

# Migrating From Jive-x-Powered Online Community to Khoros (Earlier Lithium)

The Success Story of a Leading  
Cybersecurity Software Provider



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# Introduction

## About the Customer

This document imparts a part of Grazitt's journey with one of our customers.

The customer is a leading developer of cybersecurity software based out of the USA. The company develops cloud-native endpoint security software that is designed to detect malicious behavior and to help prevent malicious files from attacking an organization.

In this document, we will be covering the migration of their customer community from Jive-x to Lithium (Now Khoros).

## The Context

The customer had its online community hosted on Jive-x, an online community hosting platform by Jive. But following Jive-x's acquisition by Lithium Technologies (now Khoros), a number of Jive-x users were left muddled. Jive lately decided not to provide any kind of support to its customers. So, the customer decided to migrate to Lithium (now Khoros).

## The Objective

The idea of moving from Jive-x to Khoros was pretty straightforward – most of the Khoros functionalities were similar to Jive-x. Also, there are a number of advanced functionalities in Khoros so, the customer wanted to leverage these advanced functionalities for enhanced performance and usability on their online community. Also, the customer wanted to:



Ensure a smooth onboarding



Create private groups for each account



Keep the UI/UX intact



Enable users to easily create cases with the case deflection mechanism

## Why the Customer Chose Grazitti?

Initially, the customer consulted with the Lithium team and they agreed to help them set up their Lithium-powered community and move data. But for further process that involved onboarding, customizing, and enabling responsive skinning and UI/UX process, the Lithium team suggested them to contact Grazitti Interactive.

Looking at the extensive expertise of Grazitti's Lithium All-Stars, the customer decided to partner with us.



## The Challenges

The migration process involved moving from one platform to another so, the job was not without its challenges. The foremost of them was preserving data. Apart from that, given are some of the key challenges involved in the process:

- Setting up and configuring 7800+ groups in the community
- Managing multiple content types
- Enabling bidirectional integration with Salesforce Service Cloud
- Syncing Salesforce Knowledge with their community
- Managing the file upload size
- Creating a mechanism for the Admin to control access rights

# The Solution

The data migration and setting up the Lithium community were handled by the Lithium team. That left us with configurations, customizations, integrations, onboarding, etc.

**Let's elaborate how we went about the whole process in sequence:**

**4.1**

**Created personalized groups for each account/customer**

**4.2**

**Enabling Bidirectional Integration with Salesforce Service Cloud Solution**

**4.3**

**Syncing Salesforce Knowledge with Their Khoros-Powered Community Solution**

**4.4**

**Managing the file upload size**

**4.5**

**Creating a mechanism for Admin to control access rights**

## 4.1 Created personalized groups for each account/customer

The Customer was using two different communities for their users.

One of the major issues while configuring their Khoros-powered community was that the customer was using 7800+ groups in their Jive-x-powered community. Configuring such a large number of groups, moving all the group users and their data was a tall order.

Also for every group, there were different content types. Jive-x supports multiple content types but Lithium doesn't.

### Solution

Our experts created 7800+ private (90%) and public (10%) groups on the Khoros platform. For each private group access rights were configured based on the hierarchy of the member.

For other issues of content types, our experts repurposed multiple content types into a single content type with different names so that end-users won't face any issue.

We personalized their private group and provided access rights in the following hierarchy:

- 1) Admin
- 2) Manager
- 3) Moderator
- 4) Customer

For better user experience we created a global dashboard where customers could directly go for discussions, create a case, share ideas among others.

Also, our experts created a label for ideas which could be filtered and used in the knowledge-base.



## Enabling Bidirectional Integration with Salesforce Service Cloud Solution

The customer was using Jive-x for its online community platform however, Salesforce Service Cloud was being used for managing its support operations. They had a Jive and Salesforce Service Cloud connector in place and they wanted to integrate the new Lithium-powered community with Salesforce Service Cloud as well.

### Solution

We recommended Grazitti's Khoros-Salesforce Case Connector to them.

