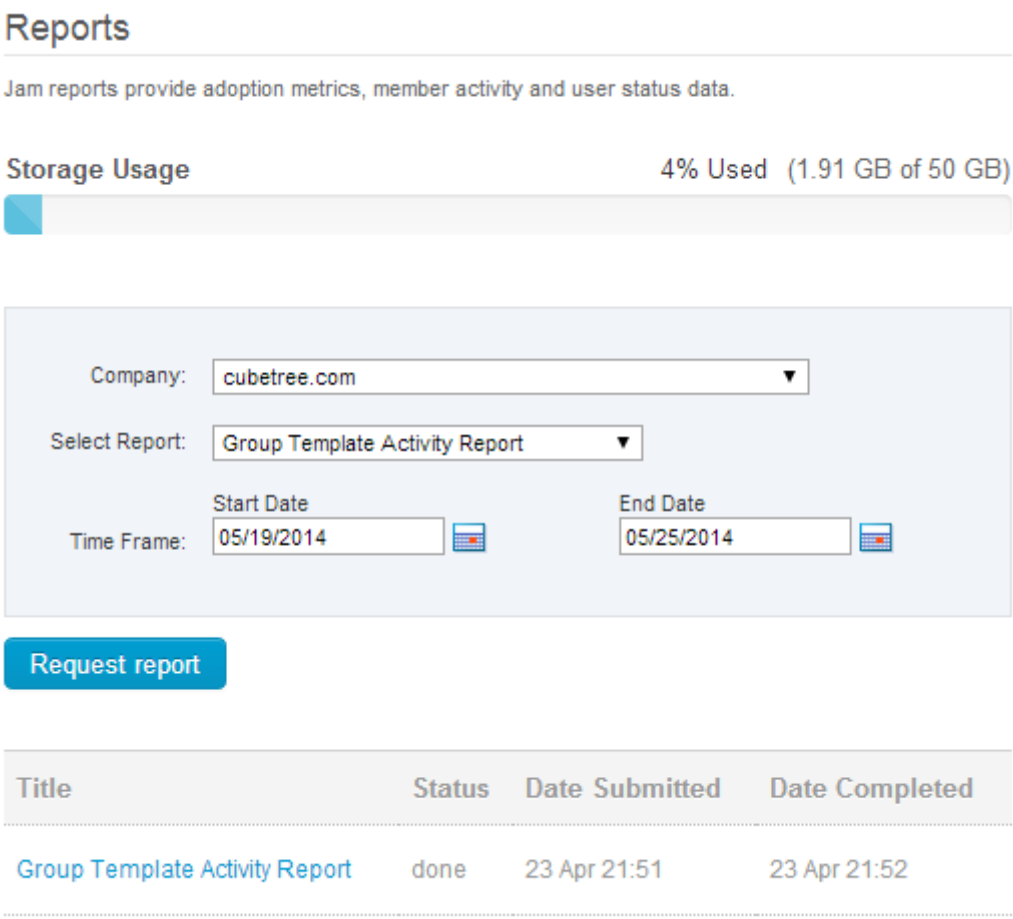
Save Group As Custom Template

One way to create a custom template is to convert an existing group to a custom template. An administrator accesses a group, selects “Save as Group Template” from the group admin dropdown menu, and enters the properties into the “Create Template” dialog (see details on this dialog under “Create a Custom Template”). Any items in the group that are disallowed in a template are automatically discarded during saving.



Group Template Activity Report

The company administrator has access to a new report which captures group templates usage statistics within the organization. Access the report under Admin > Reports, and select “Group Template Activity Report” from the report dropdown. Specify a start/end date range in which the usage data are being requested.



The report is generated in standard CSV format. It has one entry per template, and contains the following information:

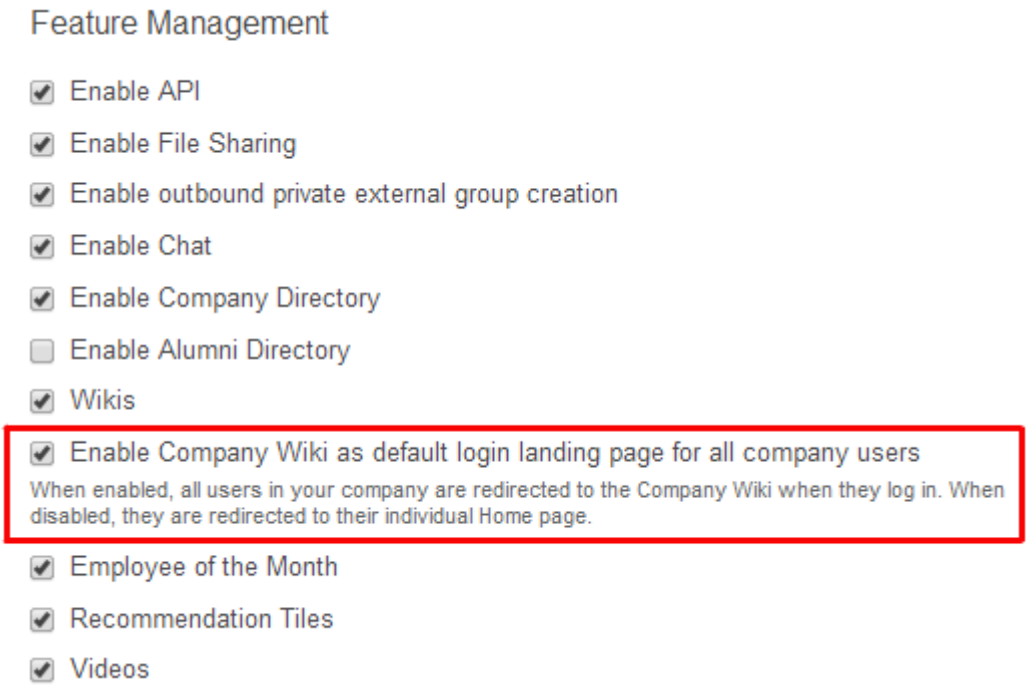
- Template ID
- Template Type (Custom or Pre-built)
- Template Name
- Language
- Creator's Email
- Creators Date
- Last Modified Date
- Business Object Dependency
- Visible/Invisible
- Number of Groups Created

Summary of Administrator Privileges on Templates

Action	Pre-Built Template	Custom Template
1. Browse / Search	Yes	Yes
2. Create	No	Yes
3. Edit	No	Yes
4. Delete	No	Yes
5. Export / Import	No	Yes
6. Save Group As ...	No	Yes
7. Set Visible/Invisible	Yes	Yes
8. Copy	Yes	Yes
9. Run Activity Report	Yes	Yes

Enable Company Wiki as Default Login Page

A company administrator can configure SAP Jam such that all company users who login are automatically redirected to the company wiki as their default start page. To enable this behavior, go to Admin > Features, and check “Enable Company Wiki as default login landing page for all company users”.



SAP Jam Integration with SAP ECC ERP

SAP Jam now integrates with SAP ECC ERP to support collaboration around sales orders and invoices. For minimum system requirements and more details on configuring your backend SAP ECC system to integrate with SAP Jam, please consult the latest version of *SAP Jam Administrator Guide* on the SAP Help Portal.

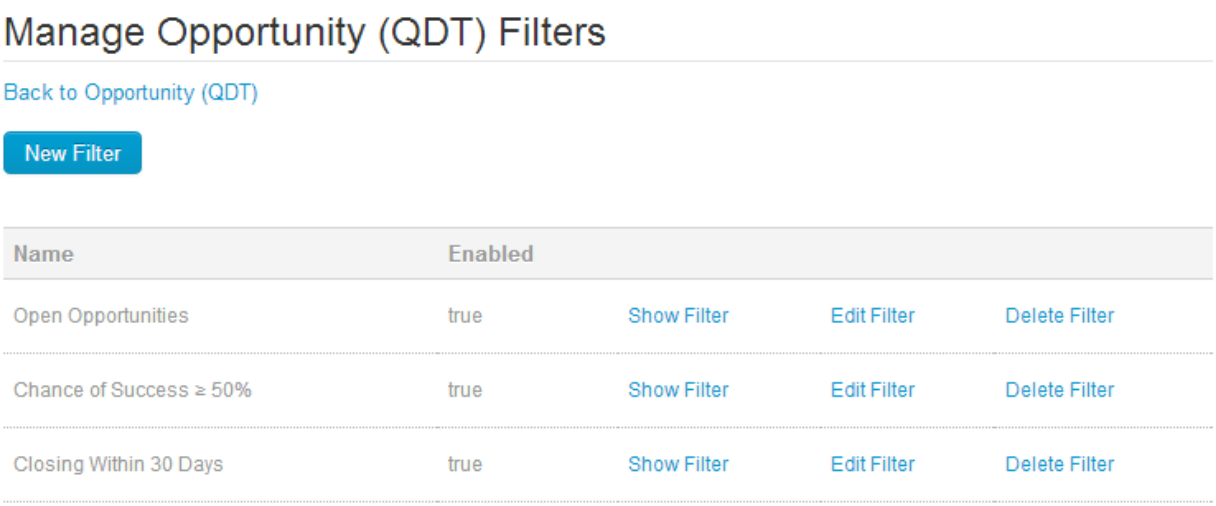
Define Custom Filters for Business Objects

The integration of SAP Jam with SAP CRM and SAP ECC comes with a set of default business object data filters which determine what business data are displayed in SAP Jam. These out-of-the-box filters include:

1. SAP CRM Opportunities
    - a. Open Opportunities
    - b. Chances of Success >= 50%
    - c. Closing Within 30 Days
2. SAP CRM Service Requests
    - a. Open Service Requests
    - b. High Priority Service Requests
    - c. Overdue Service Requests
3. SAP ECC Sales Orders
    - a. Open Orders
    - b. Blocked Orders
    - c. Due Soon Delivery Orders

A company administrator has the ability to customize filters by changing, adding, or removing them for their company users. To manage these filters do the following:

- Go to Admin > External Applications.
- Select the external application that represents the SAP CRM and/or SAP ECC system.
- Click "Manage Objects" in the Action dropdown next to the external application. You will see a set of default business object types.
- Select a specific type and click "Filters", then "Edit Filter".
- Modify the Filter query string as appropriate, ensure the "Enabled" checkbox is checked, and Submit changes. For more information on the format and syntax of query strings, please consult the SAP Jam Administrator Guide on the SAP Help Portal.
- Click "New Filter" or "Delete Filter" as necessary.

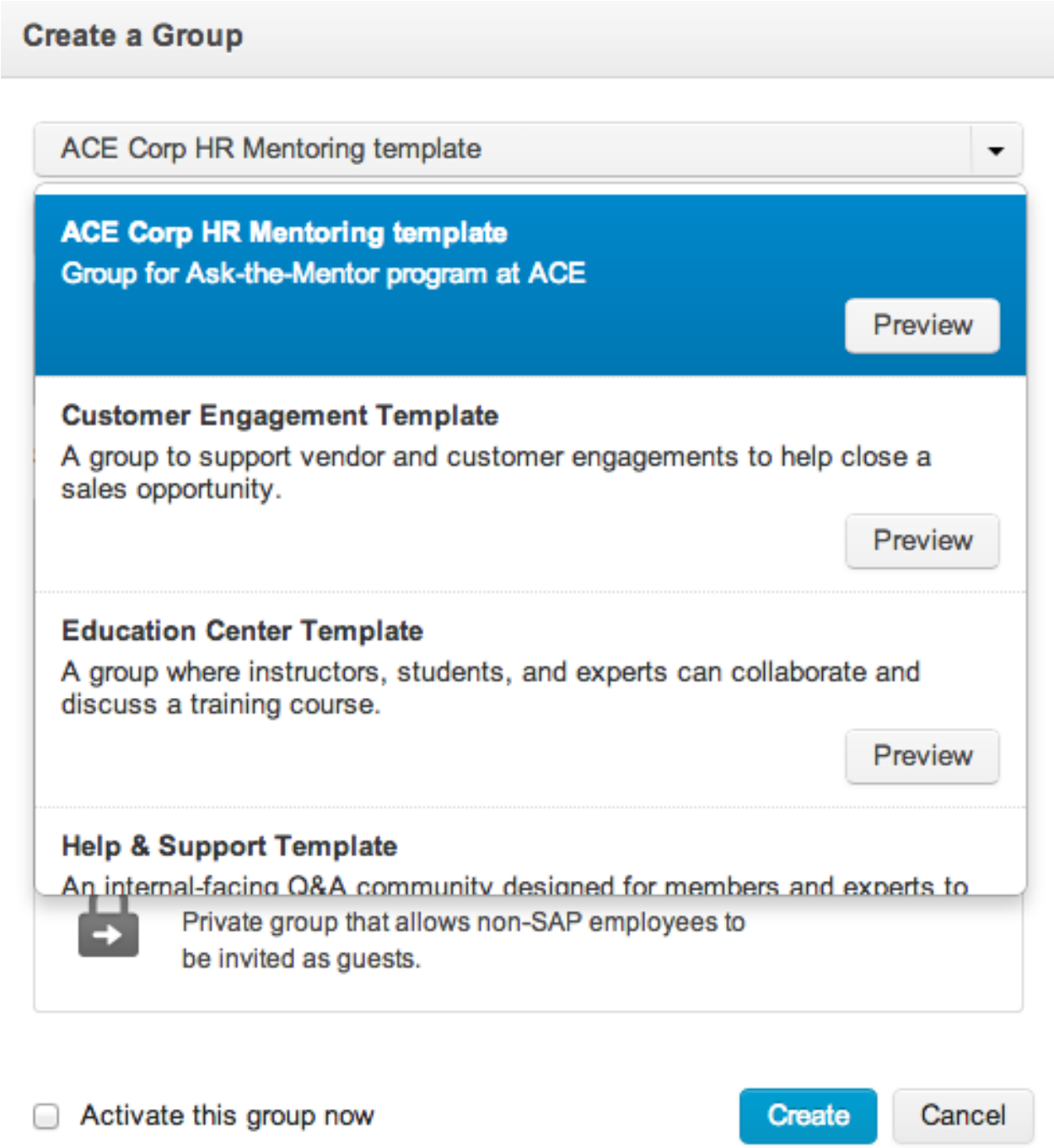


User Features

Group Templates

Create a Group from Template

When creating a new group, an end user can select any template (custom or pre-built) that their company administrator has published (set visible). Simply choose a template from the template selection dropdown.

