

A1230 - The power of the Chatter

Overview

Convergence's **Chatter** allows you to reach a high level of **collaboration** with your colleagues from the Purchasing family. Here are a few basics to get all the power out of it.

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What is the Chatter ?

What's in it for you?

You'll get out of Chatter what you put in. While your company has organization-wide goals and benefits it expects from Chatter, you can feel its effects in your individual job. Participating in Chatter will help you do the following:

Work smarter

- Get work done faster and better
- Get feedback faster so you can course correct
- Communicate seamlessly across teams about projects and customers

Be noticed

- Let your achievements be known
- Build relationships with cross-functional stakeholders and execs
- Be known as the expert in your field
- Move your career forward

Be better informed

- Stay on the cutting edge of your functional area
- Connect with experts
- Have visibility into company-wide and industry-wide happenings
- Discover existing content to use in your projects

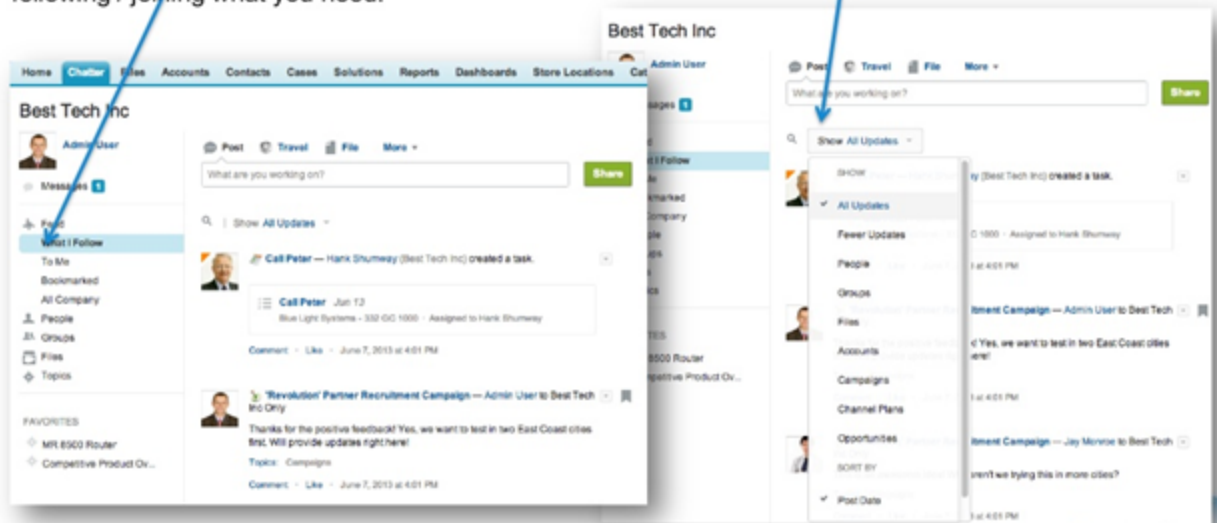
The basics to use the Chatter

The Basics: The Feed

The feed is a stream of everything in Chatter that's relevant to you. It delivers the right content and insights to you when you need it, the way you need it

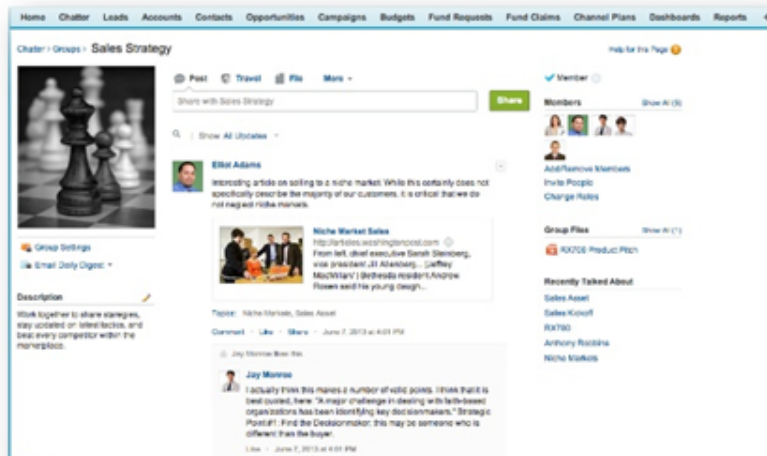
Your feed is made up of posts made by people and objects you follow, and groups you are a member of. You have **full control** of what goes into it by following / joining what you need.

