



Business Solution ELO Knowledge

Business Solution ELO Knowledge 1.05



Table of contents

null	3
Introduction	3
Basics	4
Knowledge Board	6
Moderation	10
Posts	11
User profile	18
Keep track of news	21

null

Introduction

Contents of the manual

The goal of this user guide is to explain all functions of Business Solution ELO Knowledge.

Basics and knowledge board

The *Basics* and *Knowledge board* chapters explain the ELO Knowledge program interface.

Possible actions and other elements

The remaining chapters address possible actions and other elements of ELO Knowledge.

Target audience

This manual is addressed to Business Solution ELO Knowledge users. Separate documentation is available for administrators on the ELO SupportWeb.

The scope of functions presented in this manual may differ greatly from those in your client.

If you do not find functions described in this manual in your client, you do not have permission to perform the action.

Basics

Basic principle

ELO Knowledge is a platform for sharing insight within a company. Employees are motivated to participate thanks to the different post types, *Questions*, *Ideas*, *Articles*, and *Guides*, as well as a voting system.

General note

ELO Knowledge works with the following clients:

- ELO Web Client
- ELO Java Client
- ELO Desktop Client

Information

In this manual, we use screenshots from the ELO Web Client.

Requirements

Your administrator must have configured ELO Knowledge for you.

Program interface

The screenshot displays the ELO Knowledge web client interface. The top navigation bar includes 'ELO', 'Favorites', 'New', 'View', 'Output', 'Organize', and 'Search functions'. A red circle with the number '1' highlights the 'Knowledge' button in the top navigation bar. Below the navigation bar, the left sidebar contains a 'Repository' section with 'Solutions' and 'Search' buttons, and a 'Knowledge management' section with a 'Knowledge Board' button, which is also highlighted with a red circle and the number '2'. The main content area, titled 'My ELO', shows a list of posts. The first post is by Elena Rodriguez, titled 'Getting started', with the text 'Thank you for the overview!' and 'a minute ago'. The second post is by David Lee, titled 'Company run on September 14', with the text 'has closed the post.' and '3 minutes ago'. A 'Filter' panel on the right side of the post list allows filtering by 'New since' (Today, Yesterday, One week, One month) and 'Post type' (Knowledge Post, AutoComment).

Fig.: ELO Web Client with ELO Knowledge

1 The *Knowledge* group on the *New* ribbon tab

You can create new spaces via the *Knowledge* group.

Only moderators have permission to create new spaces.

See the Create space chapter for more information.

2 The *Knowledge Board* tile in the tile navigation area

You can reach the Knowledge Board by clicking this tile or entering the corresponding URL.

Knowledge Board

This chapter explains the Knowledge Board interface, as well as its breakdown into boards, spaces, and topics.

Start page

You can reach the home screen of the Knowledge Board by entering the corresponding URL or clicking the *Knowledge Board* tile in the *My ELO* area.