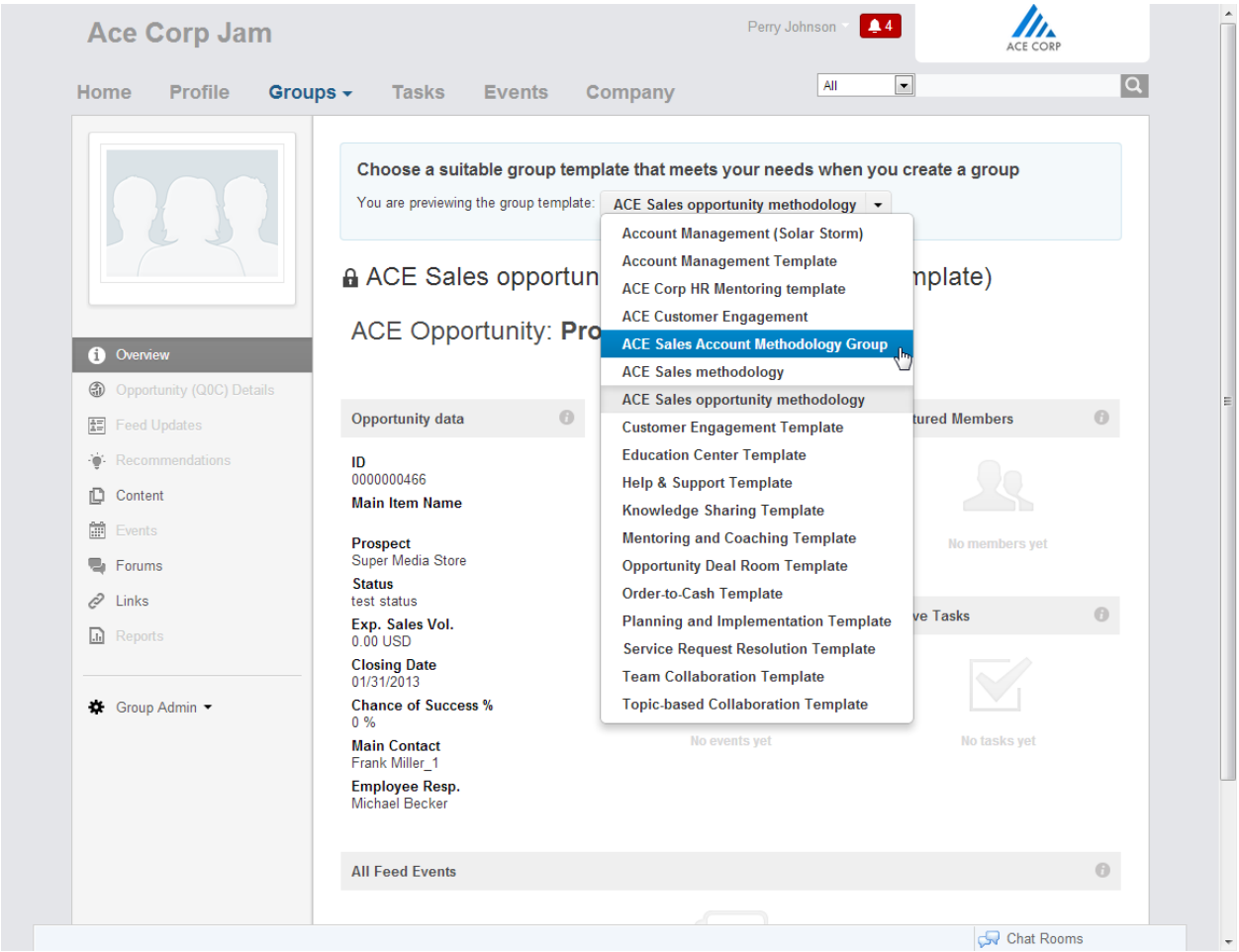


Preview a Template

Before creating a group from a template, a user has the option of previewing it. Click “Preview” next to the template you wish to preview. Inspect the template elements such as “Overview”, “Content”, and “Forum” areas.

The “Feed Updates”, “Recommendations”, “Events”, “Tasks”, “Reports”, and “Trash” sections are intentionally disabled because their content is disallowed in a template. If “Content” or “Forum” is not visible in the left navigation pane, it means they have been disabled intentionally by the template.

When a user is ready, they can click “Create a group from this template” at the top of the preview screen. They can choose another template to preview by using the template dropdown at the top of the preview screen, or cancel preview and group creation by navigating elsewhere.



When creating a group from a specific business object instance, a user is limited to selecting and previewing only those templates that are purpose-built for that business object type. (see section on Create a Custom Template on how to create purpose-built business object templates)

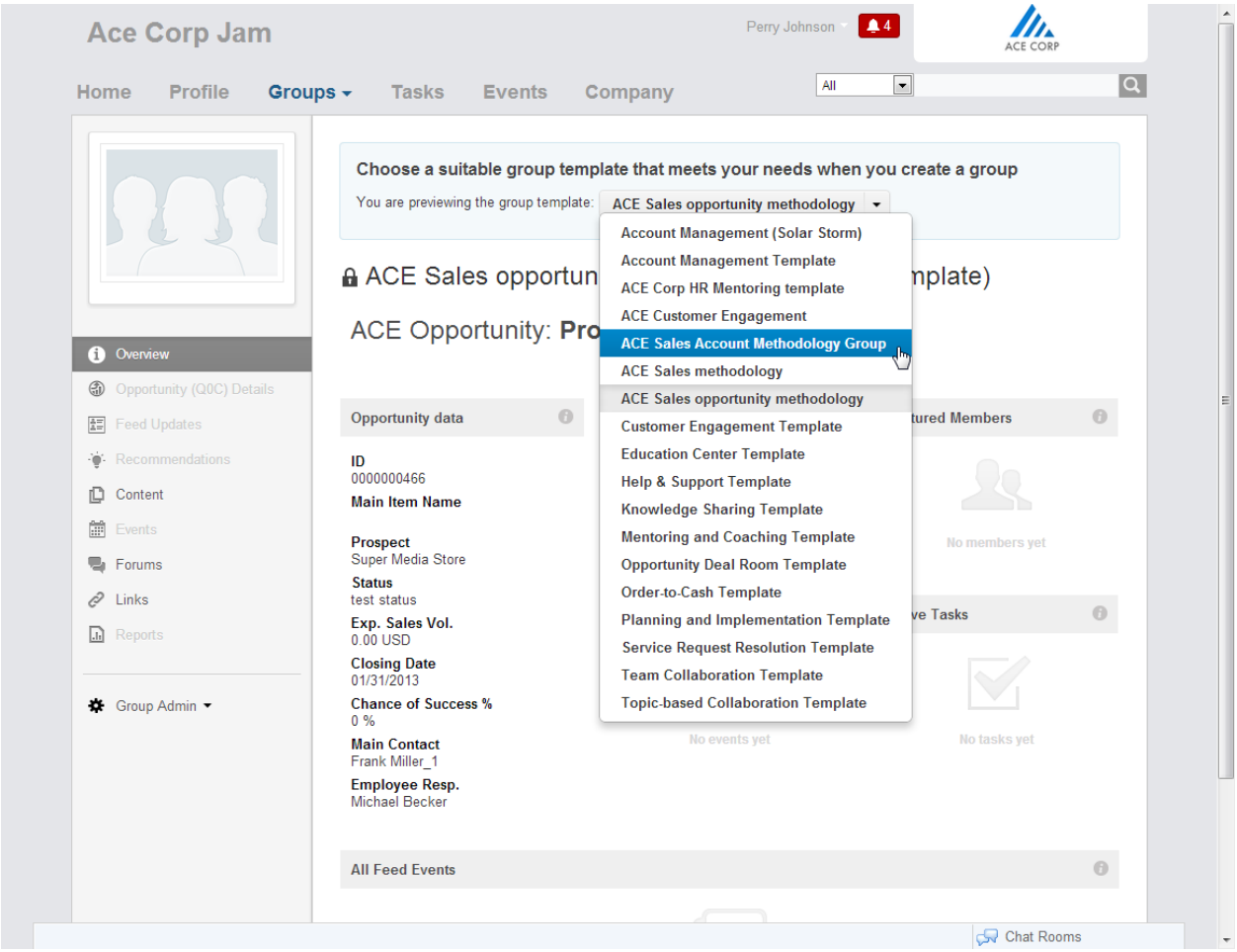
Action	Pre-Built Template	Custom Template
1. Browse	Yes	Yes
2. Preview	Yes	Yes
3. Create a Group From...	Yes	Yes

Overview Page Designer

SAP Jam now supports an alternative to creating HTML-based wikis for group overviews. A group administrator can now create and design an overview page quickly and easily using drag-and-drop gestures and without any knowledge of HTML. They can add, move, resize, align, configure widgets, and modify the overall layout of a page in a few mouse clicks. The simplified yet powerful page designer is available in the group overview section.

Select a Layout

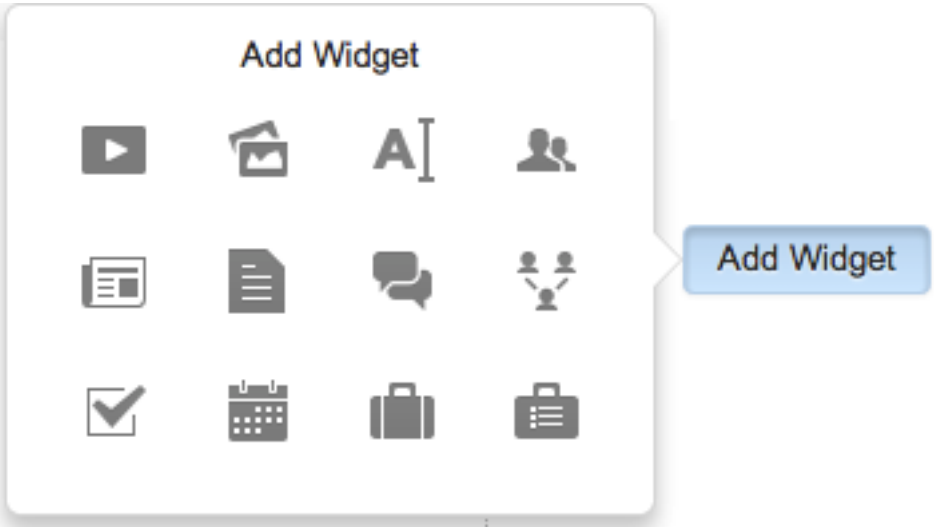
To create an overview page, select the overview section in the left hand group navigation pane, and click "Create an Overview Page". You are prompted to select a starting layout from a set of the most common layouts. A layout defines the overall structure of an overview page. It consists of one or more rows of information, with each row divided into a maximum of 3 columns. Widgets are added one at a time to a column starting from the top. They stack and align vertically, one on top of another. A layout can be modified whenever necessary by adding and removing rows and columns (see Modify the Layout).



Add/Move/Delete/Edit a Widget

To add a widget anywhere it is allowed on a page, click the corresponding "Add Widget" button. A context menu pops up with the following choices: video, photo, text, people, feed, content, forum, related groups, task, events,

and external business object list. Widget functionalities have not changed, except for the video widget; the text and photo widget are new.



By default, a widget is added to the bottom of a column. It can be moved easily elsewhere on the page.

- To move a widget, simply click, drag, and drop.
- To delete a widget, click the "X" icon on the top right hand corner of the widget.
- To edit a widget's property, click the edit icon on the top right hand corner of the widget.

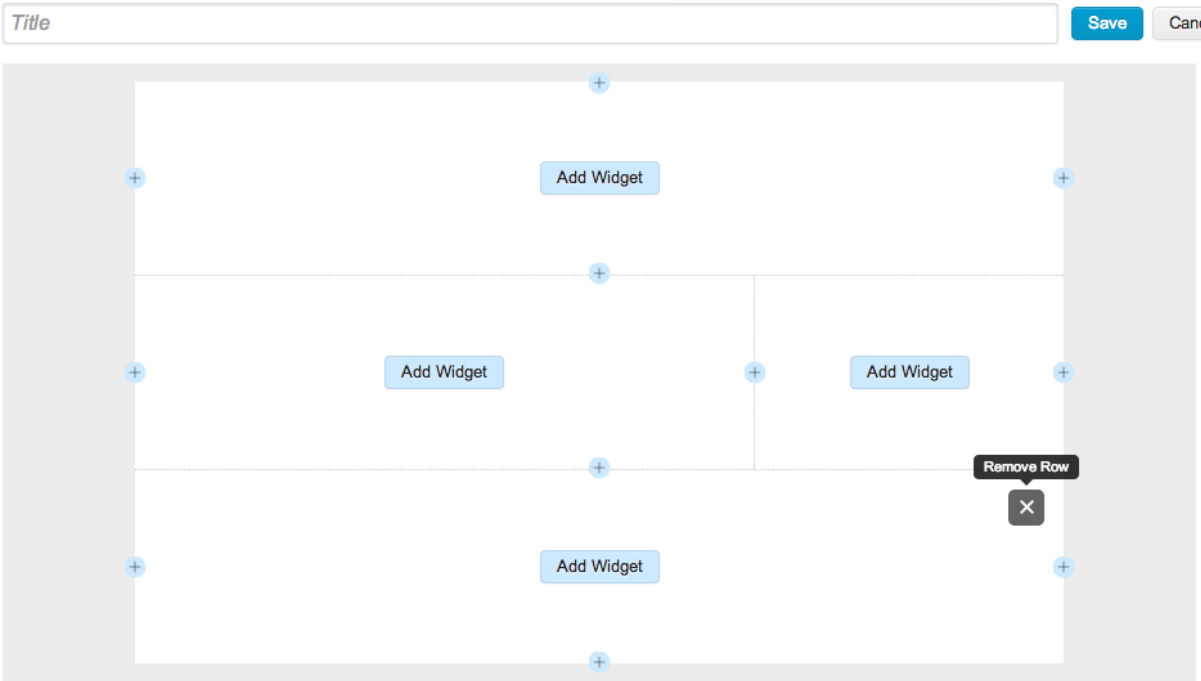
There is no need to position any “cursor” for insertion and deletions on a page. In the page designer, cursor placement is now only relevant when editing the contents of a text widget.

> **Note**
>
> For users of older browser versions (IE9 and below), click the “4-way arrow” icon on the top right corner of a widget, and drag to move it.

Modify the Layout

- To insert a row above or below another row, click the "+" icon on a horizontal edge. A row contains a single column by default.
- To insert a column to the left or right of another column, click the "+" icon on a vertical edge. A maximum of 3 columns per row is allowed.
- To remove a row or column, it must first be empty, Click the "X" icon on the top right corner of the row or column.
- To adjust the width of a column, hover over the left or right border of the column until the cursor changes to the resizing cursor, then click and drag the border. Any widgets in the column will resize and align themselves automatically within the column. A minimum column width applies. The width of columns can only be adjusted when there are 2 columns in a row. The following column sizes are allowed: 240px (1 standard column), 300px, 360px (2 equal columns), 420px, and 480px (2 standard columns).

To adjust the number of items displayed in the widget, change its “Maximum number of items” property.



Text Widget (New)

The text widget lets you provide formatted text for the overview page:

- Use the toolbar across the top of a text widget to apply font family, font size, bold/italic/underline, indent, left/right/center align etc. to your text.
- Add/manipulate simple tables.
- Copy formatted text from elsewhere and paste it into the widget

Once the content of a text widget is captured, the widget can be moved anywhere on the page via drag-and-drop. It resizes itself like any other widget. A widget title can be specified by clicking the widget edit icon.

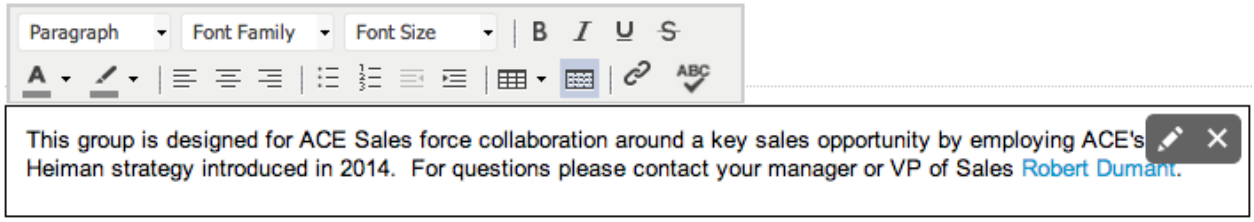


Photo widget (New)

The photo widget lets you upload new images or select an existing image from the group for the overview page. When using an HTML5-compliant browser (e.g. Google® Chrome™, Mozilla® Firefox®, and Microsoft Internet Explorer 10), simply drag a file from your desktop onto the photo widget drop zone. The image selected

automatically resizes itself (compressed or magnified) to fit the width of the column it is in. Its original aspect ratio is always preserved.

