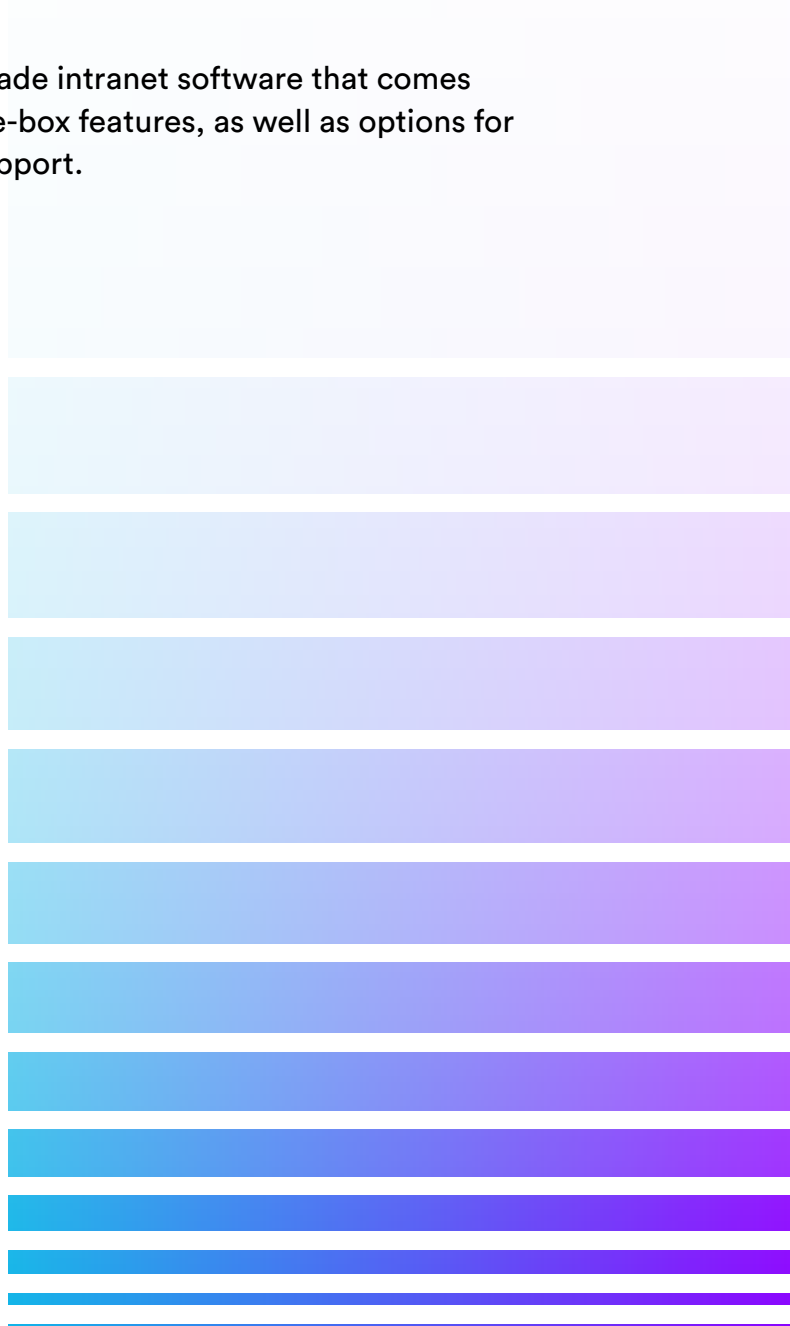


Product features

Interact is enterprise-grade intranet software that comes with a host of out-of-the-box features, as well as options for tailored services and support.



Contents

03	Content Management
04	Accessibility
04	Languages
05	Media & Streaming
05	Team Collaboration
06	Social Interaction
06	Employee Communication
07	Personalization & Customization
08	Integrations
10	Security
12	Developer Framework
13	Administration
14	Analytics
15	Hosting, Backup and Disaster Recovery
15	Services
16	Support

“Interact has provided excellent support for the ideation, creation and launch of our intranet. Since using Interact’s software, we’ve been able to completely overhaul our intranet to make it much sleeker and easier for employees to use.

