

Admin Guide

FUZED

March 4

2012

This guide provides a detailed description of all Administrative features for Fuzed.

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Introduction

Fuzed enhances how people in your company connect, collaborate, share and discover knowledge with people internal and external to your organization. With Fuzed, you share knowledge, not just content.

Fuzed provides capability for an administrator to manage, moderate and control how people interact in the Fuzed Network.

Setting up Your Fuzed Network

Fuzed offers Fuzed Online where you can set up Fuzed for your organization hosted by us or you can have one of our partners work with you to install and configure Fuzed in your own data center.

If you are planning to use Fuzed Online, you can go to the Get Started page on the Fuzed [website](#) to create a custom URL for your company.

Signing up for a custom URL for your Fuzed Network

From the Get Started page on the Fuzed website, once you click on the appropriate link to create a Fuzed Network, you will be presented with the options to specify a custom Fuzed Network address. Once you provide the information, we will confirm and approve the domain within a few hours. You will be notified once the domain is ready for you to use.

Create a Fuzed for your Company

Please provide us with the information requested below. Once we setup we will send you an email with the details of your organizations Fuzed which will contain next steps for you to complete your signup process. Please check your junk mail for our emails.

The fields indicated with a (*) are required to complete

*You are creating a new Fuzed for: <input type="text" value="Type the name of your Company"/>		*Country <input type="text" value="Select Country"/>
*State <input type="text"/>	*City <input type="text"/>	*Your Email Address (Used to send you confirmation and next steps) <input type="text"/>
*Your first name <input type="text"/>	*Your last name <input type="text"/>	*Your Phone Number <input type="text"/>
*Create your own url (Please do not use a space or other special characters between words) <input type="text" value="you can type your Company name"/> <input type="text" value="gofuzed.com"/> <input checked="" type="checkbox"/> check availability		<input type="button" value="Do it"/>

Signing up as an Admin for the Fuzed Network

Once your custom URL is created, you will need to sign up yourself as an administrator for your organizations Fuzed Network. Please make sure to pick "Admin" as member type when signing up for your own Network.

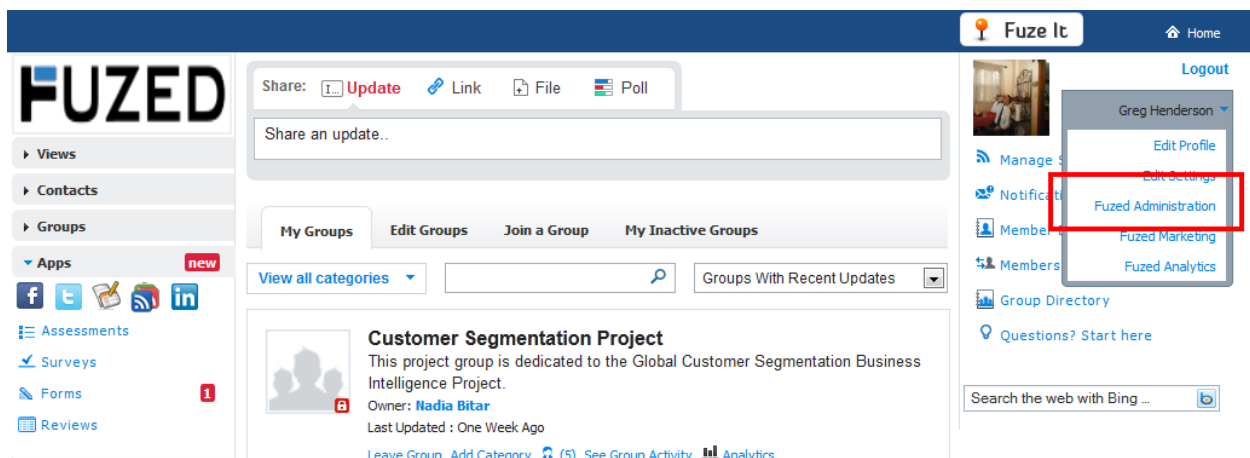
As an administrator you can be provided with a wide variety of notifications around member activity. It is therefore advisable to use a secondary email for the purposes of registering yourself as an administrator.

You will need to provide us with some kind of official documentation stating that you are officially representing the company. You can do this by either uploading a document on your companies letterhead or give us a phone number where we can reach you. We do this to ensure, the right individual is given the administrative rights to your Fuzed Network.

Managing a Fuzed Network

Once your Fuzed Network is set up, there are some fundamental administrative settings you will need to address.

You can access Fuzed Admin Settings as shown here :



Manage Licensing

Fuzed is unique in terms of licensing. Instead of charging by member, Fuzed charges by number of concurrent members. Organizations can keep costs low by estimating maximum number of members at any given time. One member using multiple devices counts as one concurrent member.

The licensing screen can be accessed from Fuzed Administration.

