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1 Introduction

In this release we are proud to share a release with

- 8 new web parts
- 1 new adaptive card
- Updates to existing web parts to include:
 - Keyboard navigation accessibility improvements to all web parts, plus known issues fixed for defects affecting image alt, colour contrast, etc
 - o UI enhancements for My profile, My tiles and What's New
 - o End user ability to 'favourite' data source when using the My data adaptive card
- And a few small updates to existing web parts based on feedback from our client base:
 - o Web part container now optional for some web parts
 - New focal point option for image header web parts
 - o New display modes for some web parts
 - o Option to hide some web parts when no items are displayed
 - o Option to set more than 50 tools in Tools cards
 - Share price update in the Global navigation

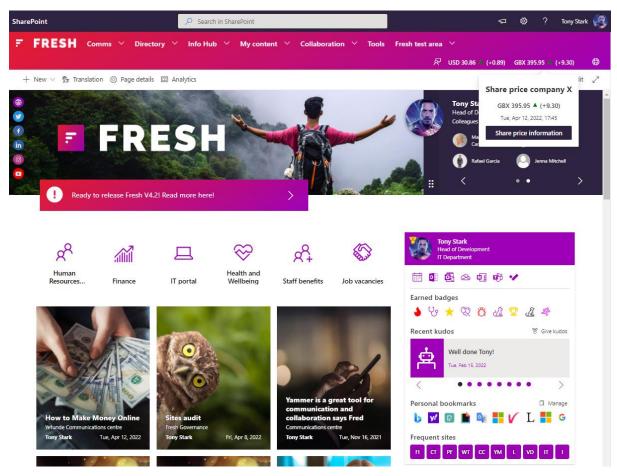


Figure 1: Fresh V4.2 includes Quick tools, Page cards in Clean / Sticker mode, My profile with new UI and callout for share price in the Global navigation



2 New functionality

2.1 Curated Yammer conversations

This new web part can be configured to surface Yammer conversations from a connected network, allowing users to view specific text posts curated by the content editor.

An introduction can be added to each post and the user can also view the number of likes and comments the post has received, as well as which community it was posted in. Each post appears in a speech bubble with the author's user profile image underneath and is clickable opening a new tab directly to the post in Yammer.

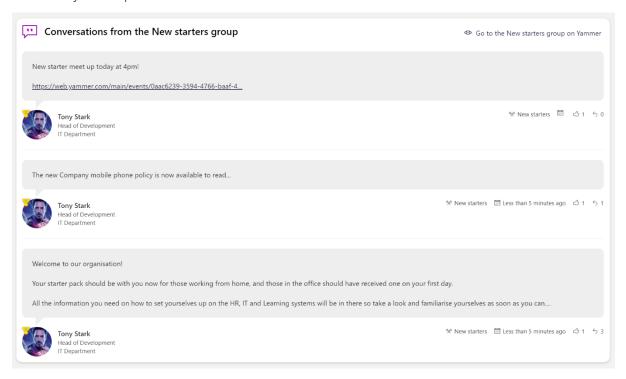


Figure 2: Example of the Curated Yammer conversations web part displaying selected conversations from the New starters community, showing the name of the group and number of likes and comments.



2.2 Curated Workplace posts

This new web part can be configured to surface Workplace posts from a connected network, allowing users to view specific text posts curated by the content editor.

An introduction can be added to each post and the user can also view the number of likes and comments the post has received, as well as which group it was posted in. Each post appears in a speech bubble with the author's user profile image underneath and is clickable opening a new tab directly to the post in Workplace.

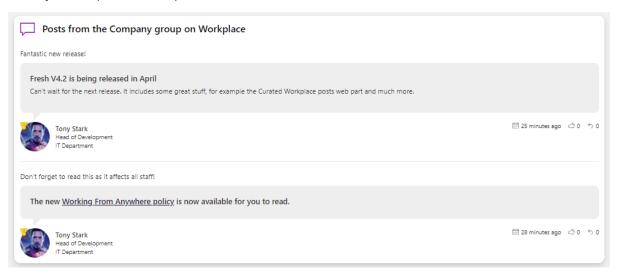


Figure 3: Example of the Curated Workplace posts web part displaying selected posts from the Company group with the date of post, the likes and comments, and an introduction for each post.

Note: This feature will not be included in the main upgrade script/guide but has its own deployment package. Please let your Client Success Manager know if you would like to receive this package.



