

Cocoom App in Microsoft Teams : Test Guide

3. User with 'Administrator' permissions

Cocoom is a knowledge sharing platform, that allow users to share knowledge as synthetical and illustrated memos. Memos are organised in thematic channels.

In Cocoom, we have implemented 3 levels of user permissions:

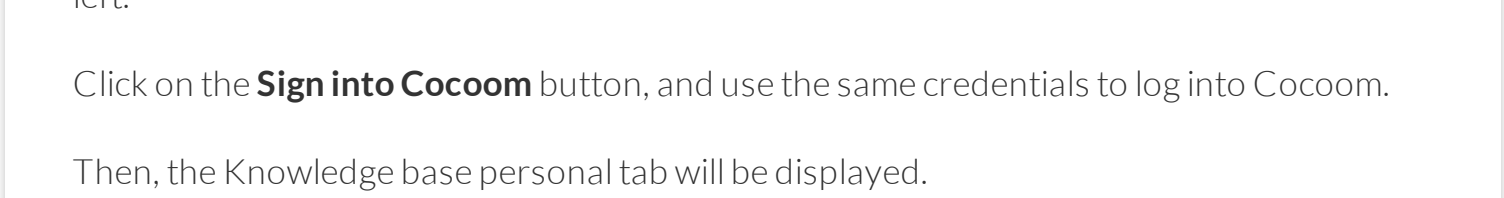
- **reader:** a reader user can browse and consult the whole content, subscribe to channels, comment, and answer to poll.

- **contributor:** a contributor user have all reader permissions, and can add content to the knowledge base.

- **administrator:** an administrator user have all contributor permissions, and can manage the knowledge base.

We will detail in this document only the key features to test. You will find more details of all features on our help center : <https://help.cocoom.com>.

You can also consult, right in Microsoft Teams, the Help tab of the Cocoom app.



Sign in with a 'Administrator' user

Please, sign-in to Microsoft Teams, using the following credentials:

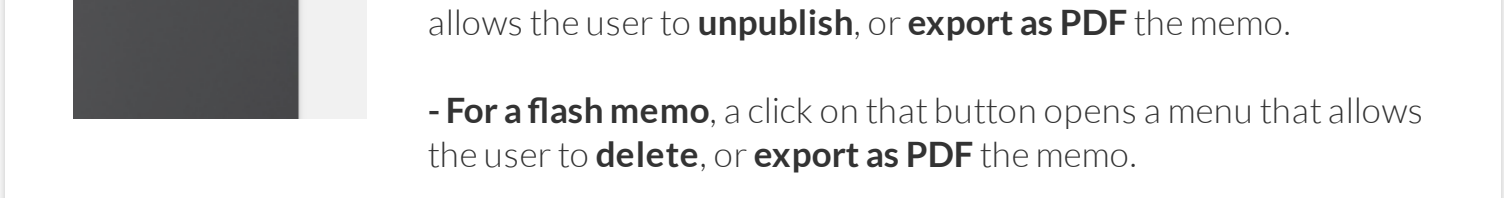
- **user account:** IsaiahL@cocoomdev.onmicrosoft.com

- **password:** Cocoom 84 \$

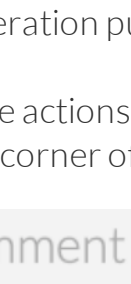
Go to the already installed Cocoom App. It should have been pinned in the apps bar on the left.

Click on the **Sign into Cocoom** button, and use the same credentials to log into Cocoom.

Then, the Knowledge base personal tab will be displayed.



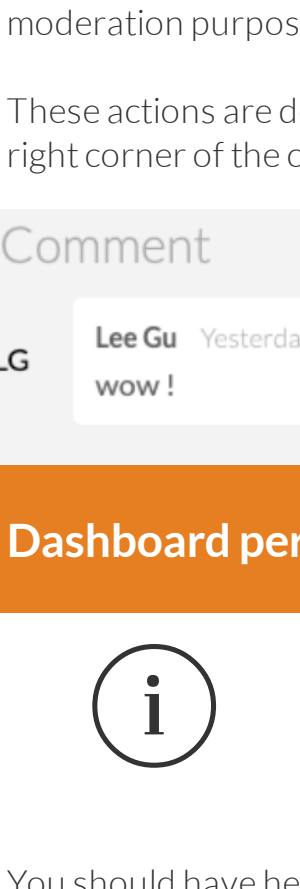
Knowledge base personal tab



A 'administrator' user can browse the knowledge base as a 'contributor' user do. Please, refer to the document dedicated to testing Cocoom as contributor user.