Fuzed Fuzed Administration Home

[Edit Organization Profile](#)
[Manage Members](#)
[Content](#)
[Manage Groups](#)
[Do Not Contact Settings](#)
[Create Groups from Excel](#)
[License](#)
[Apps](#)

Questions?
 Call us at +1 469 420 0080
 Email us at support@gofuzed.com
 Fax us at +1 866 666 9244

Total number of concurrent users supported by this Fuzed Network: **35 Concurrent Users.**

If you have already requested and received a license key file from Fuzed, Please upload it by clicking on the button below

[Upload a license key file](#)

OR

[Request an increase](#) to your maximum concurrent users

Currently **3** members are logged in [Refresh](#)

Member Name	Screen Name	Email ID	From	To	End Session
Greg Henderson (Admin)	raheelr786	raheelr@gmail.com	2012-05-28	Till Date	
Gregory Simon	gsimon	raheelfakhera@gmail.com	2012-05-28	Till Date	✘ End Session
sagar sagar	sagar	vsagar@kwikispace.com	2012-04-20	Till Date	✘ End Session

Licensing screen provides access to:

1. Number of concurrent members licensed to use the Fuzed Network
2. Name and session information for members currently logged in
3. Contact information to contact Fuzed with any questions

Actions you can take on this screen:

1. Request an increase in the concurrent members by clicking on the "Request an increase" button. Once you request an increase, Fuzed will contact you for payment options prior to issuing a license key. Monthly recurring charges will be billed to the payment method on file. For additional licensing you will be able to provide a new payment method or advise Fuzed to charge the payment method on file.

Send a request to increase the number of concurrent users that can access this Fuzed Network

To: Fuzed

Subject: Need a new license key to increase the limit of concurrent users

Message:

Contact Number *:

Email *:

of concurrent users to top off *:

I authorize Fuzed to charge the payment method on file for this license increase request.

[Send](#)

****Please note that we will contact you for payment options prior to issuing a new license key. You can also call us at +1 469 420 0080 or fax us a request with the above information at +1 866 666 9244**

2. End session of any member currently logged in. This will reduce the number of concurrent members currently logged in.

Fuzed Online Cost

Fuzed charges per concurrent member per month. Current monthly subscription pricing is available [here](#)

Payment Options

Credit Cards : Fuzed accepts Visa, MasterCard and Discover. We also accept checks. Please contact us at support@gofuzed.com if you have any questions.

Managing Apps

You can specify the apps you would like to allow your members to access within Fuzed. To manage apps, click on Fuzed Administration and then Apps.

Actions you can take on this screen:

1. Control which apps (Facebook, Twitter, Google Reader, Google Docs or LinkedIn) members will be able to view and share information from. If you do not select LinkedIn, then members will not be able to login to Fuzed with their LinkedIn ID
2. Control if members can upload files in Fuzed. This is important if you don't want Fuzed to act as a repository of unstructured information and rather members use any other solution you may already have internally.
3. Decide if you want members to invite others to join the Fuzed Network via email. If you do not want the "Invite" option to show up in Fuzed, do not select any options here.

Fuzed Administration Home

Edit Organization Profile | Manage Members | Content | Manage Groups | Do Not Contact Settings | Create Groups from Excel | License | **Apps**

Need support or have a question? Contact us at support@gofuzed.com. Make sure to include your contact information

Select applications or features that you want members to have access to within this Fuzed Network

- App: Facebook**
read and save access
 Allow access
- App: Twitter**
read and share access
 Allow access
- App: Google Reader**
read and share access
 Allow access
- App: LinkedIn**
read feeds and share connections
 Allow access
- Feature: Upload Files**
Control if members can upload files in Fuzed
 Allow access
- App: Google Docs**
read and share access
 Allow access

Select which email providers if any you would like members to be able to invite their contacts from, to join this Fuzed Network.**

- Gmail**
You can quickly import your Gmail Contacts
 Allow access
- Yahoo mail**
You can quickly import your Yahoo Contacts
 Allow access
- Rediffmail**
You can quickly import your Rediff Contacts
 Allow access

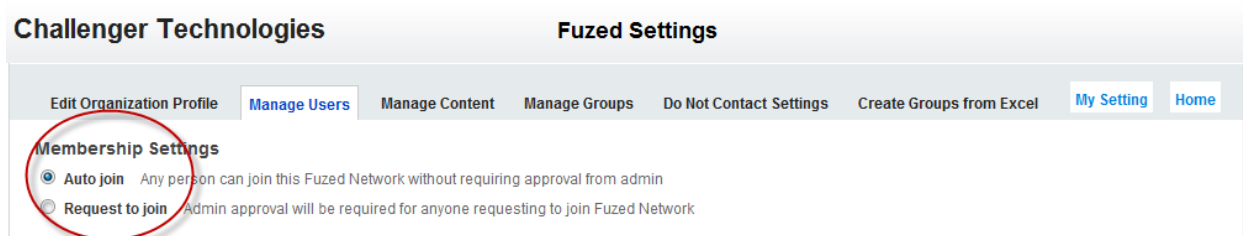
**Note: if you do not want the "invite" option in the fuzed network at all, do not select any of the email options above

Managing Members

Do you want potential members to freely join your Fuzed Network or you want to moderate who gets to join. This depends on the purpose of your Fuzed Network. If you are trying to reach a broad audience then it would be advisable to allow anyone to join your network. If you want very specific people, including employees, partners or customers, then you should consider keeping your network moderated.

Membership Settings

From the Admin Screen, click on "Manage Members" to specify how you would like members to be admitted in your Fuzed Network



Viewing Member History

A Fuzed Network provides the administrators to understand the member's activity in the network specific to groups they have joined or requested to be part of. From the Manage Members tab in Fuzed Administration, click on "View History" under a member name to see their group participation activity.

In addition, you can also filter members based on when they joined or their role.