Jennifer Clark
SVP Communications, PlayStation



Key



Included



Additional Fee Applies

Content Management

Feature	Included?
Content Management System (with version control, drafts, rollback)	
Block drag & drop functionality	
Block library (e.g., Video, Tables, Images, Rich Links, Attachments etc).	
Unsplash photo integration	
Central publishing administration	
Keywords, Topics	
Ghost publishing	
Page tagging (with taxonomy control)	
Page Analytics (including channel reach analysis)	
Content lifecycle management (date and time publishing with review reminders)	
Page templates	
Page comments and private author feedback	
Page authoring permissions with workflow and notifications	
Channel preview function	
Mandatory Read (including analytics and reminders)	
Page quizzes (testing knowledge with pass/fail metrics)	
Machine language translation for publishing	
Restricted blocks	
Workflow publishing (with notifications and sign-off)	
Unlimited Sites supporting decentralized publishing	
Enterprise Search (with type-ahead technology)	
Best Bet support (prioritizing search results based on keywords and tags)	

Audience targeting (for notifications and content)	✓
Page Confidentiality (e.g. Internal Use, Restricted etc.)	✓
Page Classification (e.g. Values, Brand, News, D&I etc.)	✓
Accessibility Checker	✓
Public Pages	✓
Duplication detection	✓
Snippet Builder	✓
Multichannel Distribution (e.g., Teams, Slack, SMS, Email)	✓
Newsletter functionality	✓
AI-based content recommendations	✓

Accessibility

Aligned to WCAG 2.1 level AA	✓
Compliance with Section 508 of the U.S. Rehabilitation Act	✓

Languages

UI language packs (110+ languages supported) for desktop / responsive	✓
UI language packs (110+ languages supported) for native mobile apps (iOS and Android)	✓
CMS machine translation for content with manual adjustment (110+ languages supported)	✓
Inline machine translation for newsfeeds / comment streams	✓
Main Menu translation	✓
Widget translation	✓
Multi-language search	✓
Right to left support (e.g. Hebrew)	✓

Media & Streaming

Media Manager (e.g. Images, image categorization, videos)	✓
Video support (e.g. Microsoft Stream, Vimeo, YouTube, Kaltura)	✓
Live video streaming (e.g. Microsoft Stream)	✓
Image galleries (with bulk uploading)	✓
Social media feed support	✓

Team Collaboration

Communities (open, private & hidden)	✓
Forums - Discussions (with subscription, moderation etc.)	✓
Forums - Ideas (with subscription, moderation etc.)	✓
Forums - Questions (with subscription, moderation etc.)	✓
Personalized newsfeeds	✓
Comment streams	✓
Community blogs	✓

Social Interaction

Surveys (polls, eNPS, surveys, onboarding etc.)	✓
Liking and sharing (with Analytics)	✓
Rewards (with optional reward prize library)	✓
People Directory (incl. expertise & interests, additional fields)	✓
Organization chart	✓
Influence & profile scoring (incl. followers & following info)	✓
Notifications (in-product, push, email)	✓
Favorites & Subscribe	✓
At-mentioning (people, teams, departments, SharePoint content etc.)	✓
Profile badges	✓
Push notifications (native apps)	✓
Social advocacy (employees sharing content on personal networks)	✓
New starters and anniversary highlighting	✓
Comment streams	✓

Employee Communication

Unlimited targeted homepages	✓
Homepage zone restrictions	✓
Drag and drop homepage management	✓
Onboarding homepages	✓
Extensive widget library (over 30 types and styles)	✓
Blogging with permission control and comments (inc. Analytics)	✓
Microblogging (@mentioning, video/photo upload)	✓

