

WebEx Social Server 3.3

Product Overview

Cisco WebEx[®] Social Server 3.3 is a people-centric social collaboration platform that can help organizations accelerate decision making, problem resolution, and innovation by securely connecting people to the resources and information they need to get work done. With it, employees can:

- Find experts, communities, and content from a personalized dashboard
- Share knowledge with individuals and across communities through a unified posting model
- Communicate and collaborate with colleagues in the context of a particular project or topic
- Work anywhere with full-fidelity mobile access

A premises-based platform with an open and extensible architecture, WebEx Social Server lets you take full advantage of your existing real-time communications, content management, and line-of-business applications assets. WebEx Social Server is a core solution component of the Cisco[®] [Collaboration product portfolio](#).

Primary Features and Benefits

Table 1 lists the primary features, functions, and benefits of Cisco WebEx Social Server 3.3.

Table 1. WebEx Social Server 3.3 Features and Benefits

Feature	Function and Benefit
New Post: Easy and Fast Way to Contribute and Share Information	
Unified Post	Unified Post provides a consistent method of posting any type of content (blog, wiki, image, video, Q&A, etc.) with title, content, tags, file attachments, embedded videos, and hyperlinks. Unified Post is as easy to use as email, but is much more powerful and flexible. It allows users to create a single instance of content that can be easily shared with individuals or across groups rather than duplicates or silos that are usually created through email or team spaces. Threaded comments to the post are captured in one place. The post owner controls who can comment, edit, or share the post. The post and its file attachments have automatic versioning. The post also contains a collapsible Information Panel, which consolidates all useful metadata into one place, and includes contributors, tags, and communities with which the post has been shared. And, if the post uses header styles, the Information Panel provides an automatically generated Table of Contents tab that shows the outline of the post for quick navigation to any heading within the post.
Share With	A post can be shared with communities, contacts, or groups. When shared, the post dynamically appears in the respective contact's or community's library of posts. Optional email notification can be sent to everyone with whom the post has been shared. Up to the previous seven "Share With" selections are automatically retrieved when you click into the Share With field.
Video as First-Class Content: Efficiently Upload, Share, and Play at Scale	
Cisco Show and Share[®] Integration	This feature uses Cisco Show and Share software to provide scalable video (WMV, FLV, and MP4 formats) uploading, sharing, and playback. You can add video to a status update or post it as easily as text and images.
My View: Personalized Dashboard for Accessing and Engaging People, Communities, and Information	
Activity Stream	This feature provides a centralized stream of status updates and activities from people you are following and within communities of which you are a member. The items automatically appear in the activity stream in a reverse chronological order based on their respective last participation activity (for example, added favorite, commented on, edited, etc.). The activity stream allows you to set up and save custom filtered views based on a tag, a person, or a community. It can enable you to discover relevant people, communities, and information - often serendipitously.
Watch List	Watch List facilitates easy tracking of content with default filtered views for content that has been shared with you, that you have posted or commented on, and that you have manually added to the Watch List. It allows you to set up and save custom filtered views based on a tag, a person, or a community. All views can be furthered filtered based on unread state or favorite marker. The Watch List has a numerical badge that shows the number of unread items that have new activities.

