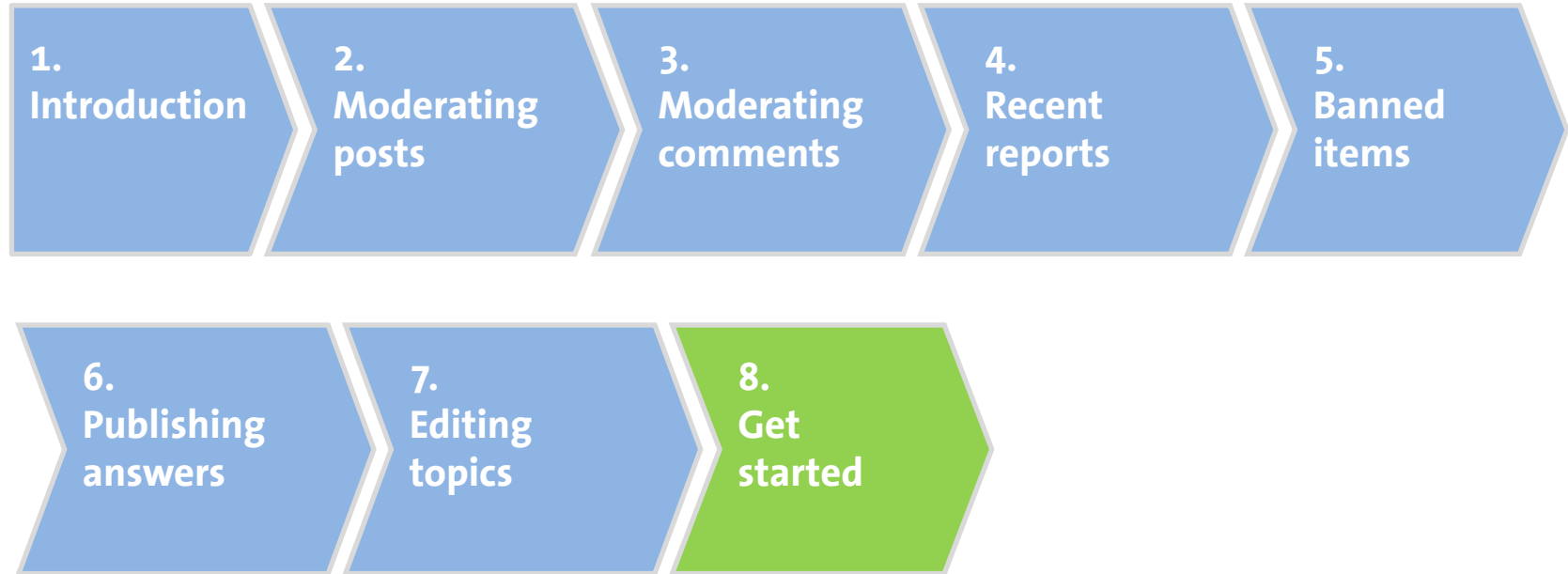




Moderator Guide

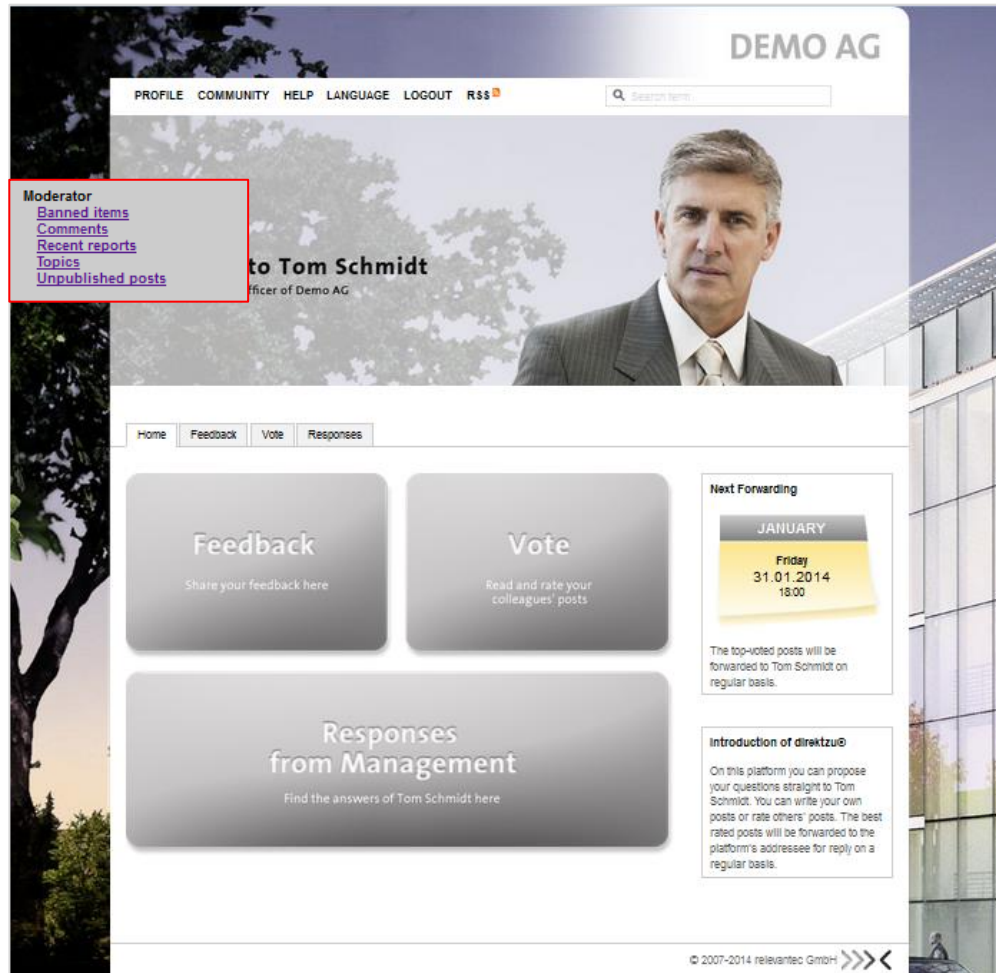
Moderation tasks at the **direktzu**® platform

