

Communifire Feature Data Sheet

Unleash the Power of the Communifire Platform.

Communifire is your modern, fully featured social intranet platform that supports your employees and your business. From connecting your people and streamlining communication to enhancing collaboration and managing content, our full suite of integrated tools will help your organization be more informed, quicker to take action and prepared for tomorrow.



CONTENT & COLLABORATION TOOLS - File & document management, blogs, polls, wikis and more. Everything you need to manage your business, work together and get real results.



PEOPLE & PROFILES - Make your organization come alive. Your new company directory and personal profiles help put faces to names, break down silos, and find the right person at the right time.



SOCIAL & PRODUCTIVITY TOOLS - From activity streams and notifications to task management and calendars, these apps will keep you in-the-know and your projects on track.



SPACES & GROUPS - Where everyone in your organization comes together. For a project, an interest group, specific topic or connecting departments - this is the place for collaboration.

➤ Content & Collaboration Tools

Document management, polls, wikis and more. Built to meet the needs of today's business, you get everything you need to manage your business, work together and get real results.

Publish, share and collaborate like never before with modern, easy-to-use tools. Make better decisions thanks to centralized knowledge. And empower employees by giving them the information they need in the format they want.

Articles – Keep everyone inside and outside your community up-to-date with articles -- great for sharing things like news, press releases, and knowledge base how-to's. You can create your own categories, add tags to make them easy to find, set permissions, and share the information you need people to know. And you can boost engagement with built-in social tools, including commenting, like and follow buttons, and rating controls.

Blogs – Get your organization talking and sharing with your own enterprise-level blogging platform. Use them internally to increase communication and encourage the sharing of ideas, opinions and news. You can also open them up to the public for sales and marketing. And there's a robust approvals workflow built-in, so you can be sure that nothing gets out that doesn't fit your brand.

File & Document Management – Don't just store files, make them an interactive tool for your organization through collaboration, comments & ratings. CommuniFire makes old-fashioned document management modern. You can easily upload and share documents with others using drag-and-drop from your desktop, or use the built-in content browsers. And you always have full control, with the ability to view the upload history of each file and roll-back to previous versions if you need. Set fine-grained permissions on individual folders and choose who can view, upload, edit, and delete them, so things are always organized for you.

Wikis – Help your people share their knowledge, skills & best practices in your very own collaborative workspace. Use your wiki to collaborate, share ideas, plan projects, create a knowledge base, and much more. You can also attach files and embed videos and photos so employees get the whole picture. Then extend the conversation into the comments to get the whole team on board. To make back-end management easy, every edit to a wiki page creates a new version. So you can always view the history of the document, compare versions, and roll-back if you need to. And of course your wiki is fully searchable and you can even take wiki pages with you--just click the download button and CommuniFire will automatically generate a PDF that you can share.

Pages – Create your own content pages for your community or for specific groups. As simple or elaborate as you need, these can include indexes of information or whole web pages of detailed content - with images, photos, and videos. Dig in and code your own layouts using HTML & CSS or simply use the WYSIWYG editor. Embed anything, like 3rd party maps from Bing, Hubspot CTA's forms, Google Spreadsheets, MailChimp email forms, SlideShare Presentations, Facebook Timelines, Twitter streams, and much, much more. With these pages, you can create amazing public facing websites and even helpful internal websites for your company departments and project teams.

Events – Publish and track RSVPs for meetings, webcasts & conferences. Easily stay on top of all your important activities. Showcase your customer service by providing a helpful list of local places for each event, where people can grab a bite to eat, shop, or take in the sights. Plus upload photos and videos to help document your event. And the powerful search lets you filter and sort on tags, keywords, categories, location, and date.