Broadcasts (SMS, email, banners, blocking notifications with acknowledgements)	✓
Email Digests (personalized)	✓
Email Newsletters	✓
Polls on Homepages	✓
Polls on Pages	✓
Employee Pulse surveys (e.g. eNPS scoring, Sentiment Analysis, Offboarding)	+
Calendars (open attendance, invitation only, iCal support)	✓
KPI dashboard support	✓
Workflow and Forms	✓
Digital Signage	+

Personalization & Customization

Personalized App Bar	✓
Topics subscription	✓
Themes (unlimited multiple themes supported)	✓
Notifications (includes user customization options)	✓
Subscribed content alerts (on change)	✓
Forum and thread subscription and alerts	✓
Personalized newsfeed	✓
Personalized content preferences	✓
Content Recommendation Panel (realtime personalized content recommendations)	✓
Language preference	✓
Personalized homepage content targeting	✓
Personalized Profile panel	✓
Profile editing options (e.g. Bio)	✓
Skills and expertise management	✓

Integrations

Microsoft 365	Azure Active Directory	✓
	SharePoint Online	✓
	OneDrive	✓
	Microsoft Teams	✓
	Delve	✓
	Email	✓
	Calendars	✓
	Yammer	✓
	Power BI	✓
	Stream	✓
	Skype for Business	✓
	Outlook Tasks	✓
Google Workspace	Google Drive	✓
	Users (authentication and account provisioning)	✓
	Calendars	✓
	Tasks	✓
	Forms	✓
Microsoft Technologies	SharePoint 2013, 2016	✓
	Microsoft On-Premise Active Directory (LDAP)	✓
Marketplace Integrations	Slack	✓
	Trello	✓
	Workday	✓
	SAP Concur	✓

	ServiceNow	✓
	Salesforce	✓
	Zendesk	✓
	Box	✓
Mobile	Native mobile apps for iOS and Android (with content control)	✓
	Responsive design (with content control)	✓
	SMS (as part of Broadcasts)	✓
	Mobile Device Management (MDM) private distribution support	✓
	Microsoft Intune MAM support	✓
	Mobile App white-labelling support (MDM only)	+
	Mobile app private distribution	+
	Customized branding (native app and white-label)	✓
	Biometric authentication	✓
	Microsoft 365 authentication support	✓
	Touch to dial support	✓
Everyday Artificial Intelligence	Interact Intelligence Engine	✓
	Content Recommendation Panel (realtime personalized content recommendations)	✓
	Topic Recommendations	✓
	Interact Suggests (realtime personalized content suggestion)	✓
	Interact Recommends (realtime personalized related content suggestion)	✓
	Language pack (using ML) - desktop/responsive user experience (over 60+ languages supported)	✓
	Language pack (using ML) - mobile experience (over 40+ languages supported)	✓
	Machine Translation	✓
	AI-Auto Summary (for Pages)	✓

Auto Engage (channel and scheduling)	✓
Image accessibility (auto alt text)	✓
Inclusivity analysis	✓
Sentiment analysis	✓

Security

Software Security Features

Authentication options such as SAML 2.0 (e.g. ADFS, OKTA) or Local Directory	✓
SCIM support (for scaleable account provisioning)	✓
Single Sign On (SSO)	✓
Outbound SSO	✓
Secure credentials Local Directory storage (e.g. forgotten password, password complexity requirements etc.)	✓
Security frameworks (e.g. preventing Cross Site Scripting (XSS), Cross Site Request Forgery (CSRF), and SQL Injection (SQLi) etc.)	✓
Magic Links (Email and SMS - Local Directory account provisioning)	✓
2-Factor authentication	✓

Application Security

Isolated environments	✓
Static code analysis	✓
Penetration testing	✓
Vulnerability scanning	✓

Product Security Features

Access control	✓
Content moderation & approval	✓
IP restriction management	✓
Auto logout	✓
Auditing	✓
Exclusion by default	✓