Moderator Guide Agenda

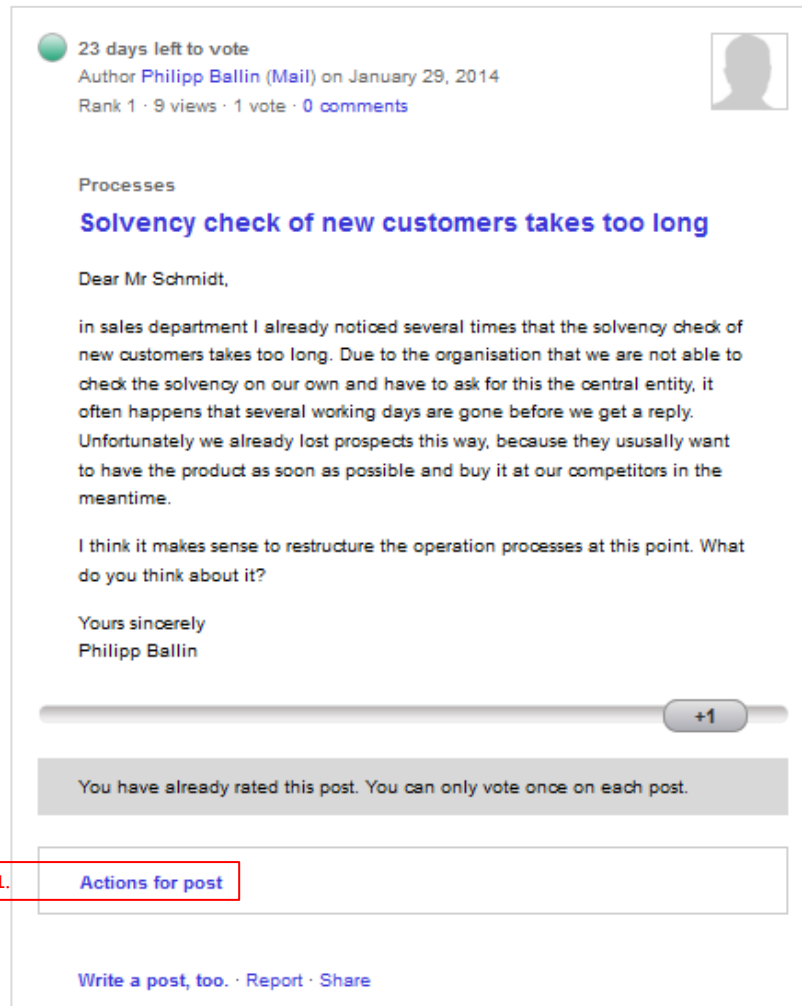




- > The Moderator Guide gives you an overview of main tasks going along with running the **direktzu**® platform.
- > A registered user of the platform can be assigned as moderator. This requires the activation of a corresponding moderator account, which has to be done by relevantec GmbH.
If you are not familiar with the **direktzu**® platform so far, we recommend to first have a look at the *User Guide*. This provides you with basic information about the platform.
- > A moderator is equipped with special rights and functions and can access a special menu. This menu appears on the left-hand side in the header area using the mouse icon to make it expand and collapse.
- > An additional moderation menu appears underneath every post. The role of a moderator is to make sure that all published posts adhere to the dialogue rules of the platform and to publish the addressee's answers.



> This is the landing page of the platform. When you move your cursor to the left edge of your desktop a menu will appear, in case you have the corresponding rights (Moderator).



23 days left to vote
Author [Philipp Ballin \(Mail\)](#) on January 29, 2014
Rank 1 · 9 views · 1 vote · 0 comments

Processes

Solvency check of new customers takes too long

Dear Mr Schmidt,

in sales department I already noticed several times that the solvency check of new customers takes too long. Due to the organisation that we are not able to check the solvency on our own and have to ask for this the central entity, it often happens that several working days are gone before we get a reply. Unfortunately we already lost prospects this way, because they ususally want to have the product as soon as possible and buy it at our competitors in the meantime.

I think it makes sense to restructure the operation processes at this point. What do you think about it?

Yours sincerely
Philipp Ballin

+1

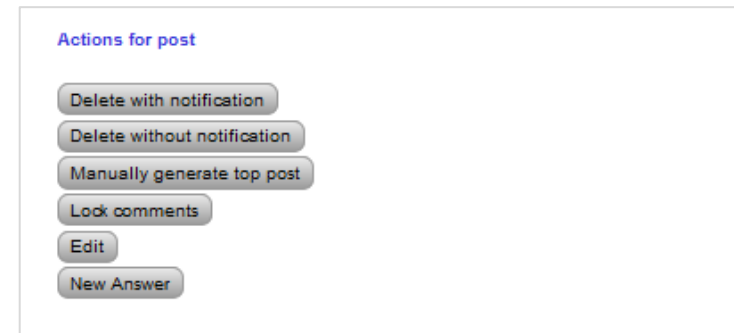
You have already rated this post. You can only vote once on each post.

1. [Actions for post](#)

[Write a post, too.](#) · [Report](#) · [Share](#)

A special moderation menu appears underneath every post. Therefore you have to directly select a post.

1. Actions for post:
Clicking on “Actions for posts” opens up the moderator’s menu.



Actions for post

- Delete with notification
- Delete without notification
- Manually generate top post
- Lock comments
- Edit
- New Answer

The moderator has the authority to edit, delete, forward and answer posts. The individual options are explained on the following pages.



Processes

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Actions for post

- 2. Delete with notification
- 3. Delete without notification
- 4. Manually generate top post
- 5. Lock comments
- 6. Edit
- New Answer

- Delete with notification:
This option will delete the post. The author of the post will be automatically informed about this action.
- Delete without notification:
This option will delete the post too, but in this case the author of the post will not be informed about this action.
- Manual generate top post:
Usually a post will be forwarded when it has the highest amounts of votes at the time point of the forward process. However, in case another post shall be officially forwarded too, you can do this using this option.
- Lock comments:
This option disables the opportunity to write comments to this specific post. If the comment function on your platform is deactivated you do not see this menu.
- Edit:
The Moderator has the opportunity to change the text and title of each post. Additionally the selection of the topic can be modified to.