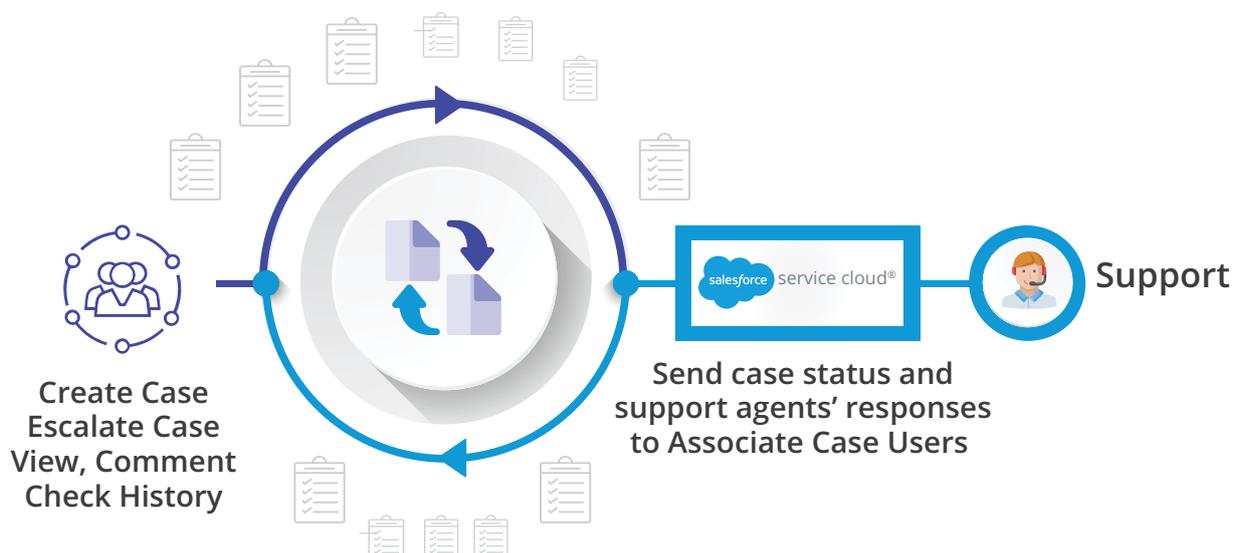
The connector helps bring Salesforce's case management capabilities to Khoros-powered communities. The product enables bidirectional syncing of information and data and allows community members to easily escalate cases and sync it with Salesforce Service Cloud.

The customer liked the product and our experts deployed it with some customizations:

The customer wanted to reduce the number of clicks for escalating a case from four (standard way) to two.

Also, they wanted to empower admins to be able to create cases on behalf of their customers.

The client also wanted the case portal to be redesigned to meet their requirements. So, our team designed and implemented the case portal, where group owner/members would be able to view all the cases by status—Closed, Opened, In-process. And, if there was no update on any case within 30 days, the case would be auto-closed in Salesforce.



## 4.3

## Syncing Salesforce Knowledge with Their Khoros-Powered Community Solution

The customer was using Salesforce Knowledge as a content repository system. The connector they were using for Jive and Salesforce integration allowed them to sync Salesforce Knowledge with Jive as well. So, they wanted their knowledge-base to be synced with their Khoros-powered community.

### Solution

We recommended Grazitti's [Salesforce Knowledge-Khoros Connector](#) to them!

The connector is aimed at enriching the content quality and end-users' experience on Khoros-powered communities. After a demo of the product, the customer agreed to get it installed.

#### How does the product enrich the content quality and end-users' experience?

The product, after the installation, allows real-time syncing of articles published on the knowledge-base to the online community. Real-time syncing of articles means continuous engagement on an online community and better engagement means a better experience for customers.

Further, our experts also added a upvote and downvote functionality to articles so that customers can rank them. Based on this, an admin can evaluate the performance of the article without leaving the Salesforce instance. This also helped improve the content quality on the community.