Fuzed Fuzed Administration Home

[Edit Organization Profile](#) [Manage Members](#) [Content](#) [Manage Groups](#) [Do Not Contact Settings](#) [Create Groups from Excel](#) [License](#) [Apps](#)

Need support or have a question? Contact us at support@gofuzed.com. Make sure to include your contact information

Membership Settings

Auto join Any person can join this Fuzed Network without requiring approval from admin

Request to join Admin approval will be required for anyone requesting to join Fuzed Network

Members **Membership Request**

Search By Characters:

Type atleast 3 characters to search

Filter By Role:

All Members

Administrators




Non Administrators


Filter By Join Date:

From:

To:

Total Members: 13

<p>Location: Alabama ,United States of America</p> <p>Role: Non Administrator</p> <p>Join Date : 15 March 2012</p> <p>View history</p>	<p>Location: Turkey</p> <p>Role: Non Administrator</p> <p>Join Date : 14 December 2011</p> <p>View history</p>	<p>Location: Alabama ,United States of America</p> <p>Role: Non Administrator</p> <p>Join Date : 20 September 2011</p> <p>View history</p>
<p> Sarah Beluci</p> <p>sarahbeluci@gmail.com</p> <p>Location: Massachusetts ,United States of America</p> <p>Role: Non Administrator</p> <p>Join Date : 4 March 2012</p> <p>View history</p>	<p> Scott Williams</p> <p>swilliams13579@gmail.com</p> <p>Location: Florida ,United States of America</p> <p>Role: Non Administrator</p> <p>Join Date : 4 March 2012</p> <p>View history</p>	<p> Raheel Retiwalla</p> <p>raheel@gofuzed.com</p> <p>Departments: Marketing, it</p> <p>Location: South Africa</p> <p>Role: Non Administrator</p> <p>Join Date : 4 March 2012</p> <p>View history</p>

 **Fuzed Dandy**
feedback@gofuzed.com

Removing Member from Fuzed Network

As an administrator you can remove any member from the Fuzed Network. The member will get an email notification letting them know that their member rights for your Fuzed Network have been revoked.

Adding other members as Admins of the Fuzed Network

Other members who want to have Admin privileges can request Admin privileges from the "Edit Settings" Menu. Every member requesting Admin privileges will need to provide supporting documentation or phone number for verification purposes.

Default start up screen
These settings will allow you to set your own default Fuzed start up page.

My Friends
 My Groups
 Private Activity
 Public Activity
 My Public Activity
 Group Activity
 Friend Activity
 My subscriptions

Free Storage
Fuzed will Provide you 3 GB Free Space to store your Files, Document Images and videos.

Used space: 0% of 3 GB

Email Preferences
Here you can set the frequency of emails from Fuzed to you

Daily Summary Updates
 Weekly Summary Updates
 Send me an email as actions happen in my Groups
 Send me an email as actions happen with my Friends
 Send me an email as actions happen in Public
 Send me an email as actions happen for My Subscriptions

In order to be granted Administrator privileges, please provide us with either a document that proves you should have admin rights or provide us with your phone number to conduct due diligence on this Fuzed Networks's behalf.

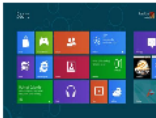
Select a File Or Phone Number: (Used if we need to reach you for verification)

Send Request Cancel

Managing Content in Public Fuzed Activity Stream

Fuzed offers a public activity stream where all members can share content and knowledge for everyone in the Fuzed Network. Because this is a feature that enables everyone including potential customers and partner's access to your Networks public stream, as an Admin you have the option of setting up your Network such that anything shared with public is put in a holding area until you approve the content to be published in the public stream.

For a Fuzed network whose public content is being moderated, when a member tries to share content with public this is what they will see:



1 of 7

A deep dive into Windows 8 Consumer Preview

Windows 8 Consumer Preview offers a new look at Microsoft's upcoming interface for both computers and tablets. Is one device being shortchanged in favor of the other?

Add Comment

Share with: Private Public Groups Friends

Public ✕

Note : Admin approval will be required to publish this content, message or file in public column. Once it is approved or rejected by the Admin you will be notified through email.

Moderating content in public activity stream

To moderate content, click on "Manage Content" tab from Fuzed Administration. You will also use this same screen to approve or delete content shared in Public.

Edit Organization Profile Manage Users **Manage Content** Manage Groups Do Not Contact Settings Create Groups from Excel My Setting Home

Moderate when messages, content or files shared in public are displayed

Show post as soon as user shares anything in public: When users share a Message, Link, File, Poll or Tag it will get displayed in the public column immediately. Everyone in the Fuzed Network will be able to see the post immediately

Need approval before post is visible: A Message, Link, File, Poll or Tag shared by any user will need to be approved by the domain administrator before it gets displayed in the public column. Users will only be able to see once the domain administrator approves the post.

Moderate if users can take actions on posts in public

Allow Actions : Users will be able to Share / Comment / Rate / Tag / Add Context any post in public

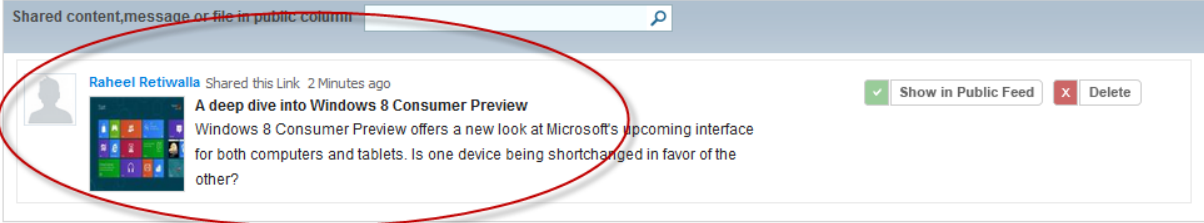
Hide Actions : Users will not be able to Share / Comment / Rate / Tag / Add Context any post in public

Shared content,message or file in public column

Raheel Retiwalla Shared this Link 2 Minutes ago

A deep dive into Windows 8 Consumer Preview
Windows 8 Consumer Preview offers a new look at Microsoft's upcoming interface for both computers and tablets. Is one device being shortchanged in favor of the other?