You can manipulate the image by performing combinations of the following:

- Zoom - by moving the zoom handle left or right
- Crop - by moving the bottom crop edge of the image up and down
- Pan - by clicking and dragging the interior of the image

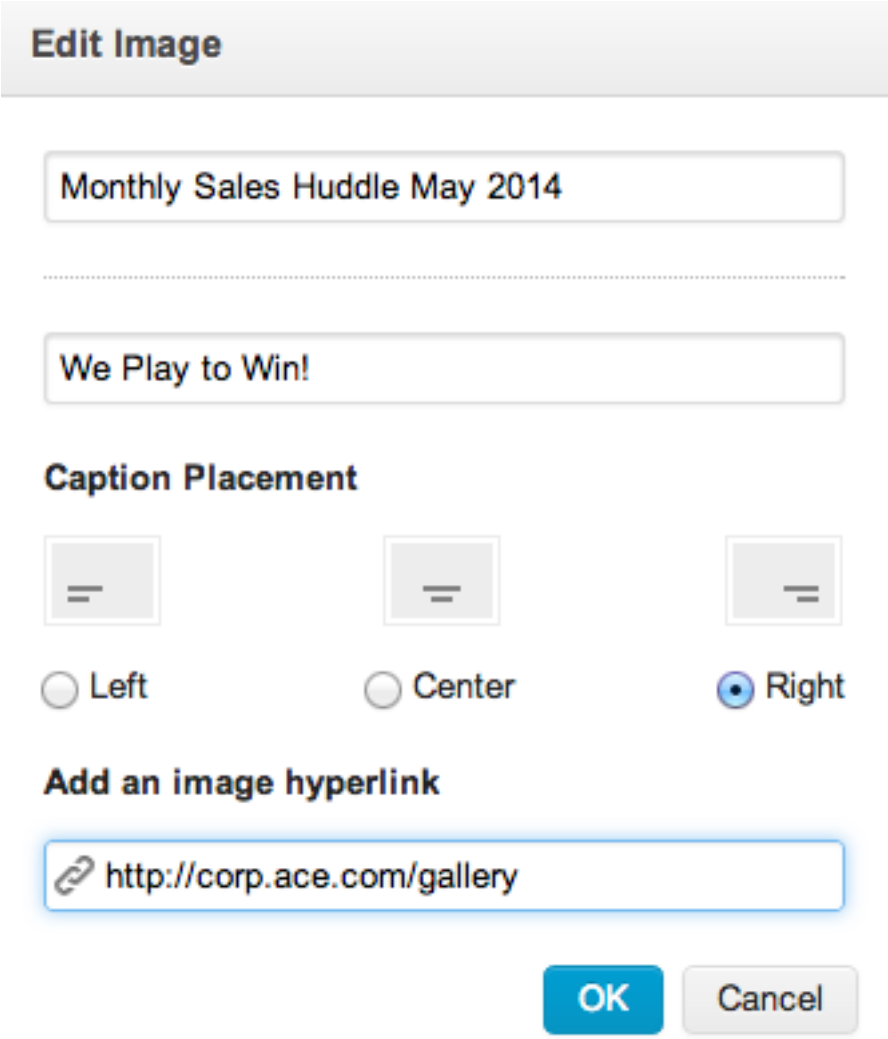
Reset the image to its original look by clicking the “Scale to Fit” icon on the top right corner. Click the widget edit icon to optionally specify a title, caption, caption alignment, and hyperlink for the image.

You can add multiple instances of the same image from the group to the overview and zoom/crop/pan each instance individually. The original image in the group is always preserved.

1. Upload an image, or select an existing one from the group

2. Crop, zoom, pan the image

3. Add title and caption

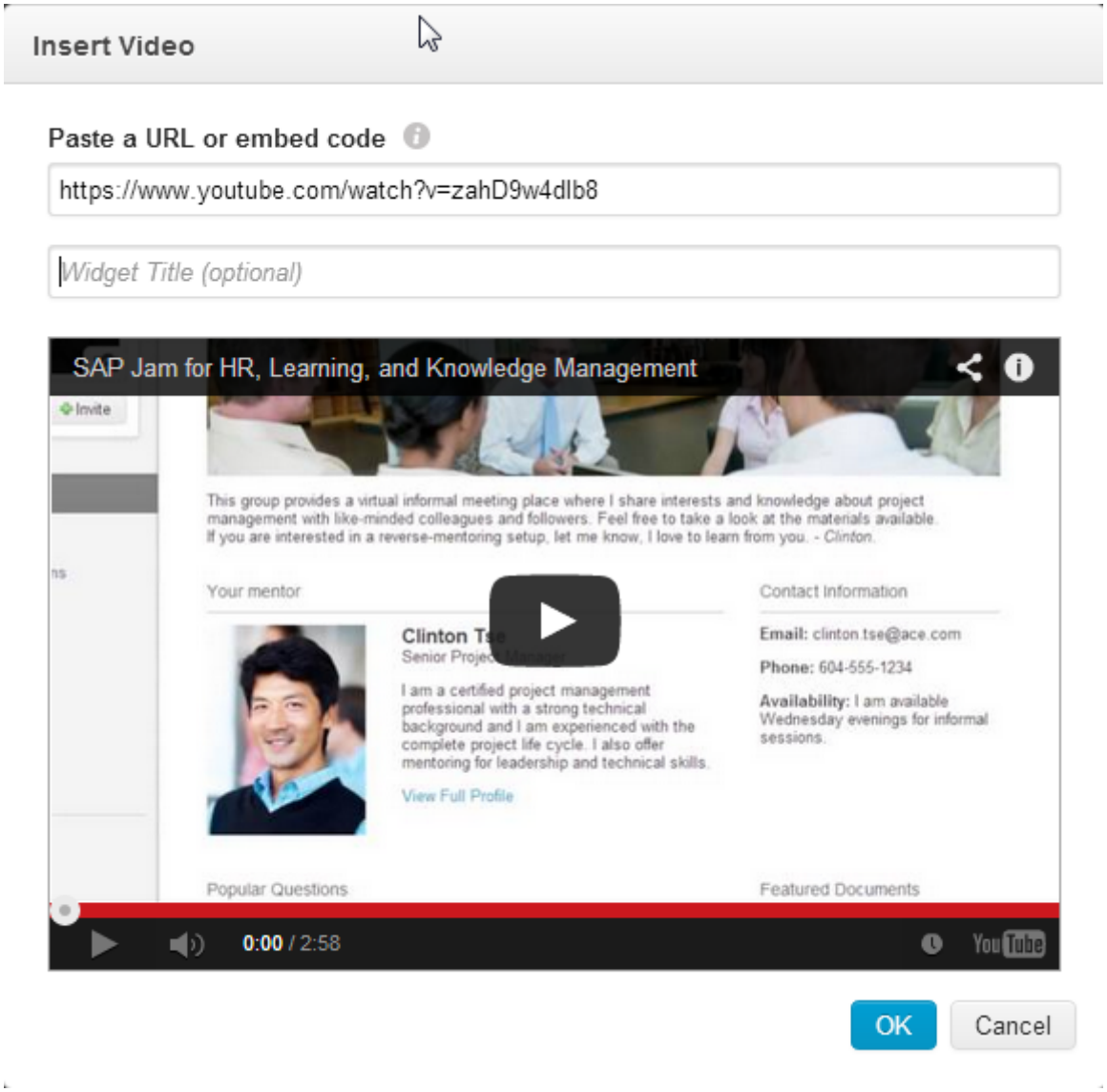


Video Widget (Updated)

The video widget lets you embed one of following video sources in the overview by specifying either the video's URL or copying/pasting its HTML embed code:

- SAP Jam
- YouTube
- Vimeo
- Kaltura

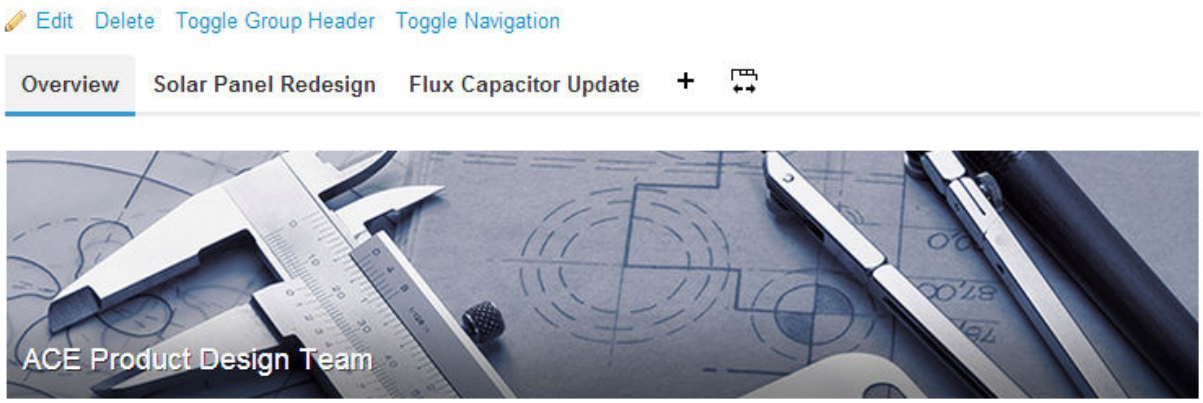
For Kaltura videos, only the "iframe embed" method is currently supported. For more information, see the Kaltura website at http://corp.kaltura.com. A video widget title can be optionally specified. Once you paste in a valid URL/embed code, a preview window lets you play the video. Like the Photo widget, the Video widget resizes itself to fit the width of the column it is in while always preserving its original aspect ratio.

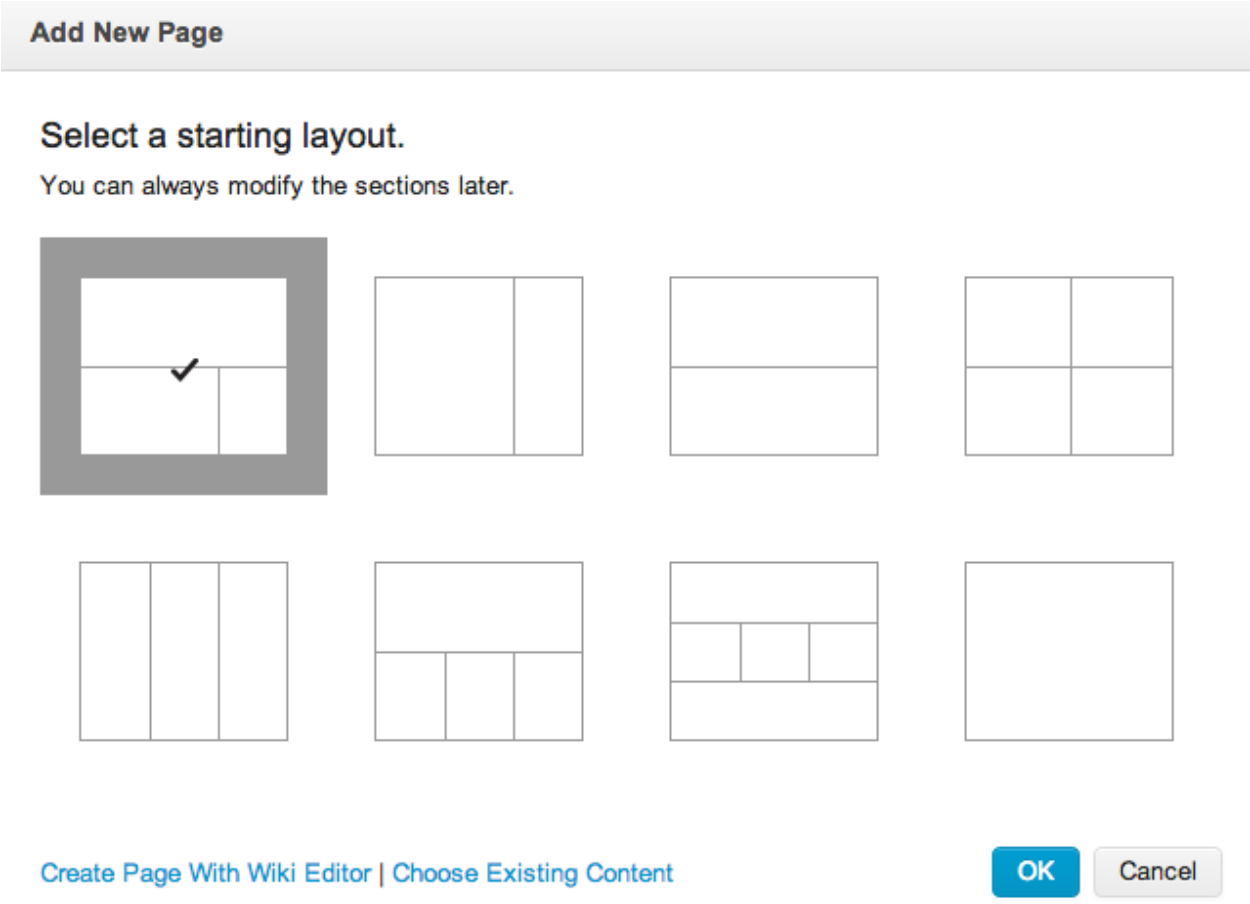


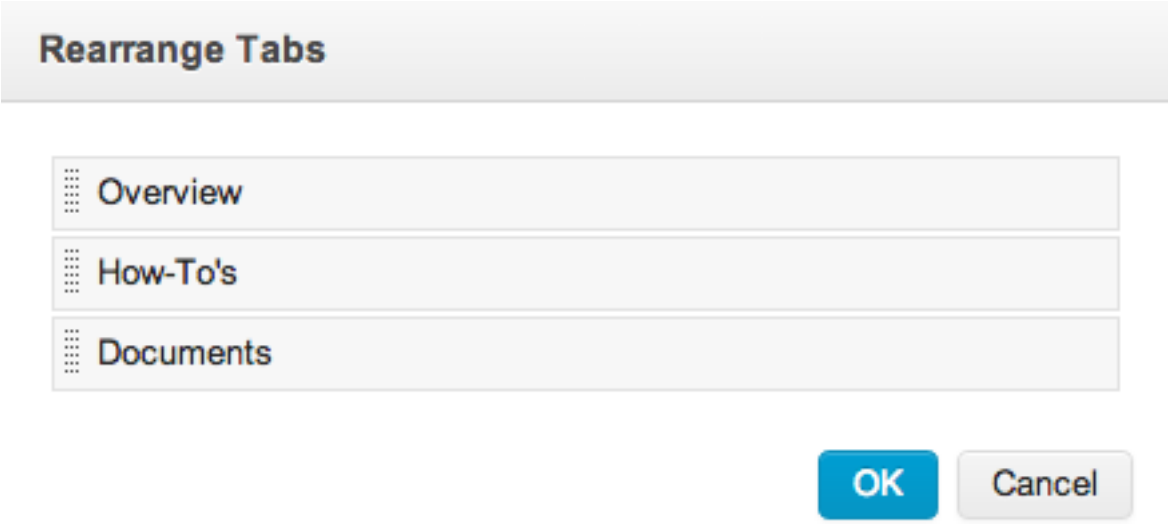
Design Multiple Overview Pages (Tabs)

SAP Jam supports the ability to create multiple pages (or tabs) for a group overview to help organize information and facilitate navigation in the group.

- To add multiple tabs, click "Toggle Navigation" to reveal the navigation control.
- Click the "+" icon to add a new page.
- Name a page whatever you like, including the first page.The name will automatically be used in the corresponding tab in the navigation control.
- Click the "Rearrange Tabs" icon to change the order in which the tabs appear from left to right.
- To remove a page, click "Delete", and the specific page is placed in the group trash. A deleted page can be restored by any group administrator.