Moderator Guide



Processes

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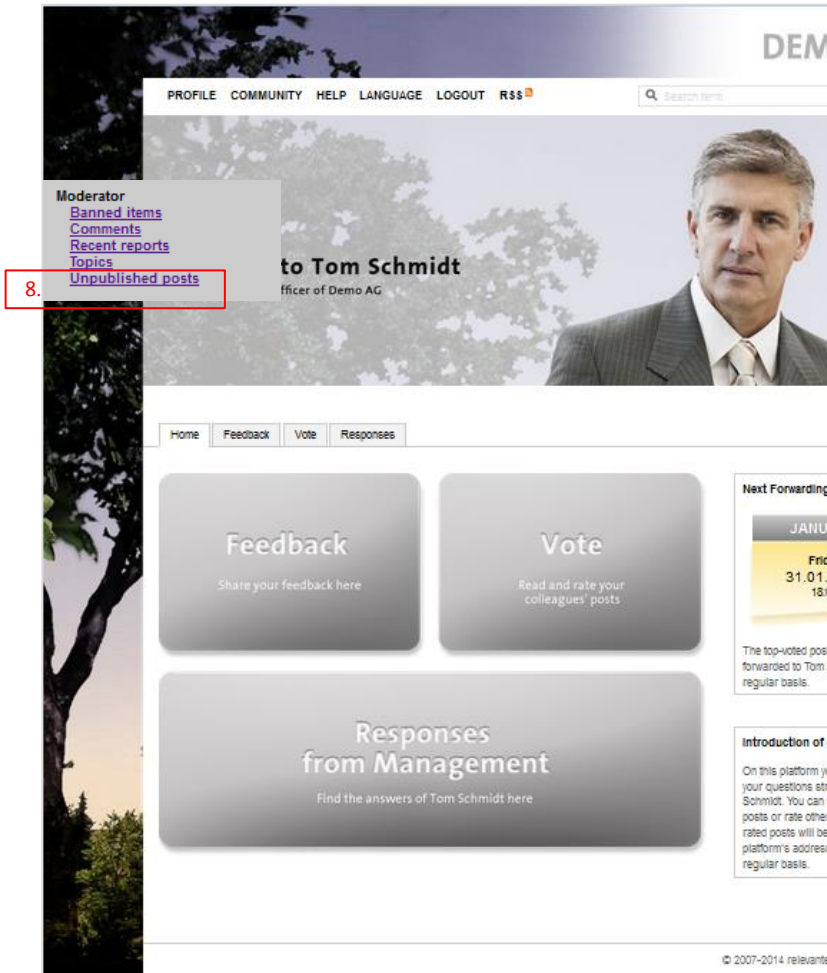
+1

You have already rated this post. You can only vote once on each post.

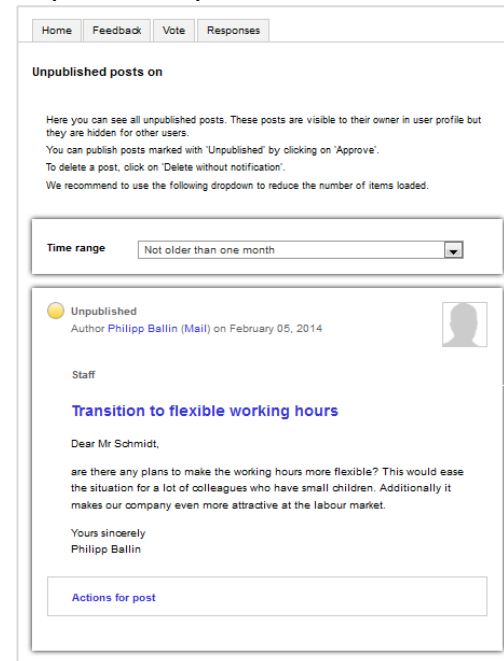
Actions for post

- Delete with notification
- Delete without notification
- Manually generate top post
- Lock comments
- Edit
- 7. New Answer**

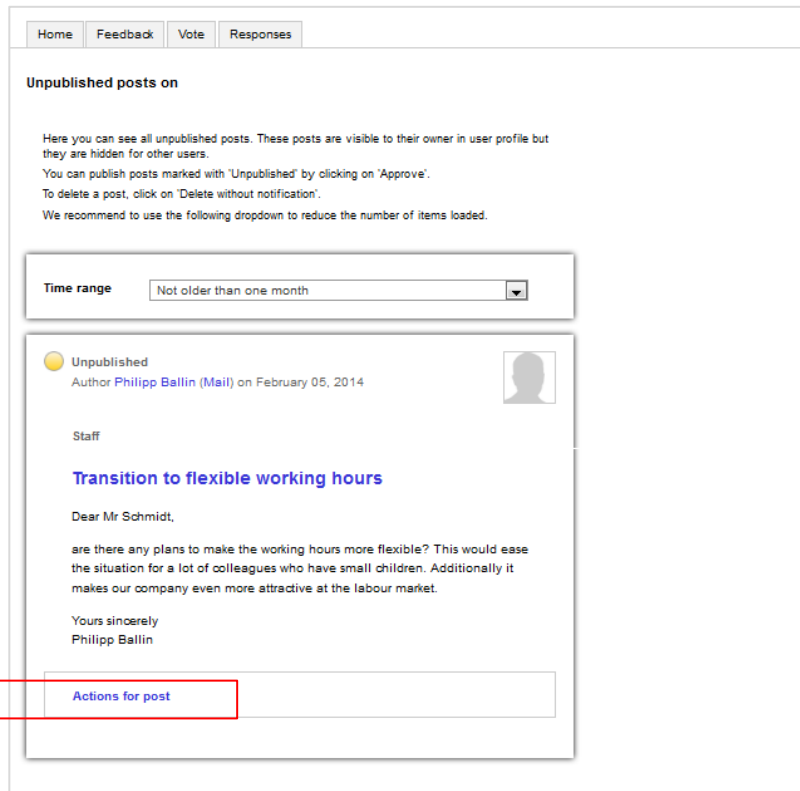
7. New Answer:
This option allows the moderator to publish the individual answer to a specific post. In case a post is answered before its voting period has ended, it receives the status **“Editor’s choice”**. You can add a short description about the reasons of answering the post detached from the normal forwarding procedure.



8. Unpublished posts: Depending on the setting of the platform the users' posts can either be published immediately after their preparation or they have to be approved by the moderators. If the posts are supposed to be checked first the moderator finds a list with all unpublished posts at the moderator menu.

