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| Forum Glossary |

# bookmark

A tool that allows you to keep track of discussion-forum entries that interest you, so that you can return to them easily in the future.

# business card

The portion of a user profile that is publicly viewable. This usually includes the person's name, organization, e-mail address, and (optionally) a picture.

# editing applet

A discussion-forum tool that allows you to edit uploaded documents collaboratively with your teammates. The applet automatically "locks" the forum entry, opens the file on your computer for you to edit, prompts you to save your changes, uploads your revised version, and unlocks the forum entry. (The applet requires a Java Plug-in.)

# entries

Units of information contained in a forum. Examples include discussion topics, replies, document entries, and calendar appointments.

# entry creator

The person who created an entry.

# entry owner

The person who is assigned ownership of an entry (initially, the entry creator).

# forum

A virtual meeting place in which you communicate and collaborate with your teammates. Examples of forums include discussions, meetings, tasks, and calendars. You access forums by clicking the forum tab and then selecting the individual forum from the drop-down list. For example, when you click the Discussions tab, you see a drop-down list of available discussion forums. You can then click the title of the discussion you wish to view.

# Forum eMeeting

An add-on *web conferencing* feature that includes capabilities for live application sharing, whiteboarding with markup, audio conferencing, web tours, instant feedback, and more.

You access Forum eMeeting, if a forum manager has configured it, by clicking the Meetings tab and then clicking Forum eMeeting.

# forum manager

The person who performs the initial configuration of a forum and who has the right to perform management tasks (such as setting access or deleting entries) in that forum.

# group

A list of users that have been organized in a specific fashion. For example, groups can be created based upon company departments (i.e., management, engineering) or across projects (i.e., infrastructure, technologyproject). Groups also provide a method of controlling access to forums.

# personal space

Pages that contain information for your personal use, such as your personal calendar. You access your personal pages from the workspace page.

# reminder

An e-mail message that documents an appointment or event that you want to remember. Forum can send reminders on or before the date of the event.

# resources

Forums (discussions, calendars, tasks, meetings, or messaging). Sometimes used to refer to summary pages and tools.

The terms *resources* and *forums* are interchangeable.

# resource manager

A person who performs the initial configuration of a forum and who has the right to perform management tasks (such as setting access or deleting entries) in that forum.

# search

A tool that allows you to search for an entry that contains a search string or that matches other criteria (a particular author, a creation or modification date, and more).

# site map

A tool that displays a list of all of the *forums* and *personal pages* available to you in all in all workspaces.

# summary pages

The workspace page and the "My summary" page. These pages provide a concise display of summary information about the workspaces and forums that are important to you.

# synchronous communication

An online meeting or communication in which two or more people participate and communicate with one another at the same time over the Internet.

# task

An activity assigned to a user. Forum indicates when the task is started, almost due, completed, or overdue. Optionally, Forum can send e-mail to assigned users to inform them about the creation or the due date of the task.

# tools

Items that assist you in using SiteScape software regardless of the current workspace. The tools are located in the upper-right corner of the page and include the Web File System, Site map, Bookmarks, Search, Help, and Logout. To access a tool, click its title.

# unseen entries

Entries that you have not yet read. These could be new entries or modified entries.

# user profile

Information about you that you specify when you register. This information includes your name, e-mail address, group membership, a picture (optional), and more. You can modify the information in your user profile.

# WebWorkZone

SiteScape's hosted collaboration service that provides you with online *forums*, *summary pages*, and *tools*. WebWorkZone enables you to communicate and to work quickly and efficiently with your teammates.

# web conferencing

An online meeting in which you can share the real-time view of your computer screen with others to demonstrate new software, give a web seminar, and hold a variety of other types of presentations over the Internet.

# Web File System

A tool that allows you to transfer files across the web or to share files with your teammates. For example, at work, you can upload documents to your Web File System, and then access and edit them on your home computer. As another example, you can share the files in your Web File System with teammates located around the world.

# wizards

Specially designed pages that provide step-by-step assistance in performing common the management tasks, such as creating workspaces, creating groups, creating forums, and more.

# workflow

A customization that enables forum managers to create discussion-forum entries that pass through various states in a work process. These entries automatically move through a well-defined, orderly process, guided by actions that specific users take on the entries. Examples of workflow processes are a purchase-order process, a document-review process, a customer service desk, and more.

# workspace

A collection of *summary pages* and *forums* that one group uses to work toward a common goal. One person can be a member of more than one workspace. In this case, links to additional workspaces appear on the workspace page.

# workspace manager

A person who can perform initial configuration of the workspaces by creating discussions, and calendars, and then specifying who has access to these resources. The workspace manager also has the right to perform management tasks in all forums in the workspace.

# zone

All of the workspaces available to your organization and all of the registered users who can access one or more of those workspaces.

# zone manager

A person who performs the initial configuration of Forum, invites users to participate, and has the right to perform management tasks in all workspaces and forums.

# zone workspace

The first workspace you enter when you log in. This is the workspace that is usually accessible to all members of your organization (additional workspaces are usually accessible to subgroups within your organization).