Show in Public Feed Delete



Moderating member actions in public

As an Admin you can also decide if members can conduct activity on content shared in public from the same screen showed above.

Managing Groups

One of the core value propositions of Fuzed is the ability for groups of members inside or outside your organization to come together and share content and knowledge instantly. As an Admin of the Fuzed Network you hold the responsibility for ensuring activity in your organizations Fuzed Network meets the policies of your organization. In that regard, Fuzed allows you to get a list of all current groups created in the Network, get a snapshot of their activity, see who are the members of the group and also change the group to Inactive if it is found to violate any specific company policies. To manage groups, click on the "Manage Groups" tab in Fuzed Administration

Creating Groups from Excel

There may be scenarios where you need to create groups in bulk. Fuzed provides you the ability to create bulk groups by uploading a group names in a spreadsheet. To do this, click on "Create Groups from Excel" tab under Fuzed Administration. An example format of the spreadsheet is provided on that screen.

Editing Groups

If you are the owner or an administrator of a group, you will see the option to "Edit Group" under the group name in the "My Groups" view. Clicking on "Edit Group" will launch the Group Editor. Here, you will be able to:

1. Edit the profile of the group by changing the name of the group, its description, whether it is private or public. If your group is setup as "Public", you can control if members can auto join the group or joining requires approval from group owner and administrator (s).
2. Manage Group Members – Change the rights of any member of the group
3. Invite New Members – Here you can invite Fuzed members, entire Fuzed groups as well as new people via email. To make it convenient for you, we provide a bulk upload facility where you can submit a list of email IDs in an Excel file and we will automatically invite the members on your behalf. Fuzed makes it easy to see all the invites you have sent and their status as well as the requests to join your group if the group is a public group

4. Moderating Content – If you are the owner or the administrator of the group, Fuzed gives you the option to moderate content posted by any member before all members see that post
5. Manage Group Status – If you are the owner or the administrator of the group, Fuzed gives you the option to make the group inactive which automatically disables the ability for any member of the group to further share any content previously shared in the group or perform any activity on content shared in the group.

Feel free to add a group logo and a website to personalize your group.

The screenshot displays the 'Edit: Android Tablet Distributors' page in the Fuzed interface. The top navigation bar includes the 'Fuze It' logo and a 'Home' link. The page title is 'Edit: Android Tablet Distributors' with a 'Back to My Groups' link. A sidebar on the left contains navigation options: 'Edit Profile' (selected), 'Manage Group Members', 'Invite New Members', 'Sent Invitations', 'Received Requests', 'Manage Content', and 'Change Group status'. Below the sidebar, there are role definitions for 'Group Administrator', 'Group Contributor', and 'Group Reader'. The main content area includes a '* Indicates Required Information' note, a 'Group Name*' field with the value 'Android Tablet Distributors', a 'Description' field with the text 'This group will be used to discuss trends and explore opportunities in the smart tablet business', a 'Website URL' field with 'http://www.thetabletchannel.com', and a 'Privacy' dropdown menu set to 'Open'. A note below the privacy dropdown states 'Only Invited members can see and access this group and its activity.'. To the right, there is an 'Add Group Logo' section with a 'Select a File' button and a 'Remove this logo' link. At the bottom, there are 'Update' and 'Cancel' buttons, and a note: 'Note : Modifications you have made will not be saved until you click "update". If you want to start over, click "cancel".'

Do Not Contact Settings

With Fuzed Marketing, you can take engagement with your community to another level. In order to support ability to contact members via private messages based on analytics, Fuzed provides ability to maintain a Do Not Contact List. You can add any existing member to the group or pick from Zip Codes to ensure you are reaching your intended audience with the personal message.

Editing Fuzed Network Profile

You can change the information about your Fuzed Network using the "Edit Organization Profile" tab in Fuzed Administration.

- Edit Organization Profile
- Manage Users
- Manage Content
- Manage Groups
- Do Not Contact Settings
- Create Groups from Excel
- My Setting
- Home

Organization Details:

Your Fuzed URL: partnerchannel.Fuzed.com

Organization Information

*Organization Name : Challenger Technologies
Organization type : Company
Public Website URL : <http://www.challengertech.com>
*Organization Description : Challenger Tech knowledge network is a community space for all the
*Country : United States of America

Phone Number: [Redacted]
*Email address: [Redacted]
*First Name: Raheel
*Last Name: Retiwalla

[Edit Information](#)

Upload logo



[Select a File](#) [See Preview](#) [Remove Logo](#)

