



PUBLIC

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SAP Jam Collaboration What's New and Release Restrictions 1811

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1 What's new in this release

The following new features have been added. Instructions on how to use each feature are available in the SAP Jam Collaboration documentation located on the SAP Help Portal.

i Note

Features for this SAP Jam Collaboration release will be available to customers working with the preview release starting on Friday, November 2, 2018. The release will be available in production starting on Friday, November 30, 2018. All SAP Jam Collaboration documentation including this document is subject to minor daily updates until Friday, November 30, 2018. Further updates may occur after that date on an as-needed basis. Please check the SAP Help Portal for your latest version of this document.

The following are just a few highlights for this release:

In application help and training through feature tours

SAP Jam integrates with SAP Enable Now to provide in application help and best practices for new features in the most recent releases. Each feature tour appears automatically when using a group, which can be disabled and enabled by the user under their Account Settings. [Learn more \[page 17\]](#).

Persistent navigation tabs

Administrators can now easily create custom site navigation that links to groups, group content, and external pages without writing any code in the custom header. These tabs display on all pages throughout SAP Jam, below the global menu bar. [Learn more \[page 5\]](#).

Subscribe to individual forum posts

To be up to date on the latest activities (for example, when replies are posted or marked as best answer, changes to an idea status) on a specific forum topic, you can now subscribe to individual topics. [Learn more \[page 11\]](#).

Copy and move knowledge base articles

As with other content types, you can now copy and move knowledge base articles between groups. [Learn more \[page 19\]](#).

Language support for wiki pages, blog posts, and videos

Global audiences can now access efficiently managed content for wiki pages, blog posts, and videos in their preferred language, if available. Primary languages can be set, and more languages can be bundled for these content types. [Learn more \[page 25\]](#).

Share a message, media, and links

Users of the Messages feature can now share the content of a message thread (including media and links) outside of the message to the company or a specific group. [Learn more \[page 27\]](#).

Widget picker

The widget picker that displays when designing custom home pages and group overview pages has been redesigned with organized categories and more descriptions. [Learn more \[page 46\]](#).

Gamification with Badgeville

By integrating with SAP Sales Cloud's Badgeville, SAP Jam now provides a means for digital motivation to drive user onboarding, encourage best practices, and improve SAP Jam user productivity and performance. [Learn more \[page 14\]](#).

1.1 Accessibility support

As per Web Content Accessibility Guidelines (WCAG), the following enhancements have been made to SAP Jam to help satisfy critical requirements to achieve compliance with section 508. Government and public agencies that require adherence to the guidelines can now ensure that their employees with disabilities have a productive experience with SAP Jam.

Please refer to the [Accessibility support](#) topic in the SAP Jam User Guide for information on supported features and functions in SAP Jam.

Accessibility support

Feature	Description
Home page settings icon	<ul style="list-style-type: none">The Home page settings icon is now correctly read by the screen reader.
Labels for Edit group page	<ul style="list-style-type: none">When editing participation settings for a group, the labels for checkbox fields are now read as expected.

Feature	Description
Links, radio buttons, drop-downs, and text boxes with corresponding labels	<ul style="list-style-type: none"> Labels that appear with text boxes, radio buttons, dropdowns, and links are now read as expected. Section labels such as "Blog posts", "Documents, Images, and Videos", "Feed Posts", "Forum Posts", "Knowledge Base Articles", and "Wiki Pages" are also read.
Keyboard activation	<ul style="list-style-type: none"> Dropdown menus for Languages (formerly Manage Translations) and Knowledge Base article dialogs can be activated with keyboard controls.
Tooltips for Pin group, Comment, Show More	<ul style="list-style-type: none"> Tooltips are now read as expected for Tooltips for Pin group, various single item view actions (for example, Comment, More dropdown menu, page navigation for a document) and more.

1.2 Custom home page

Home pages are a way to better inform your users of company-wide information, announcements, and much more.

Custom home page

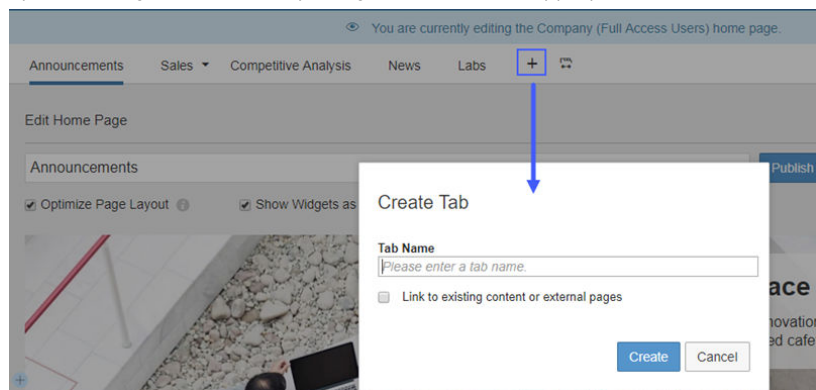
Feature	Description
Auto-save	<ul style="list-style-type: none"> To help avoid any loss of work (for example, due to accidentally closing the browser, refreshing your page, or a session expiration in SuccessFactors), when designing a custom home page, the page now automatically saves your changes while you work on it. If you navigate away from the home page without saving your work, you will be prompted to publish, save a draft, or forego a saved version of your changes.

Feature

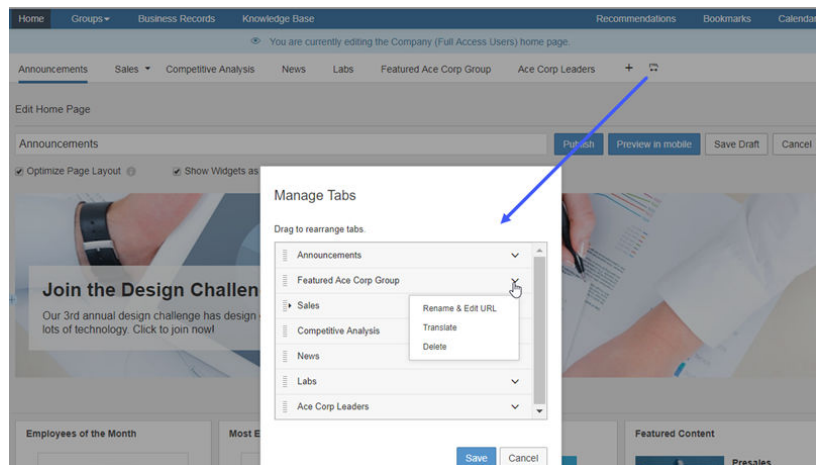
Description

Custom headers with persistent site navigation

- When branding the custom header for your custom home page, you can create a custom site navigation that includes links to specific content, group overview pages, or external web pages. To make this navigation display throughout all pages in SAP Jam, from the **Admin console > Product Setup > Features** page, you can now enable the new *Persistent Navigation Bar* option under the Feature Management section.
- When navigating to different pages, the custom site navigation then displays on every page to help users find their way throughout your company's instance of SAP Jam.
- To add a new tab that hyperlinks to other group content or external pages, click the + icon, enter a tab name, and select the *Link to existing content or external pages* option. Once you select that option, you can enter the appropriate URL.



Create new custom navigation tab



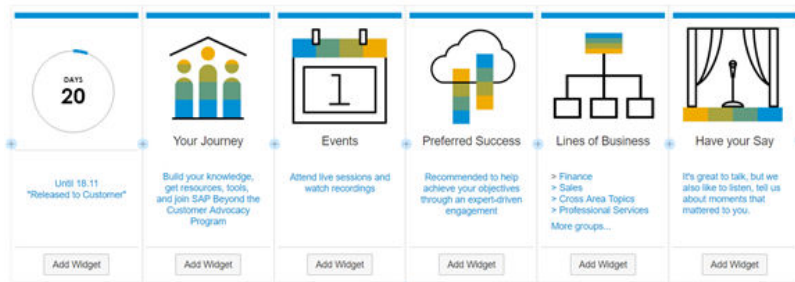
Custom home page configuration for persistent custom site navigation



Example: Persistent custom navigation

Feature	Description
	<ul style="list-style-type: none"> You can rename and edit URLs, provide default and other translated text with supported languages, and delete site navigation tabs. The background color (default background color) and font color (default text color) can be customized under the Keyline and Overview Tabs section of the Branding > Web page.

Six column width layout	<ul style="list-style-type: none"> As a page designer of a custom home page, you can now maximize your design layout with the new maximum of up to six columns.
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Example: Six column layout

Note

The increase to six columns does not affect existing home page designs and layout. You can take advantage of the extra columns when you edit your existing design or create a new home page.

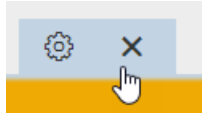
- When choosing a widget in page designer, you will now see which widgets may not be optimal in size for a given column layout.

Feature

Description

Row settings

- For each row of a custom home page, you can now edit the row settings. When you hover your cursor near the top right corner of a row, an icon appears for row settings.



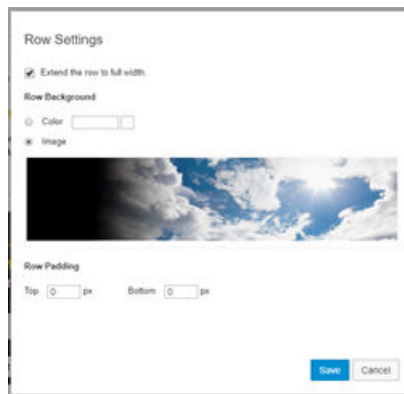
Access row settings

For each row on the home page, you can now set the following options:

- Extend the row to full width. This helps maximize the use of space on the page while providing a clean design.
- Include a row background color or image. You can select an image from your local drive or choose one from the home page content repository.
- Set top and bottom row padding in pixels.

i Note

Row height is dependent upon the height of the widgets within the row.



