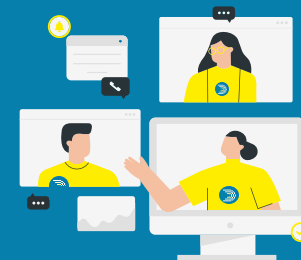# Europa Communities Platform – Software as a Service (ECP-SaaS)

Exploring features and functionalities

OpenEuropa Library Talk #3 - Lepădatu Alexandra Andreea
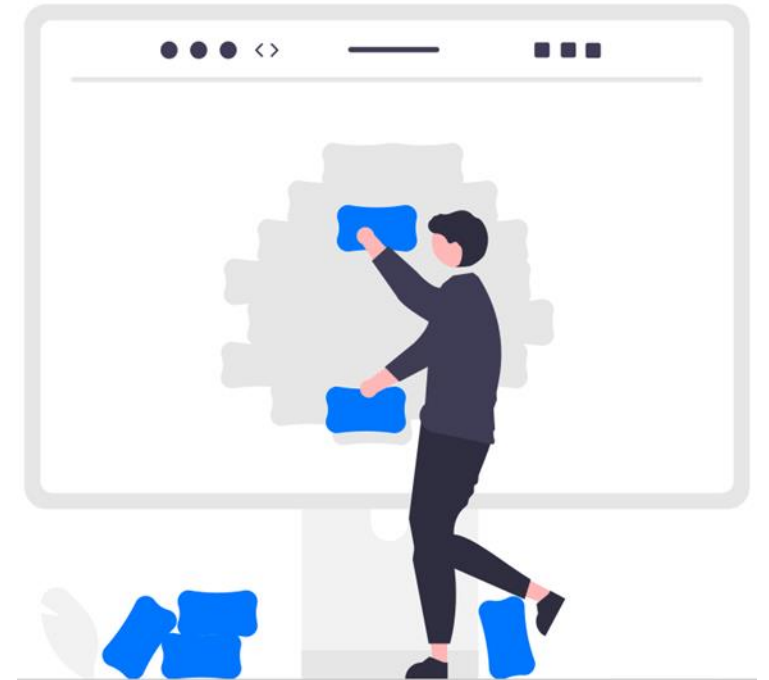
25 June 2024

Agenda

1. Introduction: Who we are

2. Introduction: Our types of session

3. Introduction: Connect with us!

4. Upcoming events

5. Exploring features and functionalities of ECP SaaS

6. Q&A

Introduction: Who we are

Montana Franco
Product Owner OEL and Drupal Community of Practice Lead

Inés Mühlhofer
Drupal Community of Practice Lead

Sabina La Felice
Governance Lead

Monika Vladimirova
Events & Communication Lead

Hernani Borges de Freitas
Contribution Co- Lead

Joao Santos
DevSecOps & QA Lead
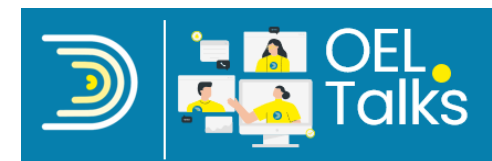
Daniel Moital
DevSecOps & QA Co- Lead

Raquel Fiahlo
Innovation Lead

Francesco Sardara
Innovation Co- Lead

Introduction: Our types of sessions

OEL Talks

Weekly Tuesday meetings to stay connected and informed in our Teams channel!
- Engaging Sessions **addressing everyone**
  - Guest Speakers
  - Trainings/Webinars
  - Lightning Sessions

Ask OEL

Weekly Friday meetings to ask all your questions on OEL in our Teams channel!
- For **developers or people with a technical profile**
  - Q&A Meetings
  - Tutorials & Demos
  - Technical Guidance

Introduction: Connect with us!