You can tweak the feed as you see fit to display all of the posts you subscribed to, or just some



The Basics: Groups

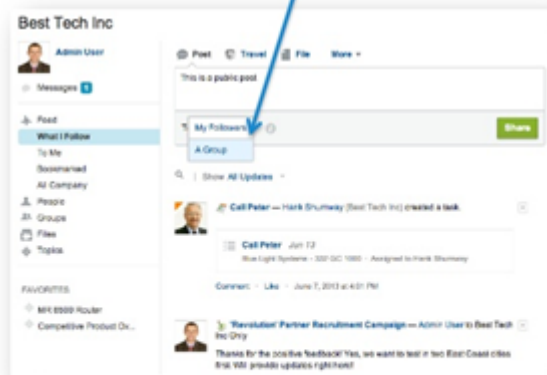
Groups help organize content and discussions. Think of them as containers of knowledge. Each group can be public or private. Each group has its own feed, and by joining a group, you get all posts from that group in your Chatter feed. You can also proactively navigate to any group and check out what's there – if you have the right permissions.



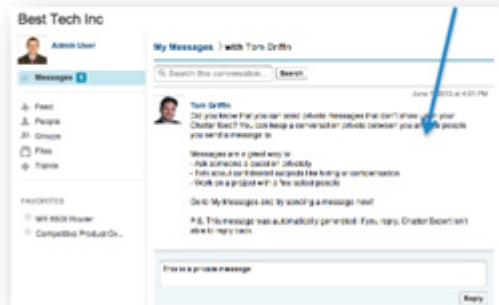
In the right side of the group, you can check out other group members, popular files and topics

The Basics: A Post

Posts are the building blocks of feeds and groups. You can post anything: a file, a text post, a picture, a URL. Public posts can be made into groups or to people's profiles. Everyone in that group or following that person can see them.



You can also communicate with other people in a private message. Only people who are part of that conversation can see it.



You can also @ mention people in public posts to draw their attention to what you're posting.



The Basics: People and Profiles

Each person in your network has a profile – just like on your consumer social networks . When you follow a colleague, you will get his / her posts in your “Followed” feed.

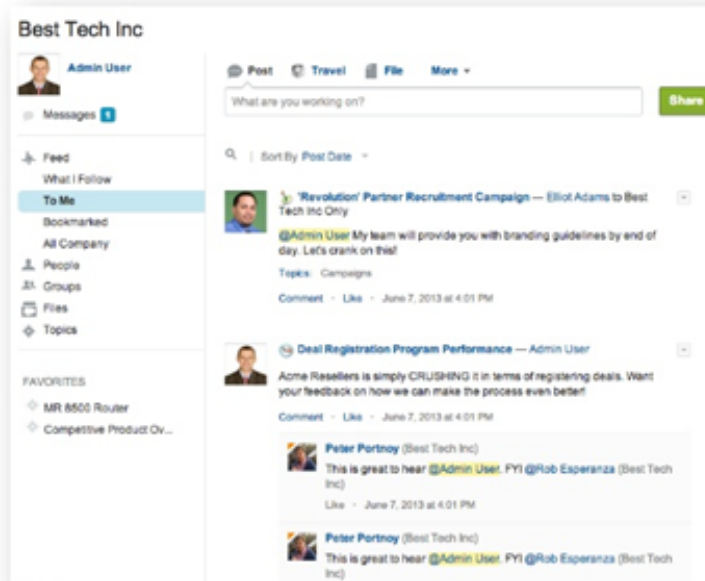
You can read about your colleague to decide if you want to connect with and/or follow. It's a great way to get connected to people you have never met before – and ones you have!



Everything this person posts goes into his / her feed

The Basics: My @ mentions

Your "To Me" feed displays all the posts where you were @ mentioned. When you @ mention others, your post shows up in their "To Me" section. Scan your "To Me" feed to prioritize items that need your attention.



Top tip: if you only have a few minutes to check Chatter, start with private messages and @ mentions – because they are directed at you, they are your "must do" items. Then move on to your groups, topics and feeds for discovery.