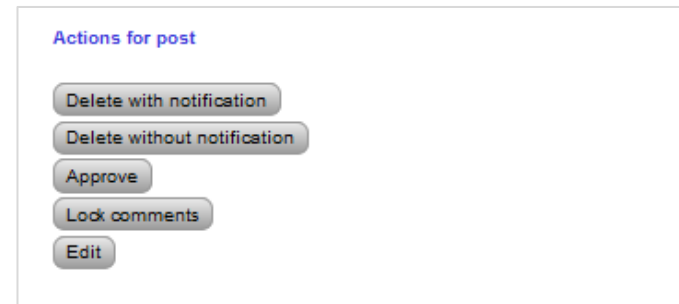


To be continued on next page.



The list of unpublished posts shows you all posts you have to check. There is the opportunity to filter them by the time range.

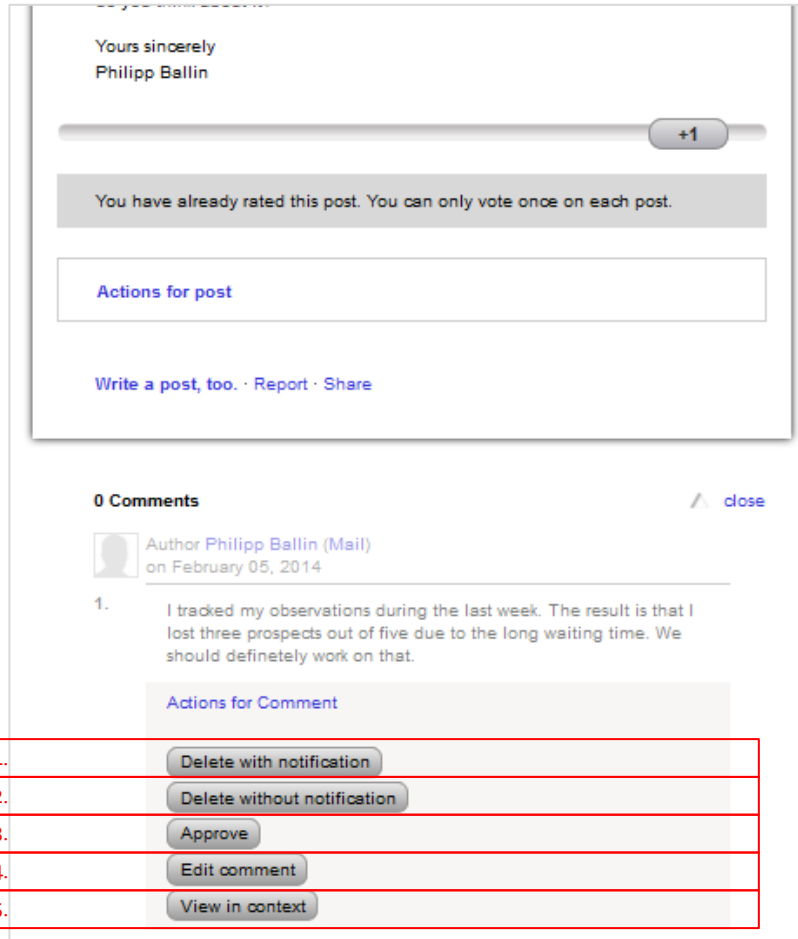
For each post the following menu is available:



The options “Delete with notification”, “Delete without notification”, “Lock comments” and “Edit” are similar to the menu available at already published posts.

“Approve” finally publishes the post, when the moderator confirms that the requirements are matched. After approving a post he will be available on the platform for anybody using the platform at the site “Vote”.

If you do not want to approve the post it is recommended to delete it in order to keep track of those posts.



Yours sincerely
Philipp Ballin

+1

You have already rated this post. You can only vote once on each post.

Actions for post

Write a post, too. · Report · Share

0 Comments [close](#)

Author Philipp Ballin (Mail)
on February 05, 2014

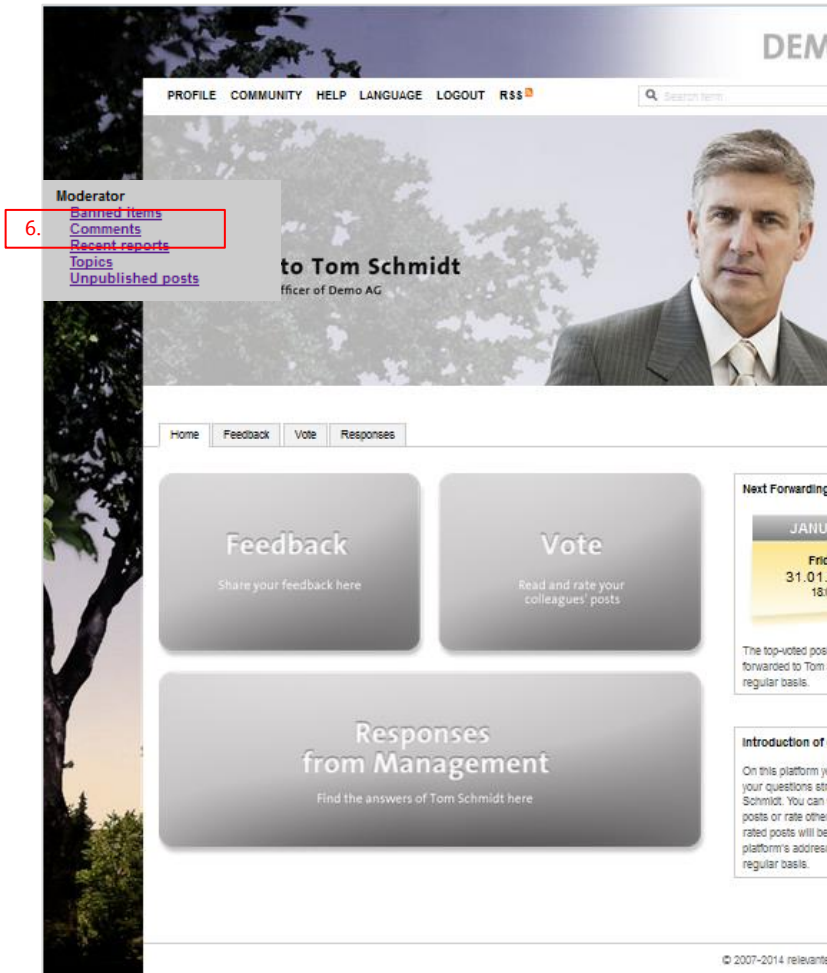
1. I tracked my observations during the last week. The result is that I lost three prospects out of five due to the long waiting time. We should definitely work on that.