Continue Using Wikis for Group Overview

All Overview wikis that exist prior to the May release of SAP Jam remain unaffected. As a group administrator, you are free to continue using HTML-based wikis to design and maintain your group Overview. All existing wiki editor features remain unchanged and will continue to be supported.

- To create a new Overview wiki, click “Create an Overview Page”, or click “+” in the navigation control to add a new tab. In the layout selection dialog, ignore the layouts and click on “Create Page with wiki Editor”.
- To link an existing wiki to the Overview, click “Create an Overview Page”, or click “+” in the navigation control to add a new tab. In the layout selection dialog, ignore the layouts and click “Choose Existing Content” to select a wiki from the group.

Migrating Wikis to Pages

Any migration of Overview wikis to Overview pages will be a manual process. To ease migration, SAP Jam now supports the abilities to:

- mix pages and wikis in a single Overview (the result is seamless to group members)
- name a tab whatever you like, including the first tab
- rearrange the tabs in any order you like, including the first tab
- delete just the first tab and not the entire Overview section

An example on how to migrate a wiki to a page:

1. add a new page to the Overview
2. copy text from a wiki and paste it into a Text widget on the new page
3. upload/link any photos or videos to the new page using the Photo and Video widgets
4. add other widgets as necessary to the new page
5. delete the wiki and rearrange the new tab in the navigation control as necessary

Known limitation: the first Overview wiki (first tab) of a group that was created prior to the SAP Jam release cannot be renamed or rearranged. However, the wiki can be deleted if necessary.

Pre-built Group Templates Updated to use Overview Pages

All SAP Jam pre-built templates are upgraded to take advantage of the new overview page designer. This means for any group created from a pre-built template, the group administrator can easily modify the group overview using drag-and-drop. In addition, a company administrator who copies a pre-built template can make changes quickly to the overview and save it as a custom template.

Collaboration on Sales Orders and Invoices

SAP Jam now integrates with SAP ECC to support the social management of sales orders and invoices.* Your account teams and order management teams can use SAP Jam to display, manage, collaborate around, and unblock any exceptional sales orders and invoices. The social capabilities built around sales order and invoice data are the same as those built around existing business object types such as account, opportunity, and service request.

As a user, you can do the following:

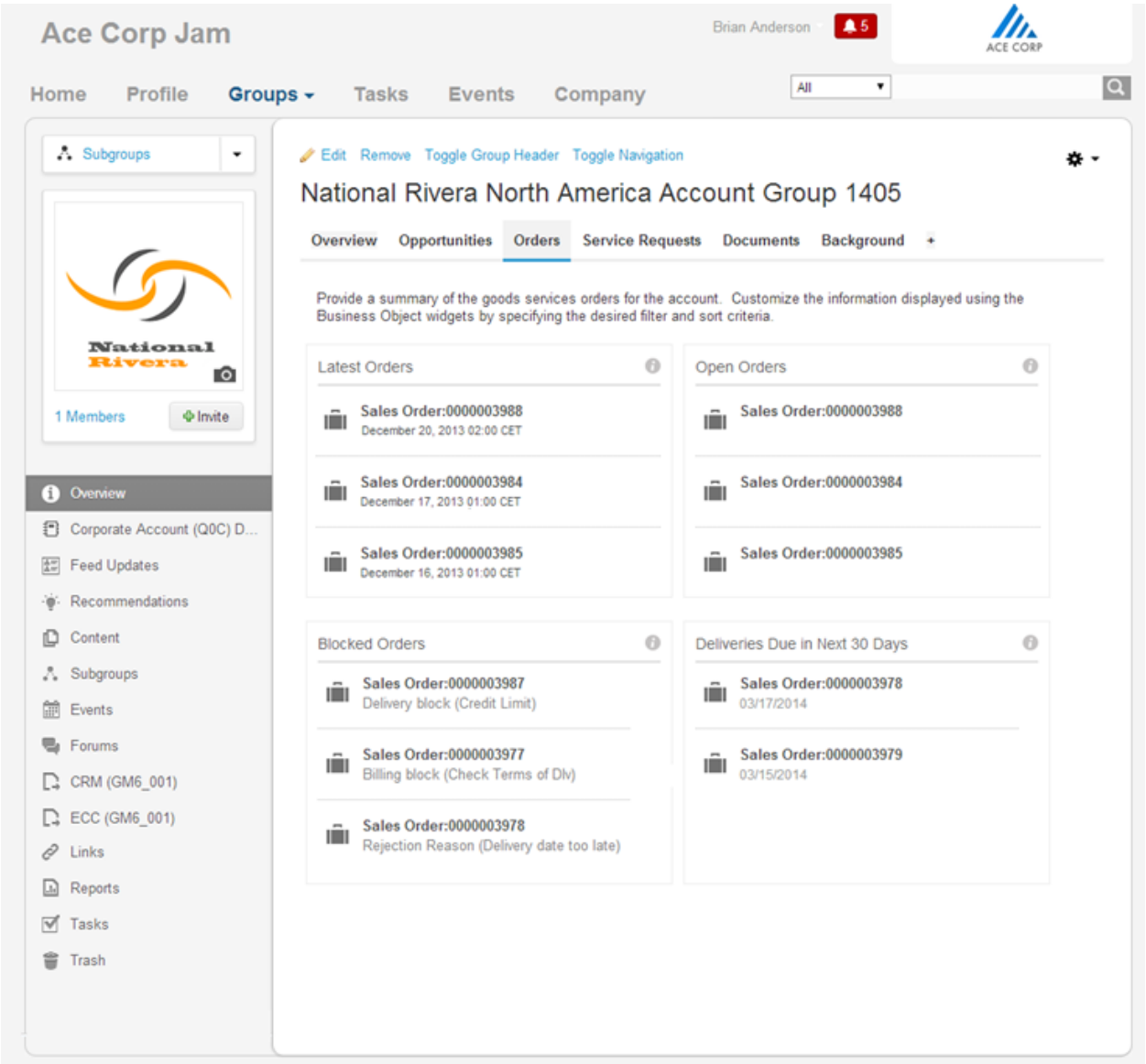
- Follow a specific sales order (see section on Follow a Business Object).
- Receive SAP Jam home feed notifications on feed comments and field-level changes to a sales order.
- View real-time sales orders and invoice data under any of the following display contexts in SAP Jam: quick view, detailed business record view, business record lists, business record widget, and business record list widget.
- Sort, filter, and search sales orders and invoices.
- Create a new group around a sales order or an invoice, optionally leveraging the pre-built and purpose-built group templates for these business data (see section on account management template and order-to-cash template).
- Feature a sales order or an invoice in an existing group.
- Post or reply to a conversation specific to a sales order or invoice.
- Navigate from a sales order or invoice displayed in SAP Jam to the corresponding sales order or invoice screen in SAP ECC in one click.

> **Note**
>
> Requires SAP EhP7 SP04 with Note 2009570 (available May 22) OR EhP7 SP05 (available July 2014) for SAP ERP 6.0 (SAP_APPL 617)

Account Management Template (Updated)

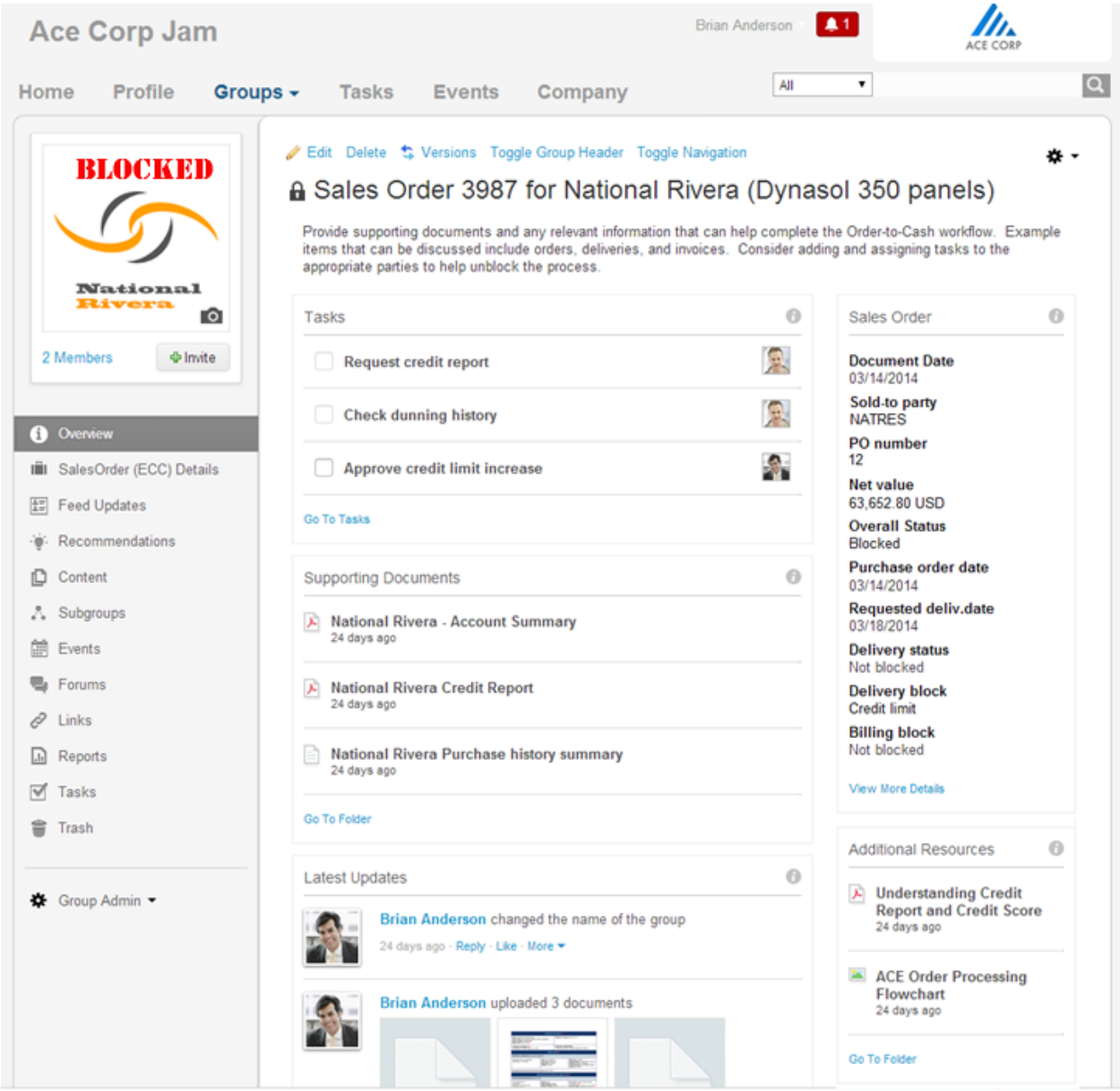
The pre-built account management template has been updated to display business data from SAP ECC for a particular customer. A new tab called “Orders” is added to the template overview section, which displays any

exceptional sales orders from an integrated SAP ECC system. An account manager can gain insights into a customer's order management activity, in addition to the sales and service pipeline for the customer which is available today. The template has been updated to provide a more comprehensive, 360 degree view of the customer account.



Order-to-Cash Template (New)

A new pre-built "Order-to-Cash" template has been added to manage and collaborate on a blocked order-to-cash business workflow. The template is accessible to a user at group-creation time, whenever the user attempts to create a new group from either a sales order or an invoice.

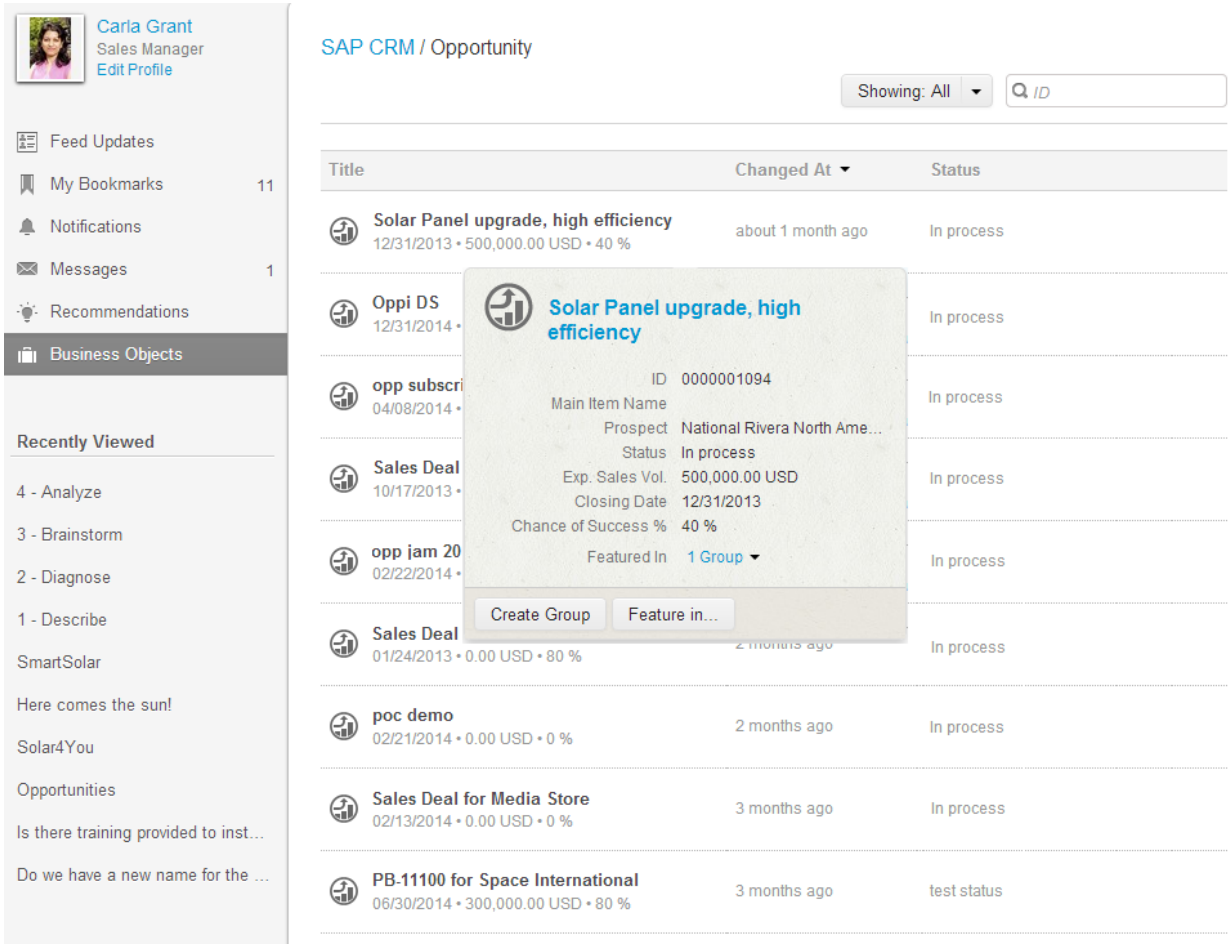


Viewing Business Objects Directly in SAP Jam

A user can now view real-time business object data in SAP Jam independently of feeds and groups when SAP Jam has been integrated with external business systems. This ability to view these records is dependent on the user's access rights to business records in that integrated system; access permissions are never elevated when systems are integrated to SAP Jam. Users can quickly browse, search, and filter for specific business records, open and inspect each record, and decide to start collaboration or join the conversations in an existing group regarding these business records.