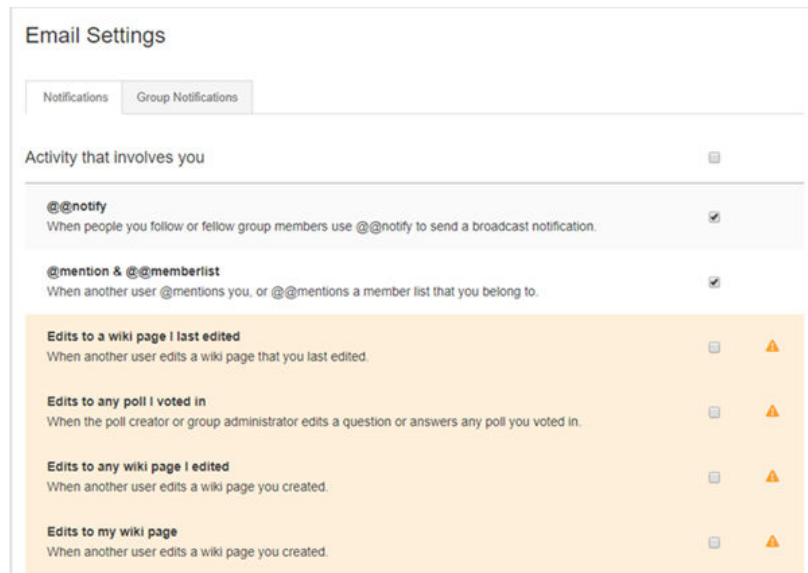
Row settings dialog

1.3 E-mail settings

E-mail settings allow you to control when and how often you receive update e-mails from SAP Jam, and even choose not to receive any e-mails.

E-mail settings and group notifications

Feature	Description
E-mail settings	<ul style="list-style-type: none">As an SAP Jam user, go to your Account Settings and review the enhanced E-mail settings page, where you'll see it is now easier to opt in and out of company and group level e-mail notifications.You can click a single checkbox at the top of each section to select all or clear all options.

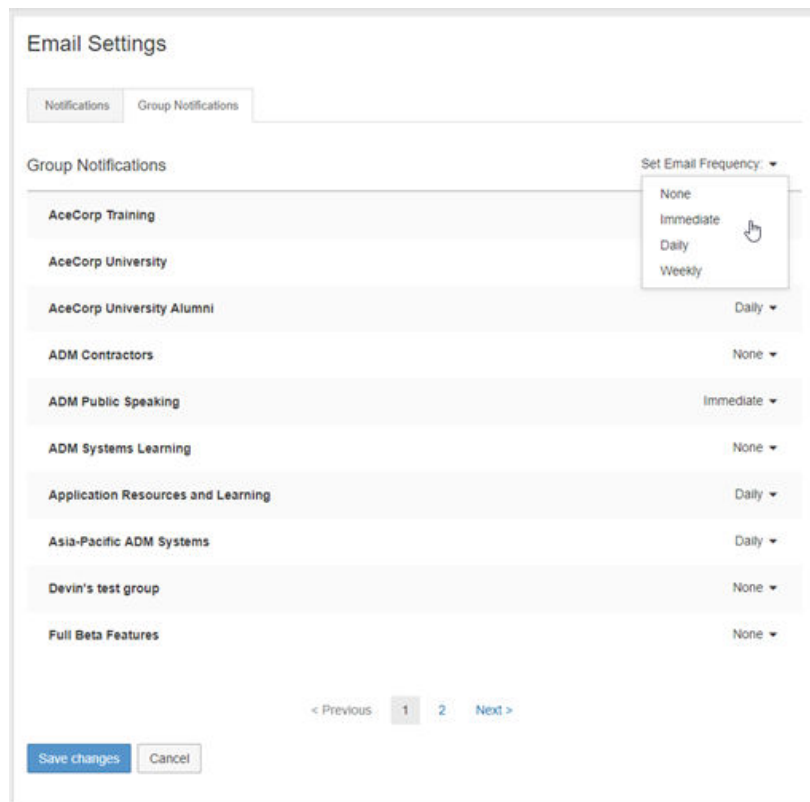


E-mail settings for notifications

- You can set the email frequency for group notifications by selecting an option from the dropdown menu.

Feature

Description



E-mail settings for group notifications

1.4 External users

Prior to this November 2018 release, the terms "extranet user" and "external user" displayed in SAP Jam Collaboration interchangeably. As of this release, it has been simplified to one term only: "external user."

1.5 Feed comments and replies

For comments on a home page, group feed, content item feed activity section, profile wall feed, or business record feed activity section, you can enter a reply. When you comment on a post or reply, you can notify people, tag it, include images, videos, and add attachments.

Feed comments and replies

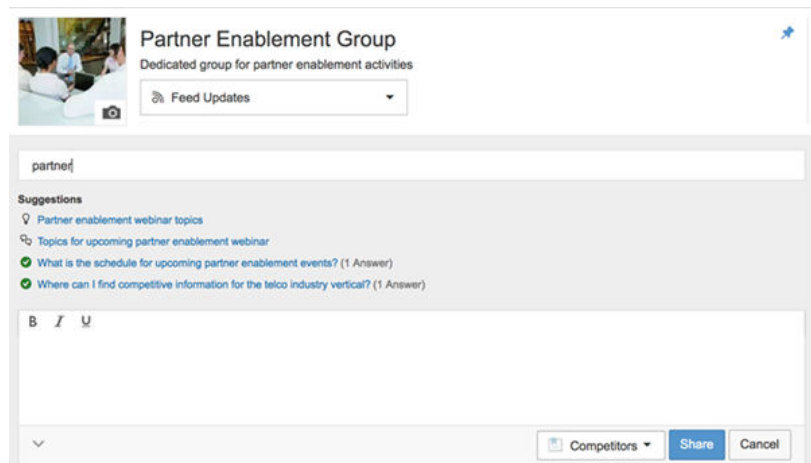
Feature	Description
at-mentioned feed items	<ul style="list-style-type: none">When you navigate from a bell notification that shows you are at-mentioned to the corresponding feed item, the feed item displays immediately.

1.6 Forum posts

Forums are used to group general discussions, questions and answers, and ideas to focus upon. With full collaboration permissions, group members can ask new questions, add ideas and start discussions in a forum topic.

Forum posts

Feature	Description
Auto suggest forum posts	<ul style="list-style-type: none">As an SAP Jam user, when you create a new forum post from a feed widget or feed updates section, existing forum posts for questions, ideas, and discussions are now auto-suggested. This helps to prevent duplicate creation and effort when a similar or identical post already exists. You can click on each suggestion and view them in a separate tab.



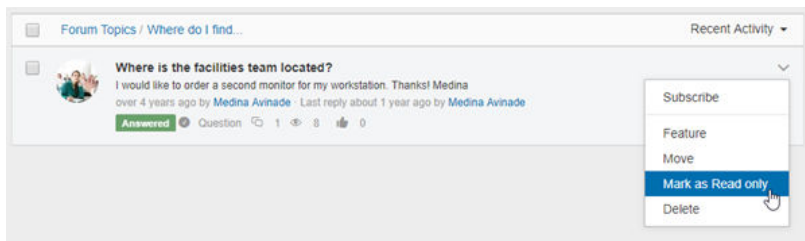
Auto suggestions for forum post

Feature

Description

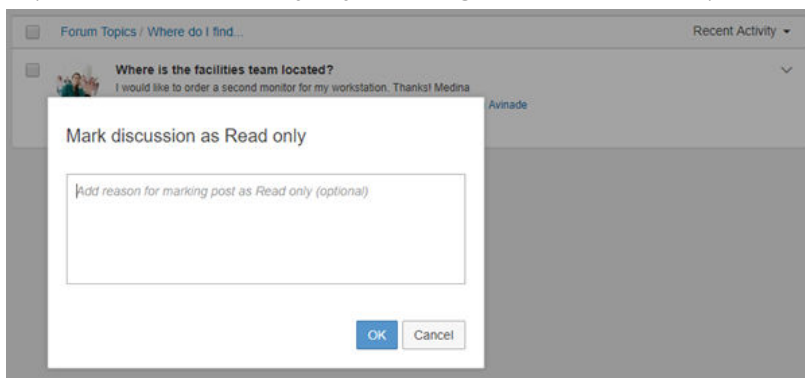
Mark forum post as read only

- As a group administrator or content moderator, you can now close a forum post to further comments or edits by setting it to Read-only.



Mark forum post as Read-only

- When you set the forum post to read only, you can provide an optional reason to help members understand why they can no longer comment or edit that post.



Provide reason for mark as Read-only

- Previous comments to the post will remain available for viewing.
- You also have the option to re-open the post so that members can comment and edit again.

Feature

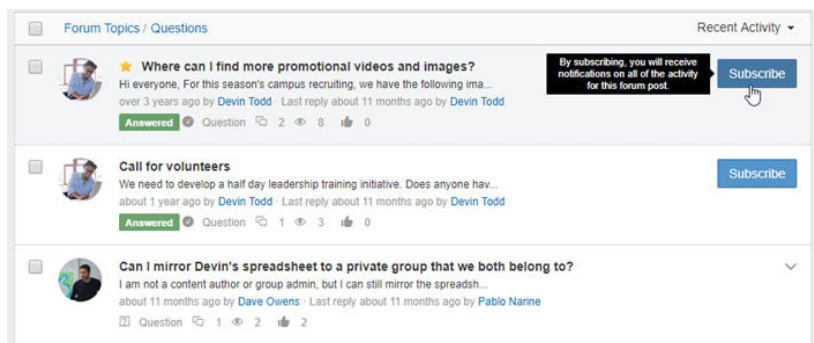
Description

Subscribe and unsubscribe

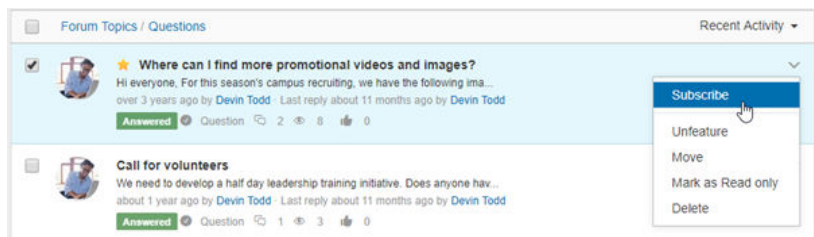
- As an SAP Jam user, when you are interested in a forum post, you can click [Subscribe](#) to receive notifications for all important updates on that post. When you no longer require updates from a forum post, you can also click [Unsubscribe](#).