In addition to the prerogatives of a 'contributor' user, a 'administrator' user can take actions on memos, flash memos, and comments.

When consulting the content of a memo or a flash memo, an 'administrator' user should see, above the published date, a 3-vertical-dots icon button, as shown in the picture on the left.



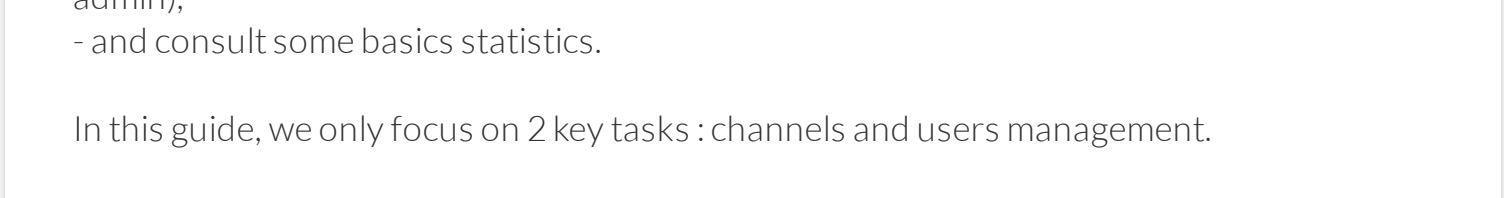
- **For one of his own memos**, a click on that button opens a menu that allows the user to **edit**, **unpublish**, **delete**, or **export as PDF** the memo.

- **For another user memo**, a click on that button opens a menu that allows the user to **unpublish**, or **export as PDF** the memo.

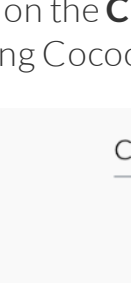
- **For a flash memo**, a click on that button opens a menu that allows the user to **delete**, or **export as PDF** the memo.

Under the memo content, in the list of comments, an 'administrator' user, as any user, can edit and delete its own comments. He/She can also delete comments of any other users, for moderation purpose.

These actions are done by clicking on the 3-vertical-dots icon button located at the top-right corner of the comment bubble.