2.3 Group events

Group events is a new web part that displays events created from applications within Microsoft 365 such as Teams and Outlook. Content editors can connect to any group they have access to, and events can be displayed from one or multiple groups

The display mode will be familiar (Icon) with Bottom, Right and Justified text position options, with either Date or Icon for the thumbnail. The toggles in the event settings can switch on and off any or all the following features:

- Description
- Date
- Location
- Group
- If an online event
- Attendees
- Invitation status

Events can be configured to display from 7 to 365 days from today and the user can use 'From' and 'To' dates to filter the results. Clicking on the event title will take the user through to Outlook Calendar online.

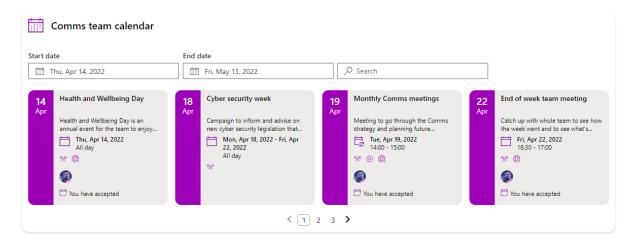


Figure 4: Example of a Group events web part that is connected to the Comms team calendar, with Date thumbnail, all event settings toggled 'On', using pagination, inside it's web container, with the refiners and search options added.

2.2.1 Planned future enhancements

In the next release we are adding new functionality which displays a pop up containing further information about the event when the user selects the title. It includes a full description and information about the event, the people who have been invited and the people who have accepted the invitation.



2.3 Hero carousel

This new web part has been designed to provide an alternative header option and looks best when used in conjunction with a vertical column on the right-hand side. The web part has two modes: Image and Carousel.

The 'image' option enables the content editor to choose a static image, title or logo, social media links and can add a static alert at the bottom or choose to show alerts from a list.

The 'carousel' option enables the content editor to show a sub-set of pages in a carousel, with the added option of displaying a title or logo in the top left corner of the image.

The web part can be used in many different scenarios and works in all column sizes.

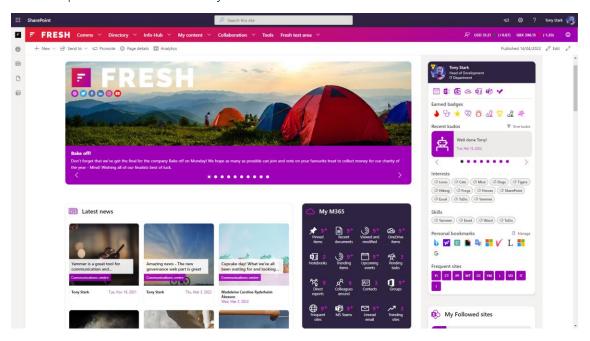


Figure 5: Example of the web part being used on a page with a vertical column on the right-hand side. The web part is configured with a static image, logo, social media links and alerts from a list.



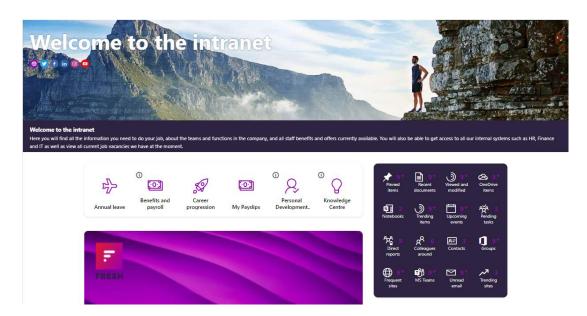


Figure 6: Example of Hero carousel in full width set with a static alert alongside other web parts

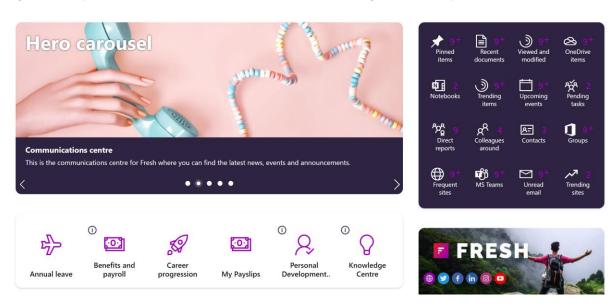


Figure 7: Example of the Hero carousel web part in a 2/3 column in Carousel mode displaying news pages alongside other web parts.

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2.4 Hero grid

This new web part is a 'Fresh' version of the MS Hero web part with added features such as the new Create link panel, audience targeting with both audience groups and user profile filters and added display options.

The Fresh 'Create link panel' enables content editors to choose to add a URL, or a link to a page or document using the curate panel. They can also set up a variety of backgrounds, add round corners and text background, enable audience targeting and add a Call to action. Sorting is also managed using our Manual sorting component.

The content editor can add as many links as they want, but only the first 5 that are available to the current end user will be displayed. If only a few tiles are available to the current user, the web part will dynamically change the display and if no links are available, the web part will be hidden from the user.