Feature	Function and Benefit
Suggestions	This feature suggests people to follow, communities to join, and posts to read based on tag matching and social graph analysis.
+Post	Create a new post with just one click. WebEx Social unified post supports rich text, image, document, and video embedding, and expert Q&A. Expert Q&A provides a mechanism to identify experts best suited to answer a question. Questions and answers are delivered to relevant parties through the Watch List.
My Calendar	My Calendar integrates with Microsoft Exchange to show a listing of today's or any other day's events along with each invitee's user presence and profile photo. It also provides one-click access to chat, call, meet, and email for each invitee.
Email Notifications	End-user configurable preferences for email notifications are available with support for instant notification, daily, and weekly digest. Users can individually control the receipt of notifications triggered by the following events: When someone follows them, when they are @mentioned in a post, when a post is shared with them, when someone comments on their post, when someone shares their post with others, when someone edits or comments on a post they have contributed to or have added to their Watch List, or when community membership invites and requests are updated.
Reply to or Create a Post from Email	Reply to a WebEx Social email notification directly from email. The reply is posted back into WebEx Social as a comment to the post. The WebEx Social email plugin for Windows allows users to create and share a post with individuals or communities directly from their email client. Users who don't have the plugin installed can still create and share a post with a community by sending an email to the community's email address.
Change Layout	Change Layout allows instant change of page layout to one, two, or three columns.
Manage Page	Manage Page allows you to add one or more custom pages to My View.
Add Application	Add Application enables instant addition of portlets (a single Calendar for Microsoft Exchange and WebEx meetings, Content Publisher, Documents, External Document Repository, IFrame, Images, Links, My Communities, OpenSocial App [add one or more OpenSocial-compliant gadgets], RSS Feeds, Recently Viewed Documents, Streams, Suggestions, Tag Cloud, Voice Messages, and Wiki) to the user's home page, community dashboard, and user-profile-featured post page.
Library	Library lists all posts (New Posts, My Posts, Favorites, Videos, and Deleted Items) that you have created or that have been shared with you. They are sortable by title, last modified date, number of changes, and author. It also provides separate lists of documents, images, and bookmarks. You can create custom views to filter for a specific user, tag, or community.
Profile: Unified View of a User's Personal Attributes and Online Activities Governed by Privacy Settings	
User's Contact Card	The contact card appears when you hover over a user's photo or name anywhere it appears in WebEx Social. The contact card provides the user's name, large profile photo, presence status, job title, following status, or last status post. The following click-to actions appear on the contact card: Follow, add favorite, start web or native OS IM, start a desktop or web-based video call, email, start a WebEx meeting, and share a post.
User Profile Page	The user profile page provides a progressive disclosure mechanism for discovering information about a given user. Information is available on a set of four tabs.
User's Core Profile Attributes	The following attributes are available on all profile tabs: Name, presence, avatar or photo, job title, latest status message, location, time zone, mobile and work phone numbers, primary and secondary email addresses, and instant messaging (IM) addresses. Attributes can be imported and synchronized with any Lightweight Directory Access Protocol Version 3 (LDAPv3)-compliant directory.
User's Click-to Actions	Each user's profile page and contact card provides the following click-to-interact capabilities: Follow, add favorite, chat using a web or native OS instant messaging client, web, or desktop phone voice and video call, send an email, start a WebEx meeting, and share a post.
User's Activities Tab	This tab shows a centralized stream of a user's public activities visible to the viewer. It shows an interactive list of connections, people the user is following, people following the user, and mutual followers. It also shows a list of shared communities.
User's Featured Content Tab	This tab displays the user's featured content (blog), sorted in reverse chronological order. System administrators can enable end-user customization of this tab on their profile page with the following out-of-the-box applications: Content Publisher, Documents, IFrame, Images, Links, OpenSocial App, RSS Feeds, Recently Viewed Documents, Streams, Tag Cloud Wiki.
User's About Tab	This tab shows the user's personal biography. It also shows the expertise and interest tags, detailed contact information, including mailing address, email, phone and IM handles, shared communities, and alternate contacts.
User's Reporting Structure	This feature shows the hierarchal organizational reporting structure as defined in LDAP.
Expertise	This feature shows a user's expertise as keywords, each of which is hyperlinked to a search results page of people, communities, and content that match the keyword.
Interests	This feature shows a user's interests as keywords, each of which is hyperlinked to a search results page of people, communities, and content that match the keyword.
Shared Communities	Shared Communities is a list of public communities that users are members of and have selected to be shown on their public profiles.