Note

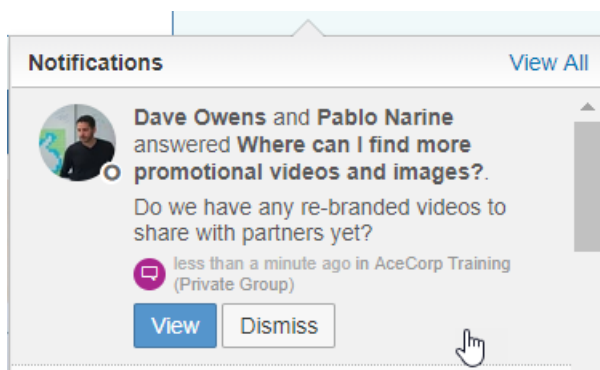
You can unsubscribe from a question, idea, or discussion forum but still remain subscribed to a specific topic within those forums and receive notifications for it.



Subscribe to forum post (non-group administrator view)



Subscribe to forum post (group administrator view)



Example of bell notification for subscribed topic

- When a forum post is moved to another group, subscribers receive a notification that the post has been moved. They will need to resubscribe to the post in the new group if they want to continue to receive notifications.

1.7 Gamification with Badgeville integration

SAP Jam now integrates with the gamification and social engagement solution, Badgeville from SAP Sales Cloud. Through Badgeville, users receive the digital motivation they may need to increase productivity and performance. Users can learn about their colleagues' credentials by viewing their digital rank and reputation on their profiles.

Badgeville integration

Feature	Description
Badgeville configuration	<ul style="list-style-type: none">After Behaviors, Rewards, and Missions are configured by an administrator in the Badgeville Admin Console, as a company administrator, you can set up the Badgeville integration. In the SAP Jam Admin console, you can go to Integrations > Gamification > Badgeville tab and configure the API key, mapped sites, status level, and notification stream information to enable the Badgeville integration.

Gamification
Add gamification to encourage participation and content creation among your members.

Badgeville

Badgeville Hostname
https://api.v2.badgeville.com

API Key
You must have a developer account to view the [API keys in Badgeville](#).
1208a793c7aa767758ddc6a4d3ad886d
Valid API key

Mapped Sites
Select a [site](#) you want to map your API key.
QA Test Site

Status Level
Select a [mission](#) to map to the status level that displays on profiles.
Level

Notification Stream
Select the [stream](#) that users will receive email and bell notifications for.
Rewards

Save Cancel

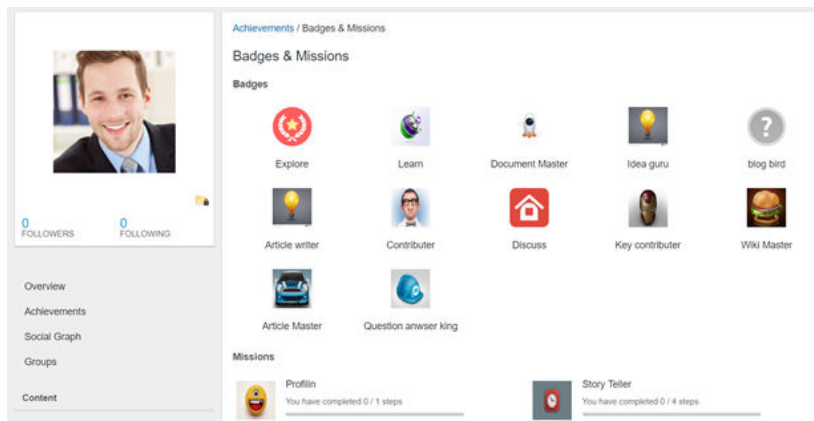
Gamification configuration for Badgeville in SAP Jam Admin console

Feature

Description

Hover card and profile page

- On an SAP Jam user's hover card, the earned status level and number of points displays below their name.
- When viewing a user's profile page, the earned level, number of points, badges, and missions display. Users can click on [Learn about Points and Levels](#) and [See all Badges and Missions](#) for more details on what they can earn with increased participation.



Profile page with Badgeville integration

Bell and email notification

- When a user earns a new status level, badge, or completes a mission, they receive a bell and email notification to alert them on their latest accomplishment.

1.8 Group page design and layout

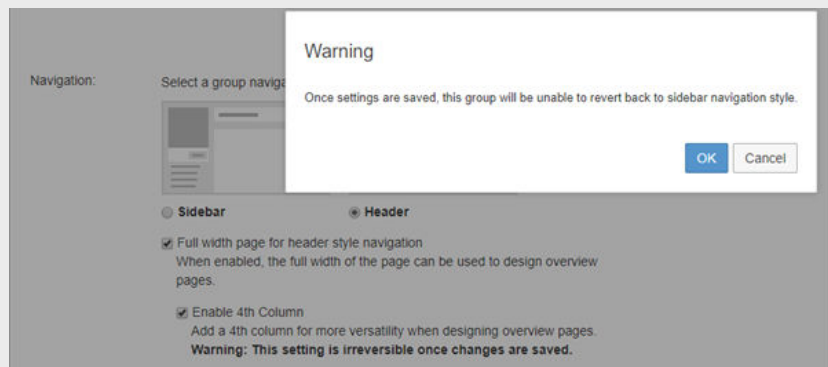
After a group is created, as a group administrator, you can begin to create some page layouts for the group content and information. The page designer feature enables you to add and organize the layouts in your group overview pages by using SAP Jam widgets in a page editor.

Group page design

Feature	Description
Full width page for header style navigation, and fourth column	<ul style="list-style-type: none">As a group administrator, when you enable full width page design using the header style navigation under the Edit Group > Setup tab, you can also enable a fourth column that allows you to maximize the design of the page layout.

Note

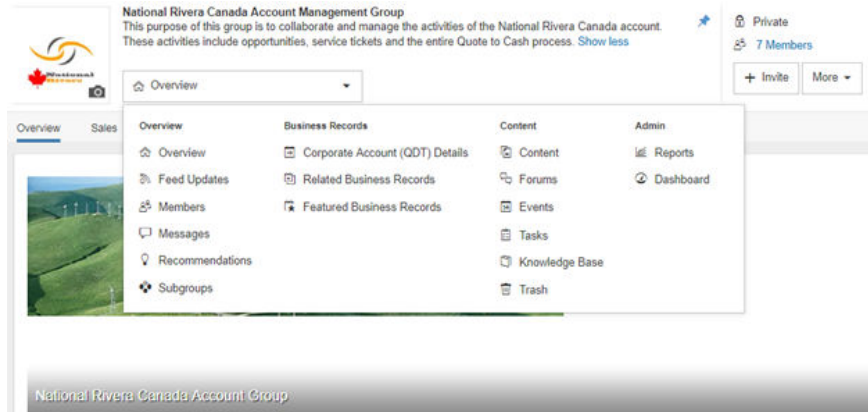
Once you enable a fourth column, you will not be able to switch back to a sidebar navigation style.



Warning displays when you enable 4th column

Feature	Description
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- | | |
|-------------------------|---|
| Group header appearance | <ul style="list-style-type: none">The group header has been redesigned for ease of use and to make important group information more discoverable. |
|-------------------------|---|



Example: Redesigned group header

- The group icons (pin group, settings for users, admins, and group information such as group name, description, number of members, and public or private listing) that previously appeared in the top right corner of the group header have been removed. For ease of discoverability, the following information and actions now appear in the top right corner:
 - Private or public group indicator
 - Number of members
 - Invite more members action
 - More dropdown menu with access to My Group Settings, Email Notifications, and Group Admin Settings
- Below the group name, for longer descriptions you can now click *Show More* to view the entire text.
- The pin group icon has moved to the left of the private or public group indicator.

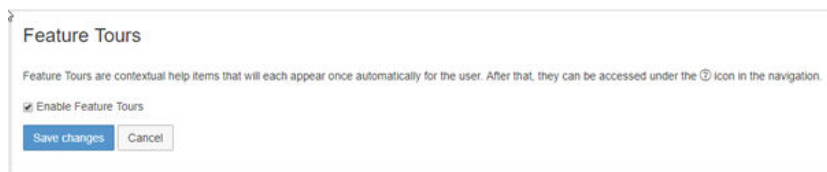
1.9 Feature tours (in application help)

Feature tours serve as an in-application help system that provides quick instructional text on specific features without leaving SAP Jam. The description and steps display whenever SAP Jam users click the help toggle.

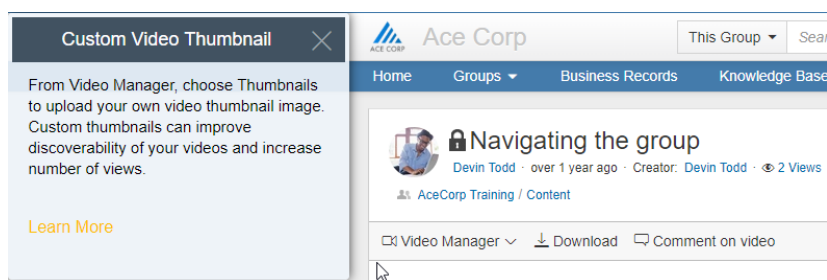
Please refer to the [Feature Tours](#) topic in the SAP Jam User Guide for more information.