Actions for Comment

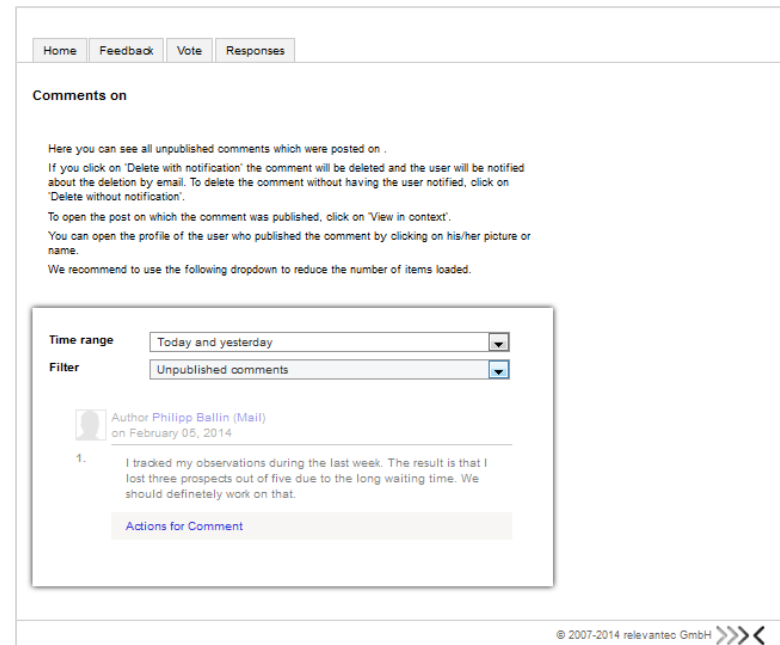
1. Delete with notification
2. Delete without notification
3. Approve
4. Edit comment
5. View in context

Similar to the moderation menu of posts you can find an equivalent for comments. Clicking on “Actions for comment”

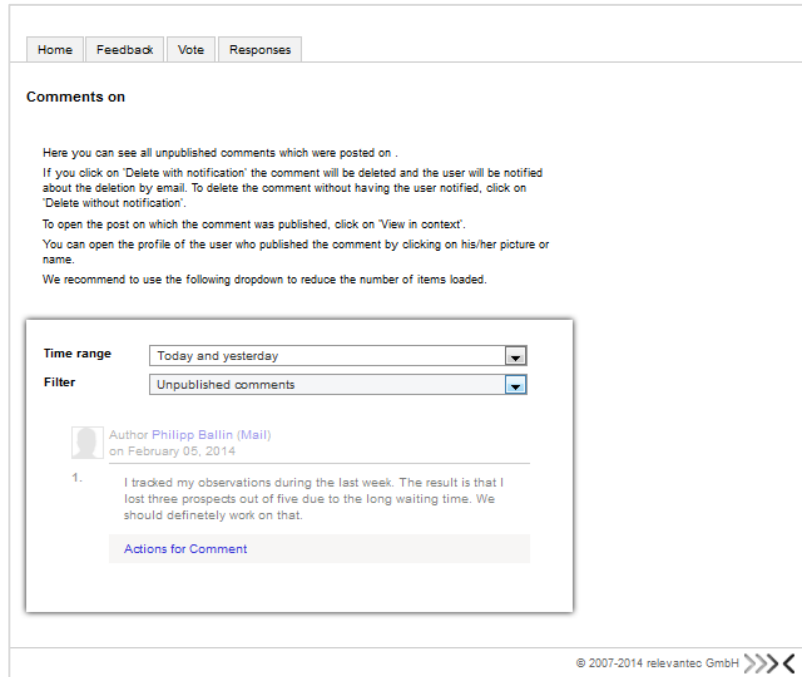
1. Delete with notification:
This option will delete the comment. The author of the comment will be automatically informed about this action.
2. Delete without notification:
This option will delete the comment too, but in this case the author of the comment will not be informed about this action.
3. Approve:
When a comment meets the requirements the moderator can publish it through approving.
4. Edit comment:
The Moderator has the opportunity to change the text and title of each comment.
5. View in context:
Clicking this button will lead you to the post which the comment is connected to. If you directly open a post and moderate the corresponding comments this option is not necessary. But if you check the comments by using the list of unpublished comments (explained on next page) it makes sense to have a look at both, post and comment.



6. Comments:
Depending on the setting of the platform the users' comments can either be published immediately after their preparation or they have to be approved by the moderators. If the posts are supposed to be checked first the moderator finds a list with all unpublished comments at the moderator menu.

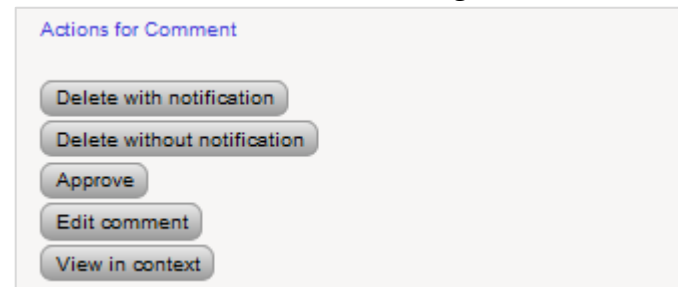


To be continued on next page.