Photo Sharing & Albums – A complete photo sharing experience. Upload and share photos into albums. Insert them into your blog posts, articles, or wikis directly from your computer or from one of your community albums. Drag-n-drop them directly from your desktop to speed up your process, it's less work and more flow. Create stock photo albums so everyone has access to dress up their posts and make them look beautiful. You can upload as many as you want, 1 or 100+, Communifire will handle the load for you. Name your photos, provide a description, tag them, like them, rate them, and collect comments.

Video Sharing – Harness the power of video for your business. Now you can upload, tag, and share your own videos with the rest of the team, your customers, and anyone else -- on your own website, while still having your YouTube account. Communifire uses the enhanced libx264 codec to transform your videos into the H.264/MPEG-4 AVC High Definition (HD), MP4 video format, which makes your videos accessible on desktop browsers and modern mobile devices. You can organize them by category, tag them for searching, and add your own meta data. Share videos from popular services like YouTube and Vimeo with a simple copy & paste into your status updates. Easily embed them in other content - like blogs, wikis, and discussions.

Polls & Surveys – Polls let you ask quick questions about any topic - just type in your Q, provide a few options and invite your team to reply. Real-time bar charts let you take the pulse of your team fast. Or gain more in-depth knowledge with multiple-question surveys. Easily and intuitively drag-and-drop your questions in any order. View the results in beautiful visual charts.

Smart Search – Everything is just a click away. The search remembers everything, so you don't have to. It's super smart, because it knows what you're allowed to find and helps you find it, instantly. It automatically indexes all of the content you publish, including wall posts, comments, and the contents of any PDF, Microsoft Office & Open Office documents. Use the extensive filter to target your search by space and location, by content type, and tags. You can even create your own search filters by using managed tags. Communifire's search is powered by the extremely rich, flexible, and powerful Lucene full-text search toolkit, which can index practically any type of text document and retrieve it for you in milliseconds.

Homepage – Imagine that your employees actually find value in visiting your intranet homepage. Stock it with information automatically from different departments and spaces. Provide access to useful links,

resources, and other systems. Highlight featured content and bring the best to the surface. Remember, this is your homepage, not someone else's concept with your logo on it. You can even create secondary homepages and customize them however you want. And naturally, it becomes a resource that your employees use daily.

Drag-and-Drop Page Builder – The Page Builder is a drag and drop interface to create page layouts in Communifire. It simplifies the process of designing your Homepage, Space pages, and CMS pages. You can create as many pages as your organization needs. It makes it easy to create responsive, column based layouts that adapt to all mobile devices. It's easy to learn and even easier to get started. You'll be building beautiful pages in no time. The builder transforms elements into visual building blocks, allowing anyone to understand and edit the layout and content of their pages without touching a single line of code. There are no limitations as to how widgets can be customized and arranged, making Page Builder the most flexible tool of its kind available on the market.

Gamification: Reward Participation – The most popular forums and social networks on the planet reward people for participating. Do the same for your team - and see contributions skyrocket. Tailor your rewards easily. Give X points for answering a support question and Y points for writing a wiki entry. Show a leaderboard on your homepage to publicly reward engagement. And offer additional incentives for people that reach a top level of contribution.

Approval Workflows – You can set up a sequence of approvals or workflows that content must pass through before it's visible. Empower an employee to write the corporate blog, but have it checked over by someone in a particular role before making it public. Or allow anyone to create a space, but have it go through an approval process before it goes live. You can set up as many approval steps as you need in your Workflows, which are defined uniquely by content type and for each space, giving you maximum flexibility.

Moderation – Communifire offers several dynamic tools to help you stay in control and manage activity in your community. Profanity Filters – Set up filters to automatically replace inappropriate text with your own clean version. Flag Inappropriate Content – Flag content and comments for action and follow-up by an administrator. Comment Moderation – Turn on comment moderation so they're not published until someone approves them.

Comments – You can comment on just about everything, from blog posts and wikis to status updates, videos, and even other comments. Open up discussions and make content more engaging, improve documents, and converse with anyone about anything. Quite often, the most valuable feedback and knowledge building happens in your comments. That's why we designed them to be easily searched when you need to find them later.

