**COMMUNITY PLATFORM WISHLIST**

**This is your print-ready wishlist that you can fill in to help you get your online community requirements right and decide on the best solution for you.**

[COMPANY NAME] is looking for an integrated community platform with the following requirements. These requirements are put together in order to run a successful community from an operational, technical and legal perspective.

NOTE: It’s an editable document. Download the Word document and feel free to add and remove requirements or exhibits to fit your specific needs.

#### **Exhibit 1 - COMMUNICATIONS REQUIREMENTS**

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| **REQUIREMENTS** |  | **YES/NO** | **Remarks** |
| Activity Streams | Activity streams chronologically display activities of a group, member, or the whole community. |  |  |
| Attachments | Members should be able to add attachments to all content and comments. |  |  |
| Basic Pages | Ability to share general community information by creating basic pages. |  |  |
| Books | Members should be able to create a set of pages that appear in a hierarchical sequence that have chapters, sections, subsections, etc. |  |  |
| Comments | Members should be able to provide comments on various community content. |  |  |
| Email Notifications | Members should be able to receive and choose the frequency of email notifications about community activity. |  |  |
| Events | Members should be able to create, organize and manage events. |  |  |
| Groups | Members should be able to create and join public, open and closed groups. |  |  |
| Landing Pages | Content and site managers should be able to create graphically appealing pages to promote events, groups or community discussions. |  |  |
| Likes | Members should be able to express that they like, enjoy or support certain content by using a ‘like’ button. |  |  |
| Mentions | Members should be able to mention and tag other members in all content and comments. |  |  |
| Multi-Language | Members should be able to set the language of the platform according to their preference. |  |  |
| Notifications | Members should be able to get notified of activity with notifications appearing in the header. |  |  |
| Organization Tags | Members should be able to add tags to their profile that indicate the organization they belong to and their role in that organization. |  |  |
| Posts | Members should be able to share short messages and images with the community, a group or another member through creating posts. |  |  |
| Private Messaging | Members should be able to send private messages to a member or a group of members. |  |  |
| Profiles | Members should be able to share and manage profile streams, profile photos and banners, account information and their events, topics and groups. |  |  |
| Push Notifications | Members should be able to choose to receive push notifications about community activity. |  |  |
| Social Embeds | Members should be able to share items from social media platforms such as tweets or YouTube videos with the community. |  |  |
| Social Sharing | Members should be able to share public content on social media platforms such as Twitter and Facebook. |  |  |
| Topics | Members should be able to create long posts in the form of news, blogs, or discussions. The name ‘topic’ is adjustable and flexible. |  |  |
| Twitter Feed | View the latest tweets in a block on the community site. |  |  |

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#### **Exhibit 2 - CONTENT MANAGEMENT REQUIREMENTS**

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| **REQUIREMENTS** |  | **YES/NO** | **Remarks** |
| Content & Comment Management | Content and site managers should be able to oversee and be notified when new content or comments are created in the community. |  |  |
| Custom URL | The URL of topics, groups, discussions, groups and landing pages should be customized |  |  |
| Explore | Members should be able to have an overview of all activities, members, groups, and content in the community. |  |  |
| Feature Content | Site managers should be able to make important content stand out for extra attention. |  |  |
| Flag Content | Members should be able to report inappropriate content. Site managers will be notified and can view and directly manage reported content in an... |  |  |
| Follow | Members should be able to follow the content of their choice to stay informed. |  |  |
| GEO Location Filter | Members should have the ability to search for members/events/groups near a certain location. |  |  |
| Large Content Editing Area | Members should be able to choose to enter full-screen mode when writing and styling content for any content type in the community. |  |  |
| Latest Block | Members should be able to easily find the latest topics, events, groups, and new members. |  |  |
| Page Views | Members should be able to track and display the number of page views per content type (events, groups, topics, etc.). The number of... |  |  |
| Search | A powerful search function should allow members to easily find what they need. |  |  |
| Tagging | All content except for posts it should be possible to tag with labels; making content organized and easy to find. |  |  |

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#### **Exhibit 3 - DATA MANAGEMENT**

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| **REQUIREMENTS** |  | **YES/NO** | **Remarks** |
| Account Settings | Members would be able to manage login details, privacy settings, notification settings, date and time, and account status. |  |  |
| Content Visibility | Members would be able to manage and determine the visibility of content they create. They can choose between public, the community only, or group members. |  |  |
| Cookie Policy | Site managers should be able to enable a banner where members can consent to the cookie policy. |  |  |
| Data Policy | Site managers should be able to create and update data policies, and regular members are able to provide or withdraw consent. |  |  |
| Delete Accounts and Personal Data | Members should be able to delete their account from the platform. Members should be clearly informed about which information is deleted, anonymized, and retained. |  |  |
| Disable Member Profile Fields | Site managers should be able to disable and clear the data of default profile fields (such as email address, phone number, etc.). |  |  |
| Email Encryption | Email addresses should be encrypted on the server as an extra security measure. |  |  |
| Google Analytics | We should be able to activate Google Analytics for every page. |  |  |
| Member Analytics | Site managers should be able to statistically analyze member behavior and activity. |  |  |
| Member Data Usage | Site managers should be able to explain which personal information is collected on the sign-up page, the settings page, and the edit profile. |  |  |
| Profile Visibility | Members should be able to decide which profile information is visible to other community members. |  |  |
| Spam Account Protection | This should prevent bots from creating spam accounts for our community. It should use advanced risk analysis techniques to recognize humans/bots. |  |  |