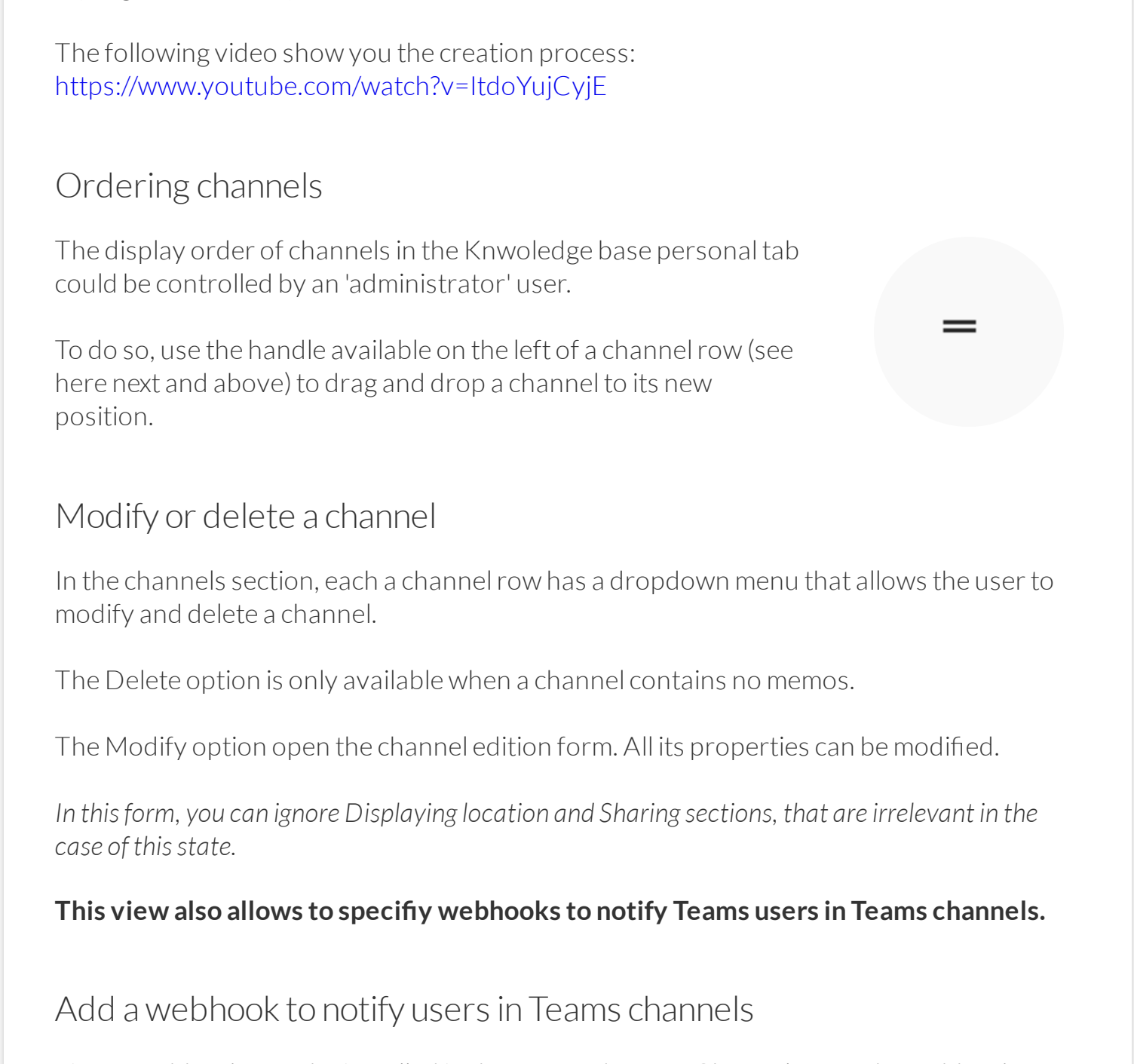
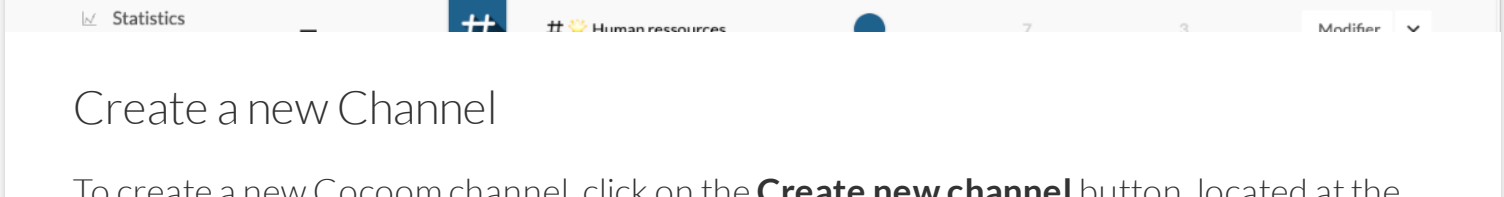
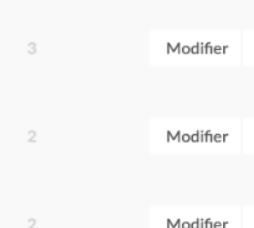


Dashboard personal tab



The dashboard tab is where you can see your personal things on the platform.

You should have here the same options as a 'contributor' user. In addition, you should also see the **Administration** item. It allows the 'administrator' user to access the administration part of the Cocoom platform.