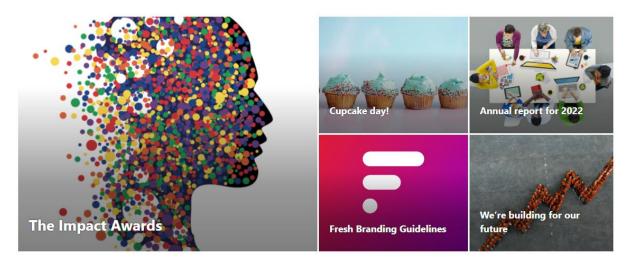


Figure 8: Hero grid web part set up with five tiles without text background



Figure 9: Example of Hero grid with four tiles with text background



2.5 Quick tools

Quick tools is the newest tools web part from Fresh where tools can be created and managed by a content editor on a specific site without having to use the main tools list. The user can create a set of tools using the Create tool panel, display them in a web container which can have straight or rounded corners, and then the tools can be manually sorted.

When setting up a new tool the user can add a rich text description (which opens as a callout on the web part), can set the style of the tool as either Image or Icon, enable audience targeting and select how the tool can be opened (new tab, same tab, or panel).

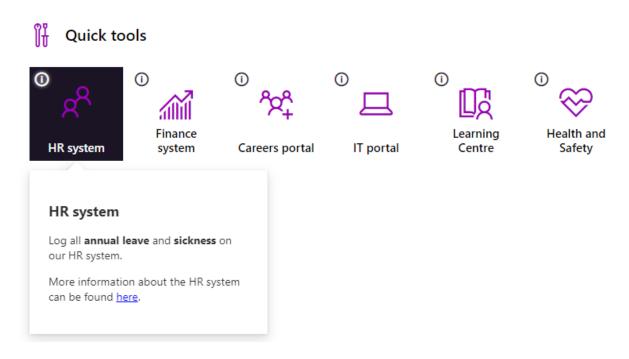


Figure 10: Example of Quick tools using Icon type displaying one with a rich text description callout

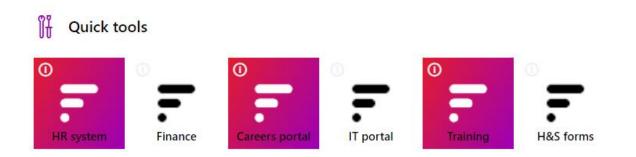


Figure 11: Example of Quick tools using Image type



2.6 Governance - Content report

The new Content report from Fresh allows the content editor to set up a table of data on the page enabling users to view information related to pages and documents on the tenancy and can be filtered to only display one of these or both.

Default sorting is set by the content editor, but the table provides sorting capabilities for end users as well. Search and refiners are also available to reduce the results displayed in the table.

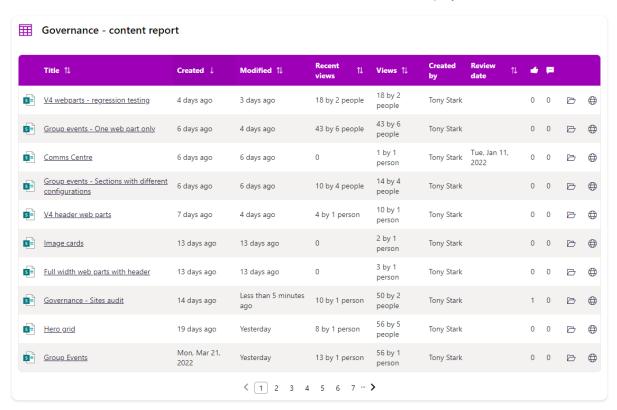


Figure 12: Example of the Content report using selected columns including Recent views and Views, Likes and Comments, and Library and Site.

The columns to display can be chosen by the content editor in web part settings. The columns available include Views, Recent views, Unique views and Recent unique views as well as other standard columns such as Title, Created, Modified, Created by and Modified by. All 'Fresh' enabled columns can also be added.

Other useful columns available are the Library and Site columns: the Library column provides a link to the document or pages library the item is stored in, and the Site column links to the site the item is stored in. Also, the number of likes and comments made on pages can be displayed using the Likes and Comments columns.

The display settings allow the user to set the table header colour and to use round or straight corners. The option to hide the web part container is also available in this web part.