Feature tours

Feature	Description
In application help for group administrators and members	<ul style="list-style-type: none"> As a company administrator, you can enable <i>Feature Tours</i> under SAP Jam Admin console > Product Setup > Features so that pop-up in application help can display to group administrators and group members when working with groups. As a group administrator or group member, you can now access in application help which provides context sensitive help on how to use various capabilities such as: <ul style="list-style-type: none"> Designing group overview pages (group admin only) Rotating banner for group overview page (group admin only) Monitoring activity with the group dashboard Learning about groups Uploading content Real-time messaging Inviting members Using feed updates to stay informed Table of contents generator in rich text editors Custom video thumbnails Printing, moving, or copying a knowledge base article Pasting and uploading images in forums

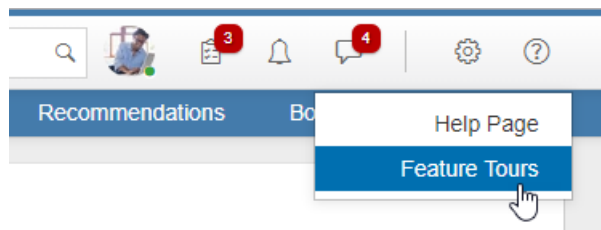


Enable Feature Tours



Example: Custom video thumbnail help

- Click *Next* to read about the next feature in the tour.
- The help content for the feature tour automatically displays once. If you want to read the help again, click the *Help* icon and choose *Feature Tours*.



Feature Tours menu

Feature	Description
SAP Enable Now	<ul style="list-style-type: none"> • You can display or hide pop-up tours from ▶ Account Settings > Feature Tours > . • SAP Enable Now is the tool used to provide the feature tours pop-up help. Currently, the following languages are supported: <ul style="list-style-type: none"> ○ English: 'en' ○ German: 'de' ○ Spanish: 'es' ○ French: 'fr' ○ Hebrew: 'he-IL' ○ Brazilian Portuguese: 'pt-BR' ○ Chinese: 'zh-CN' ○ Japanese: 'ja' ○ Saudi Arabia Arabic: 'ar-SA' ○ Ukrainian: 'uk-UA'

i Note
Enable Now help is unavailable for users using an unsupported language.

1.10 Knowledge base articles

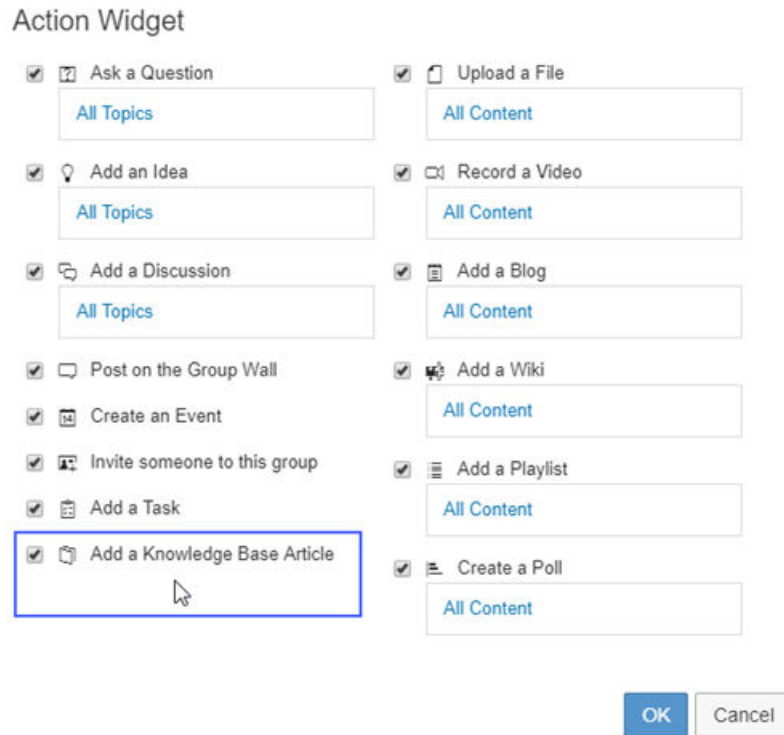
Service agents and managers can use knowledge base articles to find the right information required by a customer at the right time, reducing call handle time, improving operational efficiencies, increasing customer engagement, and reducing labor costs.

For step by step instructions on creating and managing custom knowledge base templates, refer to the [Knowledge base templates](#) topic in the SAP Jam Group Administration Guide.

Knowledge base articles

Feature	Description
---------	-------------

- | | |
|---------------------------|---|
| Actions widget for groups | <ul style="list-style-type: none">The Add a Knowledge Base Article is now available in the Actions widget for groups. |
|---------------------------|---|



Action widget with add a knowledge base article option

Attachments	Description
-------------	-------------

- | | |
|-------------|--|
| Attachments | <ul style="list-style-type: none">As a knowledge base author, while you cannot attach a mirror item to your article, you can insert a link to a mirrored item. |
|-------------|--|

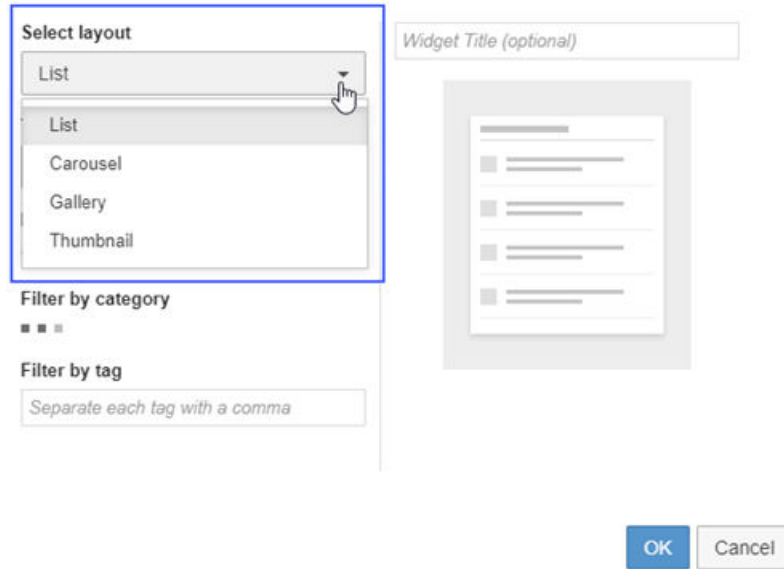
Feature

Description

Knowledge base widget

- The knowledge base widget now includes thumbnail, carousel, and gallery layout selections.

Knowledge Base Widget



Layout selections for knowledge base widget

Feature	Description
---------	-------------

Custom fonts

- As a group or company administrator, when you create or edit a knowledge base template, you can apply custom styling such as font family, size, color, and style to all field titles and label text.

The screenshot shows a 'Template Settings' panel with a 'Reset to default fonts' button at the top. Below it are two sections: 'Field Titles' and 'Label Text'. Each section includes a color picker (set to #333333), a font size input (16 px for titles, 14 px for label text), font style buttons (B, I, U), and a font type dropdown (set to Arial).

Custom settings for field titles and label text

- Before you publish the template, you can click [Preview](#) to see what the labels and fields will look like.

Feature

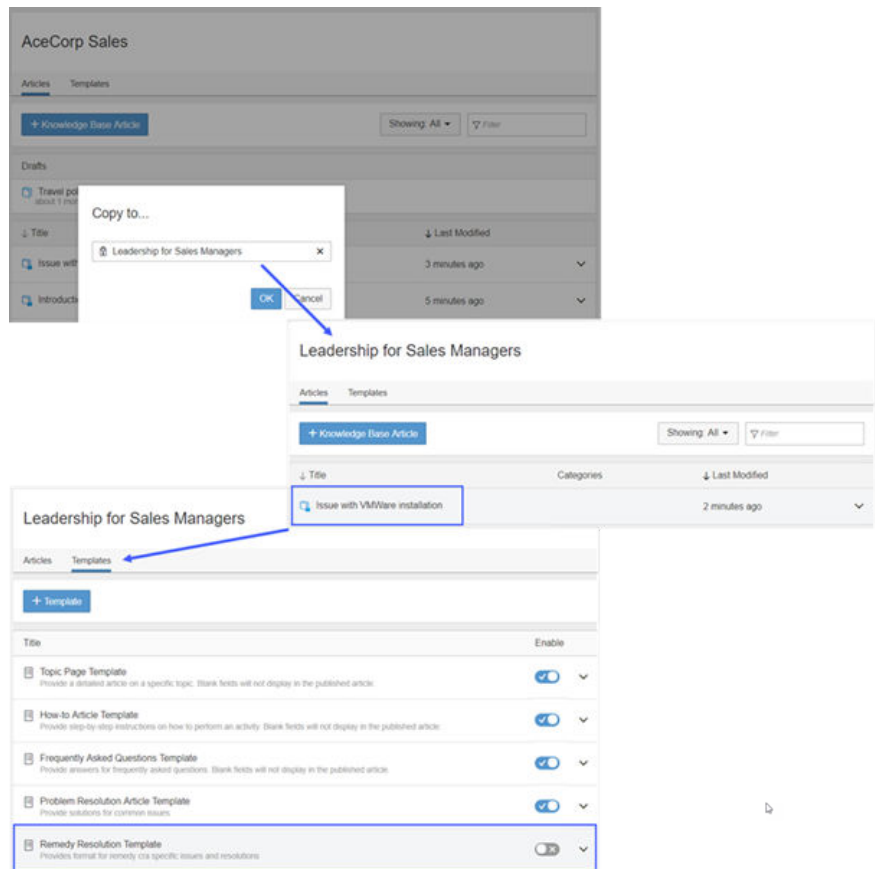
Description

Copy a knowledge base article

- As a group member, you can now copy a knowledge base article from one group to another group where you are also a member.

Note

When an article, based on a custom template, is copied over, the knowledge base template is also copied over. By default, the template is disabled. Group administrators can enable the knowledge base template if its use is applicable for their group.

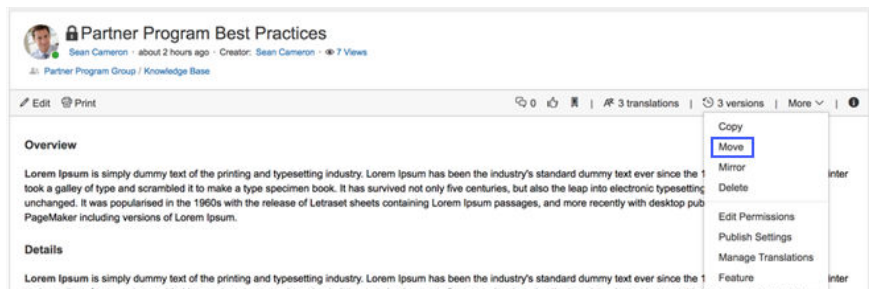


Copy a knowledge base article

Feature	Description
---------	-------------

- As a group administrator, you can move a knowledge base article between groups. The associated knowledge base template is copied to the destination group when:
 - it does not already exist in the destination group.
 - the template exists but it is edited in the destination group, and the administrator moves or copies an article based on the template from the source group to the destination group.