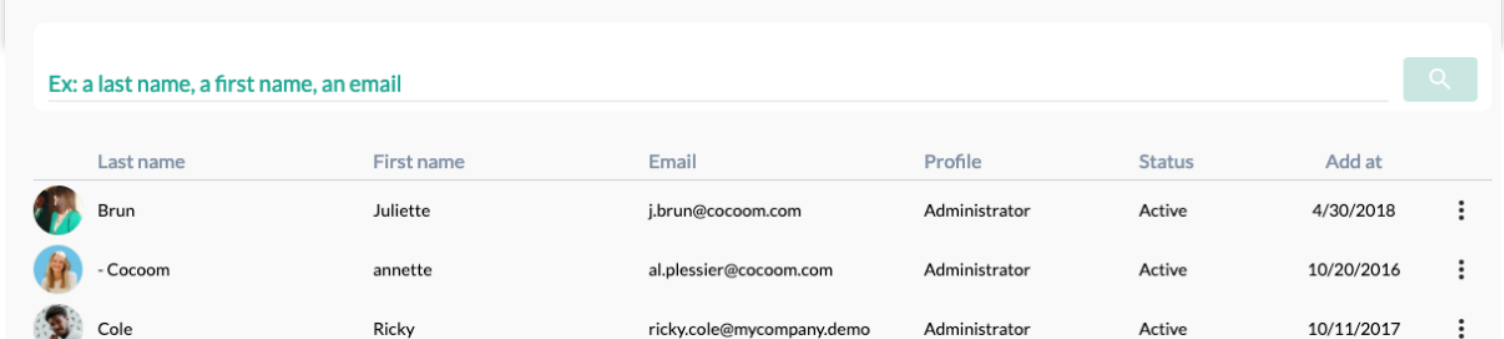
In the administration dashboard, an administrator could :

- modify, unpublish or delete all publications,
- create, modify and delete Cocoom channels,
- manage tags,
- send newsletter to all Cocoom users,
- manage the breaking news view,
- invite, deactivate, remove users and manage their permissions (reader, contributor, admin),
- and consult some basics statistics.

In this guide, we only focus on 2 key tasks : channels and users management.

Channel management

Click on the **Channels** item, in the left column. The right part of the view shows the list of existing Cocoom channels.



Create a new Channel

To create a new Cocoom channel, click on the **Create new channel** button, located at the top-right corner to open the channel creation form.

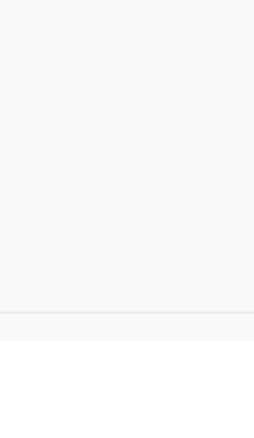
The following video show you the creation process:

<https://www.youtube.com/watch?v=ItdoYujCjYE>

Ordering channels

The display order of channels in the Knowledge base personal tab could be controlled by an 'administrator' user.

To do so, use the handle available on the left of a channel row (see here next and above) to drag and drop a channel to its new position.



Modify or delete a channel

In the channels section, each a channel row has a dropdown menu that allows the user to modify and delete a channel.

The Delete option is only available when a channel contains no memos.

The Modify option open the channel edition form. All its properties can be modified.

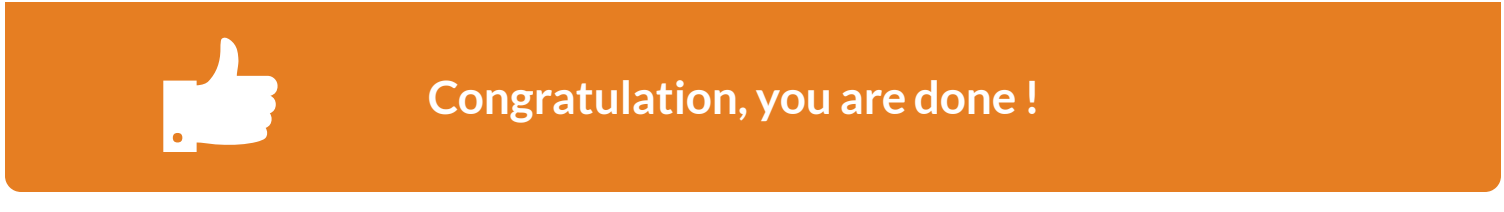
In this form, you can ignore Displaying location and Sharing sections, that are irrelevant in the case of this state.

This view also allows to specify webhooks to notify Teams users in Teams channels.

Add a webhook to notify users in Teams channels

First, a webhook must be installed in the targeted Teams Channel. From the webhook configuration page, copy the provided webhooch URL.

Then, go to the edition view of the desired Cocoom channel. Scroll this view to its bottom to see the **'Tool integration'** part (See below):



Paste the webhook URL in the **Webhook link** textfield. You can specify an optional comment in the **Comment** textfield. For instance, you can reference here the Teams and channels names the webhook targets.