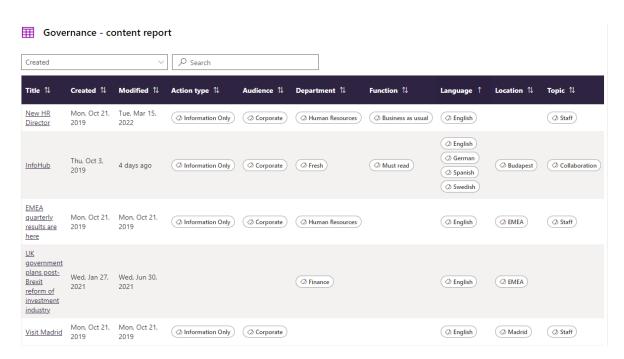


Figure 13: Example of Content report using 'Fresh' enabled columns.

2.6.1 Planned future enhancements

This is the first version of this web part and in the next release V4.3 we are adding exporting capabilities where specified users can click a link in the web part to export a .csv file with all the relevant information to enable further analysis.



2.7 Governance – Sites audit

Governance - sites audit

Like the new Content report, this new web part allows the content editor to set up a table of data on the page allowing users to view information related to sites within the tenancy.

The columns available include Views, Recent views, Unique views, and Recent unique views as well as other standard columns such as Title, Created. The 'Fresh' enabled columns can also be added.

Default sorting is set by the content editor, but the table provides sorting capabilities for the end users as well. Search and refiners are available to reduce the results displayed in the table.

The display settings allow the user to set the table header colour and to use round or straight corners. The option to hide the web part container is also available in this web part.

✓ Search Created Title ↑↓ Mon, Oct 7, Webparts test pages 14420 363 29 12 Intranet Thu, Oct 3, 2019 11430 111 32 11 Fresh Sun, Oct 11, Sonja Intranet 2617 40 12 4 Fresh Sonia Fresh Yetunde Intranet Fri, Oct 9, 2020 1781 38 Maddie's multilingual ootb site Tue. Feb 1, 2022 64 Communication site Fri, Mar 1, 2019 8260 28 Mon, Jun 29, 21 Running club London 30 5 Fresh 2020 Thu, Feb 13, Fresh Intranet Governance Fresh 2020

Figure 14: Example of the Sites audit web part using all the view columns and the search and refiner option Created

2.7.1 Planned future enhancements

This is the first version of this web part and in the next release V4.3 we are adding exporting capabilities where specified users can click a link in the web part to export a .csv file with all the relevant information to enable further analysis.

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2.8 Adaptive cards

<u>Microsoft Viva</u> is a Microsoft 365 powered employee experience platform that brings together communications, knowledge, learning, and employee insights experienced through Microsoft Teams.

Part of Microsoft Viva is <u>Viva Connections</u>, which allows users to access your Fresh Intranet via the Teams App so they can remain engaged and informed from anywhere. Viva Connections provides them with a curated experience that includes relevant news, conversations, and other resources all in one place.

The <u>Viva Connections Dashboard</u> is a new feature of Viva Connections that allows organisations to present 'cards' to users ('adaptive cards'), each representing a different kind of information, task or action – and the cards can be targeted to users using audience targeting (This is underpinned by the user's inclusion in AAD Groups). What a frontline worker sees on their dashboard can therefore be different to what an office worker sees on their dashboard.

To support our Fresh clients who would like to introduce the Viva Connections Dashboard to their organization or are already using it, we are providing a new adaptive card in this release that reflects information from Fresh and can be quickly and easily added to your dashboard.

2.8.1 **Pages**

This adaptive card is aligned with Fresh's Page cards web part and provides the user with access to pages from M365 within the Viva Connections dashboard either on desktop, from your mobile, or via Teams.

The cards are available in two sizes (Medium and Large):



Figure 15: Examples of the adaptive cards in Medium size

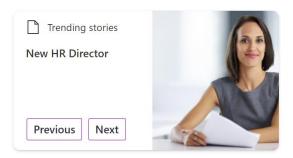


Figure 16: Example of the adaptive card in Large size

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If using the medium size card, be aware that only one page can be shown on the card. The larger size has more options where the user can click through a list of pages, the order of which is sorted by the content editor from a range of options, which can be filtered and sorted.

Once the settings for the pages have been chosen the first page card will display as the default, then the 'Next' button will display the second card on the list and so on. The user can use the 'Previous' button to move back through the list.

The callout appears when the user clicks on the card and will display the page title, page image and the page text. The callout is then linkable to navigate to the page.

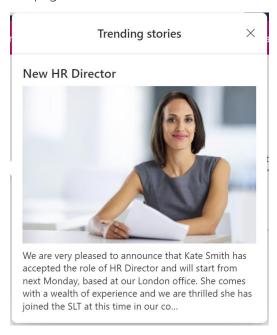


Figure 17: Example of the callout for the adaptive card



2.9 Microsoft Company Communicator

Company Communicator is a custom **Teams app** that enables corporate teams to create and send messages intended for multiple teams or large number of employees over chat allowing organization to reach employees right where they collaborate.