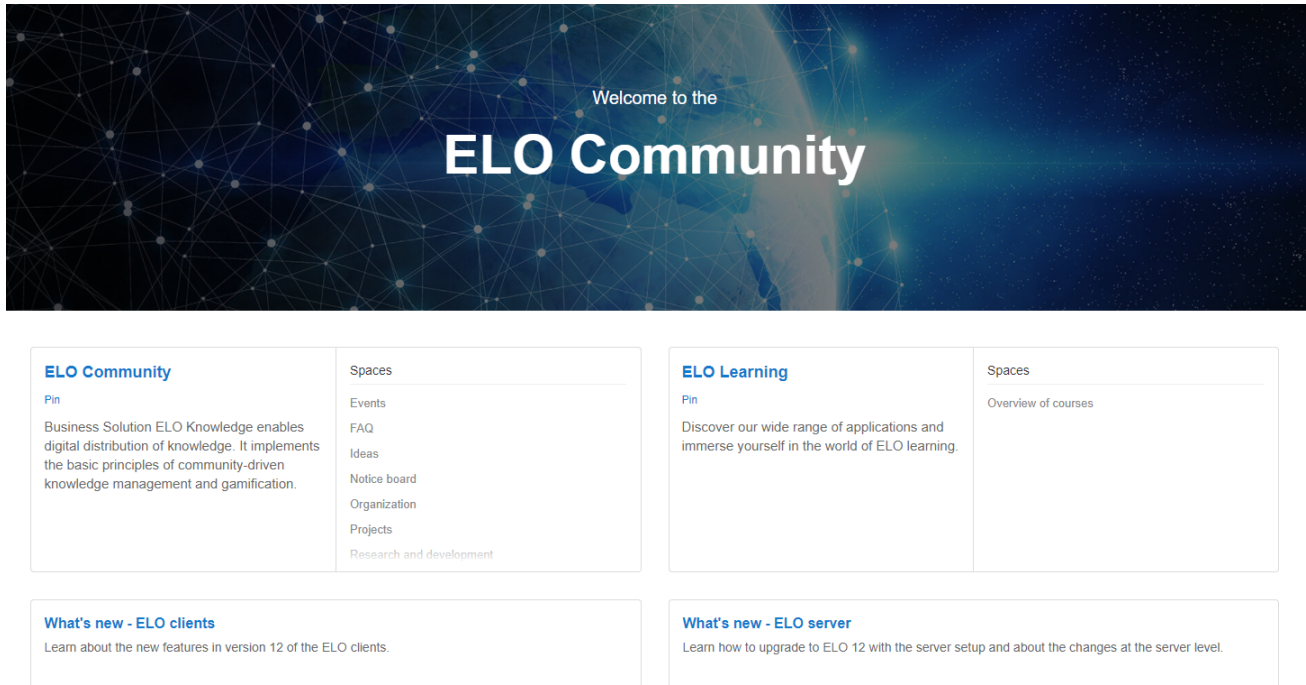


Fig.: Home screen

The Knowledge Board can be organized by topics. On the Knowledge Board home screen, you will find an overview of the available boards and spaces.

If there are many boards, not all of them will be shown on the home screen. The most frequently used boards are shown, while ones visited less often can be opened at the very bottom via a drop-down menu under *Other boards*.

You can configure your own home screen by pinning boards.

Board interface

On a board, all posts are shown in chronological order. The newest post is shown first. Unread posts are marked with a blue dot.

The screenshot displays the ELO Community interface. At the top, there is a search bar with the placeholder text "Find posts, topics, and users..." and a magnifying glass icon. To the right of the search bar is a blue button labeled "Ask a question" with a dropdown arrow. Below the search bar, the "All Posts" section is visible. It includes a row of filter buttons: "Questions", "Ideas", "Articles", and "Guides". To the right of these are buttons for "Unanswered", "Unsolved", and "Mine". The main content area shows a list of posts. The first post is titled "Is ELO FDA-certified?" by William Johnson, posted 29 minutes ago. It has 1 reply, 2 votes, and 41 views. The post is tagged with "Projects", "FDA", and "ELO". Other posts include "Questions, ideas, or articles" by David Lee, "Calling in sick" by Elizabeth Saunders, "Leave policies" by Elizabeth Saunders, "Working from home" by Elizabeth Saunders, "Emergency procedure" by Jack Edwards, and "General information on travel expenses" by Emily Thomson. On the right side of the interface, there are two sidebars. The "Spaces" sidebar lists various categories: Events, FAQ, Ideas, Notice board, Organization, Projects, and Research and development. The "Popular topics" sidebar lists various topics: Benefits, Boosted productivity, Business trip, Calling in sick, Community, Contract, ELO, Emergencies, FAQ, FDA, Finance, Health, HR, Processes, Project management, Vacation, and Work time. The "Languages used" sidebar shows checkboxes for German and English, both of which are checked.

Fig.: Filter options

To narrow down the posts, search and filter options are available.

In the screenshot, you will see all the options for narrowing down posts shown.

Create space

Information

Only moderators can create spaces.

Information

Only administrators can create boards.

The Knowledge Board can be structured with boards and spaces. For example, you can create spaces for company departments.