## 4.4 Managing the file upload size

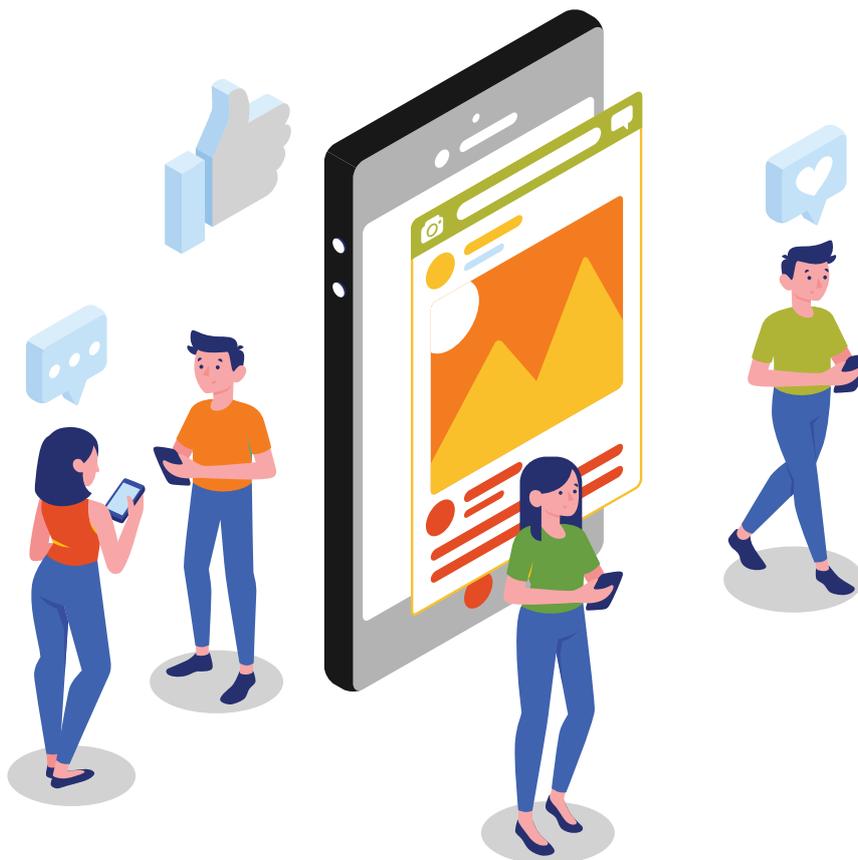
There were certain limitations of the Khoros platform too, which needed to be overcome. One such limitation was the upload file size on Khoros, which is 25 MB. The customer was not able to upload heavy files like videos and eBooks on the community.

So, they wanted a solution to remove the file size limit.

Our developers built a custom solution and named it CB Vault.

### What is CB Vault?

CB Vault is a custom app that our experts developed. The app is used for managing the upload file size restriction on a Khoros community. It allows users to upload the file on a third-party storage server like Dropbox, G-Drive, etc. and uses a link while posting anything or suggesting an idea.