If the template exists in the destination group but is missing the edits made to it in the other group, the template will be updated with those edits.

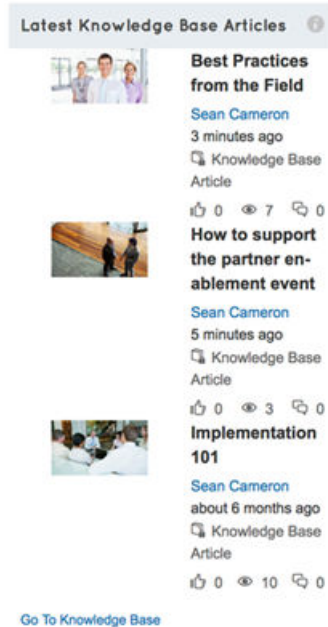


Move a knowledge base article

- The metadata also moves with the knowledge base article.
- During copy and move actions, any images and attachments in the article are copied to the root content folder of the destination group and are accessible to group members.

Feature	Description
---------	-------------

- | | |
|------------|---|
| Thumbnails | <ul style="list-style-type: none"> Knowledge base authors can now include a thumbnail image with their articles to help users visually identify content. |
|------------|---|



Knowledge base articles with thumbnails

- Thumbnail images are included when knowledge base articles are copied, moved, or mirrored.
- If your group's content approval is set up for knowledge base articles, any changes to the thumbnail image will also be subject to the content approval workflow.

1.11 Language support for wiki pages, blog posts, and videos

To support organizations with employees who understand multiple languages, for any language supported by SAP Jam, a company can provide translations for image captions, menu tabs, text widgets, widget titles, knowledge base articles, wiki pages, blog posts, and videos. When a user accesses SAP Jam in their locale, they will then be able to view group overview pages and custom home pages in their preferred language.

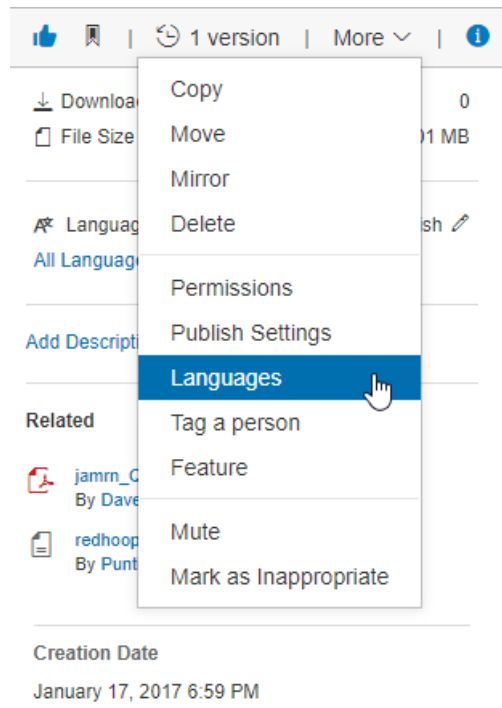
Language support for wiki pages, blog posts, and videos

Feature	Description
Language support for wiki pages, blog posts, and videos	<ul style="list-style-type: none">When working with wiki pages, blog posts, and videos, as a content author you can optionally provide and bundle translations for titles, body text (wikis and blogs), and recorded content (videos) and in one or more languages supported by SAP Jam. When supported languages are bundled for these items, users can experience content in their preferred language.

Note

For blog posts, only content authors and designated authors are allowed to bundle them with translated content.


- You can set a primary or default language for each of these content items. If a user's preferred language is not provided within the bundle, the primary language is presented.



Go to Languages from the single item view More menu

Languages for Navigating the group

Primary Language

 Navigating the group
Devin Todd · about 1 year ago

Other Languages

+ Add another language ▾

English ▾

- Arabic
- Bulgarian
- Catalan
- Czech
- Welsh
- Danish
- German

Close

Set primary language

1.12 Messages

Messages for SAP Jam Collaboration provide a quick and convenient way to converse with others within your company or with colleagues who do not have company provisioned emails. New messages appear in real-time and can include your colleagues, up to a maximum of thirty individual participants.

i Note

All enhancements listed here also apply to SAP Jam mobile.

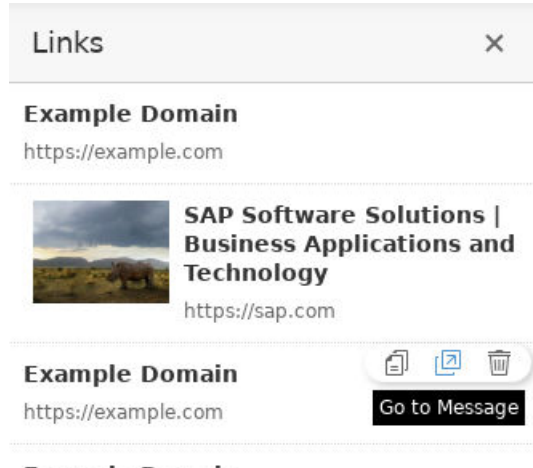
Please refer to the [Messages](#) topic in the SAP Jam Collaboration User Guide for more information on how to use real-time messaging.

Messages

Feature	Description
---------	-------------

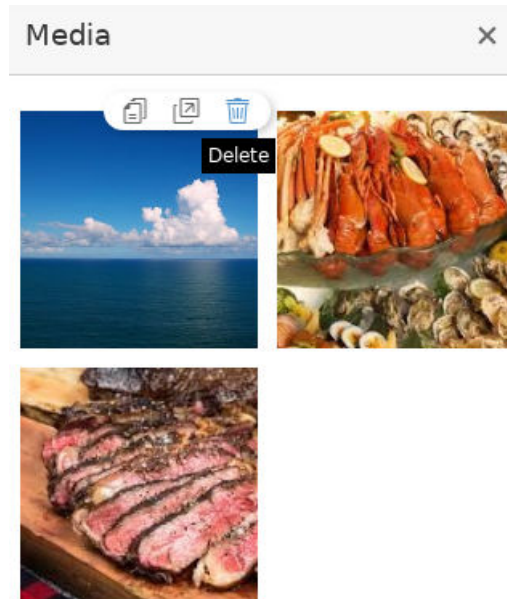
Media and links

- As an SAP Jam user, you can use the new Copy function to copy media and links from a message and paste them within group or home page content.
- When you access media and links from the content item, the message thread opens to the exact location of the media and links from where it was shared.



Go to the message thread

- You can now delete media and links from the Media or Links pane in Messages.

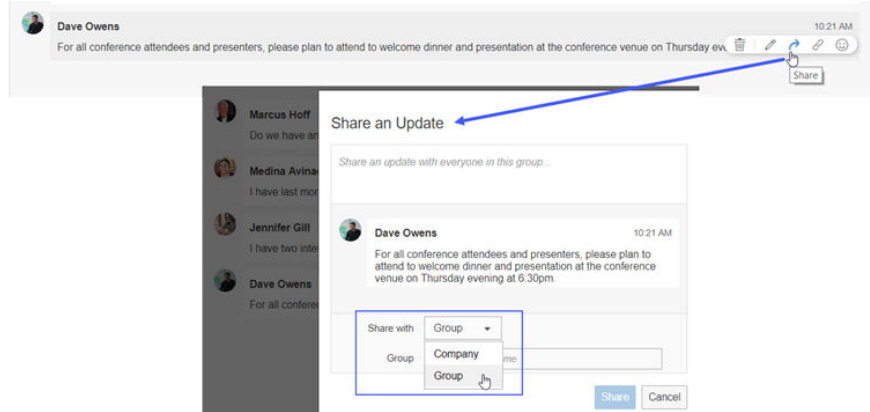


Delete media

Feature	Description
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Share a message to company or group

- You can share an image of an individual message to the company or a group as a feed post.



Share a message to the company or a specific group

1.13 Mobile settings for home page widgets

When designing the view of home pages on mobile devices, you can designate which widgets will display best in a single column layout. After you've decided which widgets you'd like to display in mobile view, you can then choose which of those widgets should display closest to the top of the screen for immediate visibility. You can also re-order them.

Show widgets in a row for mobile devices

Feature	Description
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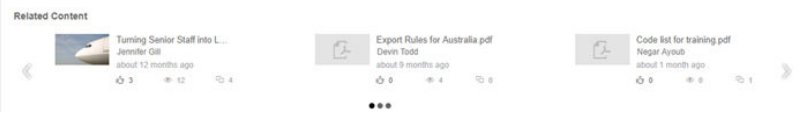
Show widgets that appear in row with background settings

- When you have multiple widgets in a row with applied background settings, as you configure the mobile settings for a home page, you can select *Show in Mobile* so that those widgets appear when viewed on mobile devices. However, the *Pin to Top* setting is disabled for rows with background styles.

1.14 Related content and recommendations

Related content for individual content items and recommendations at the group or company level can help you discover more content that you may find useful or relevant without having to search for it.

Related content

Feature	Description
Related content	<ul style="list-style-type: none">Related content is based on items you liked, commented on, followed, bookmarked, or where you were at-mentioned on. To help you discover more content related to an item you are currently viewing, you can now see a carousel of up to 9 related content items that display at the bottom of the single item view. The content metadata (for example, number of likes, views, comments, content author name, and when it was last posted) also displays.  <p style="text-align: center;">Carousel or related content</p>
Recommendations	<ul style="list-style-type: none">Recommended content is based on items you liked, commented on, followed, bookmarked, or where you were at-mentioned on. When you click Recommendations at the group or company level, the option to select Recommended Content now appears in the dropdown menu. The list of recommended content will be different depending on which group you are viewing, or if you are browsing at the company level.