Rating Controls – Cut through the clutter and let people vote on the best content. Communifire provides an intuitive and easy-to-use interface to rate content. This allows the best content to stand out, making it easy to find valuable resources, information, and knowledge.

Like Buttons – They're just about everywhere you'd expect them to be. They allow you to give positive feedback to others about content and conversations they created. When someone likes something, the owner of the content or comment will be notified. It also shows up in the Activity Ticker, providing yet another way for you to discover trending content and popular conversations.

Best Content – Surface the latest, the best, the most popular, or most discussed content to the top. You can browse the different content types by Most Recent, Most Viewed, Highest Rated, and Most Commented. It's a quick way to get to the information that is resonating within your community, applying the wisdom of your people to make sense of all the content.

Tags & #hashtags – Communifire will happily organize all your content for you. But if you want to give it a hand, you can take advantage of the powerful custom Tag Manager. All of the content in Communifire, from blogs and wikis to photos and discussions, can be tagged with keywords. You can also add tags to comments and wall posts using the #hashtag. Tags give your content and conversations context, and makes everything easier to find when searching, while at the same time, connecting you to similar information on the same topic. Communifire knows what you're thinking as you type, it suggests popular tags for your content ... and you can even create your own Managed Tag Groups, too.

▶ People & Profiles

The People and Profiles features in Communifire help everyone find collaborators, share ideas and produce incredible work.

Quickly find the person you need with the Company Directory. And put faces to names using Personal Profiles - which include a person's contact info, activity stream and authored content. Plus, with gamified reward systems, you can acknowledge people for work well done and strengthen your company culture.

Employee Directory – Imagine having all of your people together in one place, where you can search your company directory and find the people you need with the expertise and knowledge to get things done. Suddenly your business becomes more connected, more human, and more personal. People are easy to find and reach out to.

Personal Activity Streams – Your personal activity stream is a real-time feed of dynamic content covering what you're working on and who you're working with. Post status updates, share links and content, and communicate with each person directly in their feed. @Mention people to spark up a conversation. Use #hashtags to categorize and add context to your posts so you can search them easily.

Information-Rich Profiles – Your user profile contains personal, work, and contact information -- making it simple to connect with and find anyone in your company. Upload your photo, list your accomplishments, and share your expertise.

Publishing Tools – Powerful permission settings let you give everyone permission to post blogs, publish articles, add events, collaborate on wiki pages, and upload photos and videos. Content that you publish and share is displayed prominently on your profile page, enhancing your visibility and building your expertise for others to see. This allows your colleagues and co-workers to learn about your background and experience, see what you've been working on, and explore how you might be able to contribute to a project.

See Who's Connected – The bigger your organization, the harder it is for people to connect with counterparts in other departments. CommuniFire powers connections - and the relationships they create - by showing you who's who and how you might know someone. Learn about your team. Understand the person behind the role. And turn weak ties into strong bonds.

Everyone is One Click Away – No matter where you're at in CommuniFire, and no matter what you're doing, you can connect with everyone immediately. Hover over anyone's profile photo or name... and you'll see their rank in the community... and a message button that lets you contact them directly.

See Who's Online – As easy as Facebook! See who's online right now, and click their pic to start a convo. Get help instantly to solve problems or brainstorm solutions fast.

Gamification: Reward Participation – The most popular forums and social networks on the planet reward people for participating. Do the same for your team - and see contributions skyrocket. Tailor your rewards easily. Give X points for answering a support question and Y points for writing a wiki entry. Show a leaderboard on your homepage to publicly reward engagement. And offer additional incentives for people that reach a top level of contribution.

► Social & Productivity Tools

From activity streams and notifications to task management and calendars, these apps keep you in-the-know and your projects on track.