You can upload only image files with Dimensions upto height 150px & width 500px

Choose one option to set a preview of you logo

Just my Organization name

Challenger Technologies
United States of America

My Logo and Organization name



Challenger Technologies
United States of America

Just my Organization logo



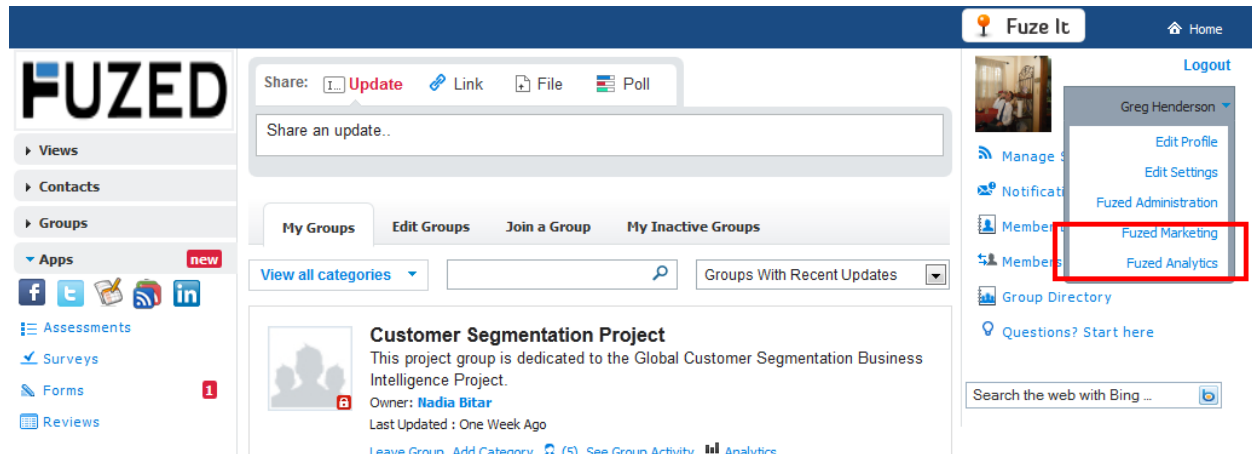
[Save](#) [Cancel](#)

Fuzed Analytics

Fuzed Analytics identify a set of members and/or groups within the Fuzed network to engage more deeply using Ads and Private Messages. Analytics from Fuzed are key source in

understanding trends and patterns highlighting potential opportunities or risks emerging within your community. While Ads are displayed to the member when they visit your Fuzed Network, private messages provide a means of one on one engagement and allow attachments and inclusion of links to support your message.

Fuzed Network Administrators can access Fuzed Analytics as shown below. As Administrators, Fuzed provides access to key analytics that span and aggregate information across groups, friends and public.



Types of available analytics

General Analytics

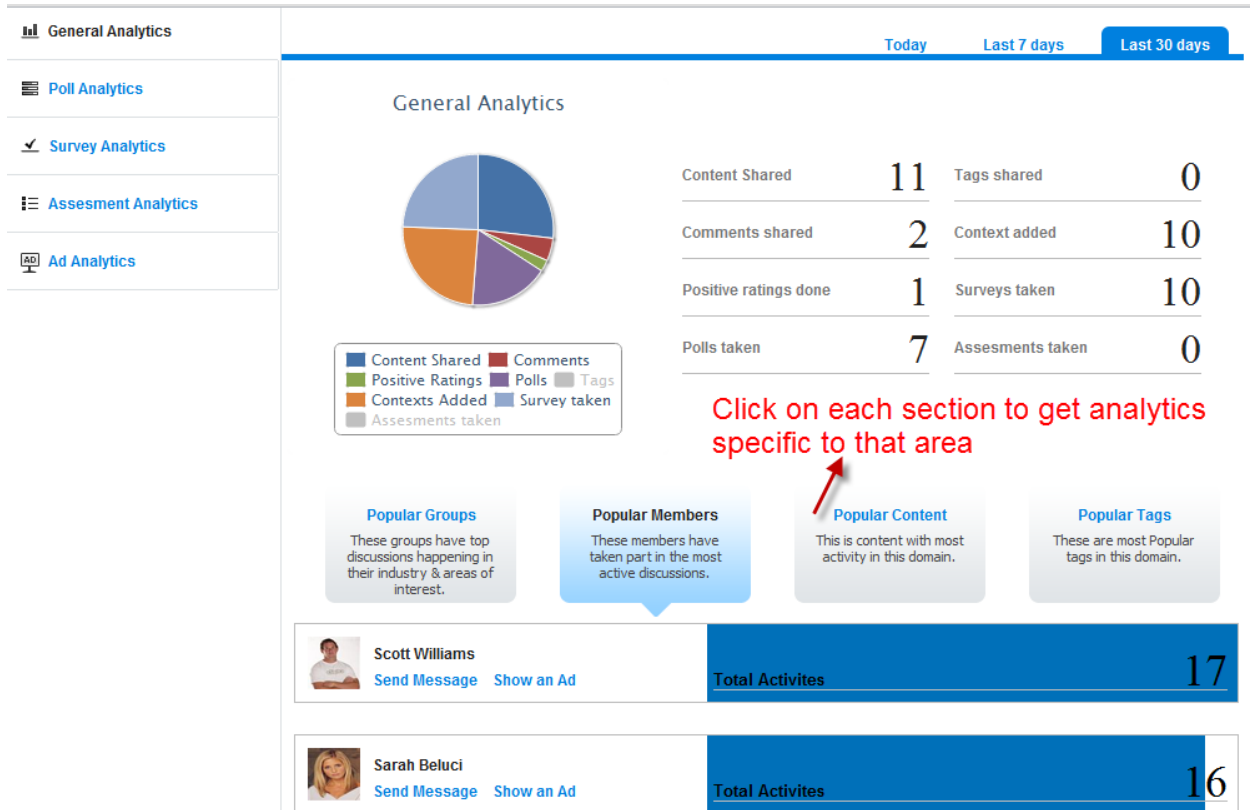
For every analytical view, Fuzed allows you to view information for the last 30 days, last 7 days and today. General Analytics provide the following types of analysis:

Popular Groups identifies Groups that have the highest number of activity with list of members available with a single click.

