

CiviServer Experience is an application for web communities that enables member to member knowledge and experience sharing.

Message boards - the current web community standard - use a broadcast approach to problem solving. Ask a question of the community and hope for a response from someone who might have a correct answer.

In contrast, CiviServer Experience allows community members to **identify** individuals with relevant experience, then **engage** them in an extended, private relationship focused on solving problems, and finally **reward** their efforts with positive feedback that becomes a permanent feature of that individual's community reputation.

The ability to enter into problem solving relationships that develop personal, professional or business reputation is a powerful motivator that keeps people engaged with both the application and the web community.

CiviServer Experience is especially well suited to complex problems that involve multiple questions, where each answer can alter the direction of the dialogue. In these situations the experience and reputation of the individual acting in the coaching role is especially important.

Whether the problems being solved focus on technology, business, or lifestyle, CiviServer Experience provides a flexible, customizable solution that harnesses the power of web community interactions.

Key Features of CiviServer Experience

- Supports multiple topic areas within the same community
- Each topic area can have a unique appearance with distinctive graphics, fonts and colors
- Each topic area can be customized by the community producer with its own content including:
 - Descriptive text
 - Knowledge categories
 - Mentor and Mentee profiles
 - Reputation elements
 - E-mails
- Complete relationship management including:
 - Signup
 - Mentor Search
 - Mentoring Agreement
 - Mentor - Mentee Communication
 - Feedback
 - End Relationship
- Automatic generation of customized e-mails for mentor/mentee activities:
 - Initial contact
 - Signup
 - Mentoring Invitation
 - Agreement Acceptance
 - New Feedback
 - Relationship completed
- Mentor/Mentee Profile Management
- Member Reputation Management
- Send a sample question to mentors
- Private workspace and message boards
- Producer managed "news snippets" for news about community activities:
 - Can be placed anywhere
 - Dynamically updated by community activity
- Mentor waiting lists
- Mentor and mentee guides and quizzes
- Integration with site registration system
- Optional charitable donation link

Technology

CiviServer Experience is written in Java and makes extensive use of Java 2 Enterprise Edition (J2EE) technologies like Servlets, JDBC, and XML. As a result, it runs on all platforms that support Java including Sun Solaris, HP Unix, AIX, and Microsoft Windows 2000. It also works with all web servers that support Servlets such as Netscape Enterprise Server, Apache, and IIS. It is designed to work with all databases that support JDBC including Oracle, Informix, Sybase, and Microsoft SQL Server.

CiviServer Experience integrates with your existing site login and registration systems so that members can navigate transparently between your existing web site and the application. Existing member information from the registration system can be made available to CiviServer Experience.

CiviServer Experience is scalable and built to handle millions of active community members.

The application is easily configured and may be deployed rapidly onto your existing site.

Solutions that grow with you

CiviServer Experience solutions exist for all situations and are designed to grow with you. Every solution includes full access to *CiviServer Producers Workbench*, a companion application that allows Community Producers to configure, monitor and manage their mentoring community.

ASP

Starting as low as \$2,500 per month

Introductory Annual Licenses

As low as \$25,000

Graduated or Unlimited Perpetual Licenses

Get up to 3 months of ASP or an Introductory License refunded when you purchase.

Support, Training and Seminars

Frequently Asked Questions

How many topics can I have in one community?

CiviServer Experience allows you to have many different topic areas in your community to help your members quickly get to the topic closest to their interest. Each topic can have its own look.

Can mentors be active in more than one topic area?

Yes. Mentors can have profiles in multiple topic areas.

Can mentors also be mentees?

Absolutely. Mentors can be mentees and vice versa. Mentors determine how many simultaneous relationships they will accept. Mentees can be engaged in multiple simultaneous mentoring relationships.

What is a Mentoring Agreement and why is it important?

A Mentoring Agreement sets the terms of the relationship including such things as the problem or subject to be discussed, the length of the relationship, the frequency of interactions, etc. Research indicates that an agreement gives mentors some degree of control over the relationship.

What is a profile?

A mentor or mentee establishes a profile for themselves that can include such information as background, values, experience and qualifications. The actual subjects included in the profile are controlled by the Community Producer and are determined by the nature of the community. Mentors and mentees can choose which information to reveal.

Why is reputation important?

The reputation of community members plays two roles. It helps mentees decide which mentor to select based on the feedback that mentor has received. It also motivates members to stay in the community. Building a reputation is as important online as it is in the real world.

RealCommunities, Inc.

20823 Stevens Creek Blvd., Suite 275
Cupertino, CA 95014
Tel: 408-342-5900 - Fax: 408-342-5919

For more information contact:
info@realcommunities.com
or visit our website at:
www.realcommunities.com