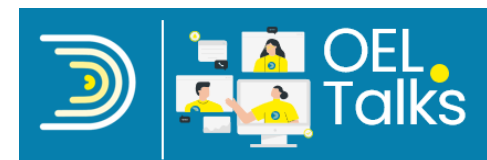**Our website**   **LinkedIn**   **On Teams**   **Our FAQ on Wikis**   On **drupal.org**

Our contribution guidelines

You can also reach us via EC-OPENEUROPALIBRARY@ec.europa.eu

Upcoming events:

📅🕐 02/07/24: **How testing can elevate your OpenEuropa contribution:** Session on the critical role of testing, the different types of automated tests and how to choose the right one – Adam Nagy

📅🕐 09/07/2024: **Introduction Drupal Starshot:** Introduction to the possibilities of Drupal Starshot– Cristina Chumillas

📅🕐 16/07/2024: **OEL Design System:** Introduction of the OEL Desing System – Kalte Lopez Gomez

Overview

About me
Working as a Business Analyst since 2015.
Team player and enthusiast, I enjoy playing amateur volleyball, enhancing teamwork, discipline and strategic thinking both on and off the court.

What participants will learn

Get insights and inspiration from the main Community website features in ECP SaaS, designed to enhance and streamline community website experiences
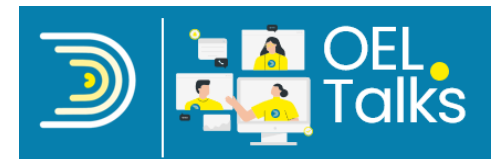
Target audience
- Business Analyst/UX
- Project Managers

Exploring features and functionalities of ECP SaaS

- About ECP SaaS

- Roles and permissions

- Groups

- Activity Stream

- Onboarding/Offboarding

- Anti-spam functionality

- Notifications

- In-platform messages

- Files and folders

- Album

- Courses

- Tasks

About ECP SaaS

- **Europa Communities Platform SaaS (ECP SaaS)** is a ready-to-use solution built on Open Social (Drupal) designed to create and manage online communities. It is ideal for large community websites involving citizens and external stakeholders and is tailored for those with significant public presence seeking to share content publicly.

- In contrast to a presentation website, which primarily focuses on static content and visual appeal, a **community website** requires robust, interactive features and dynamic user engagement, enabling the organization to systematically assess and improve each feature.
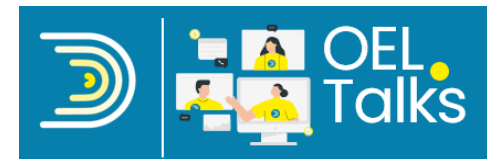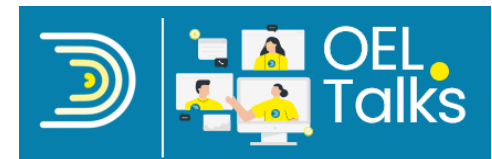
Community website

- In contrast to traditional websites where the owner dictates the content, community websites offer a unique dynamic. Here, you can't always anticipate the needs of your users in real-time.

  o User-Centric Design

  o Real-Time Engagement

  o Data-Driven Decisions

  o Enhanced Communication
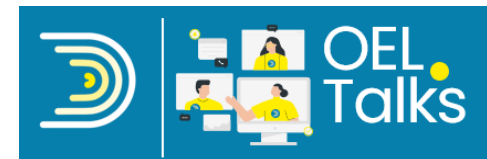
Types of Communities in ECP SaaS

- [Education for Climate Coalition](#) (E4C) – public community

- [Program Information and Collaboration Space](#) (PICS) – private community

- [Erasmus Networks Platform](#) – hybrid community

- [Collaboration in Research and Methodology for Official Statistics](#) (CROS) – hybrid community

Groups

- Dedicated spaces for users to connect, based on themes, experiences, location, etc.
- **Groups are the best way of segmenting your user base and creating smaller communities within the larger platform.**
- Several Group types: Flexible Groups, Organizations, Courses, etc.
- The Flexible Group has the same tab structure including Stream, Events, Topics, Members, About, Discussions (optional), Files and Folders (optional), Polls (optional)
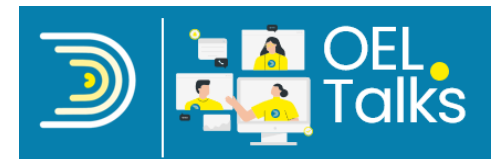
Groups

- The groups are flexible and allow the group creator and/or group manager to customize the access and visibility settings to the specific group needs.
  - **Group Visibility** - Who can see that the group exists and access the About page.
  - **Group Content Visibility** - What are the visibility options for content created within the group, multiple options
  - **Join Methods** - How can people become group members
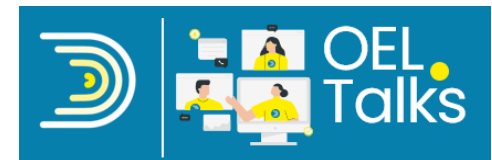
Roles and permissions