Information

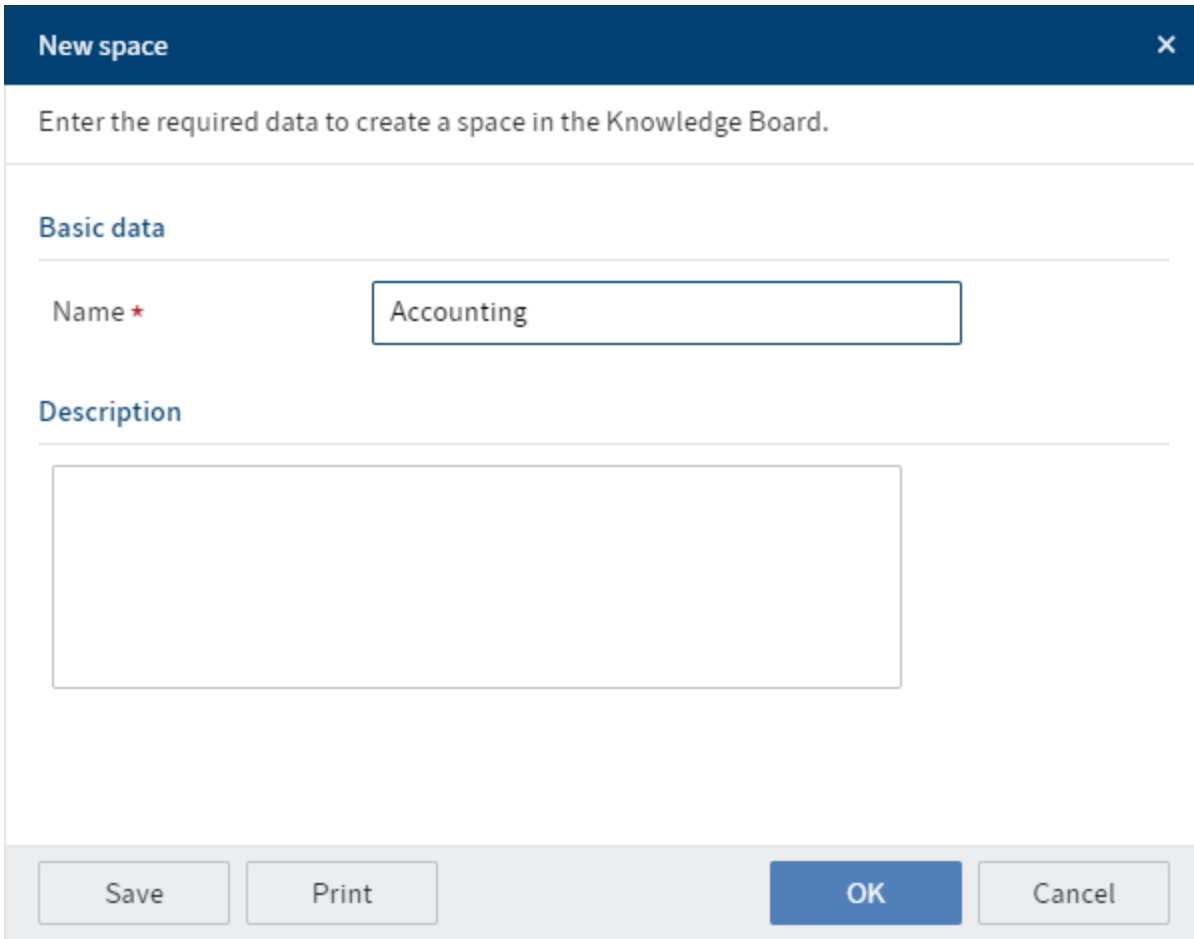
Users only have access to the spaces they have permission to. You can change permissions in the metadata (*Organize > Metadata* or F4).

Method

1.

In the *Repository* work area, select the *Knowledge management* folder or the board where you want to create a space.

2. On the *New* tab, click *Knowledge > New space*.



New space [X]

Enter the required data to create a space in the Knowledge Board.

Basic data

Name *

Description

Save Print **OK** Cancel

Fig.: 'New space' dialog box

1. In the *New space* dialog box, enter a name and, if necessary, a description.
2. Click *OK*.

Result

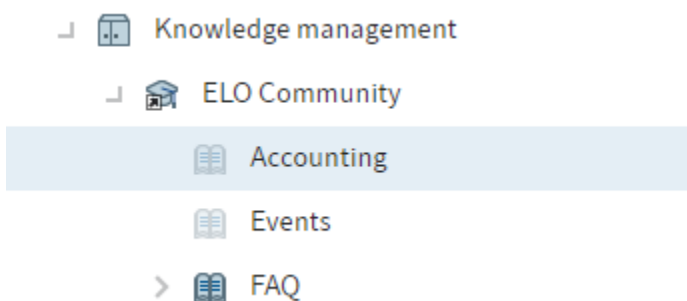


Fig.: Spaces in the repository

The new space is created in the folder selected in the *Knowledge management* folder.

Outlook

The space is now available on the Knowledge Board for creating posts.