Popular Content identifies popular content across the entire Fuzed Network and within specific groups. Popular content is based on a number of factors like number of activities, ratings and connections made to that content

Popular keywords identifies and tracks tags that are used throughout the application

Popular Members are identified for specific communities or for the entire Network based on activity performed in the network

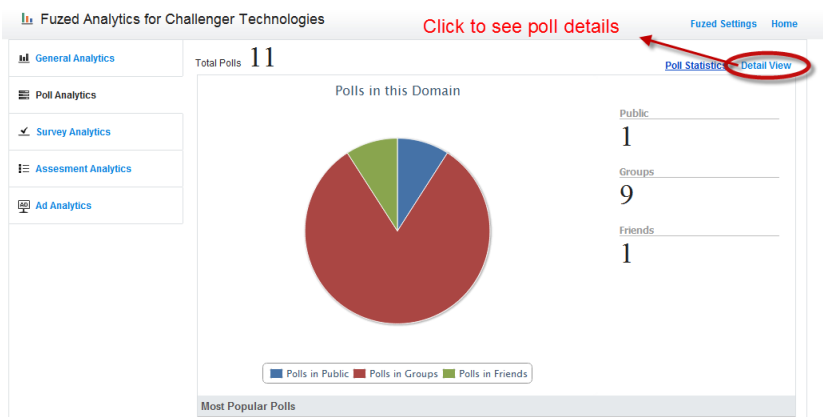


Poll Analytics

Poll Analytics identifies members based on responses to polls. Polls shown represent polls shared across all groups, friends and in public. As Administrators the results of all polls are available from Fuzed Analytics.

This allows Administrators to truly understand community sentiment. In addition to responses, Administrators can see who already has and who has yet to respond to a poll.

When you click Poll Analytics, you will be presented by a Poll Summary. Click on "Detail View" as shown below to analyze separately.



This poll shared in **iPad Deals and Futures** by **Scott Williams** shared this poll 15 Hours Ago

Would you buy an iPad 3 for:

Option 1	Apple fan	1
Option 2	Features	1
Option 3	Hype	0
Option 4	Price	0
Option 5	Status Symbol	0

Members

- attended poll: 40%
- not yet response: 60%

This poll shared in **iPad Deals and Futures** by **Scott Williams** shared this poll Yesterday

Which iOS version will IPAD 3 feature

Option 1	iOS 4.2	0
Option 2	iOS 5.0	0
Option 3	iOS 6.0	2

Members

- attended poll: 40%
- not yet response: 60%

This poll shared in **Android Tablet Distributor** by **Raheel Retiwalla** shared this poll 21 December 2011

Are you feeling like Christmas?