Then, click the **Add** button. Your webhook will appear in the **Active Webhook** list.

Now, Cocoom will notify Teams users of new memos in that channel, displaying its title and subtitle, if any and providing a deeplink to the memo.

User management

For now, Cocoom is not able to preprovision users from Microsoft Teams teams members.

An 'administrator' user should explicitly invite Teams users to a Cocoom knowledge base.

On the administration dashboard left column, click on the **Users** item. A list of the current users appears on the right part of the view.

Invite new users to Cocoom

Click on the Add users button located at the top-right corner. That open the invitation form.

This form is made of a single text area.

Paste a list of e-mails of users to invite. Each e-mail have to be separated by a comma, semicolons, colons, spaces or carriage return.

In the case of this test, the Cocoom platform is configured to use Microsoft AAD authentication. Therefore, all e-mails that are paste in that text area must be linked to an active AAD account.

As an example, you can add here the Grady Archie user:

- **e-mail:** GradyA@cocoomdev.onmicrosoft.com user

- **password:** Cocoom 84 \$

Manage users

In the user list, each user row ends with a 3-vertical-dots icon button. A click on that button open a menu that allows the administrator to manage a user. (See below)

This menu is split in 2 parts.

- The upper one allows an administrator to change the permissions of a user.
- The lower one allows to deactivate, activate and remove a user.

A user should be deactivated in case of a problematic behavior. A deactivated user cannot access the Cocoom platform anymore.

A deactivated user can be reactivated, thanks to the activate menu entry.

He/She also can be definitively removed from the Cocoom platform.