In the space folder, you will see all posts created in this space.

Topics

In addition to spaces, topics also help to structure the Knowledge Board. Topics are not bound to any specific space. Topics are saved.

When you use a topic for the first time, it is made available for the entire space and to all users. Frequently used topics are suggested when creating a post and can be clicked and selected.

Moderation

As moderator, you can perform the following actions in addition to the standard actions:

- Create and edit space
- Create guides
- Edit posts
- Mark replies as 'Best reply'
- Change the status of ideas

Posts

This chapter explains the available post types, as well as how you can create and reply to posts.

What kind of post types are there?

You can create four types of posts: Questions, Ideas, Articles, and Guides.

Questions

To get information, ask a question.

Other users can respond to your question with the following actions:

- Reply
- Comment
- Voting

As the author, you have the following options:

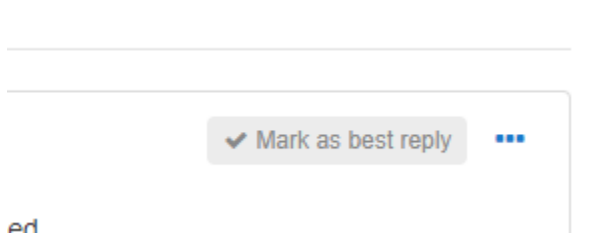


Fig.: 'Mark as best reply' button

- Best reply: This reply then appears directly below your question and the question is considered solved.
- Edit post: If you want to edit your post later on, click the button with the three dots at the top right of the input field.
- Close post

Ideas

To bring ideas up for discussion, create an idea.

Each idea has one of the following statuses:

- Suggested
- Accepted
- Implemented
- Rejected

Ideas start with the status *Suggested*.

Information

The status can only be changed by moderators.

Put an end to contract chaos

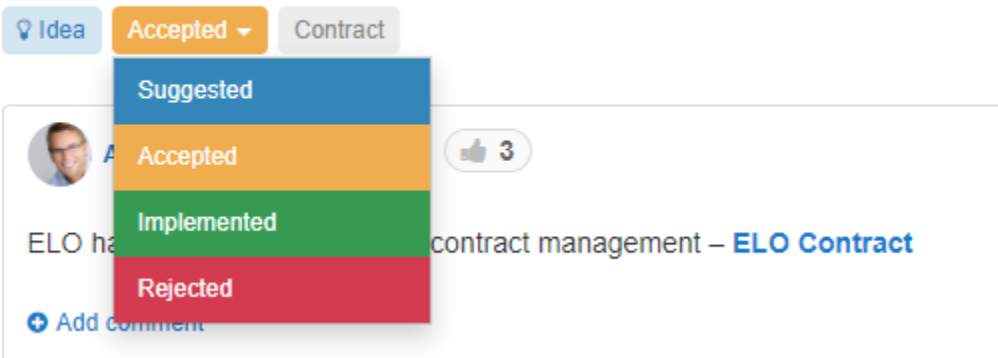


Fig.: Drop-down menu

To change the status, click the current status below the post title and select the new status from the drop-down menu.

Other users can respond to your idea with the following actions:

- Opinion
- Comment
- Voting

As the author, you have the following options:

- Edit post: If you want to edit your post later on, click the button with the three dots at the top right of the input field.
- Close post

Article

To convey information, write an article.

Other users can respond to your article with the following actions:

- Comment
- Voting

As the author, you have the following options:

- Edit post: If you want to edit your post later on, click the button with the three dots at the top right of the input field.
- Close post: If you want to lock a post for additional comments, you can close your article.

Guide

A guide is different from the other post types: In a guide, you can link multiple posts within one post.

Information

Only moderators can create guides.

You can use all types of posts and combine different post types.

Getting started

[Guides](#) [Community](#)

Jack Edwards a minute ago 0 Close post ⋮

This guide will help get you started in the Community.

Posts contained

Post Title	Description	Votes	Views
Posts, replies, and comments	The options available in a post depend on the underlying post type. For example, questions are replied to while opinions are entered for ideas. An article is an actual solution. Discussions that do not contribute to finding a solution to a question sh ...	1	17
Questions, ideas, or articles	Getting started: New post You can submit posts using the "Ask a question", "Suggest an idea", or "Write an article" functions on the Community start page. Ask question Make sure your post has a meaningful title.	1	37

[Add comment](#) Your own post

Fig.: Published guide

Other users can respond to your guide with the following actions:

- Comment
- Voting

As the author, you have the following options:

- Edit post: If you want to edit your post later on, click the button with the three dots at the top right of the input field.
- Close post: If you want to lock a post for additional comments, you can close your guide.