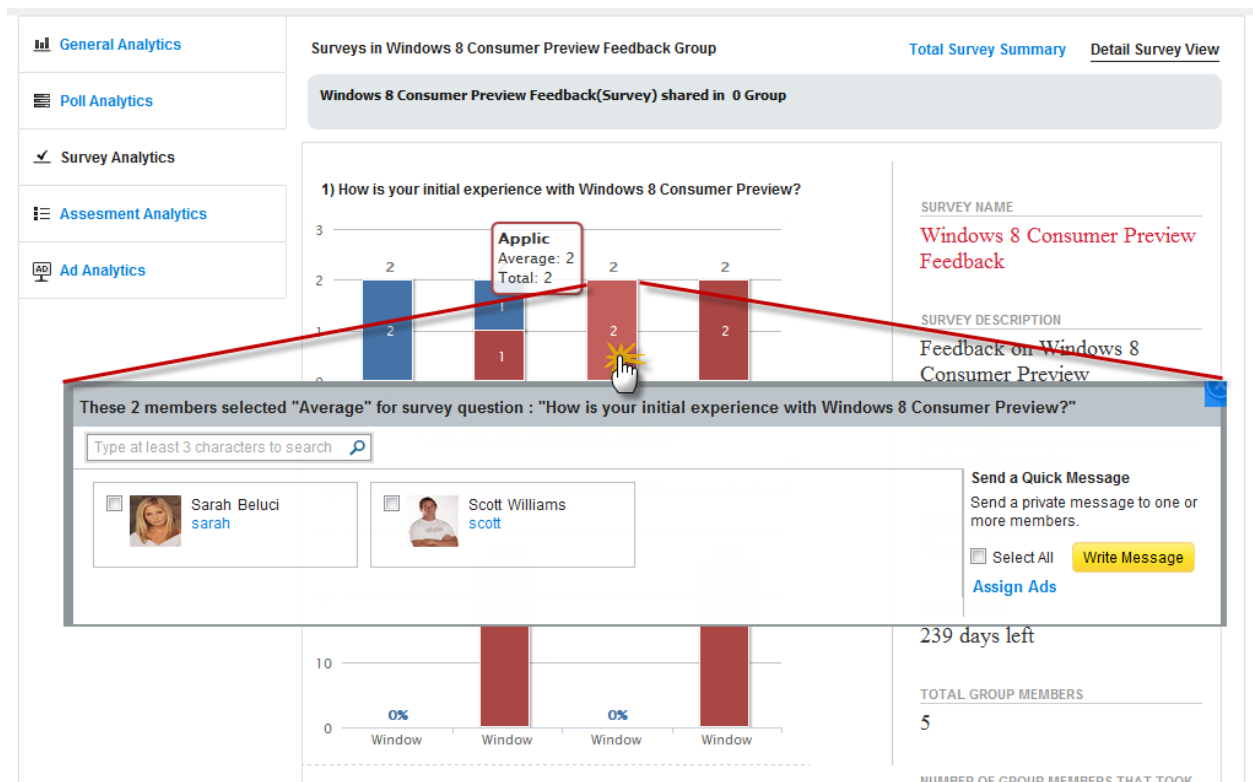
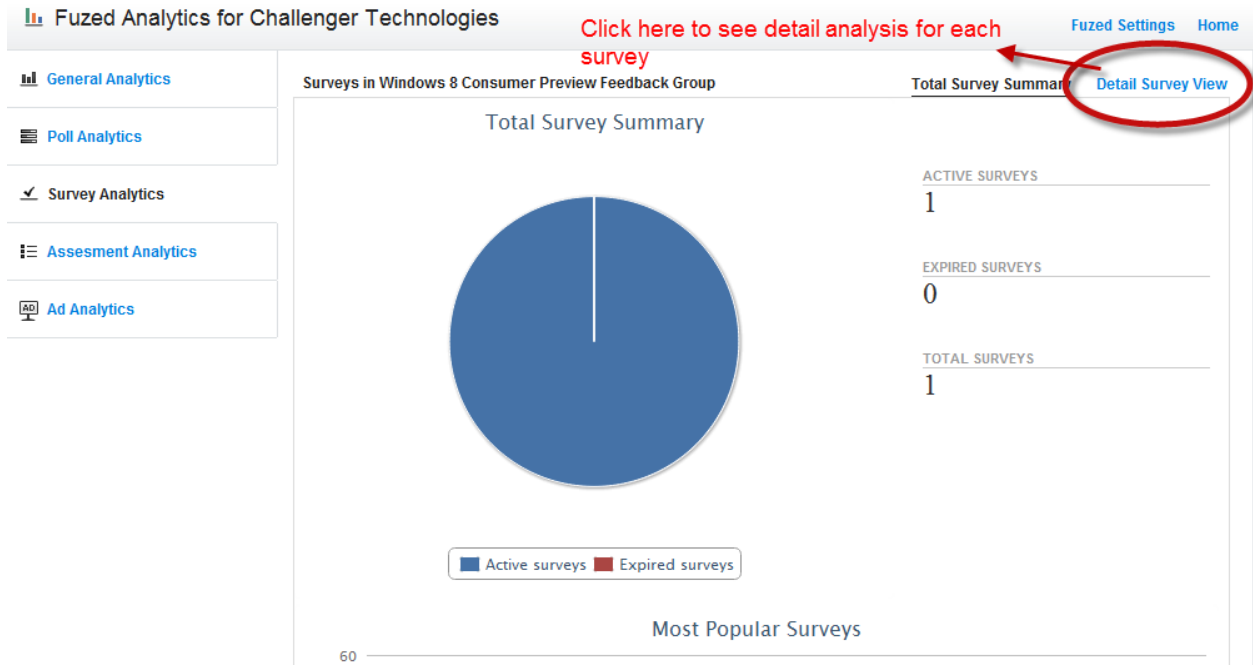
Members

- 100%

Survey Analytics

Survey Analytics identifies members based on responses to every question in a survey. Survey Analytics are by far the best method for getting instant feedback from your community. Fuzed Analytics provide easy to understand and actionable insights into the responses given by your community.

Analyze Rating Scale questions as well as free form text. Clicking on any response provides with the member information of those members that gave that response.



Assessment Analytics

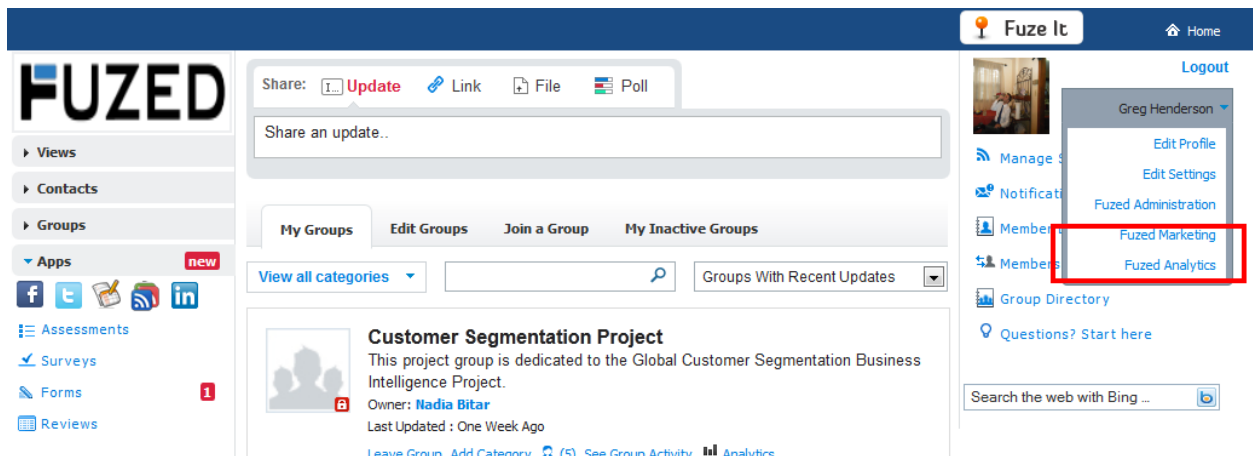
Assessment Analytics identify members based on responses given in an assessment Analytics. Very much like Polls and Surveys, each response is available for analysis purposes.