1.15 Reports

SAP Jam reports display adoption metrics including user contribution and consumption activity. On the SAP Jam Admin console > Analytics > Reports page, select the report you want from the dropdown list. For larger reports, you can move leave the page while it completes processing. Once the report is ready to view, you can then upload the csv file to an analytics software and work with the data there. Most reports are available to group administrators for group-specific data.

Reports

Feature	Description
Search Summary by Month or Week	<ul style="list-style-type: none"> As a company administrator, you can now view a weekly or monthly report that lists the mostly frequently entered search terms (from the API search, global menu bar, and search results keyword field) over a date range. For each date range, you see the number of times the search term was used.

Reports

Ace Team reports provide adoption metrics, member activity and user status data. Ace Team will generate a report with an optional metadata. Where applicable, start and end dates can be specified to get data for the time frame that meets your need. Multi-byte characters like those used in Chinese, Japanese, and Korean are not supported for report exports to CSV files.

Search Summary reports

	A	B	C	D	E
1	Search Summary Report (weekly)				
2	Date Range	July 01, 2018 12:00 AM PDT	October 20, 2018 11:59 PM PDT		
3					
4	Search Terms	7/1/18 - 7/7/18	7/8/18 - 7/14/18	7/15/18 - 7/21/18	7/22/18 - 7/28/18
5	Learn and lead	18	46	32	5
6	mentorship	99	80	78	70
7	GDPR	260	300	255	260

Example Search Summary report weekly

1.16 SAP Jam Communities

SAP Jam Collaboration now integrates with SAP Jam Communities to provide an engagement solution for employees, customers, and partners.

Integration and content syndication with SAP Jam Communities

Feature	Description
Single sign on for SAP Jam Collaboration and SAP Jam Communities	<ul style="list-style-type: none"> When you log in to SAP Jam Communities, you are logged into the SAP Jam Collaboration tenant that serves as the source for any configured knowledge base content syndication.

Feature

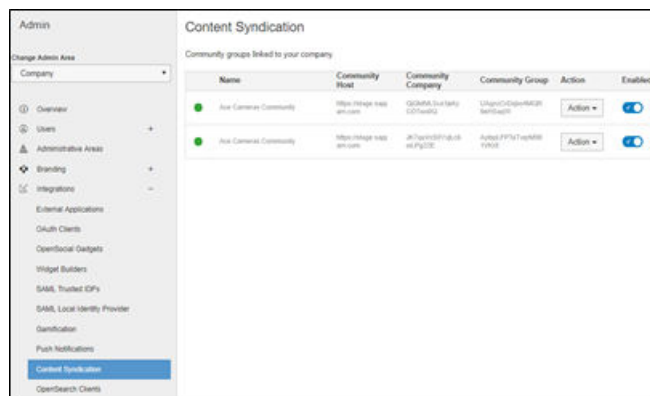
Description

Content syndication for knowledge base articles

- As a company administrator, in the [SAP Jam Admin console](#) [Product Setup Features](#) page, you can select the [Content Syndication](#) option to give all SAP Jam group administrators the capability to allow content syndication of their group's knowledge base articles (and any attachments) to groups in SAP Jam Communities.
- When the [Content Syndication](#) option is enabled, as a group administrator, under the [Group Admin settings](#) [Edit Group](#) [General](#) tab, you can select the [Content Syndication](#) option to allow publishing of knowledge base articles to external communities. Any changes to the content (for example, edits and deletions) will also be propagated to the syndicated articles in external community groups.

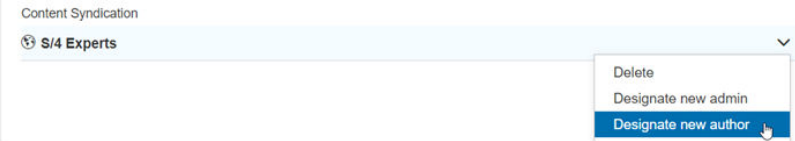
Connect SAP Jam Collaboration groups with SAP Jam Communities groups for knowledge base sharing

- Once a group administrator connects a SAP Jam Collaboration group to a SAP Jam Communities group, knowledge base articles can be syndicated. For example:
 - When a knowledge base author creates a new article or updates an existing article in the SAP Jam Collaboration group, the same article is automatically created or updated in the SAP Jam Communities group.
 - When a group member deletes the knowledge base article in SAP Jam Collaboration, the article is also deleted in the SAP Jam Communities group.
 - If there are knowledge base articles that already exist in the SAP Jam Collaboration group, once content syndication is enabled and the group is connected to a SAP Jam Communities group, those knowledge base articles will automatically sync over to the Communities group.
- You can disable or enable the automatic content syndication in the [SAP Jam Admin console](#) [Integrations](#) [Content Syndication](#) page. If the automatic syndication is disabled, you can go to the [More](#) menu for the knowledge base article and choose [Sync](#) to manually obtain the latest version. By default, the content will sync automatically. A status message on the progress of the sync action displays above the meta data for the article.



Example: list of community groups linked to company

- In the [SAP Jam Collaboration Admin console](#) [Integrations](#) [Content Syndication](#) page, as a company administrator, you can view a list of all SAP Jam Communities groups linked to your company.
- You can test the link connections for each community group.
- You can edit the push notification subscription settings for each group.

Feature	Description
Content author metadata	<ul style="list-style-type: none"> When knowledge base articles are syndicated to a community, the content syndication administrator (name of the person who created the integration) is attributed as the author of the article in the community. Under the Group Admin settings > Edit Group > Setup tab, the administrator can designate another group member to be the author of all knowledge base articles.  <p style="text-align: center;">Select a designate knowledge base author from the group</p>
Disable content syndication to SAP Jam Communities	<ul style="list-style-type: none"> As a content owner or group administrator, you can now choose to publish a knowledge base article directly to a community, or remove the content item. If you choose to disable syndication, the knowledge base articles will no longer be syndicated from SAP Jam Collaboration. If you decide later on to allow content syndication, you can choose to re-enable.
Embedded images and attachment support	<ul style="list-style-type: none"> As a knowledge base author, if you publish an article with embedded images and attachments, the syndicated article will also display the embedded images and attachments in SAP Jam Communities.
Exceptions	<ul style="list-style-type: none"> At this time, syndicated knowledge base articles: <ul style="list-style-type: none"> cannot be mirrored within the community. do not display the source group of the content syndication from SAP Jam Collaboration. do not include syndication of hashtags, content ratings, categories, and feed items from the SAP Jam Collaboration group.

1.17 SAP Jam mobile app

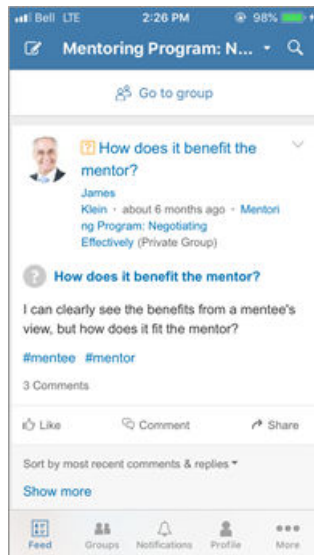
When you have an enterprise-wide deployment of the SAP Jam mobile app, as a mobile app user, you can collaborate with colleagues across your organization at any time.

Please refer to the [SAP Jam Mobile App User Guide](#) for information on supported features and functions.

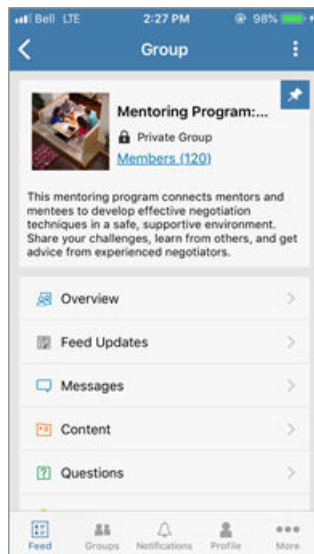
Feature	Description
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Group feed filter

- When browsing through a specific group's feed activity, as a user you can now tap on a single quick link to access the group landing page.



