

Collaboration and Knowledge Sharing

Empower users to get answers to questions faster on their own, and solve more complex challenges through organized collaboration



Liferay DXP's collaboration and knowledge sharing tools empower your customers, partners, and employees to find the information they need on their own.

Benefits



Onboard and educate users faster with detailed product, support, and training materials that are well organized and easy to find.



Enable easy collaboration between your users so they work together to solve problems.



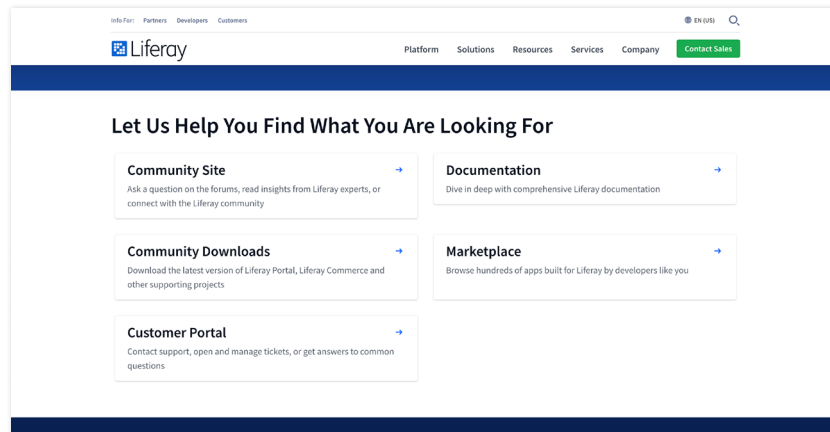
Make it simple for subject matter experts in your organization to publish their ideas and share their knowledge.



Collaboratively build a repository of information regarding your products, services, policies or other content that is important to your users.



Connect your users, increase site engagement, and facilitate the sharing of your content on social networks.



Core Features

Knowledge Base

Use the Knowledge Base application to create and display articles, professional product documentation, and training materials (including complete books or guides). The Knowledge Base is workflow-enabled, so your team can manage the review cycle of any content before it goes live. Additionally, you can create article templates that help users follow a common outline.

Other Knowledge Base features include:

- A display widget which allows you to publish knowledge base articles on a widget or content page. It includes built-in navigation, which you can customize to help users quickly navigate to articles and related content. It also provides options for allowing readers to rate and comment on articles, and subscribe to your knowledge base.
- Suggestions tab that allows your team to give, accept, or reject feedback from other team members.
- Easy to use folder structures to help store and organize articles.
- Ability to import Markdown source files to create and update articles.
- Metadata fields for user-friendly URLs, source URLs, categorization, and related assets.

Message Boards (Online Forums)

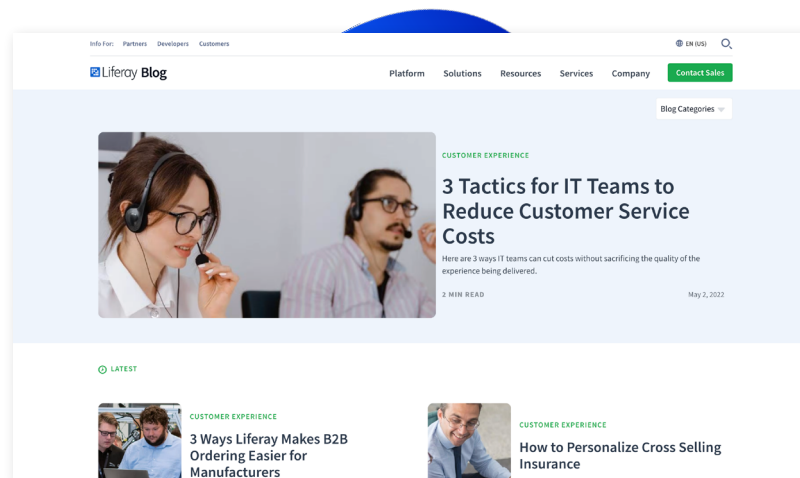
Use the Message Board application to foster collaboration between your users. The app gives you all the tools you need to create, manage, and moderate online user forums on a particular topic, including functionality for:

- Creating an online user forum with categories and subcategories for different topics.
- Threading discussions so users can have conversations on a specific topic and find all the conversations related to a subject in one place.
- Subscribing users to a user forum category via email or RSS feed.
- Moderating user forums, including assigning user permissions, locking or moving a thread, banning or reinstating users, and reviewing flagged threads.
- Permissioning what participants can do in a forum, such as view messages, respond to messages, and upload attachments.
- Configuring and managing email lists for different message board categories.