Company Communicator is provided by Microsoft as an App template. <u>App templates</u> are examples of complete apps for Microsoft Teams that are open-source and available on GitHub. Each app template contains detailed instructions for deploying and installing that app for your organization. All app templates are provided under the MIT License terms.

Please note that a separate Configuration guide is available for this feature: Fresh - Microsoft Company Communicator.

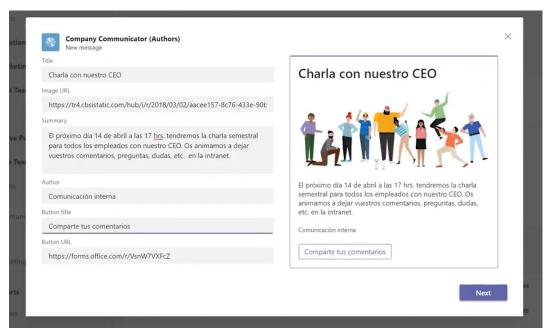


Figure 18: Example of the edit experience when creating a new communication

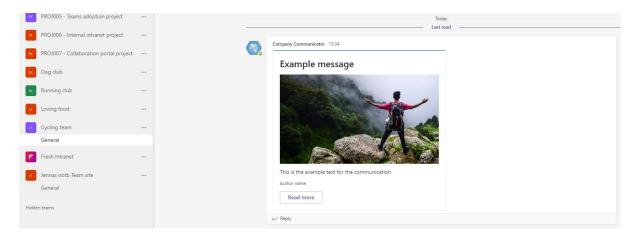


Figure 19: Example of what the message can look like for end users inside Teams





3 Updates

The following sections include information about updates to existing functionality.

3.1 My tiles & What's new: UI update for hover colour

Based on feedback we have adjusted the tile colour when the user hovers over it depending on the background chosen. For example, we have added a lighter shade when the background for the webpart is dark, and a darker shade when the background for the webpart is light:

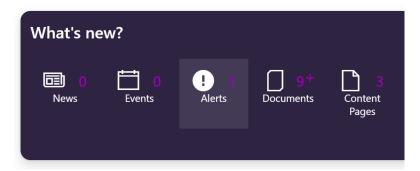


Figure 20: Example of the hover colour for What's new when using a dark background

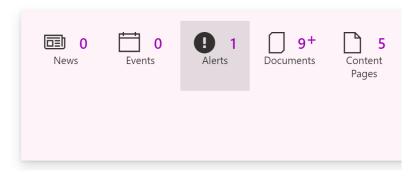


Figure 21: Example of the hover colour for What's new when using a light background



3.2 My profile: UI update

After launching My profile in the last release, feedback from our UX designers suggested an improvement to the look and feel would be beneficial so several updates have been implemented such as larger icons for the buttons, changing the tags for Skills and Interests to match the V4 look, and includes improvements to the web part when in larger columns.

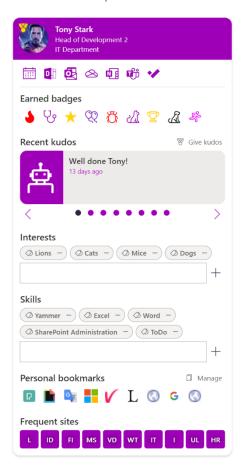


Figure 22: My profile web part in vertical column width with improved UI features such as a 'V4' look for the tags for Skills and Interests and all the buttons with icons have increased in size having lost their borders

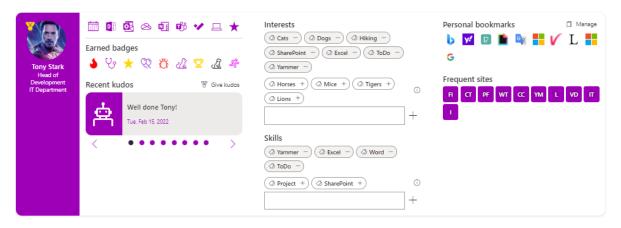


Figure 23: My profile web part in one column with a new vertical header positioned on the left



Alongside the update to the front end of the webpart, the Badges and Recent Kudos panels have also been updated:



Knows how to use a fire extinguisher

People with this badge:

A Ellen Brorsson

Figure 24: Earned badges panel with improved UI features





Well done Tony!

Tony has done a great job in the recent project where we've implemented Fresh as the new company intranet. The Communications director and company leadership is very happy with the new look and feel, findability and content creators have found it easy enough to create the content required.