## 4.5

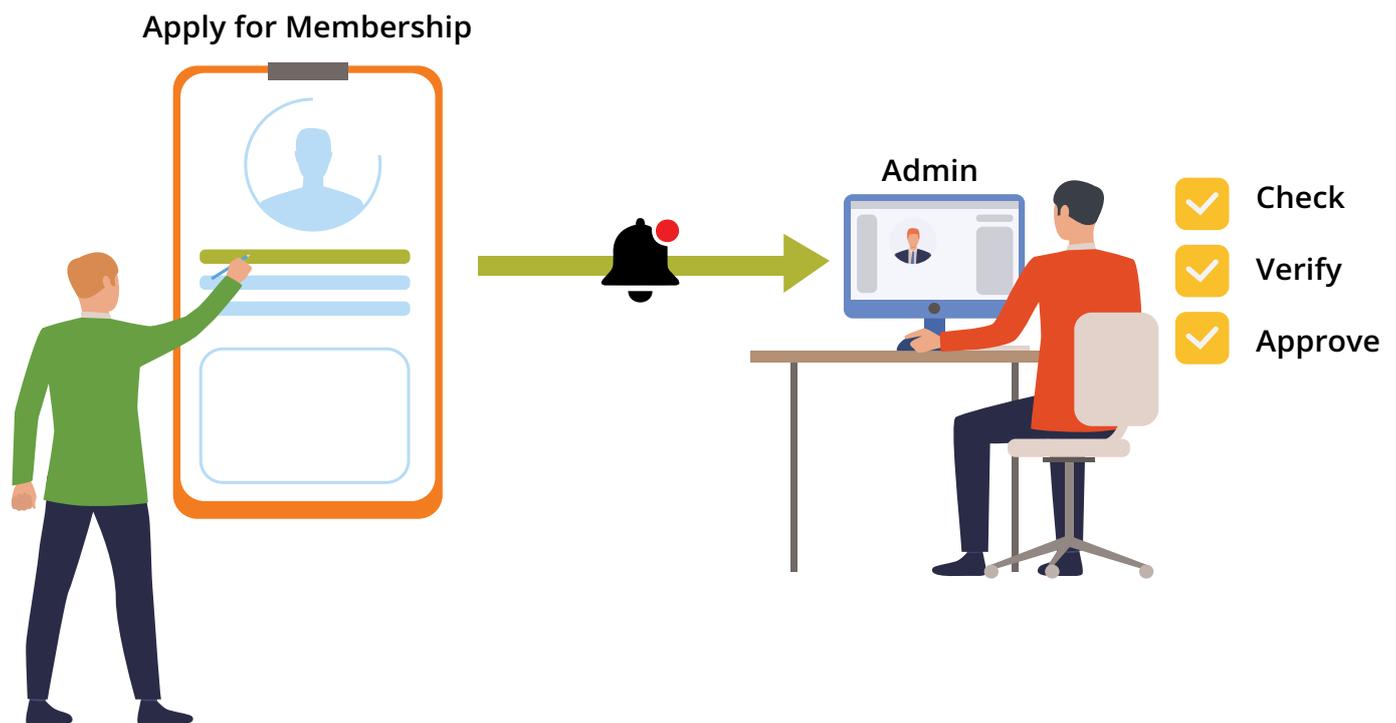
# Creating a mechanism for Admin to control access rights

The customer was using a defined process to add new members to various groups. So, they wanted a mechanism to manage admin access rights.

When the user requests to become a member of a group, the group admin checks the contact ID of the user and they can only log in when it is confirmed by the admin.

### Solution

Our experts designed and implemented a mechanism to tackle this issue and manage the approval process. The mechanism was aimed at improving the efficiency of administrators to manage the request for approval of memberships and control user access rights. The mechanism included an access control mechanism that could help reduce the burn rate of administrators.



## The Outcome



Swift and in-time migration



Kept UI and UX intact



End-User was not able to recognize the change in the platform



Flexible and scalable integration of Salesforce and Khoros



Improved case deflection



Enriched content repository

## The Highlights

4

Number of  
Solutions  
Deployed



7800+

Number of  
Groups  
Created



45

Number of Days  
the Project was  
Completed in



# About Grazitti Interactive

Grazitti Interactive is a digital innovation leader having extensive experience in developing solutions that unlock data insights, increase operational efficiency, and drive customer success. Our experts enable companies of all sizes, including Fortune 500 enterprises, implement, customize, configure, optimize, integrate, and manage solutions; such as CRM, marketing automation, online communities, and analytics

To know more about Grazitti's online community services, visit here...

**OR**

**If you want to learn more about Grazitti's products, given is the list of all the Graitti's Salesforce-centric products:**

- 1) **Sinergify - A Salesforce & Jira Connector**
- 2) **SearchUnify - A Cognitive Search Solution**
- 3) Khoros-Salesforce Connectors
  - Khoros-Salesforce Case Connector**
  - Salesforce Knowledge-Khoros Connector**
- 4) **ZakCalendar** - A Salesforce-native Calendar App
- 5) **Email to Case Advance** - An advanced version of Salesforce's 'Email-to-Case'



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