How do I create a post?

Information

The process is the same, regardless of whether you want to post a question, idea, or article.

The process for creating a guide is slightly different from that for other post types.

Information

Only moderators can create guides.

Requirements for guides

In a guide, you can combine multiple posts into one single post. The posts should already be created.

Method

1. Select the post type by clicking the button next to *Ask a question* and then clicking the post type. To ask a question, click *Ask a question*.

Write an article

The screenshot displays the 'Write an article' interface. At the top, there is a title field containing 'Company run on September 14' and a language selector set to 'EN'. Below the title is a rich text editor with a toolbar containing icons for bold, italic, link, image, and other formatting options. The editor contains the following text:

Hello everyone,
 As every year, the company run will be held in September.
 If you are interested in participating, contact the HR department.
 For newcomers, remember to order a company t-shirt.
 Sincerely,
 Jack

Below the editor, there is a section for 'In the space' with a dropdown menu set to 'Events'. Underneath, there is a 'On topics' section with a search bar containing 'Health' and 'Add topic...'. Below the search bar are several topic tags: 'Business trip', 'Calling in sick', 'Community', 'Contract', 'FAQ', 'Finance', 'HR', 'Project management', and 'Work time'. A note below the tags reads '(min. 1, max. 5, restricted to 30 characters)'. At the bottom left, there are two buttons: 'Post' and 'Cancel'.

Fig.: 'Write an article' page

1. Enter your post to the input field, then add a title and other information.

Language: To change the language of your post, click the globe icon and select the relevant language from the drop-down menu.

Input field: You can format your post as needed. You can also insert links, images, and documents. There are relevant buttons available for this. You can also insert elements into the input field using drag-and-drop or from the Clipboard with CTRL+V.

In the space: You have to select exactly one space from the drop-down menu, which your post is then assigned to.

On topics: Once you begin typing, the system suggests corresponding existing topics. Below the input field, you will see suggestions, which you can click and select.

Pin (only for guides): When creating guides, you can choose whether they should be pinned in the board or in the space. If you pin a guide, it appears at the very top of the overview of posts for all users.

Posts contained (only for guides): With this field, you can select which posts the guide will contain. When you begin to type in the *Add post ...* field, relevant posts are suggested.

1. Click *Post*.

Result

Your post is published.

Outlook

You are automatically subscribed to your own posts, meaning you are automatically notified of any responses via your feed in *My ELO*.

You can edit your post later on. Moderators also have permission to edit your post.

How do I edit a post?

Information

You can edit your own posts later on. Moderators can edit all posts.

Method

Various editing options are available via the button with the three dots.

- **Edit:** In editing mode, the same functions are available as when creating a post.
- **Link:** You can link a post with other posts. When you click in the *Add post ...* field, relevant posts are suggested. Linked posts are shown next to the post itself for all users. Clicking *Link* again removes the link.
- **Pin/unpin:** If you pin a post, it appears at the very top of the overview of posts for all users. You can pin a post to a board or in a space.

Information

Only moderators can pin posts.

-

Close post

- Change post type
- Move: You can move a post to a different space or board.
- Remove

How can I respond to a post?

Depending on the post type, you have different options for responding to a post.

Reply

You can respond to questions by creating a reply. The moderator or user asking the question can mark the best reply.

Opinion

You can respond to ideas by creating an opinion. An opinion is intended to flesh out the idea or argue for or against the idea.

Comment

You can post comments for all post types. Comments are intended for questions and acknowledgements. You can also comment on replies or opinions.

Voting

You can rate posts by giving them a thumbs up or thumbs down. Each user can vote once. You cannot vote on your own posts. You can also vote on replies and opinions.

How do I reply to a post?

Information

The method is identical for replies and opinions.

Method

1. Scroll to the bottom of the page with the post.
2. Enter your reply or opinion to the input field.

You can format your reply or opinion. You can also insert links, images, and documents. There are relevant buttons available for this. You can also insert elements into the input field using drag-and-drop or from the Clipboard with CTRL+V.

Result

Your reply or opinion is posted.

How do I search for posts?

To search for specific posts, you have the following options:

- Free text search
- Filter

Free text search

The free text search can be used alone or combined with filters to refine the search.