Feature	Function and Benefit
Contacts	Available using the WebEx Social dock, the contacts feature provides one-click access to the people in the user's network from any page in WebEx Social. Contact search updates as you type, providing directory access to all users with hover-over functionality. It provides contact card details and click-to-collaborate capability.
Following	This feature lists people you are following and what people are following your public activities.
People: Directory for Browsing and Finding People and Contacts	
People Page	WebEx Social provides a full-page user interface for searching and navigating contacts. Search based on name, title, and expertise provides instant access to anyone in the system. Filters on the People page provide a simple navigable layout for All Contacts, My Contacts (the current user's contacts), Recent, Favorites, Following, Followers, and custom-defined user lists. Contact cards available when hovering over a user's profile picture or name provides one-click access for click-to actions.
Invite User to WebEx Social	WebEx Social detects if a defined user has not logged into the application and provides an "invite" feature that can enable you to easily send an email to invite the user to access WebEx Social, and to start collaborating with you and others.
Communities: Containers for People Who Share Common Interests or Objectives and Information	
Community Page	<p>WebEx Social provides a full-page user interface for creating, searching, and navigating communities. Search based on name, description, and tags provides instant access to communities the user is allowed to see in the system. Filters on the Community page provide a simple navigable layout for "Communities I'm a Member of," "Communities I Manage," "All Communities," "Recent Communities," "Favorite Communities," and communities by system administrator-defined categories.</p> <p>Within each community, the community contact card is available upon hovering over the community name or image. The page also provides a click-to-join/request membership/leave option; for communities to which you have an Owner role, there are options for one-click Edit, Leave, Delete, Assign User Roles, and Assign Members options.</p> <p>A "Create New Community" button provides access to a three-step wizard, which walks the user through the creation of a new community.</p>
Community Contact Card	This contact card appears when you hover over a community photo or name anywhere it appears in WebEx Social. The contact card provides the community name, large community logo photo, membership status, community description, number of members, created date, owners, tags, and a link to visit the community's profile page.
Community Types	<ul style="list-style-type: none"> • Open: Anyone can join; name and content area are visible in search results. • Restricted: Only those allowed by a community owner can join; name is visible in search results; content is visible in search results only for members. • Hidden: Only those invited are allowed to join; name is not visible in search results; content is visible in search results only for those who are members.
Within a Community: Share and Collaborate with People of Like Minds and Endeavors	
Community Home	This is a community owner-administered page with an out-of-the-box community's private activity stream and membership list. This page is available only to community members. It is configurable using the same "Add Application" feature as a user's home page. The page and layout are controlled by the community owners in the same manner as a user's home page.
Community Library	The Community Library lists all posts (New Posts, My Posts, Favorites, Videos, and Deleted Items) created in or shared with the community. They are sortable by title, last modified date, number of changes, and author. The library also provides separate lists of documents, images, and bookmarks; you can create custom views to filter for specific user, tag, or community.
Community News	This feature allows for a community-specific news feed.
Community Discussions	This is a community-specific online discussion forum with support for multiple categories, rich media threads, email notifications, pinned threads, and filters on the current user's content.
Community Public Profile	An open or restricted community's public profile is available to all users on WebEx Social. Configurable by the community owner in the same manner as a user's home page, this page provides a rich-text and multimedia description of the community, the community's public activity stream, and the community's owner and member lists. Hidden communities' profile pages are visible only to invited users.
Manage Community	This feature provides the ability to edit the community name, descriptions, and tags. With this feature you can change membership and membership roles, add and remove community pages, and manage the community email address.
Invite User(s) to Community	This feature allows you to invite up to 20 users at a time by email to join a community.
Search: Find and Filter Relevant People, Communities, and Information	
People Communities and Content	Separate search results into three categories, providing quick visibility to experts in a field, related communities, and matching content.
Security Trimmed Search Results	Protect sensitive information by showing only search results for which a user has at least read permission.
Faceted Search Results	Enable easy and fast filtering of search results through facets such as Mine, People Profiles and Expertise, Communities, Information Types, File Types, and Date Range.