Now you can stay on top of the latest developments and never miss a beat, because activity streams and notifications bring it all together for you in one centralized location. Keep track of important dates with the calendar and manage your tasks like never before. Everything falls into place when your team uses Communifire. Spark up conversations with private messages, chat, and discussion forums. Provide top-notch service with the case tracker and take ideas from concept to reality with ideation features.

Activity Streams – This is your home for all the latest updates in your organization. It's microblogging and a news feed in one--a real-time stream of all the latest developments, content and conversations you care about. Post status updates to let everyone know what's up, and include @Mentions and #hashtags to add more value and context to your discussions.

Real-Time Notifications – Notifications give you quick access to everything about you. And they help you act efficiently by letting you know what needs your attention. Behind the scenes, we've specially designed notifications to be incredibly fast and scalable. So you get the updates you need in real time without having to refresh your page. That means you can focus on what matters most and take action the moment it's needed.

CommuniFire Chat – CommuniFire Chat is a fully featured, mobile-ready, real-time chat application that keeps you and your team connected. Send private direct messages or engage an entire group. And if someone isn't online, no worries--the chat messages will be waiting in their inbox as soon as they're online. With modern chat features like emojis, file sharing, & online status messages, your teams may never open their email inbox again.

Task Manager – Keep track of what's due, when it's due, and who's responsible for getting it done. The task manager is great for scheduling project phases, due dates, and deliverables. Quickly organize your tasks by creating lists, keeping similar tasks grouped together. Drag-and-drop tasks to order them in the sequence they need to be done, then check them off as you complete them. Use the filter options to hide and show your lists, see the tasks you've completed in the past, and display them by the space they are located in. Everyone gets their own personal task manager and each space has one too.

Calendars – Keep your life in order by organizing your schedule and tracking meetings and important dates. You can even share your entire calendar with your team or invite specific people to individual events. Custom reminders will help you get to your next meeting on time, plus setup recurring events so you never miss an important date.

Forums & Discussions – Discussion forums, the heart of old-school online communities, still have a value and purpose for collaboration today. They let you quickly engage groups of people in an open discussion and crowdsource answers to a question or insight about a topic. Setup groups of forums to create places for discussions about a variety of topics surrounding your business. Reward positive participation and mark threads on posts as the answer to a question, highlighting it as part of your searchable knowledge base for future reference. Add tags to each post to provide deeper context for searching, browsing, and

information seeking. Use the fine-grained permissions to give specific people the ability to curate all of the content, or open it up and give everyone the ability to drive moderation.

Support Your Team – Communifire’s Issue Tracker is great for tracking just about anything, from customer support and help desk requests, to software bugs and project tasks. You can set up as many trackers as you like, because each space you create has one built right into its fabric. Anyone can easily submit a case, issue, question, or ticket, then choose its status, priority, category, and add tags to provide further context. Assign it to someone and loop in additional people when you need their input. Everyone gets notified on updates and everyone can provide their expertise to find a solution or answer. You can sort and filter on just about every field, making it easy to find what you’re looking for, and each status is color coded, so you can quickly identify new, open, in-progress, or closed cases. Just about everything is configurable, so you can make it fit your existing workflows. And you can even check out the real-time reports to see a high-level view on how your team is doing.

Ideation – Tap into the power of your employees, customers and partners to surface the best thoughts, opinions and ideas. Give your people a platform to explore their creativity and give voice to their vision. Then through commenting and voting, the best ideas can bubble to the top.

▶ Spaces & Groups

Instantly create dynamic online workspaces to enable your people to work together. Spaces & Groups are a simple, yet powerful, way to manage your business--even for your most complex projects.

A "space" is a hub where you can share content and collaborate with others on a specific job or topic. Set one up whenever you need one. Make it invite-only, or let anyone join. Ideal for special projects, task forces, campaigns and launches.

Your Spaces are Easy to Access – We designed Communifire to be highly intuitive, so you'll worry less about the software and spend more of your time on what matters most to you. Your spaces are accessible from any page. It takes just 2 small clicks to get wherever you're going. If you have lots of spaces, just type a few characters into the autofilter-search box and it will find the space you're looking for.