Enter the term to the search field at the top of the Knowledge Board and click the magnifying glass.

All posts related to your search term are shown in the viewer pane.

If you search for a user, the user will appear on the right side of the window. Click the user to view their posts.

Filter

Filters can be used alone or combined with a free text search to refine the search.

The filters are located above the viewer pane and at the right of the window, as well as in each post.

Click the desired filter. Repeat this for all the filters you need.

All posts matching the selected filters are listed in the viewer pane.

User profile

Each user has a user profile. The user profile contains:

- Information about the user
- Reputation
- Badges
- Posts

Your user profile also contains the following buttons:

- User profile
- Notifications: This function depends on other settings and therefore is not available to all users. Contact your system administrator if necessary.

Edit user profile

Information

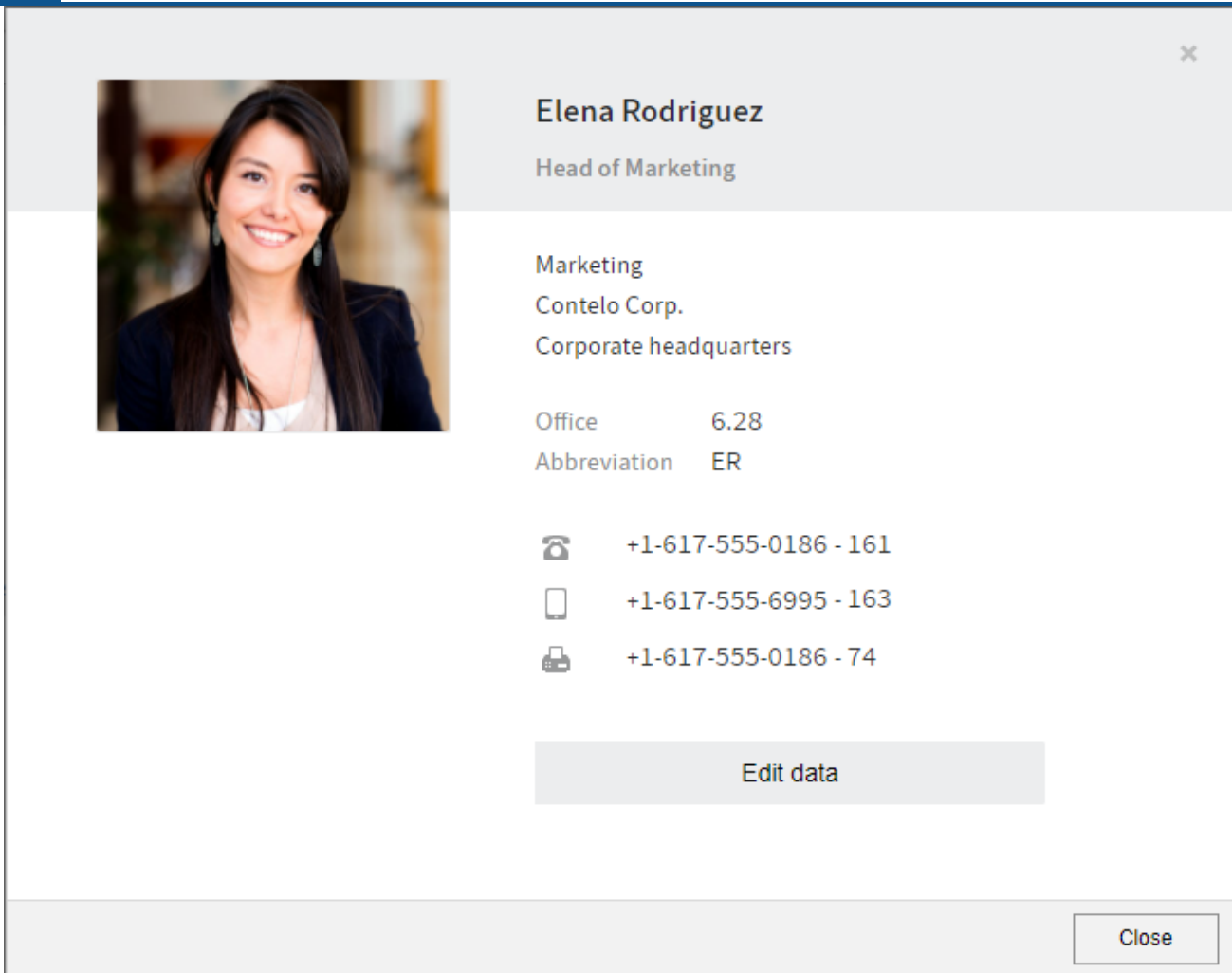
You can edit your own ELO user profile via the Knowledge Board.