Encryption	Encryption (at rest and in transit)	✓
Compliance	SOC 2 Type II (via hosting partner)	✓
	HIPAA compliant (via hosting partner)	✓
	ISO27001	✓
	Intrusion Detection	✓
Infrastructure Security	Location domicile options	✓
	24/7 monitoring (monitor server and network usage, port scanning activities, application usage etc.)	✓
	Physical Security (provided by AWS)	✓
	Architecture (scalable secure infrastructure)	✓
	Intrusion Detection	✓
Security Policies	Information Security Policy	✓
	Physical Security Policy	✓
	Incident Response Policy	✓
	Physical Production Access	✓
	Support Policy Access	✓

Developer Framework

Public documentation	✓
Rest API	✓
Enterprise Search API	✓
General profile sources API	✓
Webhook for Data Loss Protection	✓
Custom Javascript support	✓
Custom CSS support	✓
Custom Widget support	✓
Dynamic Content Pages utilizing Page Composer API	✓
SAML SSO support	✓
3rd-Party Marketplace configuration	✓
XSS within Interact	✓
Custom HTTP headers	✓

Administration

Moderator Dashboard	✓
Homepage Zone restrictions (content targeting)	✓
Language Packs management (interface language options)	✓
Email & Email Digest management	✓
App control management (for native apps)	✓
In App Branding (custom native App branding)	✓
Application variables management (extensive configuration options)	✓
Top menu management	✓
Developer Framework (for custom integrations)	✓
User Management	✓
Profile Source management	✓
Profile Badge management	✓
Interests and expertise management	✓
SAML authentication management	✓
Manage 2FA Authentication	✓
Manage Security Questions	✓
Manage IP Restrictions	✓
Manage API Keys	✓
Template management	✓
Theme management	✓
Application Bar management	✓
Marketplace management (for 3rd party connections)	✓
Broadcast management (SMS, Email, Homepage lockouts) *	✓
Location / Department / Team group management	✓
Content administration (bulk content re-organizing)	✓
Thesaurus management	✓

Poll management	✓
Permission management	✓
Security group management (inc. support for synchronized AD security groups)	✓
Persona management (custom dynamic groups)	✓
Topic Management	✓
Page Classification Management	✓
Page Confidentiality Rating Management	✓
Short URL Management	✓
Custom widget management	✓
Data Query Tool	✓
Manage Custom CSS	✓
Manage Translation Services	✓
Manage Users	✓
Profile impersonation	✓
Digital Signage Management	✓
Block Editor Management	✓

Analytics

Interact standard analytics (activity tracking, login history, page analytics etc.)	✓
Digest analytics (monthly email to all administrators)	✓
On-Page analytics (for Authors of content)	✓
Channel conversion metrics	✓
Dimension comparison	✓
Simple 3rd party analytics integration (e.g. Google Analytics)	✓
Advanced Analytics - Native BI integration (e.g. Tableau, PowerBI, Qlik).	+

Hosting, Backup and Disaster Recovery

Automatic encrypted backups (silent and documented)	✓
Primary and secondary regions (redundancy)	✓
Disaster recovery (RTO and RPO)	✓
GDPR compliant	✓
HIPAA compliant (via hosting partner)	✓
Automatic updates (including configuration, patches, new features)	✓
Data domicile options	✓
Unlimited storage	✓
Custom URL (e.g. yourintranet.yourdomain.com)	✓
Guaranteed uptime	✓
Sandbox environment	+

Services

Onboarding Management	+
Strategic Services	+
Design and UX	+
Software Training	+
Build and Construct	+
Technical Consultancy	+
Lifetime Success Plans	+
Customer Success Management	✓

Support

Online Customer Community with online ticketing and tracking	✓
Community University (online training and guidance)	✓
Regular customer meet-ups	✓
Phone support	✓
Chat support	✓
Silver (default)	✓
Gold support	+
Platinum support	+
Target response times	✓
Target resolution times	✓

Book a custom demo and see how Interact can help your organization

[Book a demo](#)

Our introductory consultation and custom tour includes:

- A briefing with an intranet expert to understand your requirements
- A high-level tour of Interact
- Advice on getting your project moving