To access the business objects browser, click Home > Business Objects. Select a specific external application, and then select a business object type. The displayed list is sorted by last modification date in descending order by default.

- To search by object ID, enter the ID into the search box.
- To filter the objects, select one of the available filters from the “Showing: All” dropdown.
- To inspect a business object, hover the mouse over the object to see the quick view. You can create a new group from the object, feature it in an existing group, or open an existing group where the object is currently featured.



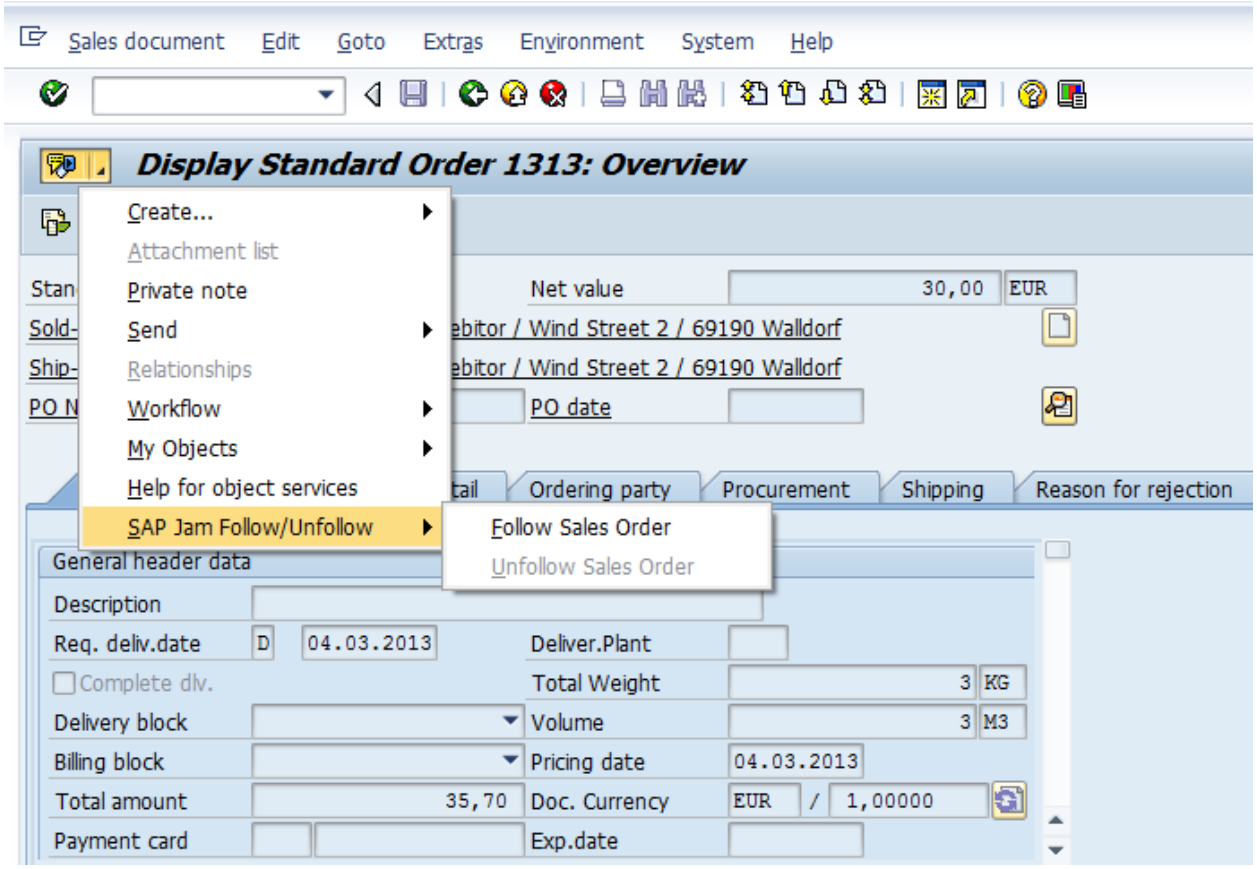
Following Business Objects

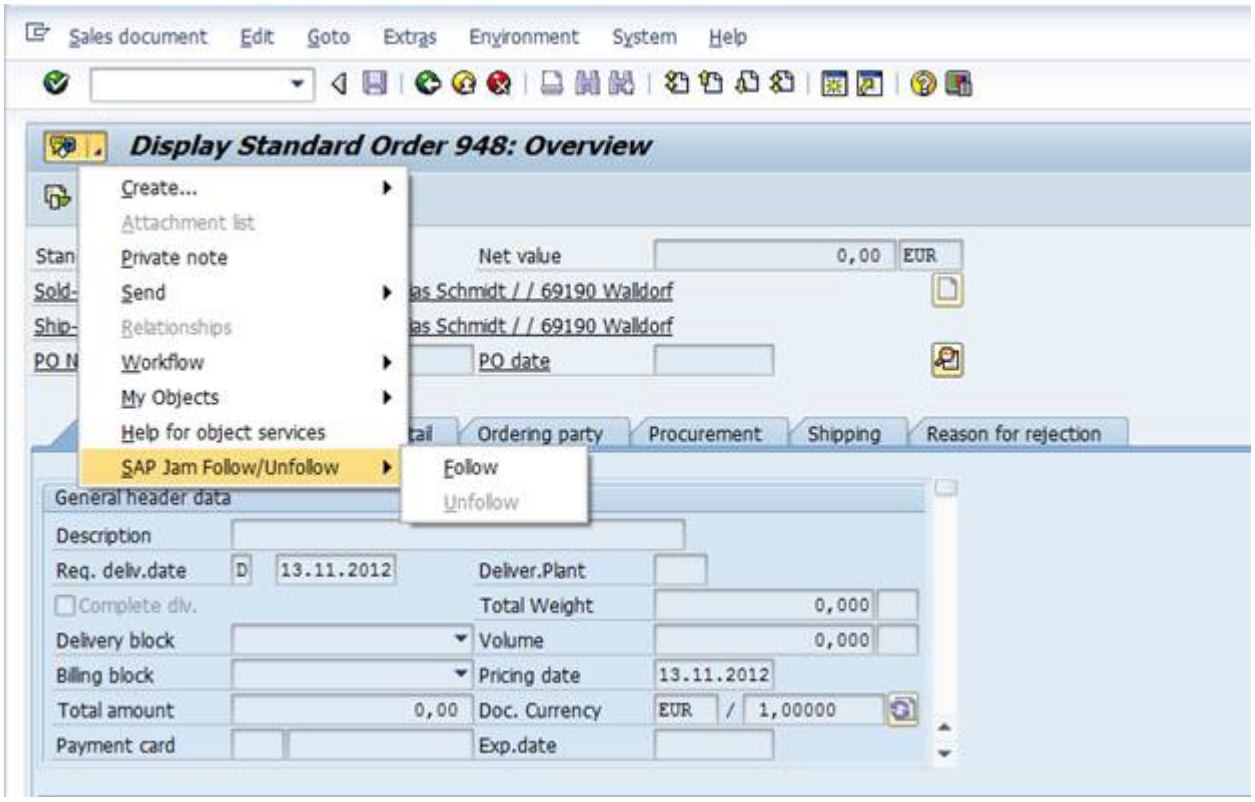
By following a business object, a user receives updates in their personal SAP Jam home feed on the comments posted to the object as well as any field-level changes made to the object.

Manual Follow / Unfollow

To manually follow or unfollow a business object, open it in its native business application and select ‘Follow’ / ‘Unfollow’. This feature is already supported for a number of SAP CRM business objects including account, opportunity and service request. The addition in this release is support for the SAP ECC sales order and invoice objects.

To manually follow or unfollow a sales order business object, open it in its native business application and click on the 'GOS/Services for Object' button. Then select the menu option 'SAP Jam Follow/Unfollow' and follow or unfollow the object.





Automatically Follow

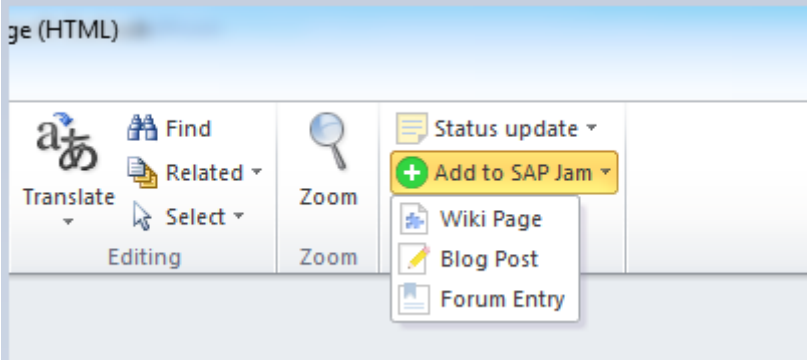
To automatically follow a business object, simply create a new group from the business object, or feature it in an existing group. You will start receiving updates on the object in your personal Home Feed. Note that other members in the group do not automatically follow the object. There is no automatic unfollow. To unfollow an object, open it in its native business application and select 'Unfollow'.

SAP Jam add-in for Microsoft Office Outlook®

The SAP Jam add-in for Microsoft Office Outlook was developed to make it easy for users to take the content they have in email and publish it to SAP Jam without requiring the user to leave Outlook, thereby removing impediments to sharing valuable information with a broader audience of stakeholders and interested parties.

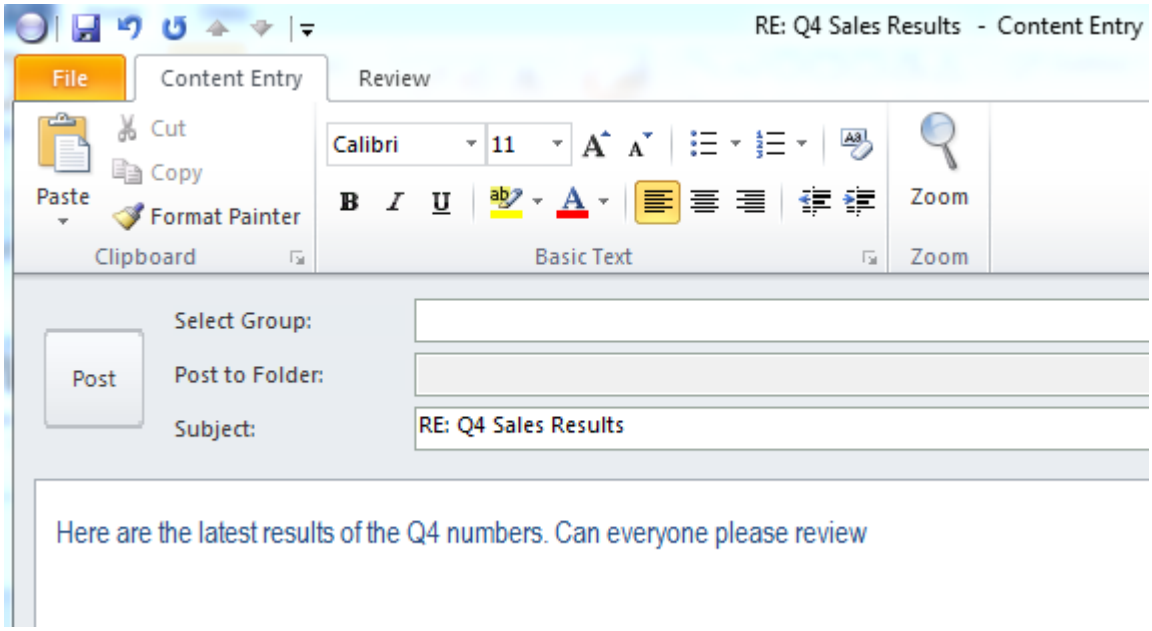
The add-in supports the following features:

- Users can post both profile and group status updates.
- Users can publish the content of an e-mail as a group wiki page, or blog post.
- Users can publish the content of an e-mail as a forum question, idea, or discussion.
- Users can publish e-mail attachments to the content area of a group.



Installation

The add-in supports silent install so that IT administrators can push the contents of the MSI installer to larger numbers of end-users without requiring them to be involved in the installation process. The MSI installer can be used by any silent install tool that supports MSI installation.



System requirements

Microsoft Exchange Server Versions	
Microsoft Exchange Server 2007	Supported
Microsoft Exchange Server 2010	Supported
Microsoft Exchange Server 2013	Supported
Microsoft Exchange Online 2013 (Office 365™)	Supported

Operating Systems	
Microsoft Windows® 7 operating system SP1	Supported
Microsoft Windows 8 operating system	Supported
Microsoft Windows 8.1 operating system	Supported

Microsoft Office Outlook Versions	
Microsoft Outlook 2010 SP1	Supported
Microsoft Outlook 2013 SP1	Supported

Microsoft Office Versions	
Microsoft Office 2010 SP1	Supported
Microsoft Office 2013 SP1	Supported

OS	Windows 7 operating system x32 and x64	Windows 8 operating system x64
CPU	Multi-core 1.8-GHz	Multi-core 1.8-GHz

OS	Windows 7 operating system x32 and x64	Windows 8 operating system x64
RAM	1 GB (2 GB)	2 GB
HDD Free Space	1 GB	1 GB
Network link speed	100kbps	100kbps
Display	1024 × 768	1024 × 768

Authentication

The SAP Jam add-in for Microsoft Office Outlook uses a workflow that requires the end user to authorize the Outlook add-in to make API calls on their behalf. This requires some end user interaction with a pop-up browser on first use. This authentication requires that the SAP Jam tenant supports service provider initiated SSO. A quick test can tell the end user if they have this configuration. In a new browser if a link like this https://<Jam-Server>/auth/status/24g4560s8RF32Vn9eRYigg (this link was copied from a user's home page) takes you directly to the home page of a user then you likely have service provider initiated SSO correctly configured.

Localizations

The SAP Jam add-in for Microsoft Office Outlook will be available in the following languages:

- English
- German
- Spanish
- French
- Portuguese (Brazil)
- Japanese
- Chinese (Simplified)

Support for other languages may be made available in the future.