Method



Fig.: 'Mine' button

1. In the Knowledge Board, click *Mine*.
2. In your user profile, click *User profile*.



The image shows a user profile dialog box for Elena Rodriguez. It features a profile picture of a woman with long dark hair, smiling. To the right of the picture, the name 'Elena Rodriguez' is displayed in a large font, followed by her title 'Head of Marketing'. Below this, her department 'Marketing' and company 'Contelo Corp.' are listed, along with the location 'Corporate headquarters'. A reputation score of '6.28' is shown next to the word 'Office', and the abbreviation 'ER' is listed next to 'Abbreviation'. Three phone numbers are provided with corresponding icons: a landline (+1-617-555-0186 - 161), a mobile phone (+1-617-555-6995 - 163), and a fax (+1-617-555-0186 - 74). At the bottom of the dialog, there is a grey button labeled 'Edit data' and a 'Close' button in the bottom right corner.

Fig.: User profile

1. In the dialog box with your user profile, click *Edit data*.

You have the following options:

- Edit profile image
- Edit data

Result

The changes are applied to your user profile and visible to other users.

Reputation

Each user has a reputation. The more active a user is in the Knowledge Board, the higher their score.

You can earn points both actively and passively.

You can actively earn points as follows:

-

Questions, ideas, articles, and guides

- Replies and opinions
- Marking your or someone else's reply as the best reply
- Voting on someone else's post or reply/opinion
- Closing a post

You can passively earn points as follows:

- Your post, reply, or opinion was upvoted
- Your reply was marked as the best reply
- Your idea was accepted
- Your idea was implemented

You can lose points due to the following actions:

- Your post, reply, or opinion was downvoted
- Your idea was rejected

Badges

Badges are based on your own actions or the related actions of other users.

The badge type indicates which actions have been performed especially frequently in relation to your user account.

Keep track of news

To keep track of relevant news, you can subscribe to posts or spaces, or set up notifications.

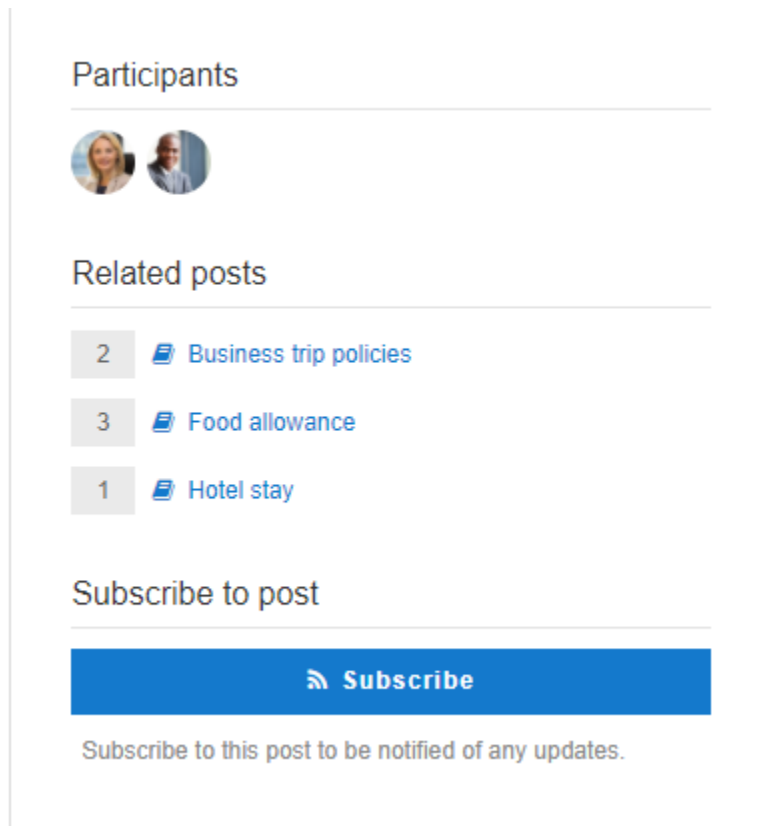
Subscribe

Information

You can subscribe to single posts or entire spaces. When there are new entries, you will receive a notification on your *My ELO* home screen. You are automatically subscribed to your own posts.