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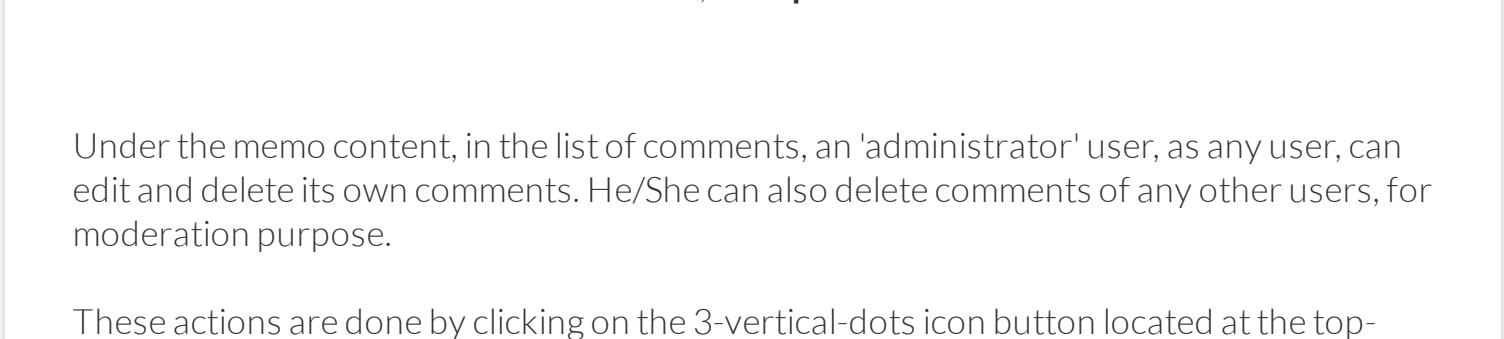
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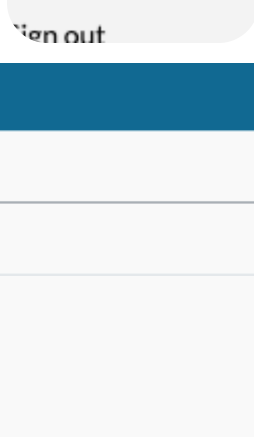
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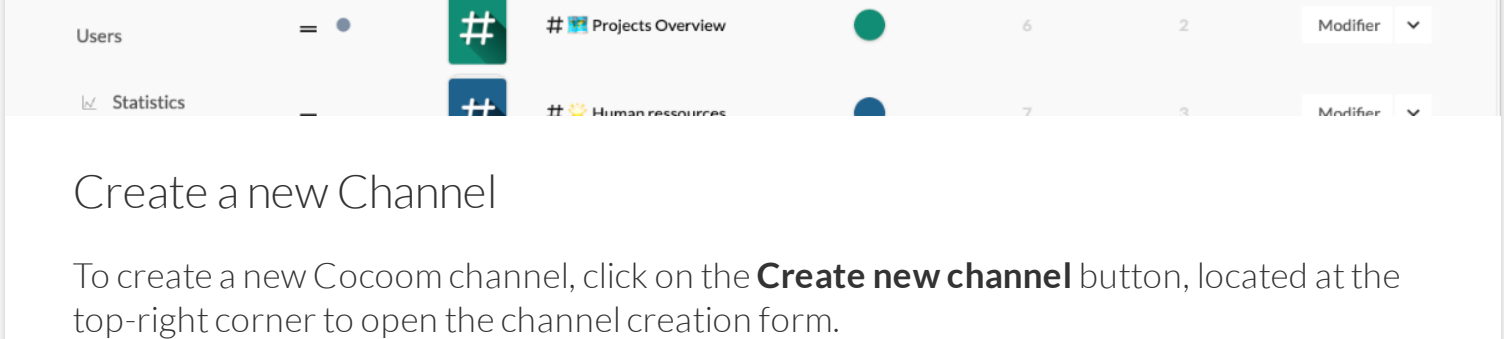
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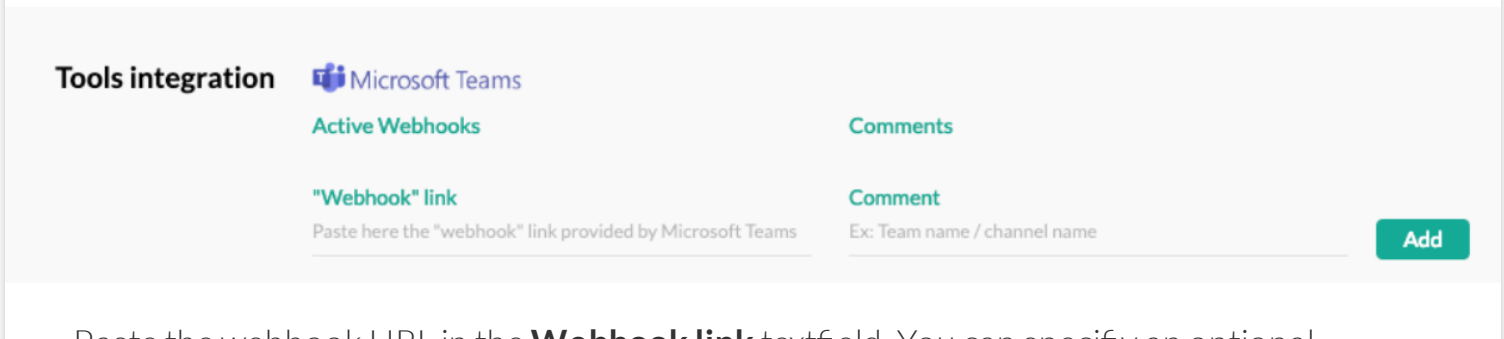
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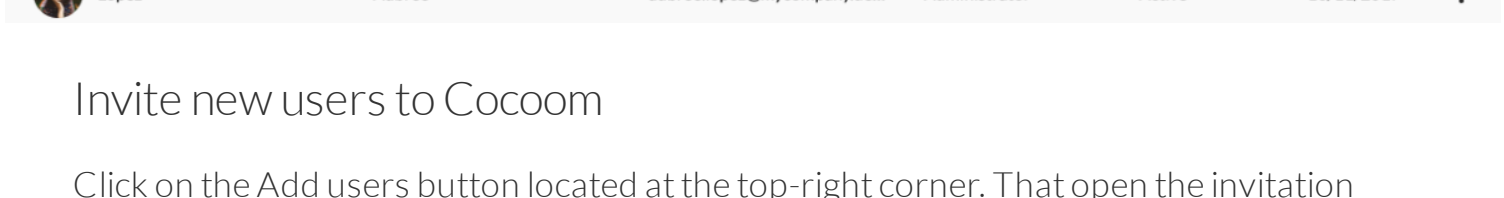
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