Developer and Extensibility Features

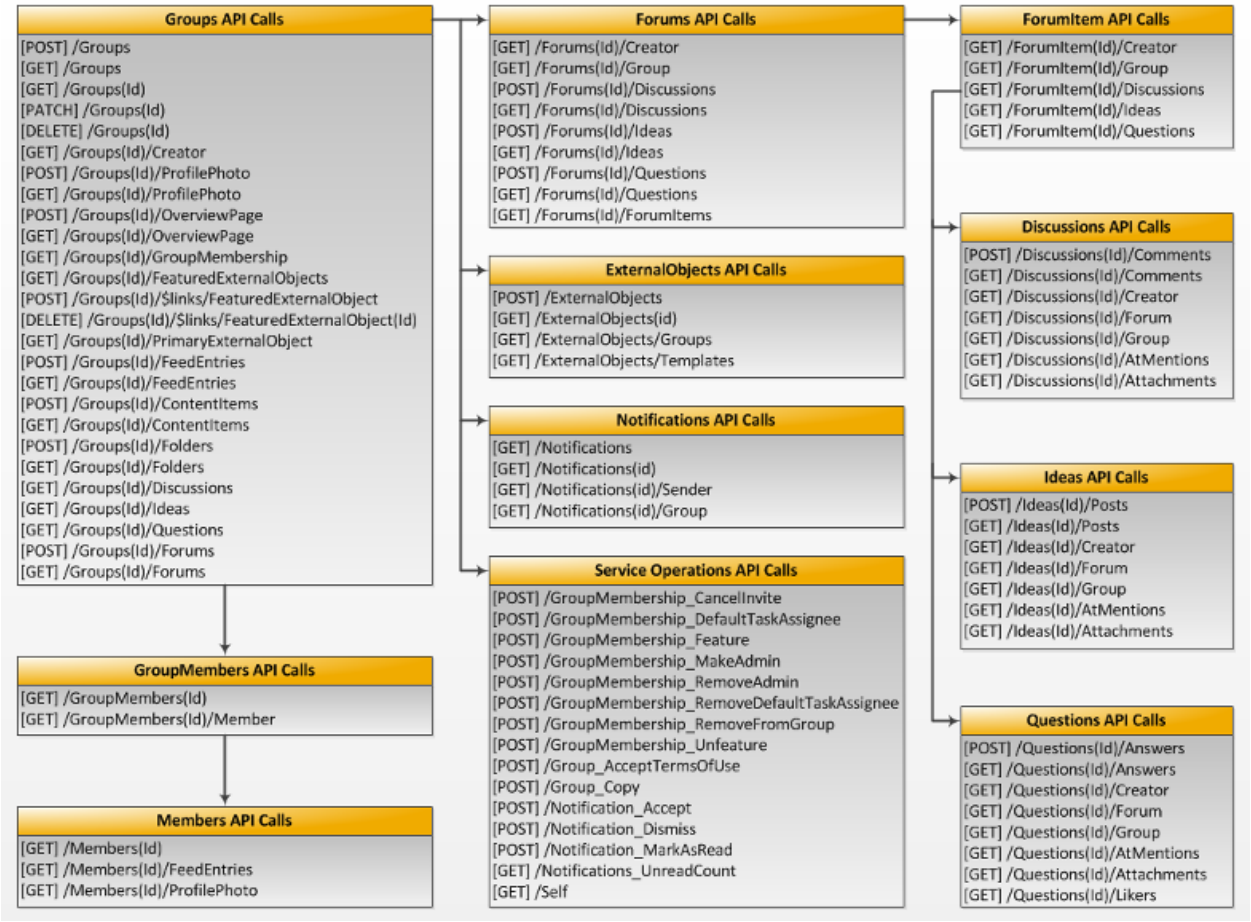
SAP Jam Work Patterns

A key value of SAP Jam is integrating it into the work patterns of end users to solve business problems. SAP Jam work patterns are repeatable, collaborative business processes that deliver real business results. The goal of the SAP Jam extensibility program is to allow customers to build their own work patterns. Every work pattern is different, but often work patterns include: custom templates, external third party data, workflows that include the third party calling the SAP Jam API, and sometimes SAP Jam screens displayed in the third party application. The developer and extensibility features listed below were developed to support customers wishing to build new work patterns or extend existing work patterns.

SAP Jam OData API

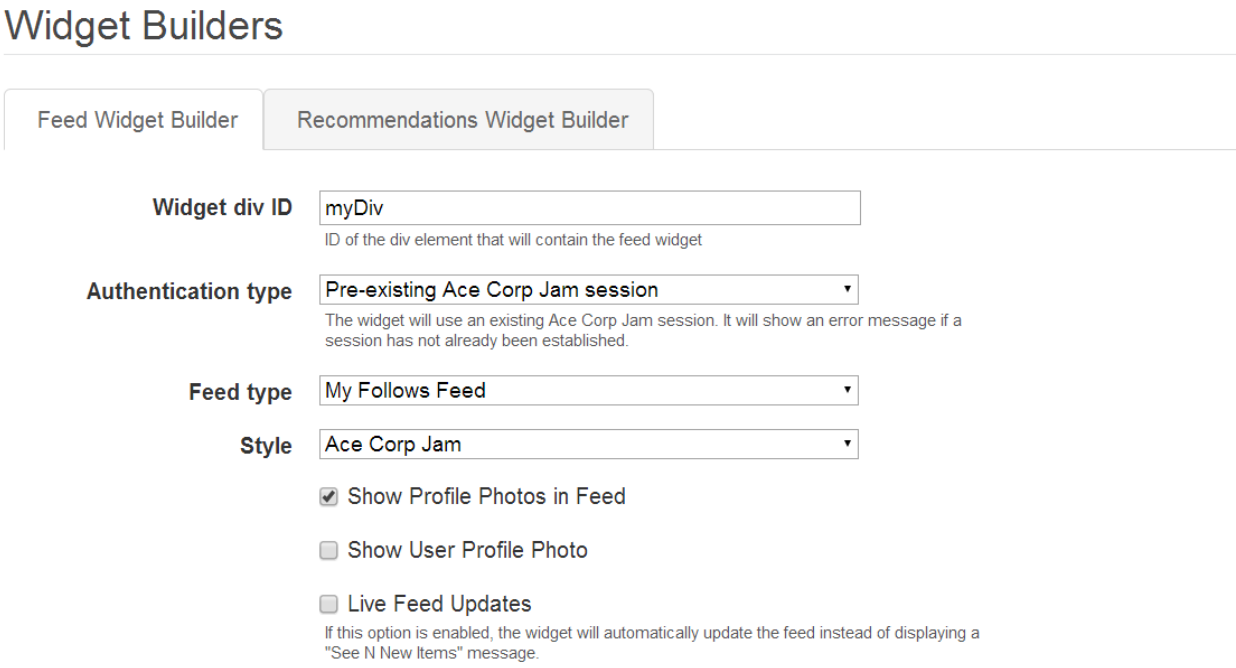
With the May release, SAP Jam has added an OData API. OData is a standardized protocol for creating and consuming data. OData builds on protocols like HTTP and accepted methodologies like REST. The result is a uniform way to expose full-featured data APIs. The OData API has a more formal hierarchical structure than does the RESP API. Being an open standard OData APIs have good tooling support and can be easily consumed by leading integrated development environments like Microsoft Visual Studio ®.

The OData API's object hierarchy is illustrated in the following diagram.



SAP Jam Embeddable Widgets

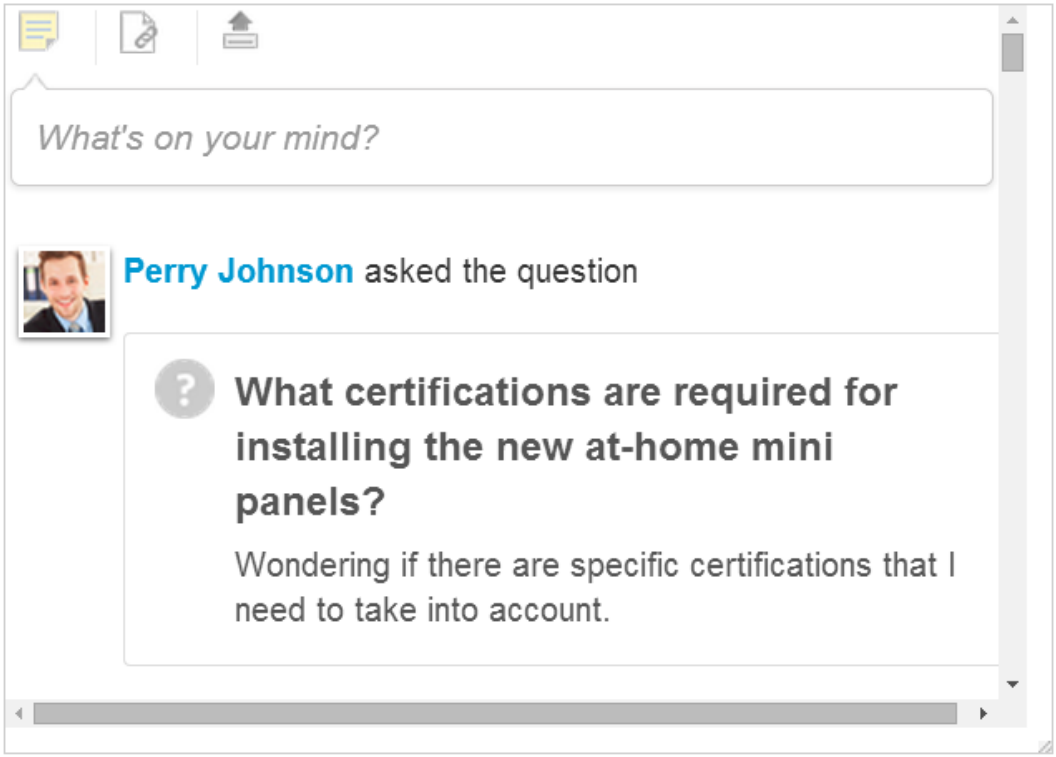
To make embedding SAP Jam content into other applications very easy the May 2014 release contains two new "widget builders." These widget builders are available in a new section of the admin UI and allow an administrator to configure an embeddable SAP Jam widget that can easily be placed into an HTML Iframe.



The screen shot above shows some of the options available to the developer who will be embedding the widget into a third party page, the most important option being the configuration of the authentication of the widget itself. Since the widget lives inside another page and not inside SAP Jam you need to select the best option for providing user authentication to the widget.

Once the widget has been configured, the widget builder provides the code needed to embed the widget and a preview of how the widget will appear in the third party page.

Preview



Code

```
<script type="text/javascript"
src="https://integration3.sapjam.com/assets/feed_widget_v1.js">
</script>
<script type="text/javascript">
sapjam.feedWidget.init("https://integration3.sapjam.com/widget/v1/feed
", "session");
var w = sapjam.feedWidget.create("myDiv", {type: "follows", avatar:
```

Feed Widget Builder

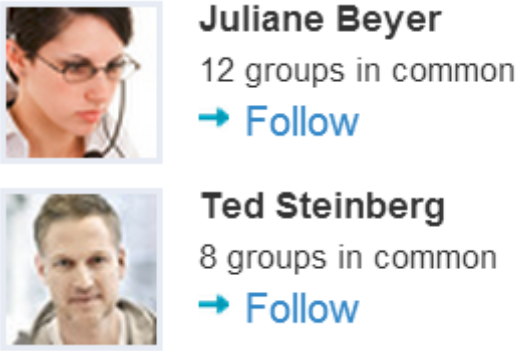
The feed widget can be configured to show 4 different types of feed:

- The user's home feed
- One or more group feeds
- An external object feed
- An external object wall

The last two options relate to a concept called external objects which will be discussed in more detail in the recently released developer documentation.

Recommendations Widget Builder

The recommendations widget builder allows the developer to configure a widget that can provide SAP Jam recommendations for content, people, and groups. These are the same recommendations available on the home page of SAP Jam for any particular user but they can now be embedded in other html pages like a corporate portal.



SAP Jam UI5 Based Widgets

For developers who need a richer integration experience with SAP Jam, we have developed two new SAPUI5-based widgets to embed an SAP Jam feed, and an SAP Jam group forum. These new widgets extend a number of SAPUI5 controls to provide a richer integration experience than the embeddable SAP Jam widgets built with the widget builders available on the admin page. The SAPUI5 runtime is a client-side HTML5 rendering library with a rich set of standard and extension controls. It provides a lightweight programming model for desktop as well as mobile applications. Based on JavaScript®, it supports RIA-like client-side features. SAPUI5 complies with OpenAjax™ and can be used together with standard JavaScript libraries. For more on SAPUI5 see:

https://sapui5.hana.ondemand.com/sdk/#content/Overview.html

Forums Widget based on SAPUI5

The forums widget provides a view of a group's forums. The widget allows the end user to drill down into specific forum topics, and then drill down and interact with the forum's questions, ideas or discussions.

Feed Widget based on SAPUI5

The goal of the SAPUI5 based feed widget is to provide the same level of support as the feed widget provided by the widget builders on the admin page. For the May 2014 release, the SAPUI5 feed widget will only display the feed for external objects. More about external objects can be found in the SAP Jam developer documentation.

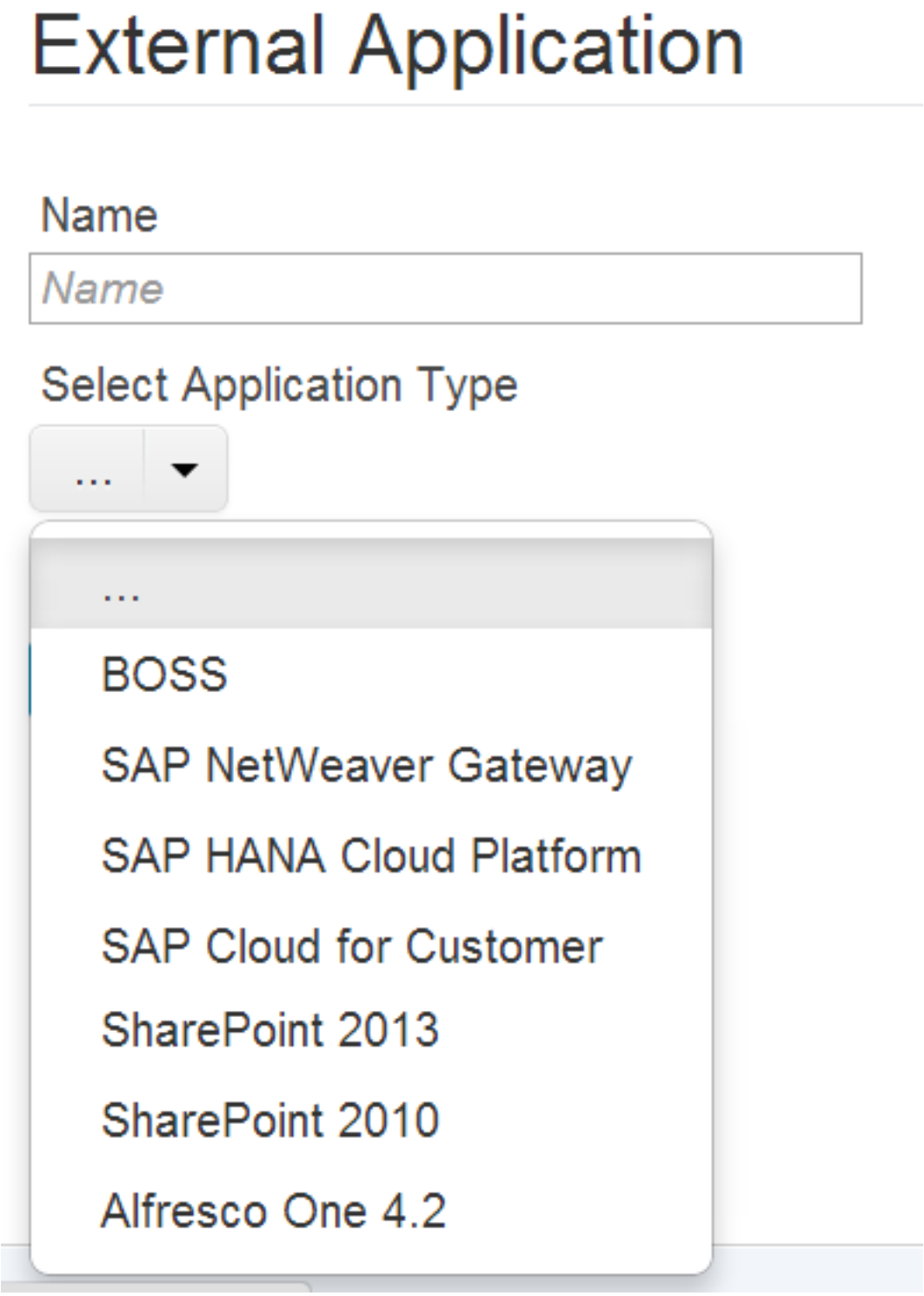
Member List API

SAP Jam member lists can now be populated and updated via API. This allows developers to synchronize external systems' user groups with SAP Jam member lists. If auto groups have been set up to synchronize with an SAP Jam member list, updating the member list via API allows those auto group memberships to be automatically updated and synchronized against an external list that updates as often as is needed. See the SAP Jam API documentation for details on this API.