Feature	Function and Benefit
Barlet: Easy and Quick Access to Recent Activities, Real-Time Notifications, Contacts, and More	
WebEx Social Dock	This is a floating dock that appears at the bottom of every page in WebEx Social; it provides one-click access to Activity Stream, Instant Messaging, Web-based Voice and Video Calls, Contacts List, Directory Search, and Calendar for Microsoft Exchange and WebEx from any page in Cisco WebEx Social.
User On-Boarding: Quickly Set Up New Users and Provide a Rich User Environment	
On-Boarding Wizard	For an enhanced first-time user experience, WebEx Social offers an onboarding wizard to help set up users' home pages and profiles. This includes administrative controls to assign communities to users and pre-populate content.
User Interface Customization: Extend Company Branding to WebEx Social	
Branding and Theming	Administrators can easily extend their company's brand to both the WebEx Social web and mobile (WebEx Social mobile client for iPad and iPhone) experiences. Advanced theming is supported for the web application.
Mobility: Take the Cisco WebEx Social User Experience with You	
Apple iPhone and iPad application	Enjoy high-fidelity mobile access to Profiles, Presence, Activities, Watch List, Communities, and Search. Set status, share posts, and upload images directly from your device. Chat with other users through instant messaging, click to start a video call, and access enterprise web applications designed for mobile devices.
Security and Policy Management: From Granular Protection to Role-Based Governance	
Groups	Allows one or more users to be assigned into a group.
Roles	Allows one or more users or groups to be assigned to a role, which can in turn be assigned with permissions.
Granularity	Allows assignment of security permissions to each dashboard page, community, library, folder, document, or post.
Policies	Allows for defining policies as one or more business rules at the user level that can override security permissions at the content level.
Entitlement	Allows you to globally enable or disable product functions.
Compliance Application Programming Interface (API)	Permits integration into third-party compliance systems for enhanced activity generation for regulated users.
Integration and Interoperability: Transparent User Experience and Extensible Functions	
WebEx Messenger Presence and Instant Messaging	Provides seamless one-click to activate IM with users and displays user device presence; Supports Cisco WebEx Messenger, Cisco Jabber®, Microsoft Office Communicator, and IBM Sametime. User and administrative level setting allows you to launch the Cisco Jabber desktop client for IM and phone conversations.
WebEx Meetings and WebEx Meeting Center Integration	Provides seamless initiation of WebEx Meetings or WebEx Meeting Center web conferencing.
Web-Based Voice and Video Integration	Provides transparent one-click-to-call (voice and video) using Cisco Unified Communication Manager from the web browser to any other Cisco Unified Communications Manager or Cisco Jabber endpoint.
Content Management System Interoperability	Offers built-in support for the Content Management Interoperability Services (CMIS) standard that can enable straightforward integration with other content management systems.
Portlet Interoperability	Provides built-in support for Java Portlet Specification 1.0 (JSR168), Java Portlet Specification v2.0 (JSR286), and Web Services for Remote Portlets (WSRP) standards that enable straightforward integration with other portlets.
OpenSocial Gadget Container app	Provides easy consumption of OpenSocial-compliant gadgets.
Real-Time Notification Service	Provides built-in support for Extensible Messaging and Presence Protocol (XMPP) standard and Bidirectional Streams over Synchronous HTTP (BOSH) extension, which enable real-time notifications outbound and alerts inbound.
Scalability and Fault Tolerance: Reduces Risk for Enterprise-Class Deployments	
Rapid Scalability with Cisco Unified Computing System® (Cisco UCS™)	Takes advantage of Cisco UCS and Vblock technologies to scale physically up to 384 GB RAM and virtually with multiple virtual machine instances.
Data Center-Grade Fault Tolerance	Supports active-active redundancy with transactional services (application, search, and cache); other services (analytics, JSON, message queue) support active-passive redundancy.
Centralized Application Provisioning and Maintenance: Reduce Deployment Time and Complexity	
Centralized Provisioning	Uses a private-cloud model to provision one or more service roles (application, search, cache, directory sync, notification, RDF store, and monitoring) to one or more WebEx Social nodes.
Centralized Maintenance	Uploads a software maintenance package to a provisioning service and then assigns and deploys it to the appropriate Cisco WebEx Social nodes; rollback is available if a failure occurs.
Simplified Installation	Provides one-click installation by using the open source Puppet/Yam-based automation framework; you can easily

Feature	Function and Benefit
	extend installation scripts, and add custom scripts.
Systems Management: Data Center-Grade Monitoring, Alerting, and Analytics	
Real-Time Monitoring	Monitors status, metrics, performance, alerts, and events.
Performance and Health Analysis	Facilitates service-level tracking, transaction tracing, and database query analysis.
Integration with Existing Applications	
The WebEx Social SDK	The WebEx Social SDK, available in the Cisco Developer Network (CDN), offers extensive developer support, including sample code, documentation, developer sandbox, and technical assistance.