Madeleine Caroline Ryderheim Åkesson Head of Product Operations (Fresh) 13 days ago

Figure 25: New Kudos panel has improved speech bubble feature and uses the user profile images



3.3 Adaptive card - My data: Personal favourite data source option

An end user can now override the custom data source set by the content editor from the callout and pin their favourite source to the front of the adaptive card. An extra column of 'favourite' buttons has been added to the callout to allow personalisation.

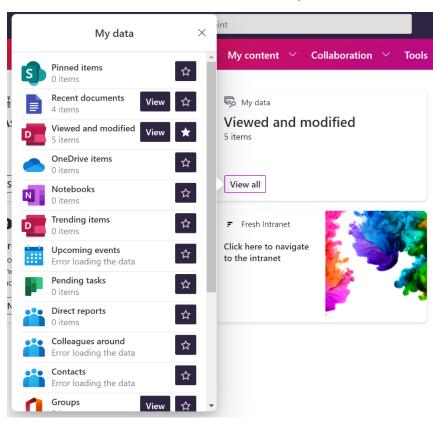


Figure 26: New 'favourite' feature added to the My data callout for end users

3.4 Accessibility review and fixes

In this release we have undertaken a project for accessibility testing and issue resolution across the components that Fresh is comprised of. Primarily this work has focussed on resolution of defects relating to:

- Keyboard navigation (KN) which was tested using the FastPass tabbing checks within Accessibility Insights for Web
- Outstanding known issues related to defects affecting:
 - o Colour-contrast (WCAG 1.4.3)
 - o Button-name (WCAG 4.1.2)
 - o Link-name (WCAG 2.4.4, WCAG 4.1.2)
 - o Aria-hidden-focus (WCAG 1.3.1, WCAG 4.1.2)
 - o Label (WCAG 1.3.1, WCAG 4.1.2)
 - o Image-alt (WCAG 1.1.1)
 - o Aria-input-field-name (WCAG 4.1.2)

This project has also underpinned on-going accessibility testing and issue resolution as part of each quarterly update.

3.4.1 Outstanding work

During the next release further testing will be undertaken relating to screen reading where we will be using Narrator within Windows to find any issues there may be still with the webparts.



3.5 Web part container now optional in some web parts

In response to client feedback, we have now added the option to toggle on and off the web part container. This has been added to the following web parts:

- Page cards
- Curated pages cards
- Generic cards
- Document cards
- Curated document cards
- Governance content report
- Governance sites audit
- Quick tools
- Group events

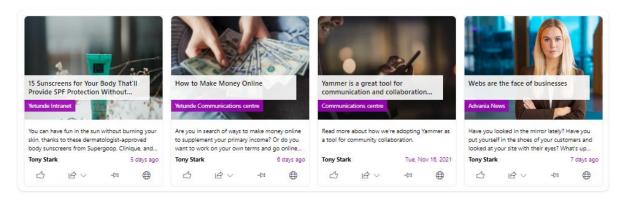


Figure 27: Example of Page cards with the web part container switched on

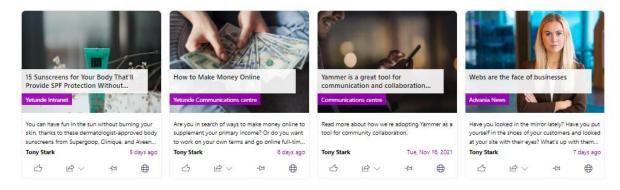


Figure 28: Example of Page cards without the web part container

In the next release, V4.3, this functionality will be added to additional V4 web parts.



3.6 Page cards: New display options

In response to client feedback, we have added new display mode options to the following web parts:

- Page cards
- Curated page cards

The new options are

- New style 'Sticker' for the Clean display mode
- Option to hide the text background for Clean and Featured display modes in Normal and Sticker style.



Figure 29: Example of Display mode Clean set in the new style Sticker



Figure 30: Example of Display mode Clean in style Sticker with text background removed.

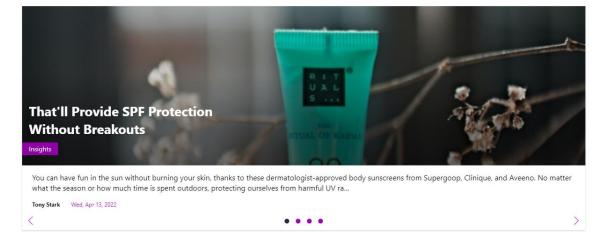


Figure 31: Example of Display mode Featured in style Normal without text background



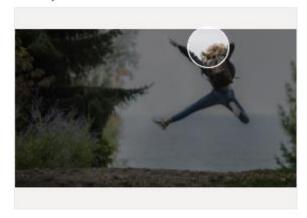
3.7 Focal point option for header web parts

In all our header web parts we have added new focal point functionality to help users to set the image parameters where they think it works best for the page.