Method

1. Navigate to the post or space you want to subscribe to.



1. Click *Subscribe*.

Result

If there is any new activity in the post or space, you will see it in your feed in *My ELO*.

Outlook

To unsubscribe, click the same button again.

Set up e-mail notifications

Information

To receive regular e-mails with news, you can set up notifications.

Information

This function depends on other settings and therefore is not available to all users. Contact your system administrator if necessary.

Requirement

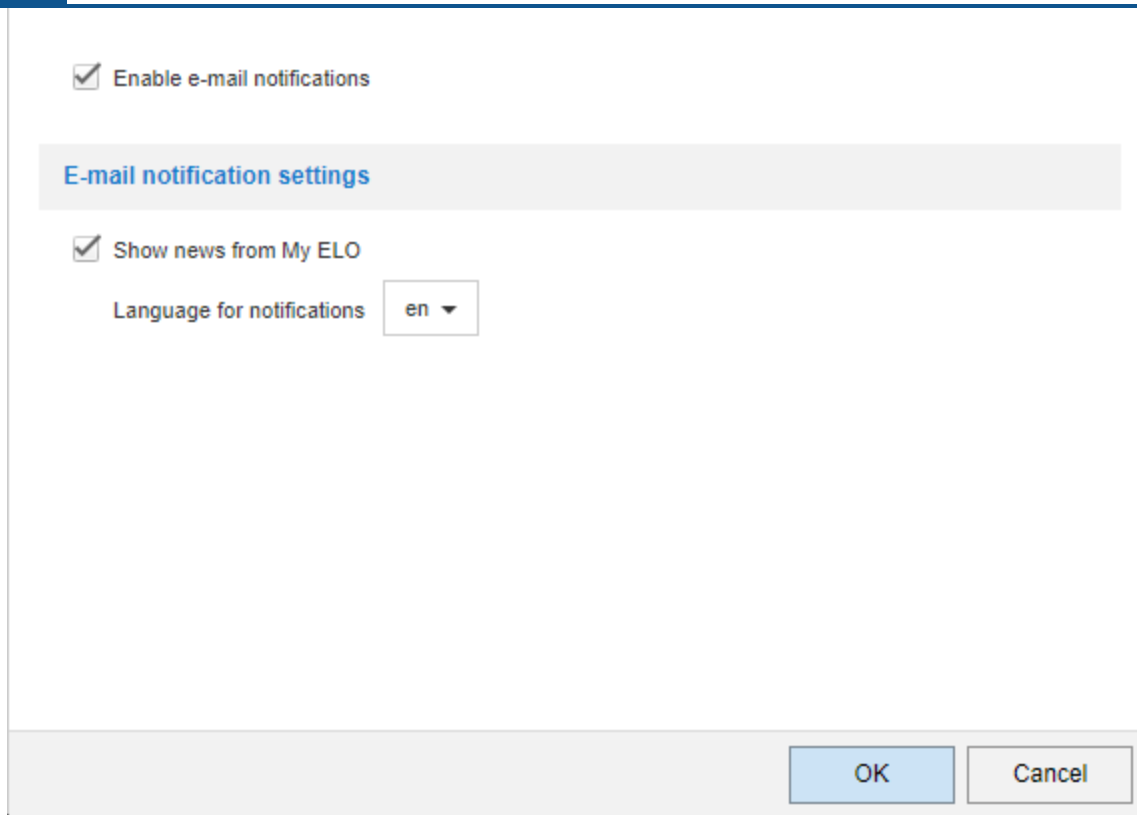
The e-mails contain your subscriptions. So, you have to have subscribed to at least one space or post first.

Method



Fig.: 'Mine' button

1. In the Knowledge Board, click *Mine*.
2. In your personal area, click *Notifications*.



Enable e-mail notifications

E-mail notification settings

Show news from My ELO

Language for notifications

OK Cancel

Fig.: Notification settings dialog box

1. In the dialog box for configuring notifications, check the box next to the option *Enable e-mail notifications*.
2. Check the box next to *Show news from My ELO*.
3. Select a language for notifications and confirm with *OK*.

Result

You will receive e-mail notifications with all the news for your subscriptions.

Outlook

To disable notifications, go back and remove the check next to the *Enable e-mail notifications* option.