

# Externally Accessible Groups Module for Jive — *secure collaboration without borders*

Working with partners, clients and vendors is often just as important as working with colleagues, but conventional tools make external collaboration a disjointed and frustrating process. People typically rely on a patchwork of email, meetings, phone calls, file-sharing systems and other point solutions, spending much of their time just trying to juggle information across all these channels.

Now there's a better way. Externally Accessible Groups provide a single, seamless environment for high-performance collaboration between internal teams and external contributors. Stakeholders inside and outside the firewall can come together in private workspaces that unite all the people, content, information and tools needed to complete projects in record time, without disconnects and dropped balls. Everyone can collaborate with complete security and privacy, without exposing confidential information.

## Instant teamwork

No longer are employees stuck with the lowest common denominator—email—when working with people outside your company. They can now work efficiently with anyone anywhere, whenever the need arises. In seconds, they can invite all participants into a group and get to work.

## Robust collaboration, out of the box

The Externally Accessible Groups Module delivers the richest set of collaboration capabilities out of the box:

### Private and secret workgroups

- Purpose-built, pre-configured workgroup templates
- Configurable group home page
- 50 configurable widgets and tiles
- Membership approval
- Member roster
- Workgroup activity stream
- Workgroup microblogging (*status updates*)
- Projects and tasks
- Blogs
- Wiki-style documents
- Uploaded files
- Discussions
- Questions
- Videos
- Polls
- Ideas (*requires additional purchase*)
- Events (*requires additional purchase*)
- Video creation (*requires additional purchase*)
- Like, comment, bookmark and share any content
- Manage document versions

## Structured outcomes

Mark content and comments as:

- Needing action, and optionally invite other members to participate
- Resolved
- Decision
- Success
- Correct (*reply to a Question only*)
- Helpful (*replies to a Question only*)
- Final (*content only*)
- Official (*content only*)
- Outdated (*content only*)

## External contributor profiles

- Endorsements
- Individual activity wall
- Individual content wall
- Individual bookmarks
- Individual blog
- List of workgroup memberships
- Profile photos
- Connections and following
- Featured content
- Trending content
- Top contacts and top workgroups

## External contributor personal dashboard

- Getting Started guide
- Configurable activity streams
- Microblogging (*status updates*)
- Inbox to manage direct messages, @ mentions, shares, and Latest Acclaim (*positive feedback on contributions*)
- Actions and task management
- Mobile consumption and creation capabilities (*requires additional purchase*)

## Configurable integration points with key systems and tools

Borderless collaboration sometimes requires information from third-party systems, or the use of multiple collaboration tools. That's why Externally Accessible Groups include optionally purchased integration points with popular applications including:

- SharePoint
- Chatter
- Gmail
- Twitter
- Box
- Yammer
- Evernote
- RSS
- Dropbox
- Exchange
- Facebook
- Bugzilla
- Salesforce.com

## Always secure

Information and identity security are critical. External contributors never see any content or people outside of the groups they are approved to join. This means no access to status updates, the CEO's blog, tags, the company home page, etc. And they have no ability to browse the full employee directory. Similarly, employees who aren't part of the private or secret group won't be able to see external contributors' content or their profiles.

## Administration security features

- Enable and disable Externally Accessible Groups system-wide.
- Deactivate external contributor access and user profiles.
- Control which employees have permission to create Externally Accessible Groups.

## End-user security features

- Employees must be given access by an administrator to create Externally Accessible Groups.
- When creating or managing a group, the group owner must check a box to enable external contributors to be invited. If the group was not originally configured to be private or secret, the owner is notified that the setting will be automatically changed to private.
- Group owners are responsible for approving access when any group member invites other members, regardless of whether they are employees or external contributors.
- Group owners can enable or disable external access in individual groups at any time.
- All employees in Jive can see the name and description of private Externally Accessible Groups in the Place Directory and via search results, but none of the content.
- Only approved employee and external contributor group members can see the name and description of secret Externally Accessible Groups, as well as the content.
- External contributors will not see any content outside of the groups they are invited to and approved to join. They will only see the profiles of other group members. Their personal dashboard activity streams will only show information from the groups they are members of.

## Compatibility

The Jive Externally Accessible Groups Module is compatible with the following products and versions:

- Jive Custom version 7.0 and above (*paid option*).
- Jive Cloud (*included*).

## Licensing and configuration

This module is a paid option for Jive Custom (it is included free of charge in Jive Cloud). After purchase, it can be enabled via the Jive administration console. The number of external contributors in your system will be counted during annual renewals in order to adjust pricing, if necessary.

If you have any further questions please contact your Jive account representative or email us at [sales@jivesoftware.com](mailto:sales@jivesoftware.com). In addition, you can find information and discussions about the module in our community at [community.jivesoftware.com](http://community.jivesoftware.com).