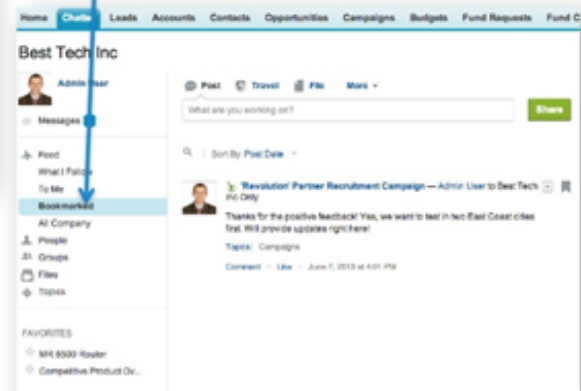
The Basics: Likes And Bookmarks

Other than posting, you can interact with a post by "liking" or "bookmarking" it.



Under each post or comment, you can see who "liked" it.

By "bookmarking" a post, you can "save" a post to refer to later. Everything you bookmark will be in your "Bookmarked" feed.



The Basics: Files

Files are the lifeblood of a company. To start collaborating, just head over to Files tab and peruse existing files – or upload a new one!

All files associated with a group can also be seen on the right

The image shows a CRM interface with a navigation bar at the top containing 'Home', 'Chat', 'Files', 'Accounts', 'Contacts', 'Cases', 'Solutions', 'Reports', 'Dashboards', 'Store Locations', and 'Catalogs'. The 'Files' tab is selected, displaying a sidebar with 'Owned By Me', 'Shared With Me', and 'Synced'. The main area shows 'Files I've created' with an upload button and a table of files. A file named 'Tristar Win-Loss' is highlighted, and its info page is shown in a pop-up. This page includes a download link, file sharing settings, and a list of users who have shared the file. A separate screenshot of a social media page for 'Sales Strategy' is also shown, with a blue arrow pointing from the text 'All files associated with a group can also be seen on the right' to the 'New Files' section on the right-hand side of the page.

Files

Recent

Owned By Me

Shared With Me

Synced

Files I've created

Upload Files or drag and drop to add files...

Search Owned By Me...

Actions

Actions	Name
	promobanner
	Tristar Win-Loss
	Best Tech Competitive Update
	Competitive 1 - Best Tech Case

Tristar Win-Loss

Download pdf (2.1 MB)

File Sharing Settings

Upload New Version

Edit Details

Delete

Owned by Admin User

Version 1

Show all versions

Description

Add Description

Tristar Win/Loss Report

Follow

Followers

No followers.

Shared With

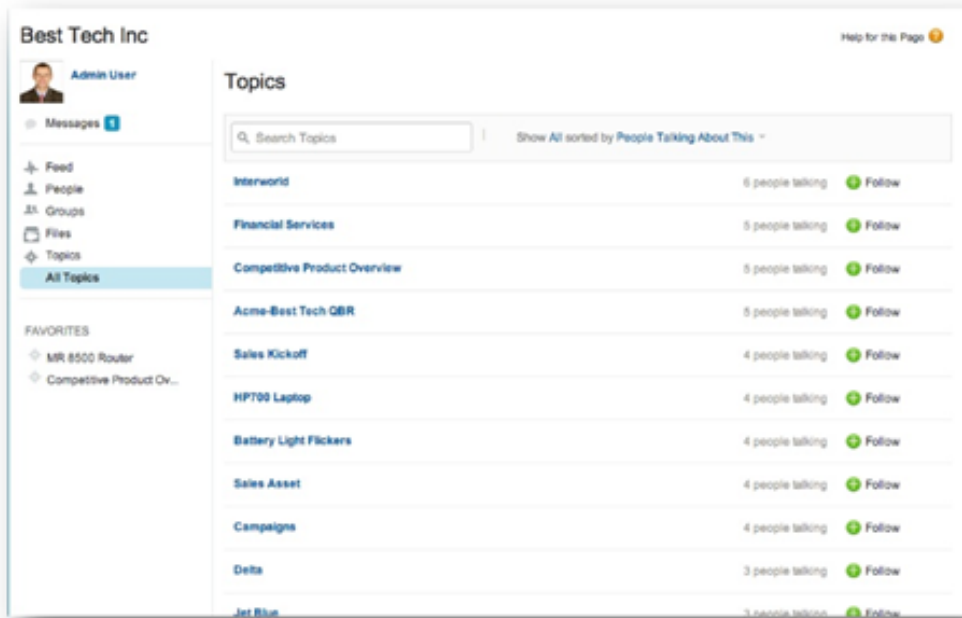
Admin User

Chatter Group

The file info page has all the associated information

The Basics: Topics

Topics help organize posts in a feed, according to... Their topics! You can discover popular topics through the Topics feed, or through global search. If you follow a topic, posts tagged with that topic will appear in your feed.