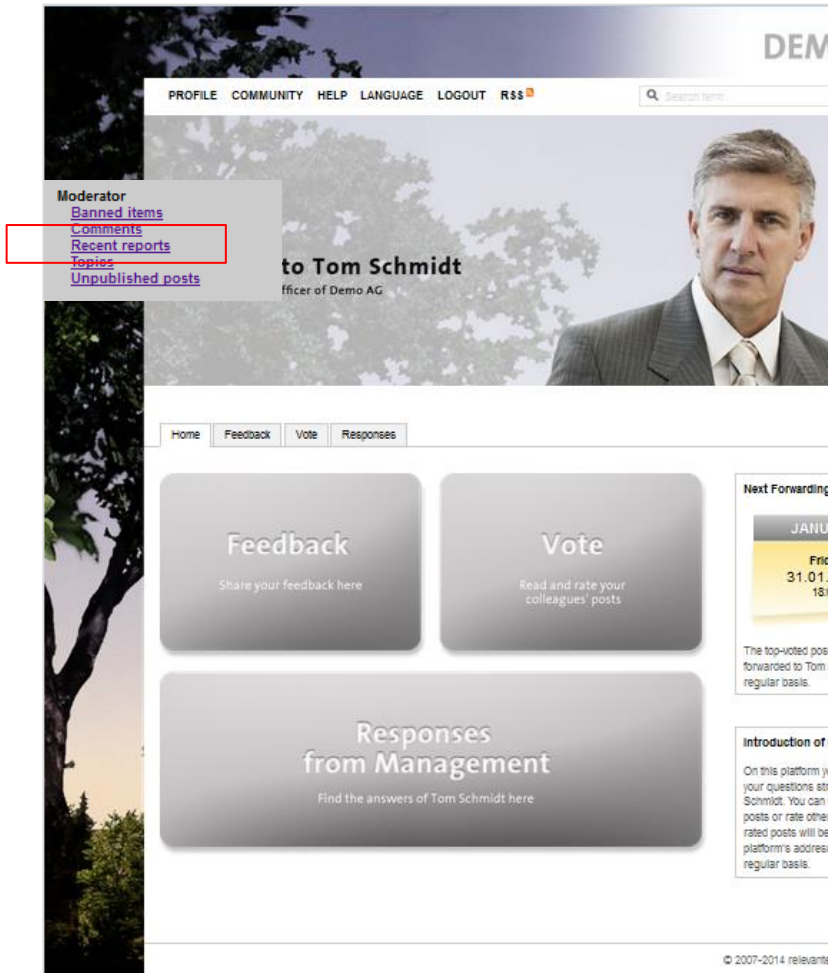
The list of unpublished comments shows you all comments you have to check. There is the opportunity to filter them by the time range. Additionally you can even let already published comments be displayed as well, when using the filter.

For each comment the following menu is available:



Basically the menu is identical to the menu you have access to when you directly open a comment through entering by the corresponding post.

If you do not want to approve the comment it is recommended to delete it in order to keep track of those comments.



Users can report comments and posts to the moderators, when they have the opinion that those breach defined rules. Clicking on this link in the menu leads you to a list with all recent reports of users.

Home Feedback Vote Responses

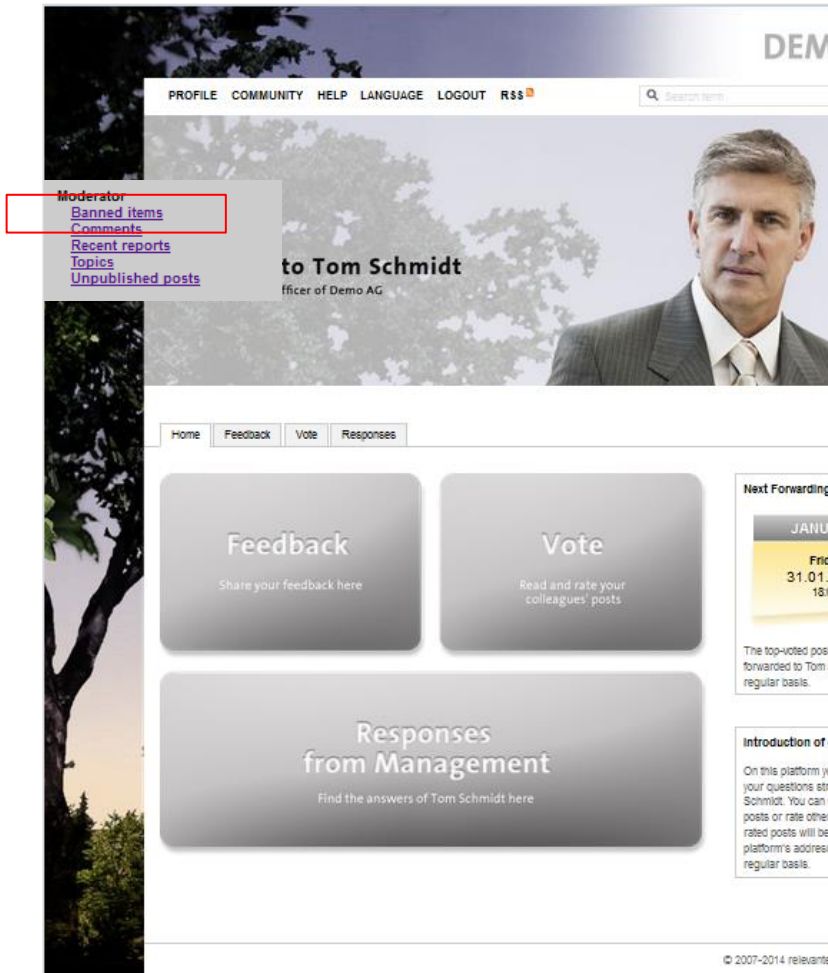
Reports on

Here you can see everything that has been reported on by users. Users can report posts and comments. Reported items are still visible and additionally appear on this listing. It is up to the moderator of the platform to check these reports, read the posts they refer to and to delete them in case they conflict with the terms of use. To delete a reported item, follow the link at the top of the respective box, double-check if you really want to remove the item and click on 'Delete'. Reports referring to items which have already been deleted do not appear in this view. Click 'Ignore' to ignore a report. In that case, the report will no longer be listed here.