Ad Analytics

Ad Analytics show popular ads and which members have clicked on those ads. It is a great way for you to measure how effective your engagement is with your community.

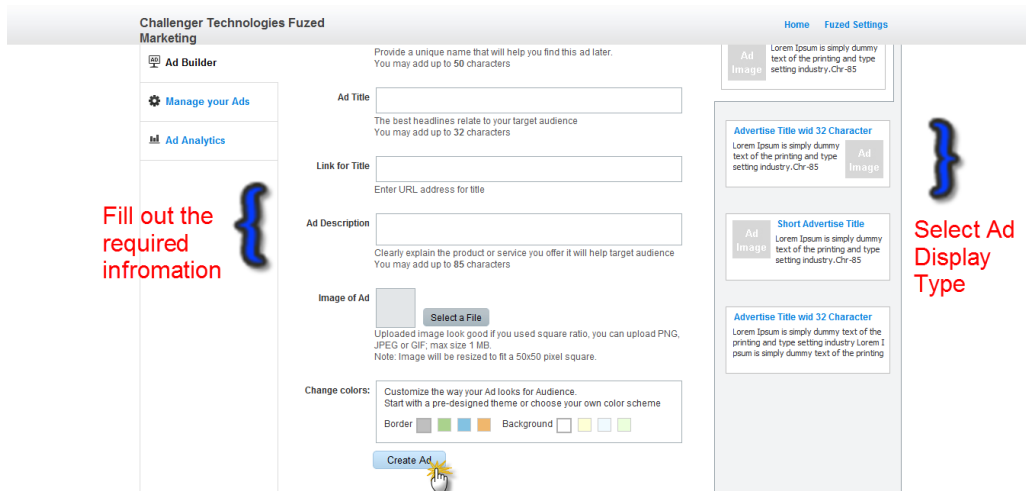
Fuzed Marketing

Fuzed Marketing lets you respond to your community based on the interactions happening in your Fuzed Network using Ads and Private Messages. Assign custom ads or send private messages that represent offers, notices, invitations, bulletins, news, alerts, discounts and more that are displayed to specific members in the Fuzed Network based on analytics.



Ad Builder

Ad Builder is an easy to use application to create Ads. Follow the instructions in the Form to create your own ad as shown below.



You can Edit Ads

once they are created by going to "Manage Your Ads" from the Fuzed Marketing Menu and clicking on "Edit" under the As you would like to change.

Assigning Ads based on Analytics

There are two main methods for assigning Ads or sending private messages:

- 1) When viewing any kind of analytics, double click on any number to show members who took that action. Whether it might be analyzing polls, analyzing Ad performance, analyzing responses to a survey, you can instantly get access to members who did that action in a pop up as shown below. Once you have the list of members, feel free to select all or few and choose to either assign an Ad or write a personal message.

The screenshot shows a poll interface with a pop-up window. The poll is titled "Would you buy an ipad 3 for:" and has two options: "Option 1 Apple fan" with 1 response and "Option 2 Features" with 1 response. A bar chart shows 40% for "attended poll" and 60% for "not yet response". The pop-up window is titled "These 2 members polled." and contains a search bar and two member cards: "Scott Williams scott" and "Sarah Beluci sarah". To the right of the pop-up is a "Send a Quick Message" section with a "Write Message" button and an "Assign Ads" link. Below the pop-up, another poll is visible: "Which iOS version will IPAD 3 feature" with three options: "Option 1 iOS 4.2" (0), "Option 2 iOS 5.0" (0), and "Option 3 iOS 6.0" (2). A red double-click cursor is shown over the number "2" for the third option. Below this, a third poll is partially visible: "Are you feeling like Christmas?" with 100% response.

- 2) Click on "Manage Your Ads" from the Fuzed Marketing Menu. For the Ad you would like to manage, click on "Manage Audience". In the screen that opens, you will be able to pick individual members and/or one or more groups for you to choose to display this ad to.

- Ad Builder
- Manage your Ads
- Ad Analytics

15% Discount Samsung Tablet

Take 15% on Samsung
For iPad deals, take 15% off on Samsung Galaxy

Created: 4 Hours Ago by Raheel Retiwalla

[Manage Audience](#) [Edit](#) [Delete](#)

- Ad Builder
- Manage your Ads
- Ad Analytics

Your Ads will show up for Audience:
Start up Page- the page that users see after log in

Take 15% on Samsung
For iPad deals, take 15% off on Samsung Galaxy

Set Target Audience for Ad: Your ad will only be eligible to show for users who meet the criteria that you select

Users Groups

Select All

<input type="checkbox"/> Raheel Retiwalla raheelfuzed	<input type="checkbox"/> Scott Williams scott United States of America	<input checked="" type="checkbox"/> Sarah Beluci sarah United States of America
<input type="checkbox"/> Raheel Retiwalla rahel2345	<input type="checkbox"/> Uber Flock raheeluber Turkey	<input type="checkbox"/> John Foo johnfoo United States of America
<input type="checkbox"/> Gregory Simon gsimon United States of America	<input type="checkbox"/> Raheel Retiwalla raheel786	

Selected Audience:
Sarah Beluci (sarah)

Assign Ad Click on Assign ad button to set audience for this ad

Skip