

# Open Text Content Server Pulse

Connecting people to information in a new way that fosters collaboration while leveraging Content Server's Capabilities

The Consumer use of tools such as Twitter, Yammer and Facebook are changing user expectations and there is a shift happening from "traditional" electronic communication—dominated by email—to enterprise social messaging.

As a result, Open Text has introduced a new user experience for Content Server that allows you to keep track of the latest updates by your favorite contributors, share comments about content, or build up your network of peers. Pulse provides the opportunity to add value to the existing content stored within the Enterprise Library by supplementing highly relevant content with user-generated content.

Pulse provides an alternative view of the Enterprise Library, showing you a real time activity feed of what is happening within the system. By following other people, you can create a customized view allowing you to see activity by the users you are most interested in. The activity feed automatically contains details on new content being added to the system (based on existing permissions), and allows you to simply share a status message with others, comment or reply to anything in the activity feed. Pulse can also be accessed from within a community or folder to quickly see the activity from that location.

You can also expand your social network by seeing who others are following or searching across the activity feed. Enhanced profiles allow you to share additional information with the community if you wish, including linking to external social networking profiles.

**Pulse Profile for Adam Smith**

kristen  
Saturday, 04/10/2010

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Pulse [ ] Users & Groups [ ] Settings [ ] For This Page [ ]

**Adam Smith**  
VP of Products  
9 days ago  
Flying to Indianapolis this afternoon, meeting with Mark Genoa of Tristar Communications.  
[Comment](#)

**User Details**  
Industry veteran who oversees the teams that manage innovative product portfolio and go-to-market strategies. He directs the teams with a special focus on delivering exceptional user experience, continuous innovation, and highly relevant, accountable, and untraditional marketing.

**Contact Details**  
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External Profiles: [f](#) [in](#) [t](#)

**Current Position**  
Title: VP of Products  
Job Description: Oversees the design, creation and improvement of all products, from consumer offerings to publisher and business services.  
Reports To: [Bosley, Brad](#)

**Additional Info**  
Degrees/Certifications: MBA, University of Alabama BSc Economic, Parkville College  
Languages Spoken: English, Spanish  
Expertise: Product innovation, design and marketing  
Past Positions: SVP Products, ABC Product Manager, DayStar IS  
Gender: Male  
Birthday: 05/04/1960

**Actions**  
Unfollow [ ]  
Send Private Message [ ]  
Send Public Message [ ]  
Pulse Home [ ]

**Activity Feeds**  
Pulse - Adam Smith  
Mentions [ ]  
Liked [ ]  
Search posts ... [ ]

**Colleagues**  
Is Following (4) [ ]  
Followed By (5) [ ]  
Search for people ... [ ]

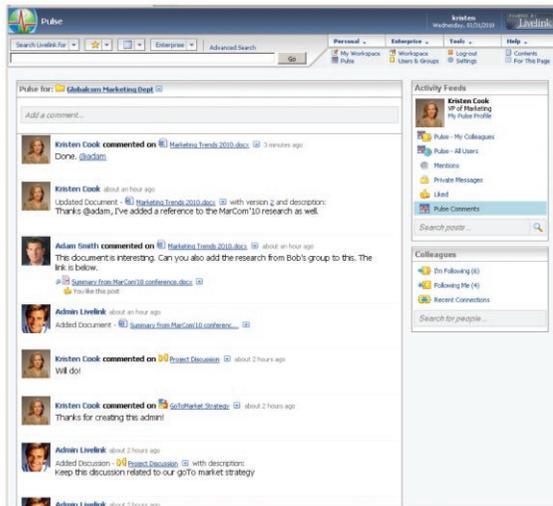
**All Updates** **Status Updates** **Content Updates**

Pulse - Adam Smith  
Adam Smith commented on [Marketing Trends 2010.docx](#) 9 days ago  
This document is interesting. Can you also add the research from Bob's group to this. The link is below.

## A social view of Content Server

Imagine being able to see and control the information you receive about a project, based on what's important to you, all in an engaging interface that's social while remaining secure. It's available now with Open Text Content Server Pulse, a module for Open Text Content Server v9.7.1.

Learn how Content Server Pulse's features can benefit your organization: keep track of projects in real time using Activity Feeds; follow your colleagues' updates and let everyone know what you're working on with Enhanced User Profiles; and help keep everyone informed using Enhanced News Channels. Using Content Server in a more social way will help increase productivity by freeing content from email accounts, enabling



a many to many form of communication that supports fluid and spontaneous collaboration while creating an archived knowledge base for all employees to read

## A real-time timeline

The Activity Feed offers a number of ways to keep in touch with what's happening within the Content Server environment. Content updates appear automatically for activities such as adding a new document version or setting up a new project area, and are tied to the permissions of the items they reference. Nothing will ever be shown to users unless their Content Server permissions allow them to see the content.

From the activity feed, users can create status updates (similar to social networking Web sites), comment on a post, indicate that they like it, ask a question, view the entire conversation, or access the profile page for the person who made the update.

## Build and foster relationships

Foster collaboration in Pulse by keeping an eye on the people you follow, who is following you, and viewing others' connections. You can view the timeline or follow users without them needing to follow you. If privacy settings are enabled and the user has chosen to restrict the viewing of his or her activity, the user's privacy settings will dictate what you can see.

## Share yourself

Users can offer up a clearer picture of their areas of expertise with Content Server Pulse's enhanced user profiles. As a user, you can

- Upload profile photos,
- Control your privacy settings, and

- Share information such as who you report to, your job description, experience, education, languages spoken, and more.

## Keep everyone in the loop

Pulse also features an update to the Content Server Channels module, allowing you to add news stories with rich text formatting. Bring new life to your news stories with an inline HTML editor that lets you embed images. And for users on the go, the module can create an optional bulleted list of story highlights.

## Keep your finger on your organization

Open Text Content Server Pulse is a new way to experience and interact in the Content Server environment. It provides your users with a way to share what they know while providing an environment to ask questions and get the answers they need to get their work done. Experience an increase in productivity and a reduction in project timelines with the new social interface while still keeping the access controls, auditing, and other familiar capabilities of Content Server.

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*Together, we are The Content Experts™*