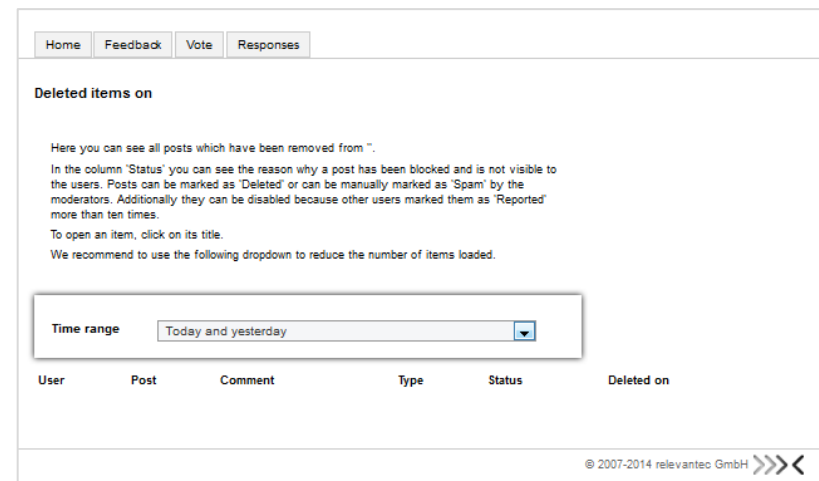
Age	User	Post	Comment	Topic	Reason	Actions
less than a minute	Phillip Ballin	Solvency check of new customers takes too long	Comment	Insult	This comment is very harsh and not conform with the dialogue rules.	Ignore

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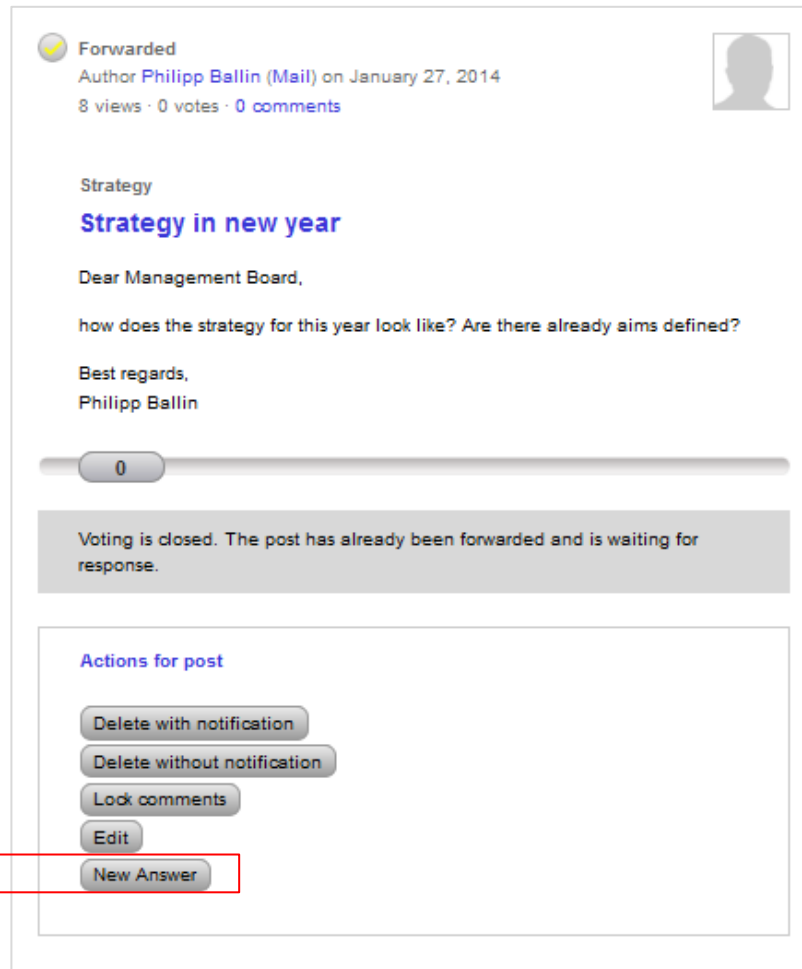
Moderators now have three opportunities. Clicking on the link of the name of the user leads to his profile, whereas the “Comment” hyperlink leads you directly to the reported post or comment. After checking you have the choice to either accept the report and delete the text (using the normal comment menu) or you ignore the report.



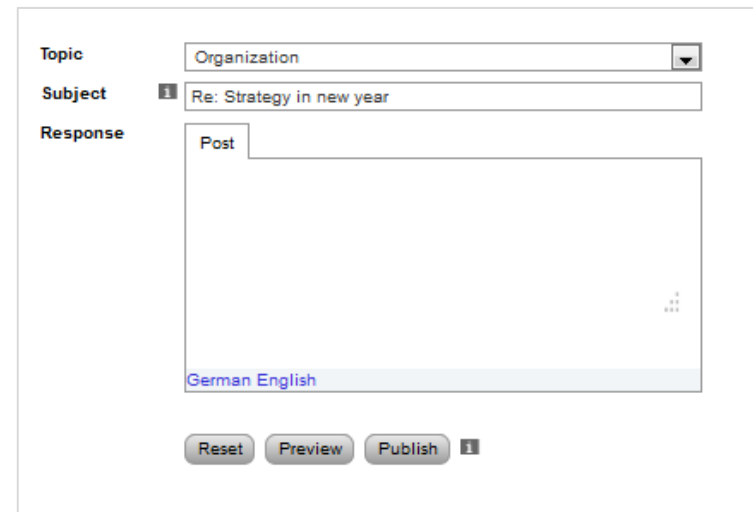
The menu “Banned Item” shows you all posts and comments which have been deleted from the platform.



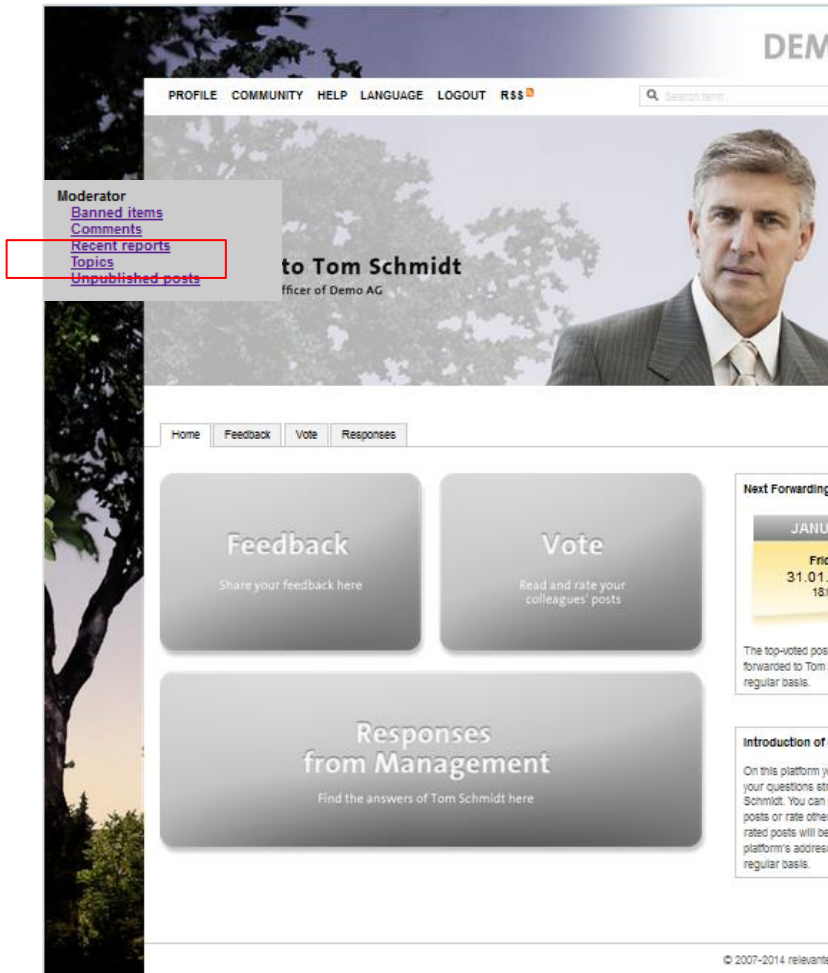
In case you changed your mind you can make the erasure process retrograde. In order to make it easier to find the corresponding post or comment you can use the time filter.



