"Clicking of Follow", the re-clicking of the follow is not necessary. So clicking the "Follow" button when a person is \_not logged in\_ will trigger the login modal window to appear but after a successful login we can track that they've clicked that follow button and continue with that follow process once they are logged in so they don't have to click it again.

Have account: sing in pulled from profile API

**Blog:** Built in post type

* Posts (vote, flag, follow)
* Comments (vote, flag)
* Share

**Articles:** Custom post type (vote, flag)

* Comments (vote, flag)
* Share

**Buying Guides:** Custom post type (vote, flag, follow)

* Comments (vote, flag)
* Share

**Q/A:** Custom post type

* Questions: CPT (vote, flag, follow)
* Answers: CCT (vote, flag, follow)
  + If I ask a question and an expert answers it then the 'helpful/not helpful' will be 'did this answer my question or did not'
* Comments (vote, flag)
* Share
* User has to be logged in to answer to a question, ask question, comment on a question and share a question

**User Profiles:**

* Recent Activities
* Comment
* Votes
* Flags
* Questions
* Answers
* Follows
* Badges- can a user be assigned to multiple badges?

**Users:**

* Badges:
  + Manually done, do it by taxonomy?
  + Anyone can have a badge, but how do we differential CCN and LDAP users (employees)
* SSO Roles
* LDAP Roles
* User Taxonomy:
* User can follow an Expert.
  + Experts need to be curated, select the order of experts in CMS

**Taxonomy:**

* Terms (vote, follow)
* Interest page (CPT)

**Follow:**

* Email subscription
  + Terms
  + Content
  + Users (experts)
* Responsys

**Vote:** (content)

* Up or down
* Vote an answer helpful?
* User doesn’t need to be logged in to vote (limit it by cookie not IP Address, if user is logged in save the vote to database)

**Flag:** CCT

* Keep track of Flagged content
* Need to include reason for flag content

**Ad units:**

* CQ5 but won’t work until WCS lockdown

**Image and video management:** (blogger, moderator, admin)

* Video embed only
* Images will be on an NFS mount
* Media search limited to images uploaded

Additional:

Customer Service Page:

* All boxes in the mock up have the same row height, but some of the boxes could be double wide.
* Each Box is curratable by type (QA or Article, list of questions by category)
* Most Viewed Articles only has 2 and Most popular questions max of 3.

Question –can be answered and answer can be Commented on

NOTES:

4. Appear on Q&A page.

-Two questions chosen manually, if they don’t choose 2 question will not appear

-will have screen name

5. Make an option for sub head for the bottom, they can turn it on and off if needed.

7. Q&A

.4 flag on Q&A list view/feature

.5 rate=vote

Experts:

• People will not be able to click on the expert and expect to get an answer from them

Q&A v4.1:

• The customer must be required to choose a category that best match his/her question. If the customer chooses customer service they would be required to choose the sub category of customer service.

-once user selects customer service as a category, populate another dropdown on the right for customer service sub category. (Default it as "Select Sub-category")

• The expert, community moderator, etc who is answering the question will do the tagging of the question.

Miscellaneous category?

Page 8: When the user clicks on the relevant keyword link it will bring the user to a new browser.

Page 10: External Users can delete their own answers on the Q&A page and we will limit expert users and SHC employees. –

The expert, community moderator, etc who is answering the question will do the tagging of the question.

Search & Search Results

•Page 4: If someone puts in someone’s Screen name it should take us to the person’s activity

Footer is from the home page eCommerce site

Articles/Blog Feature/List View: Buying Guide Feature/List View

Page 2:•Show the full exposed share feature when showing a full complete post on the post page

1. Recent Activity will be the only option when there are zero entries in the other sub-navigations (0 blogs, 0 questions, etc).

2. Social share is to be left aligned to the image for the expert view blog, Q&A and buying guide.

The FAQ and About Us links will appear in a module that looks like “Related Stories” or “First Time Here” on the Blog List + Feature View design comps — a simple module with a header and a list of text links.