Blogs

Liferay provides a full featured blogging platform built for easy content authoring and sharing. It includes all the tools you need to create, organize, manage, and share your blog content, such as:

- A WYSIWYG (What-You-See-Is-What-You-Get) blog editor that allows blog authors to create rich posts with text, images, and videos. Additionally authors can add tags and categories to help users find their content, and enable related assets to show other similar content. They can also edit content in HTML mode.
- Built-in display templates that control your blog's layout and the information you display about individual posts including abstracts, titles, comments, view counts, ratings, and other elements. You can also create your own custom templates.
- Configuration options that let you manage who can view, create or publish a post, and how users can subscribe to your blog (RSS or email).

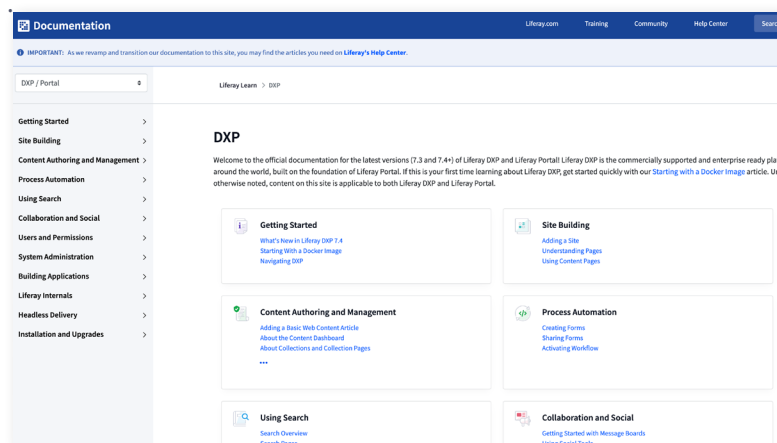


- Social sharing options that allow readers of your blog to share posts easily on different social media platforms.
- You can also enable workflows to ensure blog posts are reviewed before they are published.

Wikis

The Wiki application allows your team to collaboratively build an organized repository of information on anything that is important to your audience. The app includes all the tools you need to create, organize, and manage and share your content, including:

- Rich-text WYSIWYG editor that allows you and your team to add and edit Wiki pages with text, images, and videos. You can also add child pages to establish an organizational hierarchy for your content. Additionally, you can add tags to help users find all content related to a subject.
- Site administration for creating and managing multiple Wikis. It also lets you specify how to display your Wiki, and define what actions different users can take, such as adding pages, deleting pages, and setting permissions on who can subscribe to or view your Wiki.
- Subscription management that allows users to subscribe to a Wiki node and get an email any time a page is updated or added.
- Version control which enables you to list and compare all the versions of a Wiki page and revert back to a previous state.
- Import pages that allow you to import pages from other Wikis.
- Navigation options that give you a quick list of all your pages, orphan pages with no links, and draft pages that have not been published yet.



As with other content creation tools in Liferay DXP, you can enable workflows to ensure Wiki content is reviewed before it goes live. And you can turn on page ratings, comments, comment ratings, and related assets.

Social

Liferay social networking features help you connect your users, increase site engagement, and facilitate the sharing of your content on social networks. These features include:

- Contacts Center widget which lets users accept connection requests from each other or follow another user. Users can then track each other via the Activities widget.
- Activities widget that enables users to track the activities of the people they connect or follow. The information appears on their own private activity wall.
- Content rating system that allows users to rate or value content using Likes, Stars, Stacked Stars, or Thumb up/down.
- Social bookmarks that generate URLs that make it easy for users on your site to share your content on social media platforms.

Alerts and Announcements

You can use the Alerts widget or the Announcements widget to broadcast important information.

The Alerts widget is designed for displaying high-priority information (e.g. planned downtime alerts, security alerts, etc.). Each alert is labeled with a red Important tag.

The Announcements widget can display all other information you might want to broadcast, such as general announcements or important news. For both types of announcements you can specify:

- Where the announcement should appear and who should see it.
- A URL to include with the announcement.
- The type of announcement it is - General, News, or Test.
- A display date and expiration date.

You can also let users configure how to receive the information - in the widget, on the site, or via email.

Liferay makes software that helps companies create digital experiences on web, mobile and connected devices. Our platform is open source, which makes it more reliable, innovative and secure. We try to leave a positive mark on the world through business and technology. Hundreds of organizations in financial services, healthcare, government, insurance, retail, manufacturing and multiple other industries use Liferay. Visit us at [liferay.com](https://www.liferay.com).