When you want to publish an answer you have to open the corresponding post. There you open the menu “Actions for post” and click on “New Answer”. Now you should see an input box like this:



Here you can fill in the text of the answer. Below the input box are three buttons located. “Reset” will delete the text you entered so far, whereas “Preview” will enable you to have the answer displayed like it would be already published. “Publish” will make the included answer visible for all users. Additionally all users who wrote, voted or commented on this post receive an information about the published answer.



The menu bullet “Topics” gives access to all already existing topics and allows the moderator to create new topics, edit, close, or permanently delete them.

Topics for

Here you can see all topics on “. When a user creates a new post, he has to choose one of these topics under which his post is being published. The counter at the end of each row indicates the number of posts and responses with that topic on the current platform.

Please be careful when deleting a topic which already contains posts. In that case, you have to choose another topic to which the posts will be assigned.

You can create new topics for this platform. Follow the link.

[New topic](#)

Organization	2014/01/27	0	close Edit Delete
Staff	2014/01/27	1	close Edit Delete
Processes	2014/01/27	1	close Edit Delete
Culture	2014/01/27	1	close Edit Delete
Strategy	2014/01/27	1	close Edit Delete
Ideas for Improvement	2014/01/27	0	close Edit Delete
Others	2013/11/13	1	close Edit Delete

The date next to the title indicates the day of its creation. The “New topic” link is located above the existing topics.

- > The moderator needs to follow the link and enter a new topic title into the corresponding text field (e.g. “Human Resource”) and click on “Create” to



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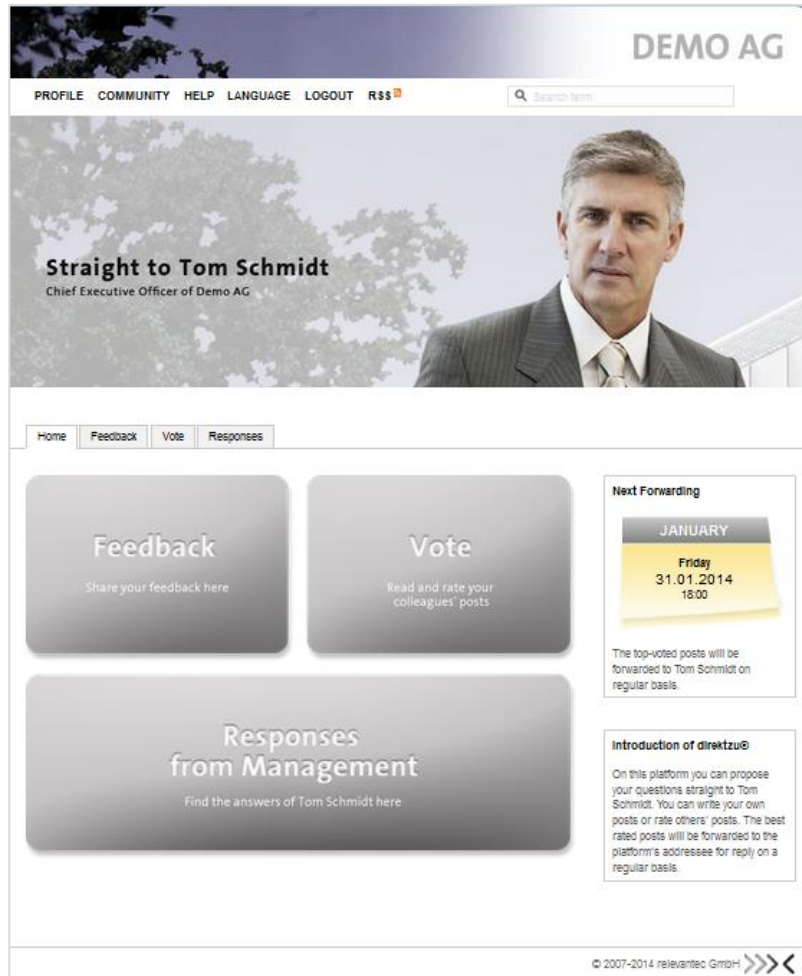
You can create new topics for this platform. Follow the link:
[New topic](#)

Organization 2014/01/27	0
Staff 2014/01/27	1
Processes 2014/01/27	1
Culture 2014/01/27	1
Strategy 2014/01/27	1
Ideas for Improvement 2014/01/27	0
Others 2013/11/13	1

A small count next to the topic shows the number of posts that have been published on a specific topic. Clicking on the topic displays all corresponding posts. The date next to the title indicates the day of its creation. The “New topic” link is located above the existing topics and enables you to insert a new topic. The moderator needs to follow the link and enter a new topic title into the corresponding text field (e.g. “Human Resource”) and click on “Create” to add a new topic. Additionally the order of the topics can be easily arranged with “drag & drop”.

Note:

If you want to have further information about setting up “Impulse Features” please have a look at the “Guide Impulse Feature”.



Thank you for your attention!

We hope that this Moderator Guide helped you to understand the main tasks and usage of the special menus provided for moderators of **direktzu®** platforms. If you have any question, feel free to contact us. We would be happy to help you.

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