

Feature Spotlight: Forums



Forums allow members to participate in specific discussions. Unlike a blog post, where comments from readers are not necessarily expected, forums encourage readers to post replies. And unlike a messy email thread that might diverge into several points, a forum can contain several organized topics with posts that are easy to follow and to which members can add additional topics at any time.

Planning the Forums for Your Network

Clearvale provides a default forum for the network and each community. You can go ahead and use the forum provided, and add forum topics there, or you may want to create multiple forums, so that your topics are more organized. For example, you can create forums for topics such as office recycling tips, product suggestions, and employee recognition:

Forums

 **Reduce-Reuse-Recycle Around the Office**
Share tips here on making the office a more "green" experience.

Topics: 3 | Last Topic: "Recycling styrofoam cups" by Annie Storry, May 3, 2011
Replies: 2 | Last Reply: Annie Storry, yesterday

 **Product Improvement Suggestion Box**
Post product improvement suggestions here.

Topics: 0

 **Employee Recognition**
Recognize your peers here.

Topics: 1 | Last Topic: "Employee of the week: Rebecca Schmidt" by Annie Storry, Mar 28, 2011

To see the topics in a particular forum, click on the forum title. For example, the "Reduce-Reuse-Recycle Around the Office" forum might have topics like these:

Topics	Topic Status	Topic Replies	Owner	LastReply
Ordering Office Products	Open	2	Lee Ward	yesterday
Recycling styrofoam cups	Open	0	Annie Storry	May 3, 2011
Free "stuff"	Open	0	Annie Storry	May 3, 2011

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To see the full thread for a particular forum topic, click the topic. For example, the “Ordering Office Products” topic might have the following thread:

Ordering Office Products



Ordering Office Products
by Lee Ward, Mar 31, 2011
Edited 11 minutes ago

Use this link, [green biz](#), to order business cards and other office supplies made out of recycled material.

[Reply](#) | [Edit](#) | [Move Topic](#) | [Delete](#) | [Stop Following](#)

1 0

[Undo Preference](#)



Re: Ordering Office Products
by Lee Ward, Mar 31, 2011

I have a coupon code for [green biz](#) Use SAVE10 as the discount code. This discount is good until 12/31/12.

[Edit](#) | [Delete](#)

1 0

[Undo Preference](#)



Re: Ordering Office Products
by Annie Storry, yesterday

I have been really happy with [green biz](#). Good quality. And timely delivery.

[Edit](#) | [Delete](#)

0 0

Obtaining Answers from Colleagues

Forums are especially handy for asking network members or community members questions or getting their opinion on a subject. By posting a question in a forum, network or community members will see your question and hopefully provide an answer. And once a question is answered in a forum, others who have the same question can find the answer without having to re-query for an answer.

Rating Forum Topics and Comments

Clearvale makes it easy to rate the responses to a forum topic. For example, if you find the answer you were looking for in the comment of a forum topic, you can give the comment as “Thumbs Up” rating to indicate the comment was helpful. Alternatively, if you find a response confusing or less than helpful, you can use the “Thumbs Down” rating to indicate it was not helpful.

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Closing a Forum Topic

As the owner of a forum topic, after you get an answer, or your topic is thoroughly discussed, close the topic. You do this by setting the status to either Closed or Answered. Once it is closed, network members are prevented from adding any more comments to the discussion or rating the comments.