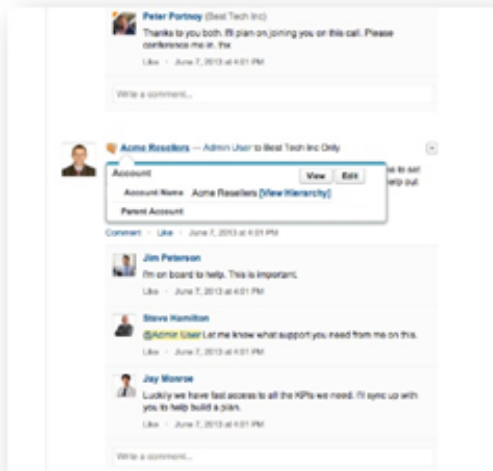
The screenshot shows the Facebook interface for the page "Best Tech Inc". The page is viewed from the perspective of an "Admin User". The left sidebar contains navigation options: Messages (1), Feed, People, Groups, Files, Topics, and All Topics (highlighted). Below these are "FAVORITES" including "MR 8500 Router" and "Competitive Product Ov...". The main content area is titled "Topics" and features a search bar with the text "Search Topics" and a dropdown menu set to "Show All sorted by People Talking About This". Below the search bar is a list of topics, each with a name, the number of people talking, and a "Follow" button.

Topic Name	Number of People Talking	Action
Interworld	6 people talking	Follow
Financial Services	5 people talking	Follow
Competitive Product Overview	5 people talking	Follow
Acme-Best Tech QBR	5 people talking	Follow
Sales Kickoff	4 people talking	Follow
HP790 Laptop	4 people talking	Follow
Battery Light Flickers	4 people talking	Follow
Sales Asset	4 people talking	Follow
Campaigns	4 people talking	Follow
Delta	3 people talking	Follow
Jet Blue	3 people talking	Follow

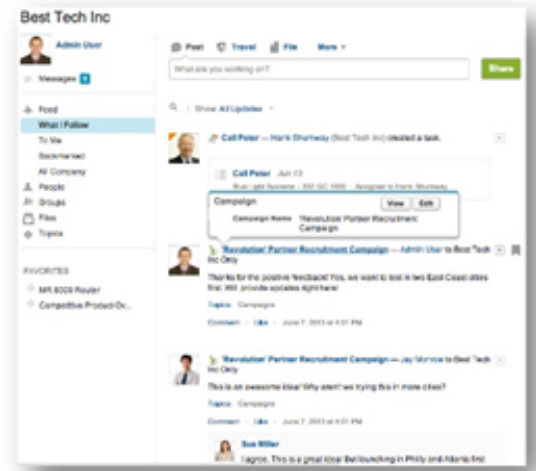
The Basics: Business Objects

Like files, business objects are where work happens in your company. Just like people, files and groups, you can follow objects so that any changes and conversations can post to your feed. An object can be:

.. an account, opportunity or case, or...



.. a campaign -- or anything that's important to you!



The Basics: Business Objects Have Feeds

Like groups and profiles, objects have their own feeds that contain associated discussions, updates and related objects. For example, the opportunity below includes:

The screenshot displays a LinkedIn feed for an opportunity titled "Blue Light Systems - 332 GC 1000". The feed contains several items:

- A task:** A post by Carl Peter (Best Tech Inc) stating "Carl Peter — Best Tech Inc created a task." Below this is a task card: "Call Peter - Jun 13" with details "Blue Light Systems - 332 GC 1000 - Assigned to Mark Shumway".
- A discussion:** A post by Rob Espinosa (Best Tech Inc) stating "This is a very strategic deal for us. Please advise on what resources you're going to need." Below this is a comment by Peter Portney (Best Tech Inc) discussing resources and a "High End Motor Coach" with a download link.
- Followers:** A list of people following the opportunity, with an arrow pointing to it from the text "People following this opportunity".

Annotations with arrows point to specific elements:

- "A task" points to the task card.
- "A discussion" points to the discussion post.
- "People following this opportunity" points to the followers list.