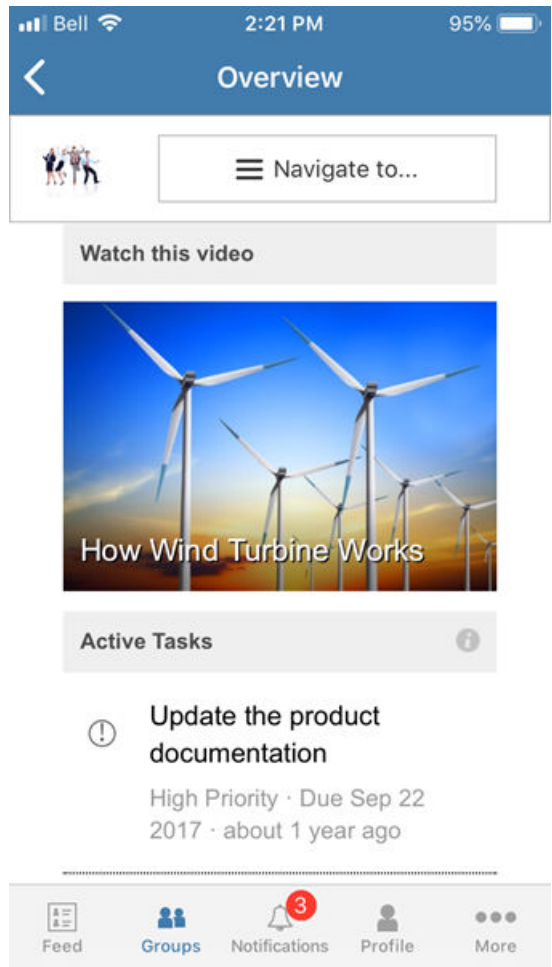
Quick link to group



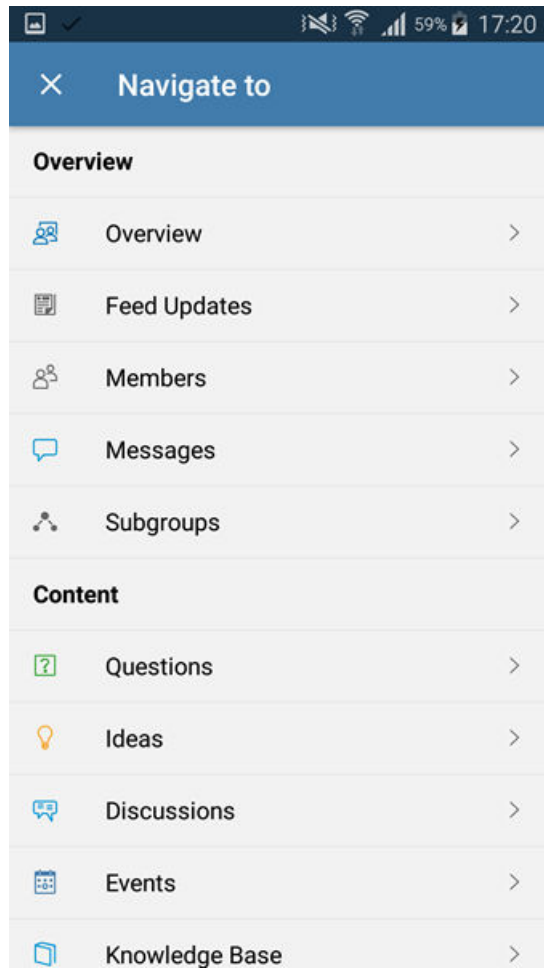
Group landing page on mobile device

Feature	Description
---------	-------------

- | | |
|------------------|--|
| Group navigation | <ul style="list-style-type: none">When navigating a group, you can now quickly and easily jump to different sections of the group. For example, by clicking on <i>Navigate to</i>, you can navigate to Overview, Feed Updates, Members, Messages, Subgroups, Forums, Events, and Knowledge Base sections. You can click on <i>Invite</i> to invite new members, or <i>Group Actions</i> to perform common actions such as viewing additional group information, setting group email notifications, sharing the group, generating group QR code, and leaving the group. |
|------------------|--|



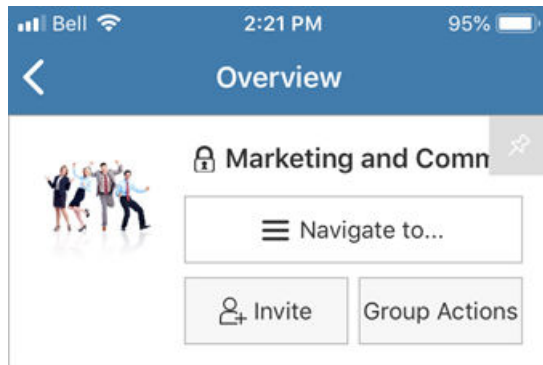
Navigate to menu on iOS



Navigate to menu on Android

Feature

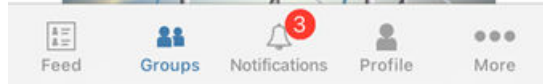
Description



Marketing and Communications

Welcome

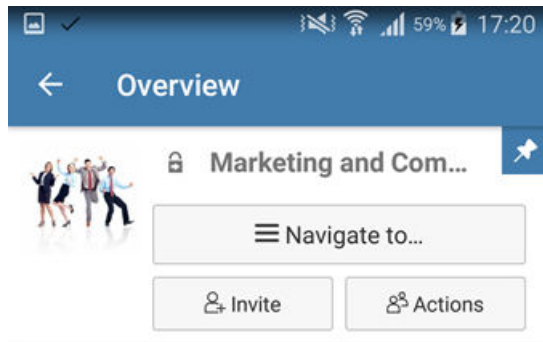
Watch this video



Navigate within group on iOS

Feature

Description



Marketing and Communications

Welcome ▾

Watch this video



Active Tasks ⓘ

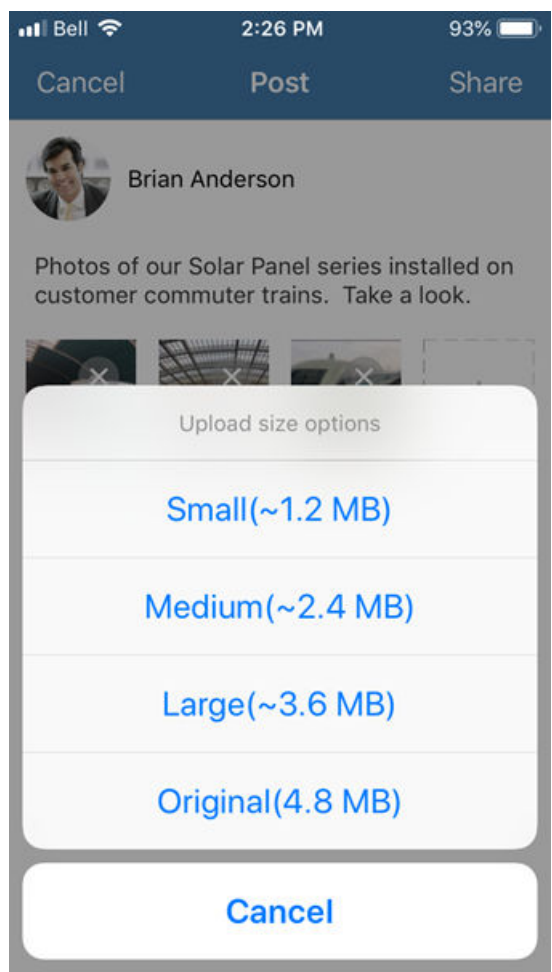
Navigate within group on Android

Feature	Description
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Multiple image selection	<ul style="list-style-type: none">When posting an update on the personal feed or group feed, you can now attach up to 10 images or videos as part of the update. Tap <i>Photo / Video</i>, select existing or new, then select one or more images or videos to add to the list. You can enter a comment, at-mention others, or add hashtags, before clicking <i>Share</i> to post. Multiple attachments will be consolidated in the feed. You can access individual attachments using the <i>View All Attachments</i> link.
--------------------------	---

i Note

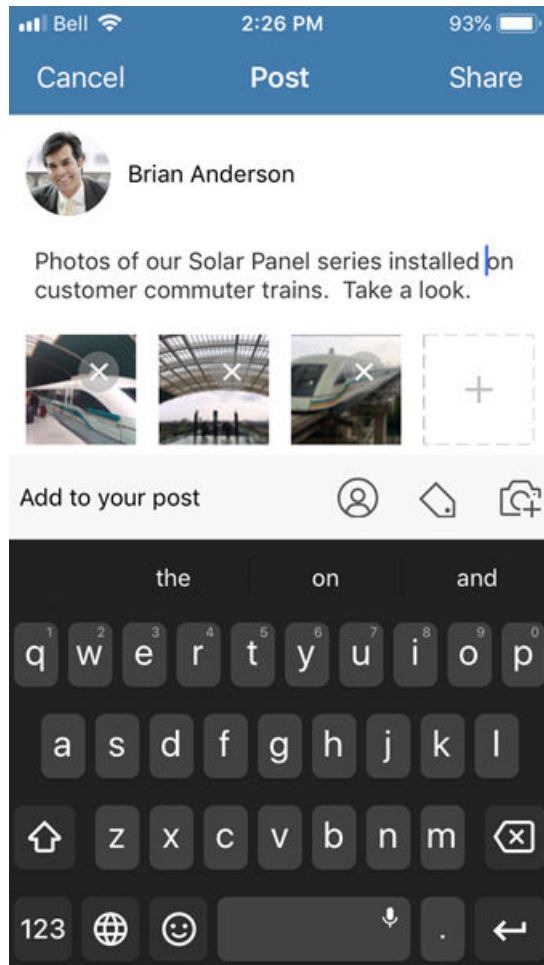
Multiple image/video upload is supported for top-level posts only. Replies and comments are not supported.



Resize images for upload on iOS

Feature

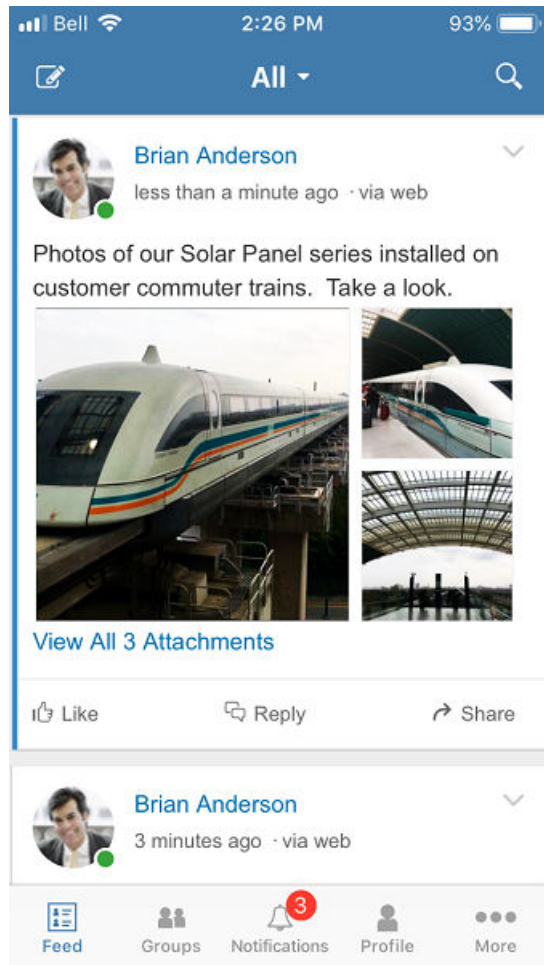
Description



Add images to post on iOS

Feature

Description

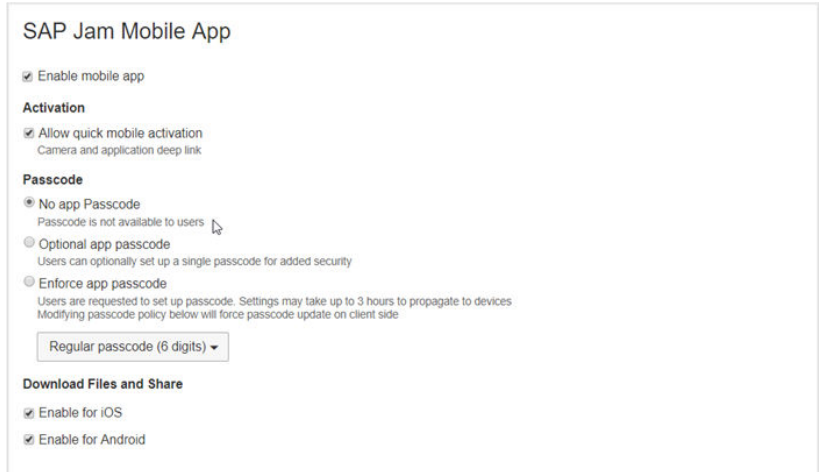


Multiple images posted on iOS

Feature	Description
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Passcode setup (iOS)

- As a company administrator, for new SAP Jam mobile app users you can select the new *No app passcode* option to allow users to not set a passcode to access the mobile app.