Custom External Applications

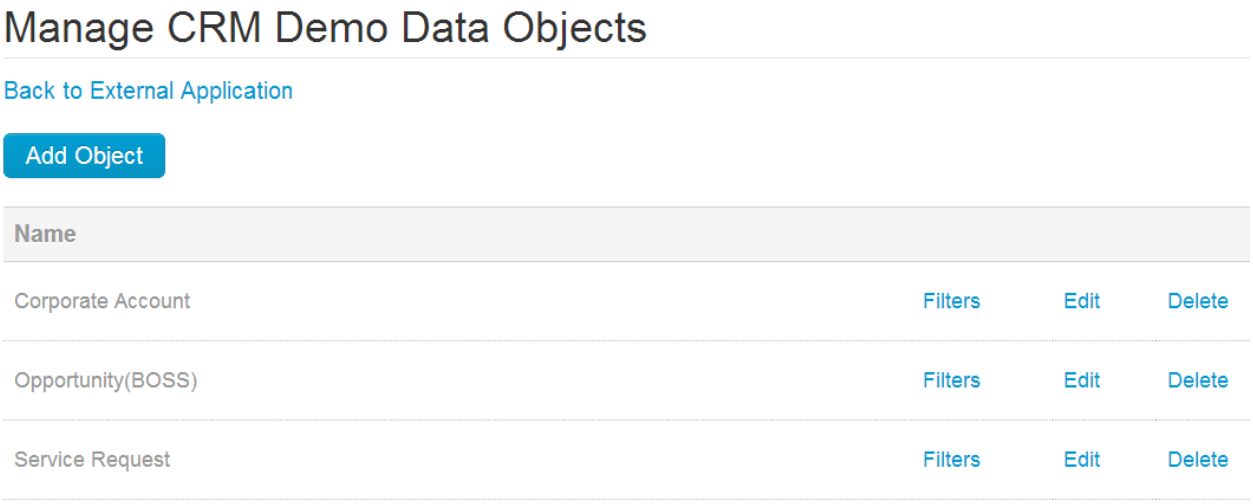
Customers looking to build new work patterns require the ability to add data from "external applications" to their SAP Jam instance. An external application is an application connected to SAP Jam via an OData 2.0 web service and associated XML annotations. Customers can now add their own applications to this list and extend existing applications already registered with SAP Jam. For developers wishing to add new applications, a few new application types are of note:

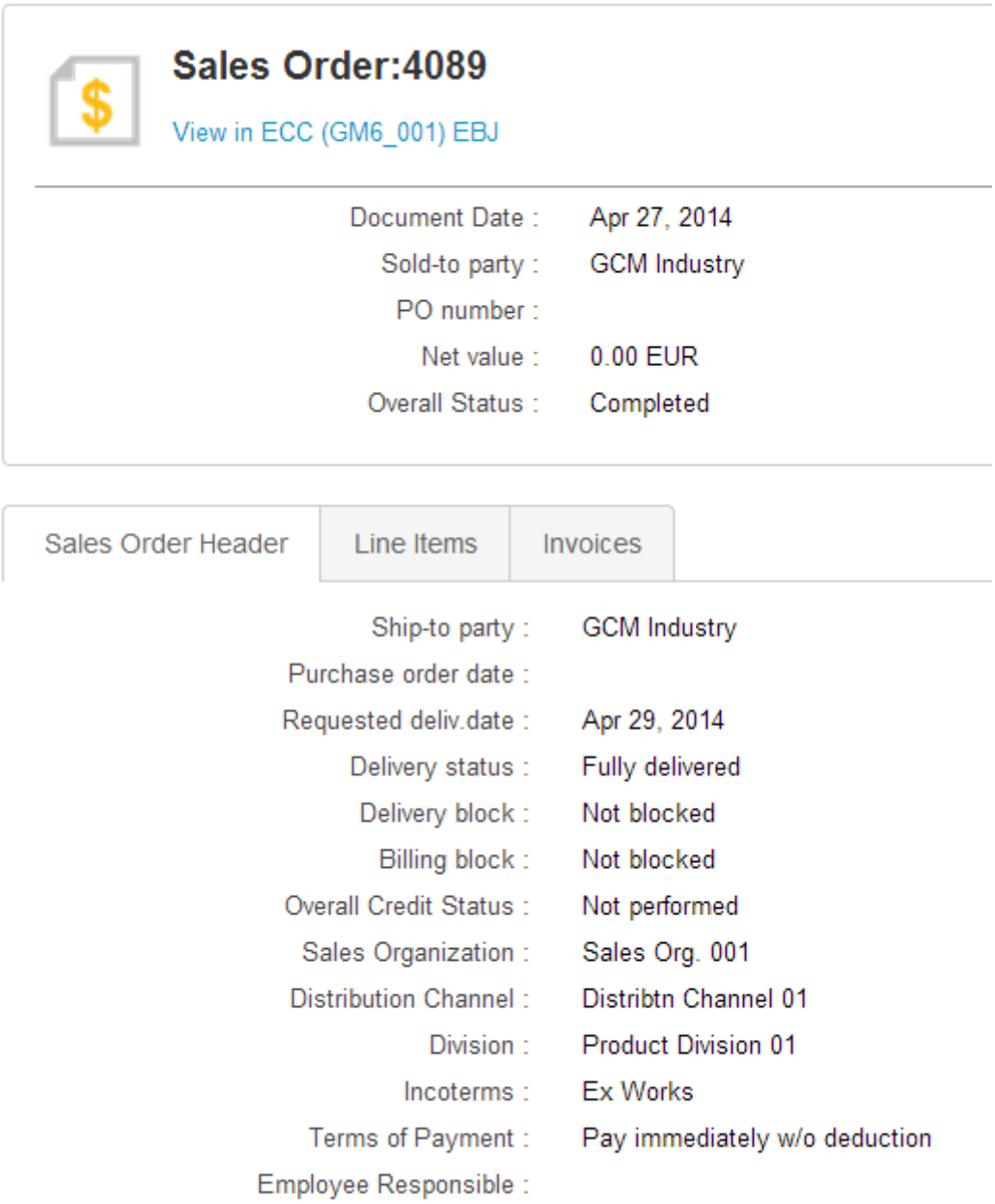
- SAP NetWeaver Gateway – This option allows developers to add any application connected to an SAP NetWeaver Gateway OData service.
- SAP Hana Cloud Platform – This option allows developers to create an OData web service with the SAP Hana Cloud Platform and make that service available to SAP Jam.



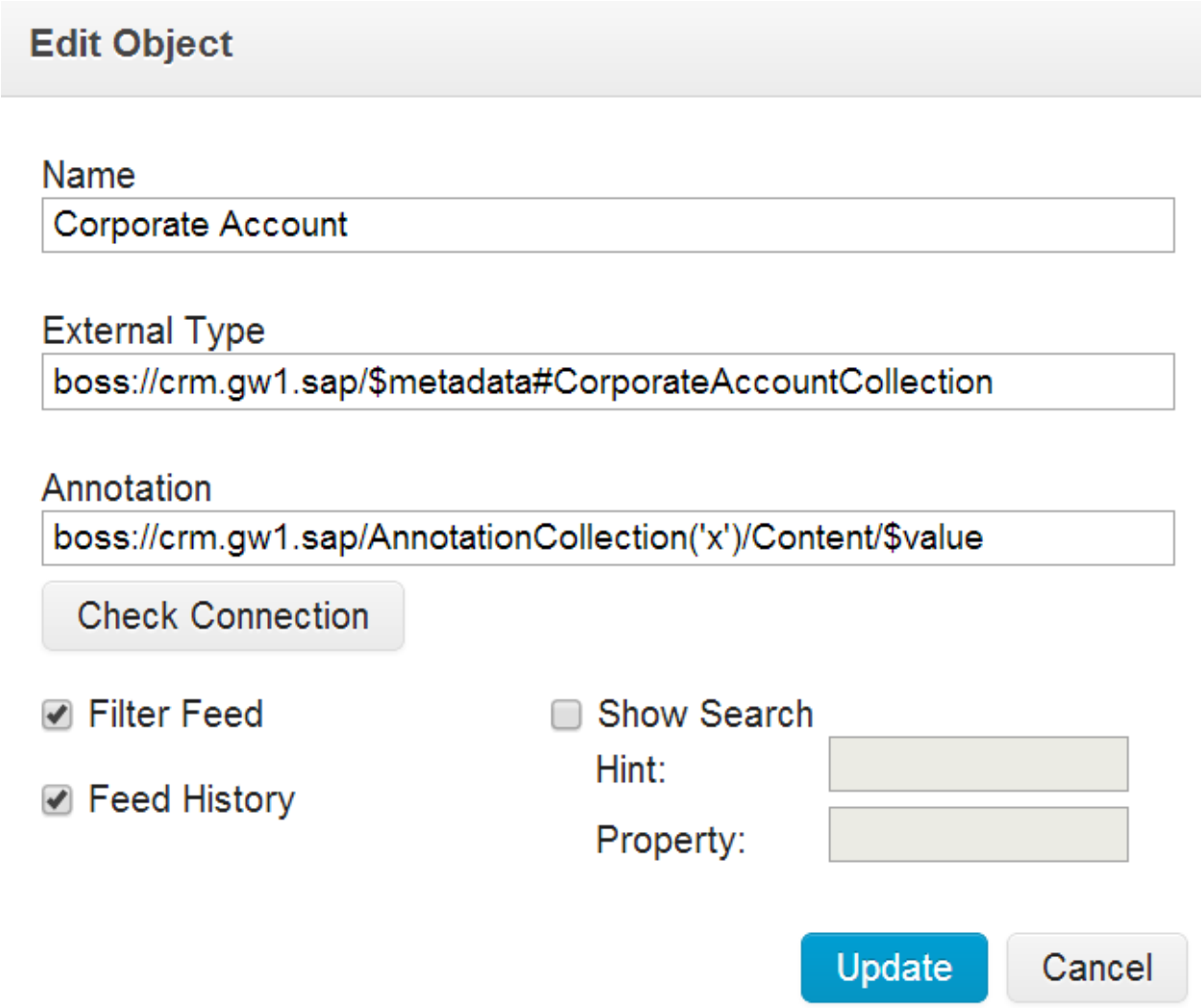
Once the application is registered with SAP Jam, customers can register the objects they want to make available to SAP Jam. In the example below related to a CRM integration you can see three object types connected with this external application. When registering an object you must provide the OData URLs for that object and the associated XML annotation. Annotations describe how the object should be displayed in SAP Jam. For example the second screen shot below shows an example of a sales order which represents an OData object from an

external application displayed in SAP Jam. The annotation describes the format of how it is displayed in SAP Jam. For more on annotations see the SAP Jam developer guide.





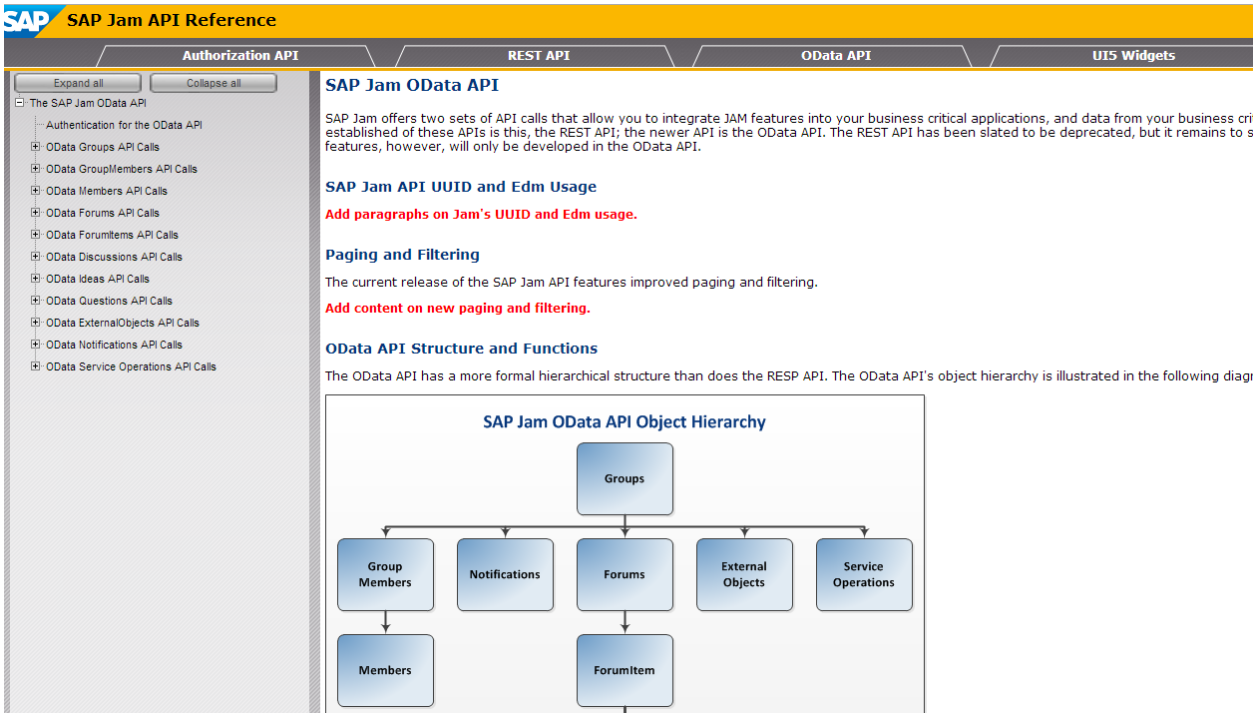
Below is an example screen that displays the edit screen for the 'Corporate Account' object and its associated URLs. The developer documentation provides guidance on creating new external objects.



Updated API Documentation

With this release the SAP Jam API documentation is seeing a significant upgrade to include the OData APIs. The new interactive documentation will provides developer guides, references and sample code to cover the following topics.