Create a Space for Anything – When you set up a space for a topic, project, campaign or department, you give everyone involved a central hub. Fill the hub with task lists, shared calendars, videos and articles. Let members chat, generate ideas and problem-solve. It's like creating a war room, filling it with a curated library, and inviting just the right people to discuss, work and grow your business.

Public Spaces – Let anyone join a space! People can easily search your intranet to find a space - or just browse the listing of your company's public spaces. Great for knowledge bases, communities and FAQs.

Private Spaces – Keep certain content, conversations and projects between selected people. Ideal for personal projects, departments, "top secret" task forces, functional groups and sensitive topics, like employee reviews.

Hybrid Spaces – Use permission controls and roles to keep some parts of a space private and let anyone in your org access other parts. For example, everyone may have access to an HR space, but only certain roles will have access to benefits information.

Nested Spaces – The larger a department or subject grows, the more nested spaces will help you organize content and make sure only the right people access certain info. Create a space for your entire marketing organization, and add sub-spaces within it just for the creative team, social media team and campaign reporting.

Isolated Spaces – Create a space just for guests, or non-employees. Members of isolated spaces can only access the content in that space and connect with people in that space. Use one for a forum or marketing initiative.

Moderated Spaces – When you need more control over a space, turn it into a moderated space. People that want to access the space will need to be approved by you first.

Content and Apps – Create a space to help people work together on a project with the tools and content they need. You can set up a space to group your company departments. Or provide instant connections to co-workers on a job. Or organize the info you need right where you need it.

Create Your Space – Choose a space name and provide a description. Select privacy and moderation settings. You decide what features you'd like to activate. Turn on discussions, blogs, and the wiki. Disable events and file sharing. It's up to you. And you can always turn them on or off when you need them. Adding a space photo lets you brand your individual spaces and give them your own flavor.

Invite Your People – Invite anyone from inside or outside your business. Bring in your employees to work together on projects. Invite your customers and wow them with your incredible level of service. You can also set up roles and fine-grained permissions to decide what people can see and do. But no matter what, you're always in full control.

Get Down to Work – Share Files & Documents – Quickly and easily upload, manage, and share your documents, files, and media into spaces. You'll always be organized and everything's easy to find. Collaborate on Tasks & Content – More than just file sharing, Communifire increases productivity by allowing you to collaborate, organize, and have conversations around your content. Stay Updated with Activity Feeds – Space activity feeds keep you updated in real-time. They give you a summary of all the stuff that you need to know about, plus keep you informed with all the new things that are happening.

Tools to Stay Updated & Productive – Daily Activity Emails – Opt-in or out of daily space activity emails. They're sent at the end of each day detailing the latest activity that happened within all of your spaces. Nested Spaces – Each space can have sub-spaces and each sub-space can have as many additional sub-spaces as you need. There are no limits. Copy Spaces – Create a space. Then configure its permissions, moderation settings, and content settings. Use it as a template to rapidly launch new spaces to save you time. moderation settings, and content settings. Use it as a template to rapidly launch new spaces to save you time.

Management Dashboard – Each of your spaces comes with a robust administrative dashboard, so you can update settings, manage your members, and moderate content on the fly. We designed it to be highly intuitive, so it's easy to learn, and even easier to use.

Member Management – With the admin dashboard you can invite, manage, moderate, and oversee the members in each of your spaces. Typically, Communifire handles all of this for you behind the scenes. But when you need to remove a user, re-send an invite, or approve a new signup, it's available to you in just a few clicks.

Built-In Tools to Moderate Content – Sometimes it's easier to manage content when you have a different view of the data. With these tools, you can drill down into the different content types, like blogs, wikis, and ideas to manage each and every page or post. As an admin, you can find them, filter them, edit them, or delete them.