The web parts it has been added to are:

- Homepage header
- Landing page header
- Banner
- Hero carousel
- Hero grid

Focal point



Click the image to set the focal point

Figure 32: Example of the settings section where the focal point is set up for Homepage header

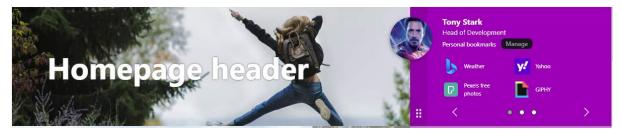


Figure 33: Displays the published Homepage header after the focal point above has been set



3.8 Hide web part when no content is displayed

For some web parts we have introduced a new option to 'Hide the web part from end users when no results to display' using a toggle in the settings.

The web parts the functionality has been added to are:

- Alert cards
- Page cards
- Curated page cards
- Document cards
- Curated document cards
- Generic cards

NB, please note there is a gap of whitespace approximately 25 pixels in height which is left on the page that is a limitation of Microsoft SharePoint.

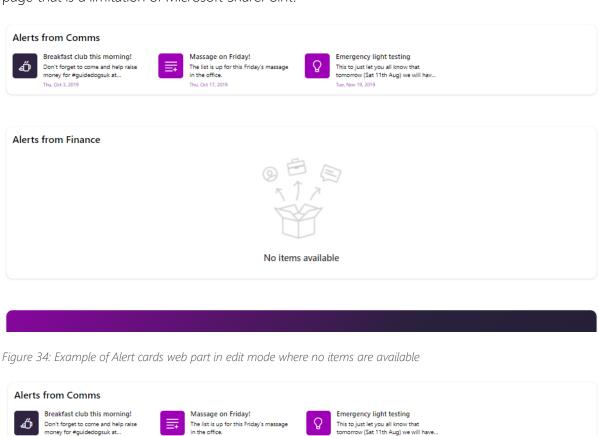


Figure 35: Displaying the published alert cards with the web part hidden

Note that this functionality will be added for additional web parts, where relevant, in future releases.



3.9 Update to share price display in the Global navigation

Changes have been made to the Investis share price component in the Fresh global navigation. All changes made are optional and the upgrade will not change what is currently configured.

Optionally it is now possible to hide the currency indicator in the global navigation.

It is also possible to enable the share price callout which displays additional information such as the date and time when the share price was updated and the company name.



Figure 36: Example of the Share price component displaying the callout



3.10 Tool cards: Option to set more than 50 tools in web part

After feedback from clients who need to display more than 50 tools in one web part, we have increased the number of results that can be displayed to 100.

Settings in the properties:



Figure 37: Example of the 'Number of results' sliders in the settings set to 60 in Tool cards.



4 Summary of changes or issues done in patches

There were no patches included for V4.1.



5 Known issues

5.1 Issue showing items in SharePoint App and Safari

Some users might experience issues with showing some content relating to the MS Graph in Fresh. This is a known issue with Safari, browsers that by default do not allow third-party cookies and all browsers in incognito mode. It affects all the calls to MS Graph (My tiles, Share with teams, Teams rollup, ...).

Microsoft plans to change the authentication mode in the "near" future so that it does not need these cookies, but at the moment the only workaround provided is to change the settings of the browser to allow third-party cookies (called Intelligent Tracking Prevention (ITP) in Safari)

References:

https://github.com/SharePoint/sp-dev-docs/issues/4363

https://github.com/SharePoint/sp-dev-docs/issues/2685

https://github.com/SharePoint/sp-dev-docs/issues/4895

https://github.com/AzureAD/azure-activedirectory-library-for-js/issues/323

Enable workaround

Go to Settings -> Safari and scroll until the section: Privacy & Security and disable Prevent Cross-Site Tracking



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5.2 Search driven web parts – sorting of items (A-Z, a-z)

It was reported that the Gallery and Pages rollup, when sorted A-Z is showing items starting with upper case (A-Z) letters first and then items starting with lower case (a-z). This is as designed by Microsoft and can unfortunately not be changed.

Please see this article for more information

"Sorting by default in SharePoint search is case sensitive and works well if you have characters with A-Z, which will sort A-Z and then a-z, as lower-case letters have a higher ascii value compared to upper case letters."

The Fresh Team has logged a request for change with Microsoft and encourages Clients to do the same.

5.3 My tiles – pinning some sites overrides other sites pinned

An issue was raised a while ago regarding pinned sites being overridden by others in the Pinned items tile in My Tiles. This is unfortunately a Microsoft issue which is caused by Microsoft using the same "unique ID" for several "home pages" for department and content sites. An issue has been raised with Microsoft.