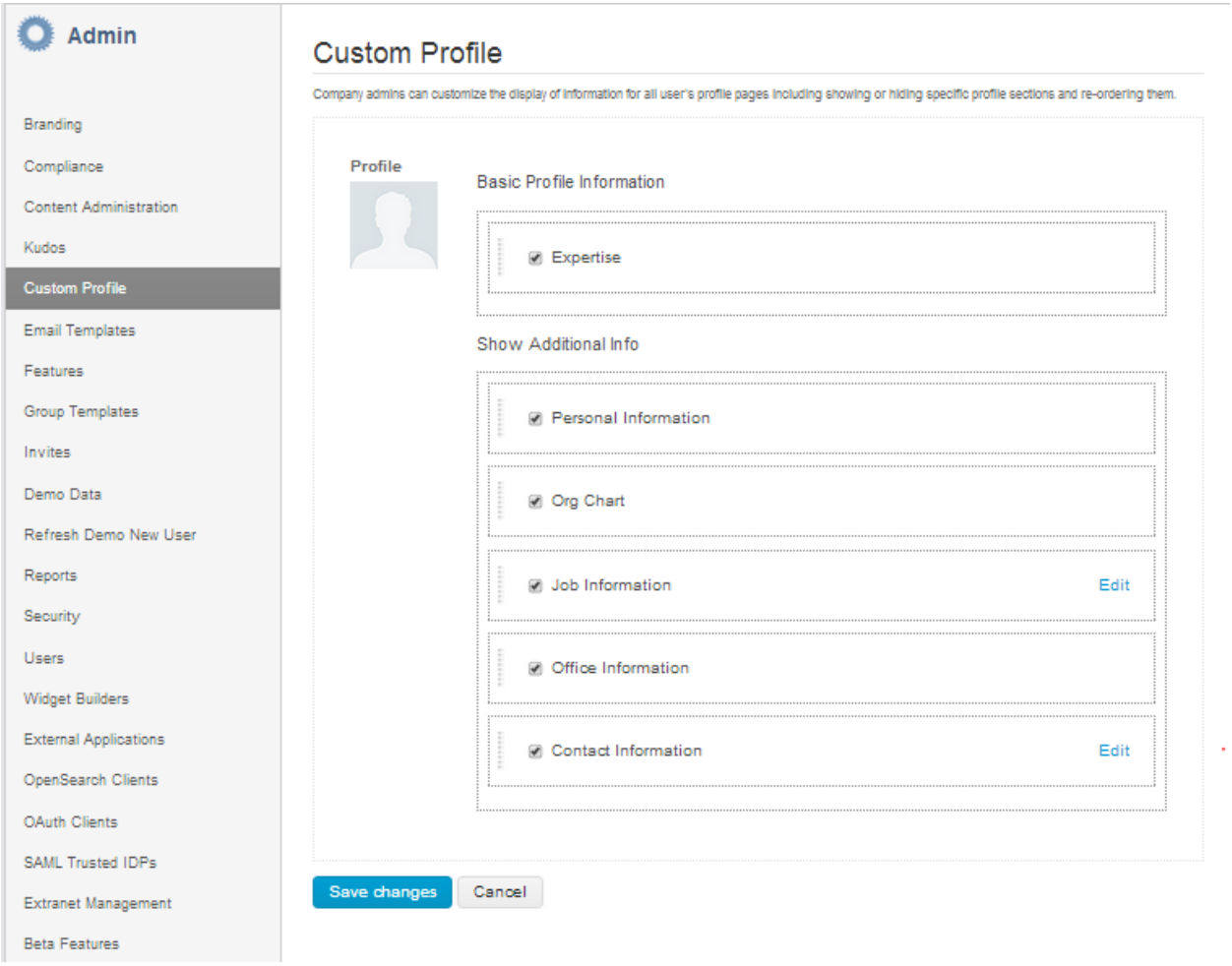
- SAP Jam Authorization API
- SAP Jam REST API
- SAP Jam OData API
- SAP Jam Embeddable Widgets



Custom Profiles

To enable customers to tailor their user profiles to display the information needed to support their business needs and social workflows, SAP Jam provides the ability to customize the layout and fields displayed within the user profile. With this release of SAP Jam, company administrators can now customize the user profile in the following ways:

- Add additional SuccessFactors foundation (formerly BizX) fields to the SAP Jam social profile
- Add 'net new' fields to the social profile that exist only in the context of SAP Jam
- Suppress the display of specific sections and fields in the profile
- Reorder the display of profile sections within the profile



Real time profile picture and field synchronization

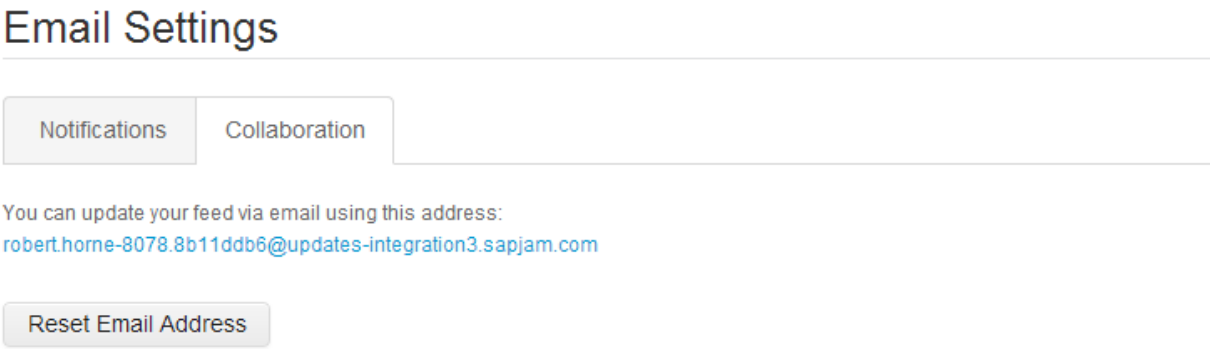
With the capability to customize SAP Jam profiles to show additional fields from the SuccessFactors profile, this release also supports real time profile synchronization of changes made to the SuccessFactors profile picture as well as the following fields shared in the two profile types:

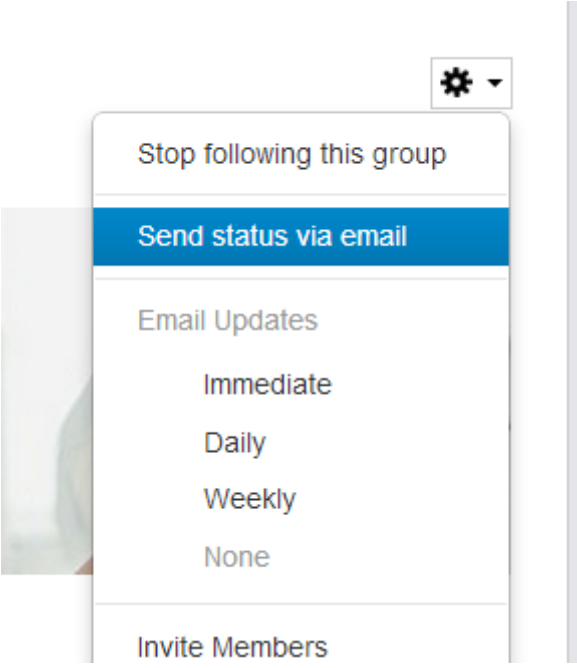
1. First Name
2. Last Name
3. Time Zone
4. Default Locale
5. Job Title (maps to 'Title' in SAP Jam)

Any changes to these fields made in the SuccessFactors profile should synchronize over to the SAP Jam profile in more-or-less real time.

Increase security for E-mail posts

SAP Jam provides the capability to send status updates to your profile or specific groups by sending an e-mail to specific address. For profile status updates you can find this e-mail address in your accounts settings under "E-mail", in the collaboration tab, and under the group action cog on the group home page.





With this release you can now reset the e-mail addresses in case you feel they have been compromised or shared with people other than yourself. Resetting the e-mail address will reset all your group e-mail addresses as well.

Usability Improvements

Collaborative Agenda Planning

SAP Jam supports collaborative agenda planning, where any group member can create, view, and edit an agenda under the group content section. To create a stand-alone agenda, go to Content, Create > Planning Tools > Agenda. SAP Jam will continue to support agenda as part of event planning, where only the host can create and modify agenda topics. Alternatively, the host can attach a standalone agenda to an event by editing the event, selecting Attach File > Attach Existing Content, and choosing an agenda item in the group. There is no impact to the content of any existing standalone agendas and event agendas in SAP Jam.

Anonymous polls

SAP Jam now provides users creating polls the option of making the poll anonymous. When this option is selected, feed events alerting users to other user's vote on the poll will be suppressed, and when users view the overall results of the polls, they will just see vote counts for each poll option, no user breakdown. Finally, if the poll option is enabled to allow users to add additional choices to the poll, this action will also be anonymized.

Existing poll behavior will continue to be supported for use cases where poll votes need to not be anonymous, for instance when a group wants all stakeholders to weigh in and go 'on the record' in a business decision workflow.

Editable end dates in polls

Poll creators can now modify the end dates of their polls if the duration of their poll needs to be shortened or extended, or if they didn't set up a poll end date when they created their poll.

Anonymized user activity reports

For customers who have a need to ensure strict employee privacy in their activity reports, SAP Jam now provides a company-wide option of making the detailed user activity reports completely anonymized. This is a setting that gets set by site administrators, and cannot be overridden by company administrators. When this setting is set to "enable", all personally-identifiable information is removed from the detailed activity reports. The individual actions are still accounted for, but without attribution to a particular user.

New Expertise notifications, feed events and search experience

To make the expert identification capabilities of SAP Jam more discoverable, we have introduced new notifications and feed events to alert users about expert tagging and endorsements. Users who are following other users who have added an expertise tag to their profile will now see in their home feed a new event letting them

know someone they are following has added expertise to their profile, alerting them to the opportunity to endorse that expertise.

When one or more users have endorsed expertise on your profile, you will now receive a new Notification alerting you to the fact.

Finally, when searching on a term that is being used for expertise, the search results will highlight if the reason a person is being returned is due to an expertise tag they have added to their profile. The specific search result will call out the tag or tags on that person's profile that caused them to show in one's search.

Ability to seed expert tags database

To facilitate the usage of expertise terms already identified as standards within a company, this release also provides company administrators the ability to import terms from either the SuccessFactors Skills Database, or from a CSV-formatted file, to seed the expert tags database in SAP Jam with those terms. This ensures that when users begin typing in a new expert tag, SAP Jam will suggest those terms that a company would prefer to be used.

Search results now default to sort by relevance (versus date)

To ensure that at first glance the search results being returned after a search are the most relevant, we have made the default sort criteria for search results 'By Relevance'. Search results formerly defaulted to a date-based sort order.

Search 'This Group' option enabled for shared header when SuccessFactors foundation theming enabled

For customers who have enabled SuccessFactors foundation theming, they will now have the ability to scope searches conducted in the shared header of the web user interface to the group they are currently viewing in the browser.

New default 'gallery' view for subgroups, with sorting and filtering options

There is a new default view for subgroups that presents a 'gallery' layout which provides a more prominent view of the group logo and description. This new layout also provides the ability to do a 'quick search' on the group name as well as sort the subgroups by name or last modified date.

Group export now cascades to include sub-groups

When the contents and structure of a group need to be exported to meet the needs of an eDiscovery request or for archival purposes, the export now automatically includes the subgroups of the group and their content and activity.

Mobile App Features and Enhancements

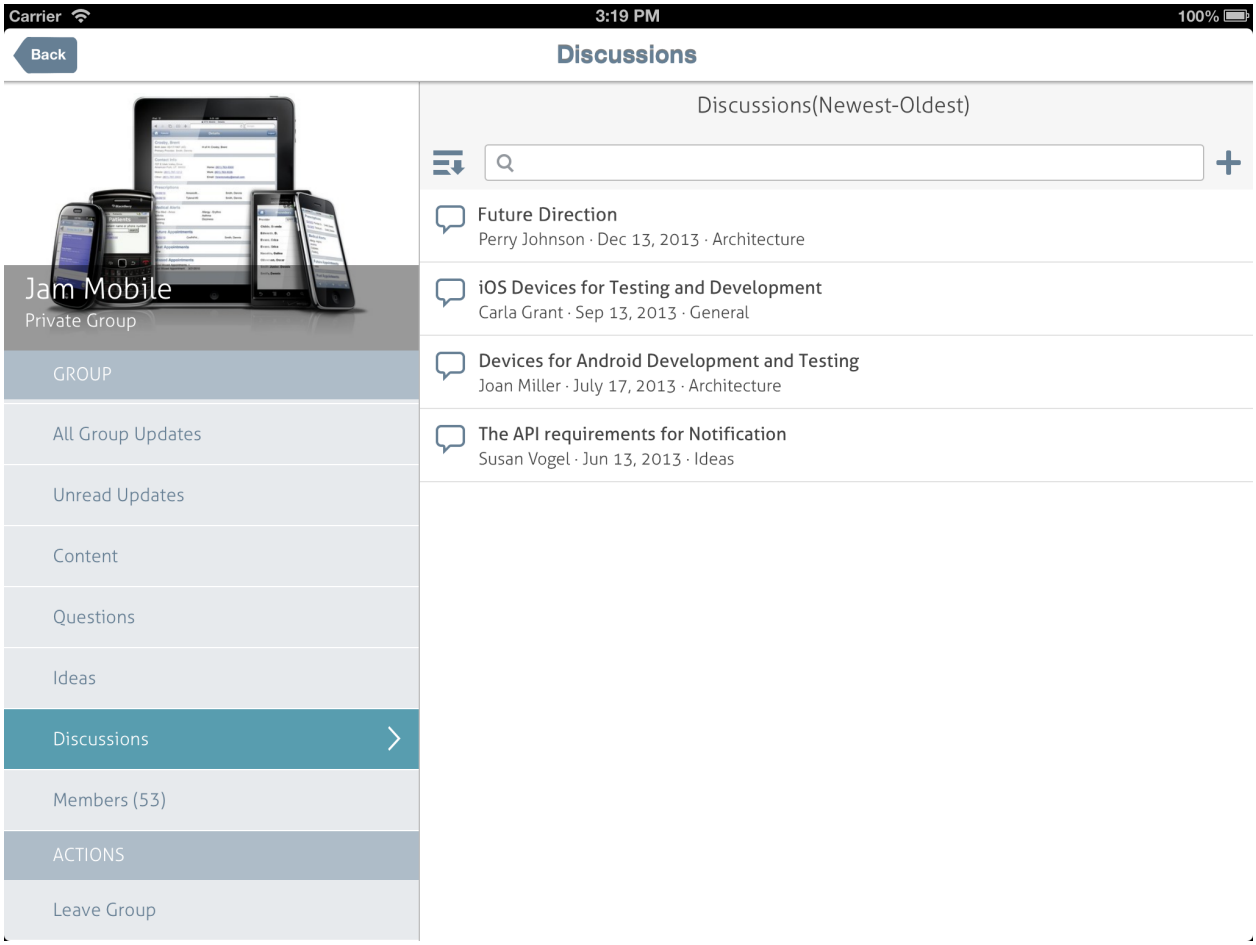
A number of new capabilities and enhancements are being made available in the mobile apps available on Android and iOS platforms. These changes are now rolled out monthly within the SuccessFactors mobile apps, however this summarizes the changes that have been made since SAP Jam's February 2014 release went live.

Android

- Added support for consolidation of messages and requests in notifications
- Support for pagination in group detail and member lists
- Support for multi-tabbed group overviews
- Support for group 'Terms of Use'
- New UI treatments across features to align with current Android user interaction paradigms

iOS

- Added support for consolidation of messages and requests in notifications on iPad
- Ability to comment on content items
- Search results comprised of blogs and wikis will render in the in-app hybrid view
- Support for multi-tabbed group overviews
- New workflow for creating questions and ideas from the context of a content item, attaching the item to the question or idea
- New feed user interface to make it more straightforward to like and comment on feed events
- Generic discussion forums are now supported, in addition to question and ideas forums



Features Deprecated and Retired

As the product capabilities mature and product deployments continue to expand across the enterprise, legacy features are being identified by our customers as suboptimal or undesirable. Usage logs have also identified some features that simply aren't used. As such, we will with certain product releases decide to deprecate specific features based on customer feedback and usage statistics.

Deprecation of features and capabilities will always involve advanced warning to customers and partners comprising at least one entire release cycle. So at first deprecated features will be listed under the "Deprecated Features" section of the "Features" tab in the company admin UI, and in addition we will provide company administrators the ability to turn off these features for their users in advance of our fully retiring the feature. With the release following a feature's deprecation, the feature may be completely retired.

Deprecated Features

- [x] Enable Location Group
- [x] Enable Feed Share
- [x] Enable Top Conversation
- [x] Show personal information and location questions

With this release we are deprecating the 'status nudge' feature.

In addition, with this release we are permanently retiring the following features that were formally deprecated in our February 2014 release:

- Personal information and location question
- Company Quiz

Retired Browser Support

With this release of SAP Jam, we will be dropping support for Microsoft Internet Explorer 7. Microsoft no longer supports this browser.

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