➤ “How Can I Use Spaces?”

Let's take a look at some examples.

Spaces let you organize in a way that is comfortable and familiar to how you already work. There's virtually no learning curve and your people can step-right-in to get the job done. Escape org-charts and email inboxes. Unite marketing, sales, and product development so they can collaborate like never before. Turn your customers into raving fans. You can launch communities for just about anything -- the sky is the limit.

Project Collaboration – Your people are everywhere, but work gets done here. Give your people the power to self-organize into project teams. Work with people inside and outside your business. Setup secure online workspaces where you can collaborate on tasks, share files, and communicate effectively. And keep your project teams on time and on budget with project updates, requirements, to-do lists, and milestones.

Company Departments – Create a space for each of the separate departments or divisions within your business. Set one up for Human Resources to host company policy information, keep new employee packages organized, and answer your employee HR related questions. Give Marketing & Sales their own space to collaborate on leads, share sales tactics, and manage their daily to-do lists. Create a space for your IT department and host a dynamic Help Desk, keep track of software bugs, and create and share technical documentation.

Customer Extranets – Bring your customers even closer into your business by providing each of them with a private communication booth. Not only can you create an online workspace for all of your customers, you can create a space for each one of your individual customers. Provide them a private and safe area where they can communicate and collaborate directly with your team – while keeping all of the conversations and information private to only those you invite into the space.

Self-Serve Knowledge Base – Post your content once and have it available to anyone, anytime. Organically capture your organizational knowledge from on-site collaboration and conversations. Or create a space and populate it with all of your knowledge base articles and how-to's, letting people serve themselves 24/7. You will reduce support emails and phone calls, lower service costs, and create happier customers and prospects.

Customer Support Spaces – No longer do you need a separate support forums and ticket tracker for providing top-notch support to your customers. Keep your customers close -- and keep them happy and coming back for more. Create a space specifically for them to log on and get help, ask questions, help each other, and browse your knowledge base. Communifire helps you build and retain customer relationships, increase loyalty, and provide the enterprise-level of support they expect.

Onboarding & Training – Empower your new employees to hit the ground running by accelerating their orientation and training. Launch communities for new employees and subject-matter experts so they can connect and help each other. Increase educational engagement and knowledge retention by using both formal and informal learning programs. Learning becomes social, and more fun, and new hires are more

effective more quickly.

Marketing Communities – Why let leads flounder on Facebook? Customize and launch a public space for your next campaign, and add images, brochures and new blog posts to it. Add a poll. Answer questions. Let prospects and customers engage with each other while you moderate. Include Pinterest-worthy pics and tweetables, and get SEO juice by driving people to your domain, not Facebook.

User & Affinity Groups – Host a space for people to connect around a topic related to your business -- where members can publish “how-to blogs,” take part in industry related discussions, and provide real-life opportunities for learning from the shared experiences of other members. Post periodic meetings, user conferences, webinars, lectures, newsletters, a library of media or tools, and social events. Generate content organically and turn your business into a thought leader and the go-to source of industry info.

Sales Enablement – Launch a space and invite your entire sales team. Communifire helps you onboard new sales reps faster and cut training costs, because it puts essential training tools and resources right at their finger tips and connects them to your more experienced sales reps. Upload sales collateral for everyone to access anytime, from anywhere they’re located. Your sales reps can ask the rest of your team questions and find the info they need to close deals faster. You can even create deal rooms, where you bring in your leads and plan, manage, and execute the sale in a secure online location.



The Central, Instantly Searchable Hub for Your Teams, Conversations and Documents.

100% useful. 100% customizable. 100% loved by nearly a million people.

See Communifire in Action

We'll help you evaluate Communifire for your business, no sales pitch.

[START FREE TRIAL ▶](#)

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Contact Us:

Phone: 1-888-976-4446

Contact: <http://info.axerosolutions.com/contact-us>

Web: <http://axerosolutions.com>