#### **Exhibit 4 - MEMBER MANAGEMENT**

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| --- | --- | --- | --- |
| **REQUIREMENTS** |  | **YES/NO** | **Remarks** |
| Bulk Emails | Community managers should be able send emails to one or multiple members of the community from an people administration overview. |  |  |
| Export Member Information | Member information should be easily exported by a site manager. |  |  |
| Member Management | Site managers should be able to manage members easily. |  |  |
| Registration | The registration process for members needs to be fully customizable in terms of fields and process. |  |  |

#### **Exhibit 5 - PLATFORM CONFIGURATIONS**

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| --- | --- | --- | --- |
| **REQUIREMENTS** |  | **YES/NO** | **Remarks** |
| Customized Look & Feel | Site managers should be able to style the platform according to their community using colors, images, and more. |  |  |
| Customized Menu | Site managers should be able to customize the header and footer menus to make relevant content easily accessible. |  |  |
| Fast Loading | Platform members should experience an enhanced loading speed of the platform and its pages. |  |  |
| General Configurations | We need many configuration possibilities such as regional settings, time and date, email verification, system email configurations, and many more. |  |  |
| Migration | Member information and other content should be able to be migrated to your platform from other platforms. |  |  |
| Taxonomy Management | Site managers should be able to configure the taxonomies that are used to categorize topics, events, and members. |  |  |

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#### **Exhibit 6 - SUPPORT & DEVELOPMENT REQUIREMENTS**

Post-installation, the winning vendor shall remain in close partnership with [COMPANY NAME] in order to ensure a smooth transition, continue to monitor the usage and performance and identify initial improvements after go-live. Thus, the winning bidder is requested to:

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| --- | --- | --- | --- |
| **REQUIREMENTS** |  | **YES/NO** | **Remarks** |
| Support | Vendor should provide technical and operational support during business hours. |  |  |
| Service Level Agreement | Vendor should be able to Issue a comprehensive SLA |  |  |
| Technical Roadmap | Vendor should actively develop the platform or provide modifications of any not-functioning components and provide infrastructure updates schedules as they become available. |  |  |
| Customer Success technical enhancement  | Continuously provide [COMPANY NAME] with suggestions and new features that enhance the systems’ performance and keep the pace of the technology change. |  |  |
| Customers Success  | Access to trained support staff familiar with the solution and technologies used to build the solution. |  |  |
| Procedure in place to resolve issues | Troubleshooting issues when they arise and provide proactive support on each component that relates to a deployment. |  |  |
| Implementation of new features | Manage the release process of new features and functionality whilst ensuring service continuity. |  |  |
| Backups | Check backup scripts have been run and backups are being stored. |  |  |

#### **Exhibit 7 - Legal Requirements**

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| --- | --- | --- | --- |
| **REQUIREMENTS** |  | **YES/NO** | **Remarks** |
| GDPR | Platform should be fully compliant with GDPR  |  |  |
| Service Level Agreement | SLA should be available |  |  |

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#### **Exhibit 8 - E-learning Capabilities**

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| --- | --- | --- | --- |
| **REQUIREMENTS** |  | **YES/NO** | **Remarks** |
| Courses | Ability to create unique courses for specific topics, groups or community members. |  |  |
| Rich Content | Add events, videos, images and content streams to your courses |  |  |
| Course Analytics | Overview of important course data that allows us to keep track of completion rates |  |  |
| Badges | Members should have the ability to add badges to their profiles. |  |  |
| Certificates | Members should be able to download PDF Certificates. |  |  |
| Questions / quizzing | Ability to create questions in True or false, multiple-choice and short and long formats |  |  |
| Quizzing analytics | Sort, tag and check the statistics of every question. |  |  |
| Connection between community and e-learning capabilities | Ability to add engagement (community) to our e-learning side. |  |  |

#### This wishlist is part of Open Social’s Buying Guide. In this guide, we help you discover the 9 key elements you should focus on when choosing an online community software solution. Making an informed decision by filling in the wishlist is one of the 9 key steps you have to take.

#### Curious about the other 8 steps? Download the Buying Guide for free: [**https://www.getopensocial.com/buying-guide/**](https://www.getopensocial.com/buying-guide/) and save valuable decision-making time and avoid any hick-ups! **Good luck!**



Ps. Any further questions? Our sales team loves to answer them. Please contact us on **sales@getopensocial.com**.

Or are you interested in a live demo from Open Social? We are here to show you what Open Social looks like in action: [**https://www.getopensocial.com/request-a-demo/**](https://www.getopensocial.com/request-a-demo/).