5.4 CDN error

This only applies if the Microsoft 365 CDN is activated in your tenant.

To get general information about the Microsoft 365 CDN, <u>read this article: Use the Office 365 Content Delivery Network (CDN) with SharePoint Online.</u>

We have found an issue with the Microsoft CDN that only affects some users directly after deployment is done, where the error message "Something went wrong" is displayed to the user. This is related to the synchronization between the updated SPFx packages in the App Catalog and the CDN. The error message is removed if the user does a hard refresh in the browser (Control + F5).

This seems to be caused by the Microsoft 365 CDN taking extra time to refresh the reference to the new files that has been deployed and this cause an error in the pages.

To avoid this, we are deactivating the CDN in the tenant as the first step in the deployment. We recommend this action to avoid the errors. We are actively researching about this problem and when we have more information, and the issue is solved we will contact you to activate the CDN again.



5.5 Error for unsupported browsers for some web parts

Microsoft made an announcement in August 2021 that legacy browsers IE11 and Edge would be removed from support.

"August 17, 2021: Support is now unavailable for Microsoft 365 apps and services on IE11. Additionally, you should expect no new features when accessing Microsoft 365 apps and services on IE11 and that the daily usage experience for users could get progressively worse over time until the apps and services are disconnected. Banners will be used to communicate and alert users to upcoming changes in experience, such as app or service disconnection and/or redirection." Link to page

As Fresh uses Microsoft components in web parts, this change from Microsoft will have an impact on some Fresh components and will in some cases make them unavailable for users who are still using these legacy browsers.

When the following web parts are accessed in these legacy browsers, this error message will be presented to the user.

- People search
- Page details
- Kudos admin

Something went wrong

If the problem persists, contact the site administrator and give them the information in Technical Details

TECHNICAL DETAILS

[SPLoaderError.loadComponentError]:
Failed to load component "3e56689b-474c-40f5-aaf9-0cd78b4d34df" (PeopleSearchWebPart). Original error: Failed to load component dependency "3e56689b-474c-40f5-aaf9-0cd78b4d34df" (PeopleSearchWebPart). 0cd78b4d34df" from component "PeopleSearchWebPart" (Failed to load component "30da690d-5c8f-4622-8127-b3f1ab285f4b" (MgtLibrary). Original error: Failed to load URL https://publiccdn.sharepointonline.com/freshcctest.sharepoint.com/sites/apps/ClientSideAssets/b2d7aedb-0cd9-429a-af29-96038232cdb9/core-library_9900d9b4c0f832eff0af.js' for resource 'core-library' in component '30da690d-5c8f-4622-8127-b3f1ab285f4b' (MgtLibrary). There was a network problem. This may be a problem with a HTTPS certificate. Make sure you have the right certificate.). Original error: {3}

Please note that we are working on presenting the user with a nicer message in legacy browsers.

6 Addendum – Training Material

6.1 New Reference Guides

The following Training material has been created as part of this release:

- Fresh webparts Curated Workplace Posts Configuring Curated Workplace Posts
- Fresh webparts Curated Yammer Conversations Configuring Curated Yammer conversations
- Fresh webparts Group Events Configuring Group Events
- Fresh webparts Hero Carousel Configuring the Hero Carousel
- Fresh webparts Hero Grid Configuring the Hero Grid
- Fresh webparts Quick Tools Configuring Quick Tools

6.2 Updated Reference Guides

The following Training material has been updated as part of this release:

- Fresh Accessibility
- Fresh Everest Governance web parts
- Fresh Guide Admin Guide
- Fresh Guide Admin Fresh navigation
- Fresh Guide Content Editor
- Fresh Guide Fresh Headers
- Fresh Guide Image handling
- Fresh Guide User experience for external users
- Fresh Guide Viva Connections Viva Connections Dashboard Configuring the Viva Connections dashboard
- Fresh web parts Alert Cards Configuring Alert Cards
- Fresh web parts Curated Document cards Configuring Curated Document cards
- Fresh web parts Curated Page cards Configuring Curated Page cards
- Fresh web parts Document Cards Configuring Document Cards
- Fresh web parts Generic Cards Configuring Generic Cards
- Fresh web parts Page Cards Configuring Page Cards

6.3 Deployment and technical documentation updates

- Fresh Microsoft Company Communicator
- Fresh Upgrade guide V4.2 and script
- Fresh Workplace deployment and configuration guide and script
- Fresh Share Price using Investis Deployment & Configuration Guide
- Fresh V4 Architecture Overview
- Fresh V4 Technical prerequisites
- Fresh Multilingual functionality
- Fresh Web analytics Deployment & Configuration Guide