Compatibility

Table 2 lists the products and their respective versions that are compatible with WebEx Social Server 3.3.

Table 2. Compatibility

Product	Version
Cisco Unified Communications Manager (CUCM)	7.1 or later, 8.6.x and 9.0
Cisco Unified Presence	8.6.x and 9.0
Cisco Unity Connection	9.0 and 9.1
Cisco WebEx Meeting Center	8.6.1, 9.0, and 9.1
Cisco WebEx Meetings	11
Cisco Unified MeetingPlace	8.x
Cisco WebEx Messenger	C7.5.9
Cisco Jabber	9.1.x (Windows), 8.6.5, and 9.0.1 (Mac)
Microsoft Exchange (for My Calendar)	2003, 2007, and 2010
Microsoft Outlook (for email plugin)	2007 and 2010
Lotus Notes (for email plugin)	8.5.2
Microsoft Office Communications Server (for IM and presence)	2007 R2
Microsoft Office SharePoint Server (for Community Library)	2007 and 2010
EMC Documentum (for Community Library)	6.7 with CMIS enabled

[View](#) the full list of supported components and applications for Cisco WebEx Social Server 3.3.

Licensing

Cisco WebEx Social Server 3.3 is currently released with general availability. Contact your local Cisco account representative for licensing information.

Product Specifications

Table 3 lists the relevant product specifications for Cisco WebEx Social Server 3.3.

Table 3. Product Specifications

Protocols	HTTP, HTTP over Secure Sockets Layer (SSL), NT LAN Manager (NTLM v1), SiteMinder Single Sign-On (SSO), LDAP, OAuth 2.0, Content Management Interoperability Services (CMIS), Web Services for Remote Portlets (WSRP), Extensible Messaging and Presence Protocol (XMPP), and Bidirectional-streams Over Synchronous HTTP (BOSH)
APIs	Authentication, OpenSocial (People, Activities, and Application Preferences), Notifications, and Enterprise Social REST based Web Services for User, Community, Post, ActivityStream, WatchList, Open Search, Tags, Recommendations and Metrics)

Language Support	English only for Release 3.3. The following additional languages will be added in a future product update: French, German, Spanish (global), Spanish (Latin American), Portuguese (Brazil), Italian, Dutch, Russian, Arabic, Japanese, Chinese (simplified), Chinese (traditional), and Korean
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System Requirements

Table 4 lists the system requirements for Cisco WebEx Social 3.3.

Table 4. System Requirements

Hardware	<ul style="list-style-type: none"> • Cisco Unified Computing System™ (Cisco UCS®) C-Series Rack Servers or B-Series Blade Servers • VCE (Virtual Computing Environment) Vblock - Recommended for environments of 10,000 users or more • Cisco ACE Application Control Engine Module - Optional for enabling HTTP over SSL between WebEx Social clients and WebEx Social server • Apple iPhone, iPad, iPod Touch, iPad Mini: Required for WebEx Social Mobile for iOS
Processor	Depends on workload
Memory	Depends on workload
Storage	<ul style="list-style-type: none"> • NFSv4 • HCL: Must be certified for use with Cisco Unified Computing System • Space: Depends on workload • Performance: Depends on workload
Software	<ul style="list-style-type: none"> • Cisco Show and Share 5.3 - Required if video-based content functionality is enabled • VMware vSphere 4.1 or higher with vCenter • iOS 4.3 or above - Required for WebEx Social 2.5 for iPhone, iPad • iOS 5.1 or above - Required for WebEx Social 3.1 for iPhone, iPad
Browser Support	<ul style="list-style-type: none"> • Microsoft Internet Explorer 8 and 9 (Microsoft Windows only) • Firefox 19 • Safari 5.1 (Apple Mac OS only) • Chrome 26

Ordering Information

Cisco WebEx Social Server 3.3 is released with general availability. Contact your local Cisco account representative for ordering information.

For More Information

For more information about Cisco WebEx Social, please visit <http://www.cisco.com/go/webexsocial> or contact your local Cisco account representative.



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