- Anonymous user (AN)
- Authenticated or logged-in user (LU)
- Verified user (VU)
- Group manager / Event manager (GM/EM)
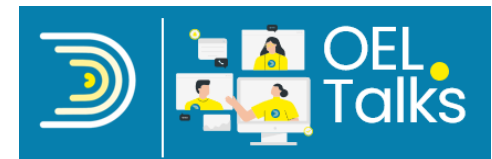- Content manager (CM)
- Site manager (SM)

- **Customized Content access module**
  This extension allows you to create further roles for specific content access. You can create a role with different permissions and different visibility settings.
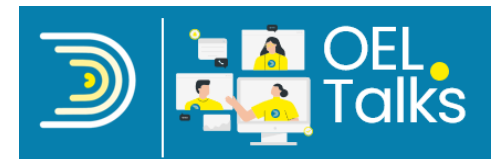
Activity Streams

- Activity stream allows users to keep track of the important activities of a user, a group and a community.

- Activity streams can be used in several ways:

  o Homepage - based on user permissions

  o Explore page - activities of the whole community

  o User profile

  o Group

  o Community stream using Landing pages

Onboarding – site level

- Whenever a user signs up, they get the verified user role by default which comes with a lot of permissions, including create content, actively engage with the community and show up as a new member immediately.

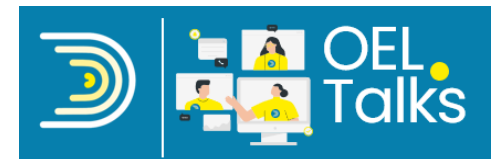   - o Verify a user automatically

    - o Verify a user manually

Onboarding – group level

- New users can be added/invited to the platform by Site Managers/Content managers via platform or specific groups:

    o Via organization - type of group that allows Organization Managers to approve membership and automatically validate user

    o Via invite in group

Offboarding – Inactive user account and Cancel account

- Inactive user settings – cancel, delete or block users who have been inactive for a certain period, including role limitations. Notify users in advance is also configurable.

- Cancel account by a user

When cancelling a user account

○ Disable the account and keep its content and groups.

● Disable the account and unpublish its content. Does not affect groups.

○ Delete your account, delete private messages, and anonymize all other content. Reassign your groups to the super administrator.

Users with the *Select method for cancelling account* or *Administer users* permissions can override this default method.

- User leaves group

Anti-spam functionality

Options:

- informative, preventing users creating content, with certain key words.

- can blocks users based on the defined list of spam words website level

- ability to choose the type of entity to be verified

Anti-spam functionality

Spam prevention settings

Settings Blocked users

⬤ Block users who create spam
If enabled, the user who create a spam content will be blocked

Spam words

123MOVIES-WATCH, WATCH-DOWNLOAD, 1080p, 720p, HD Online, Full Movie, HD Free, .watch., 123Movies, World Micro Stock Exchange, Download Movie, PPV, UEFA-FREE, Champions League, Free/TV, #1, $$$, Additional income, be your own boss, Billing, Casino, Clearance, Compare rates, Credit card, Cures, Double your income, double your cash, Earn Extra, free money, free gift, increase traffic, Junk, Luxury, No credit check, no credit, offer only open, Quote Rates, Refinance, Risk-free, While supplies last, porn, nudes, pussy, boobs, tits, hot girls, fuck, fuck you, asshole, cunt, HD Online, Godzilla, Full Movie, HD Free, Justice League, Zack Snyder, Monster Hunter, 123Movies, Judas and the Black Messiah, The Little Things, The Croods, The Marksman, Raya and the Last Dragon, The World to Come, Demon Slayer, Mugen, Willy's Wonderland, Boss Level, Tom and Jerry, Coming 2 America, Chaos Walking, Watch Onward, Watch Joker, Watch Hustlers, Mulan, World Micro Stock Exchange, Download Movie, PPV, UEFA-FREE, Champions League, DOWNLOAD MP3, Torrent, Album Download, DOWNLOAD ALBUM, LEAK, extranet, amapiano, mix song, Cassper, Keto Advanced, Buy StillCool, Getting Expired Domains Tips,

List of words considered as a spam (separated with a comma).
Please note that for files we're only checking the file name, not its content.