No app passcode

- If the passcode is enabled, users can go to their settings and turn the passcode off if they wish. They can also easily set and reset their passcode if they choose to keep it enabled.

Feature

Description

Badge icon visibility and order for Home screen experience

- In the SAP Jam Admin console, as a company administrator you can drag and drop to set the visibility and reorder the Feed, Groups, Notifications, Tasks, Profile, Messages, Home, Knowledge Base, and Scan QR code badge icons that display in the SAP Jam mobile app. The Settings badge always remains at the bottom.









SAP Jam Mobile App

Settings

- Enable mobile app
 - Allow quick mobile activation (camera and application deep link)
 - Enforce app passcode (note settings may take up to 3 hours to propagate to devices)
(NOTE: Modify passcode policy below will force passcode update on client side)
 - Bypass passcode setup
 - Enable "Download File and Share"
 - iOS
 - Android

Menu Navigation

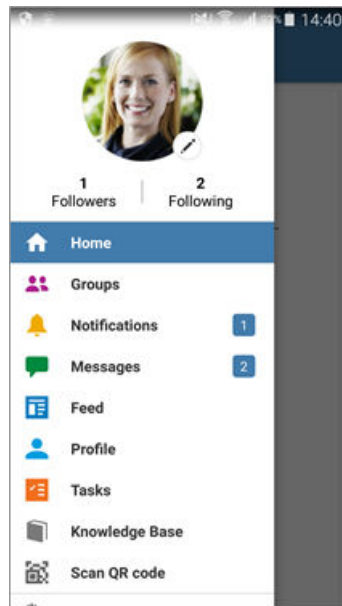
Set the default navigation order for iOS and Android. NOTE: On Android, "Settings" is always pinned last in the navigation.

Name
☰ ☰ ☰  Feed
☰ ☰ ☰  Groups
☰ ☰ ☰  Notifications
☰ ☰ ☰  Profile
☰ ☰ ☰  Tasks
☰ ☰ ☰  Messages
☰ ☰ ☰  Home
☰ ☰ ☰  Knowledge Base

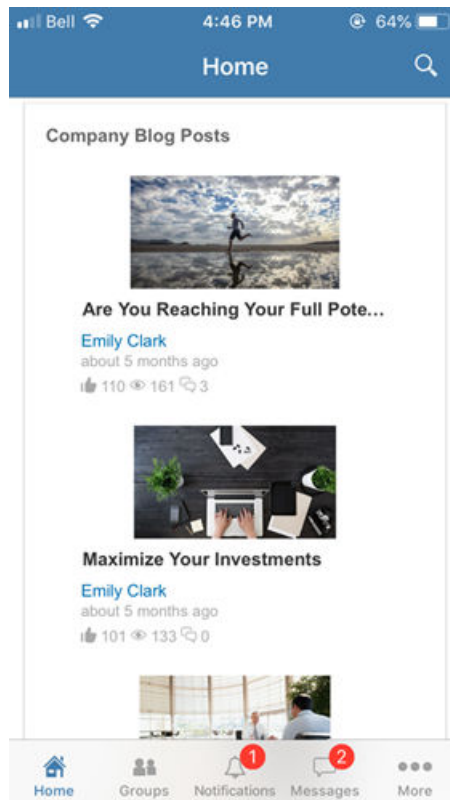
Reorder the Home experience with badge icons

Feature

Description



SAP Jam mobile app view of badges



SAP Jam mobile app view of Home screen

- As a SAP Jam mobile app user, you can customize the ordering of screens. This will override the order set by your company administrator.

1.18 Session expiration

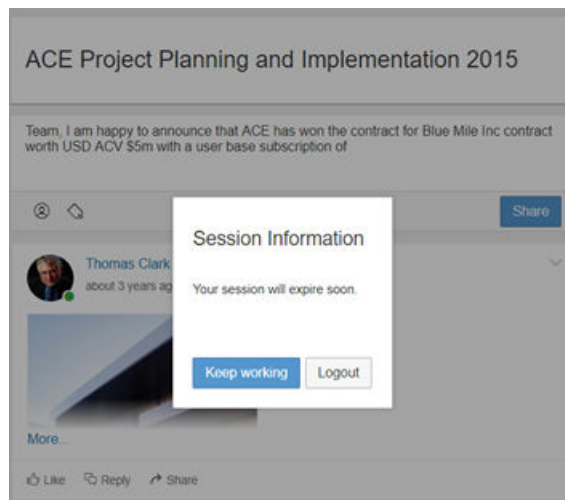
SuccessFactors sessions time out after 30 minutes. An expiration notice helps SAP Jam users save their work before the time out occurs.

Session expiration

Feature	Description
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Session expiration notice

- Before a SuccessFactors session expires, the user is now prompted to log out or continue their session edit or upload.



Session expiration prompt

- If the SuccessFactors session has expired, a session expired notice displays and the user will need to log in again in order to use SAP Jam.



You have been logged out message

1.19 Terms of service

As an SAP Jam user, you can now review your terms of service agreements after you have agreed to them.

Access to terms of Service

Feature	Description
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Review terms of service

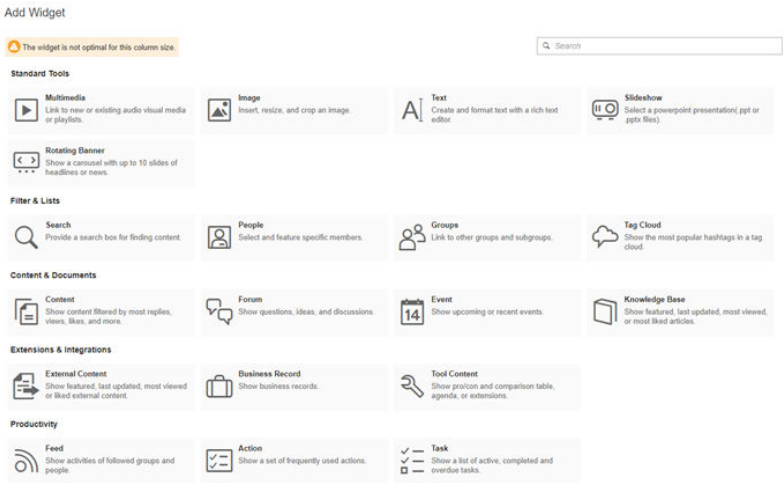
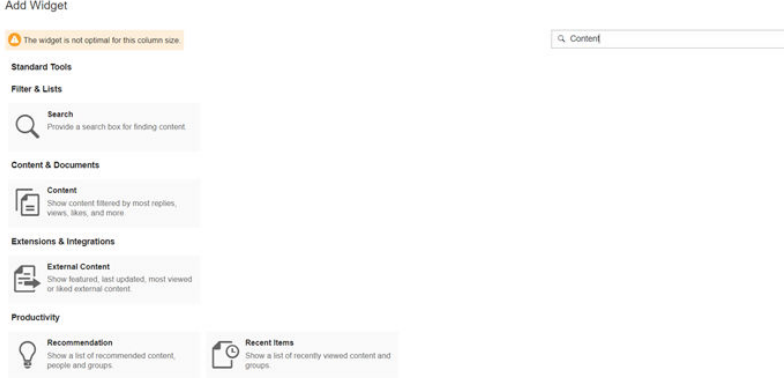
- Under your [Account Settings](#), click [Terms of Service](#) to review the terms you agreed to when accessing SAP Jam for the first time.

1.20 Widgets

Widgets are containers for a variety of information such as multimedia, slides, content, and more. When you add a widget, you are specifying that a section, whether for group overview pages or custom home pages, contain some particular content. You can insert, remove, edit, and reposition widgets as needed.

Please refer to the [About widgets](#) topic in the SAP Jam Group Administration Guide for information on using widgets in overview and custom home page design.

Widgets

Feature	Description
Widget picker	<ul style="list-style-type: none"> When designing overview or home pages, the widget picker now displays by categories and shows a description for each widget.
	
	<p>Add widget categories and descriptions</p>
	<ul style="list-style-type: none"> If you are choosing a widget for a column that may be too small to effectively support the dimensions it requires, you will see a warning icon with the specific widget to indicate that "The widget is not optimal for this column size". You can still add the widget, but it is not a recommended best practice. To refine the view of all the widgets in the widget picker display, you can also enter the name of the widget you want to use in the Search field at the top right corner.
	
	<p>Search for a widget</p>

2 Feature deprecation

The following section lists the features that have begun deprecation in this release, will be fully deprecated in the next release, or are retired as of this release. When a feature is deprecated, enhancements to it cease and customers are advised not to use the feature.

Feature deprecation

Feature	Description
Knowledge Base Wiki Page content template	<ul style="list-style-type: none">• The Knowledge Base Wiki Page template has been removed for this release because the knowledge base articles feature has more advanced capabilities for structured content.
Twitter integration	<ul style="list-style-type: none">• Twitter integration continues deprecation as of this release.

3 Feature availability

All features in this SAP Jam Collaboration release will be available to customers working with the preview release starting on Friday, November 2, 2018. The release will be available in production starting on Friday, November 30, 2018.



All SAP Jam Collaboration documentation will be subject to ongoing updates for this release, with production-ready versions posted in November 2018. Please check the SAP Help Portal for your latest version of the product documentation.

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 - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
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