Entity types

| Group | ☑ Closed challenge |
Post	☑ Challenge
Comment	☑ Advanced Course
Content	☑ Basic Course
Profile	☑ Flexible group
	☑ Secret challenge

Notifications

- Certain activities in the community trigger Notifications for users.

Notifications will be displayed in:

- o Notification center - header navigation

- o Email notifications – when user is not active in the platform at the moment the notification is sent
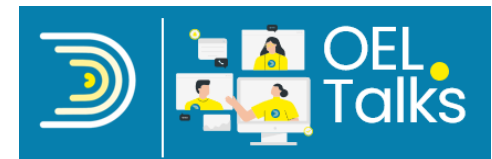
OEL Talks
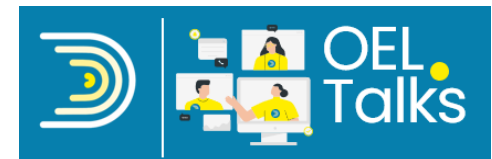
Notifications

- Users can configure email notifications on their personal settings page. For each email notification, users can choose to receive it immediately, daily, weekly, or not at all.

- Site managers and Content managers have a few more notifications than regular users. They can receive email notifications for all new content and users created in the platform.
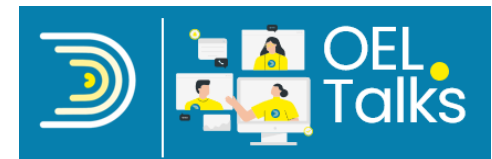
In-platform messages

- Users can send private messages to each other through the platform.

- This feature provides users with the possibility to communicate with each other privately within the platform.

- Users can exchange private messages with one or multiple users.

- Users will be notified by email when they receive a new message, if they choose so.

Files and folders

- An easy way for users to share files and links within the platform without the needs for a 3rd party integration, group level

- Can attach files to any entity but these files are not easily accessible nor searchable

- The main use case is for intranet and corporate Websites where sharing and using files is a big part of their daily activities.

- It is a feature that can help any type of community to have a more centralized and organized place for their documentation and guidelines.
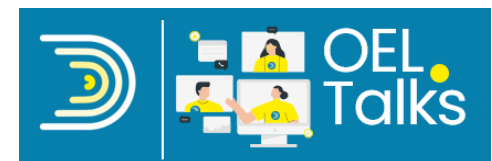
Albums

- The album feature allows you to create visually appealing content.

- Where can be created?

  o Within an activity stream

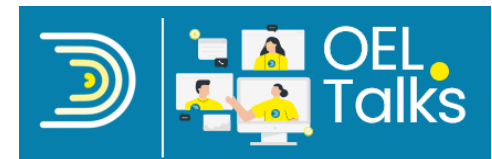 o Within your profile

  o Within a group

Courses

- A course is a step-by-step program that guides users through content complete with video, text and an opportunity for users to keep track of their progress. During the course, you can also add Quizzes Badges and Certificates.

- 2 types, a *Basic course* that just includes sections and *Advanced course* which includes an activity stream, events, topics, and participants (similar to groups).

- Courses can be exported in Moodle
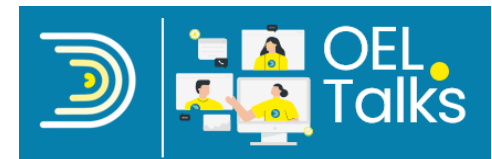
Tasks

- The task feature makes it possible to assign and track tasks of group members.
- Brings people together to plan, track, and collaborate on any project.
- Tasks can be assigned to a specific group, specific users or both.

Useful links

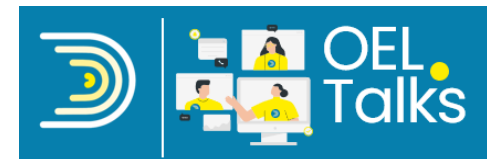[Wiki](#) - Europa Communities Platform SaaS

ECP SaaS Playground available [here](#) (engage with the team for Role assignment)

[Open Social Website](#)

[Open Social Drupal page](#)

[Open Social Github](#)

[Europa Communities Platform SaaS - OpenEuropa KnowledgeBase - EC Extranet Wiki](#)

Q&A