

## Appendix D: visionLive™ Functionality Descriptions

visionLive offers comprehensive functionality to enable the management of local government websites.

### Site Administration

#### Accessibility

Receive accessibility and WCAG 2.0 tips to help create and maintain the compliance of your content.

#### Application Programming Interface (API)

Use our API to fetch information for the Calendar and GovTrack service request manager.

#### Analytics

Track, analyze and interpret how your community is using your site with Google Analytics.

#### Approval Cycle (Workflows)

Determine who is able to publish and approve changes to your website with our powerful and flexible workflow engine. Define multi-step workflows for distributed content creation and approval throughout your organization.

#### Archiving

Archive up to 3 versions of any page and review or restore archived versions at any time.

#### Broken Link Reporting

Review and correct broken links identified and submitted by site users.

#### Content Scheduling

Schedule content to publish or expire on any date automatically. Additionally, schedule periodic review dates for content.

#### Dashboard

Customize your own administrative dashboard. Select and move components to match the way you work.

#### Document Central

Upload documents to a central repository that can be accessed as you edit content across the CMS, eliminating duplicate effort and ensuring consistency.

#### Extranet

Create password-protected content for specific groups, such as elected officials, employees, etc.

#### Friendly URL Manager

Provide a friendly and easy-to-read URL that automatically redirects to any page on your website.

#### Image Library

Upload images to a central repository that can be accessed as you edit content across the CMS, eliminating duplicate effort and ensuring consistency. Also perform basic edits on uploaded images.

#### Import/Export

Import and export data from the CMS via XML or CSV format. Available in most components such as Calendar, eNotifications, News, FAQs, RFP Posts and Staff Directory.

#### In-App Messaging

Receive notifications and support from Vision directly in the CMS. Gain quick access to contextual user guides, collaborate on product ideas, learn about upcoming webinars and get improved customer support.

#### In-Page Editing

Edit pages directly on your site while in Site Preview mode.

#### Navigation Management

Add, edit or update site navigation with the drag-and-drop menu tree structure.

#### Mega Menu

Provide robust navigation on your site, with the option to include news, calendar or other highlighted information in the menu.

#### Mobile Editor (visionMobile Designer)

Move, hide and reorder content to optimize how it displays for mobile users.

## visionLive Functionality Descriptions (cont.)

### Site Administration (cont.)

#### Page Template Builder

Create and configure customized interior page layouts that can be used throughout the website. Drag and drop desired content and widgets to create a new layout. Set permissions to limit which page templates can be used by content editors.

#### Spell Checker

Check your content for proper spelling before it is published with the built-in spell checker.

#### WYSIWYG Page Editor

Update content on your site by creating or editing any page using our easy-to-use WYSIWYG content editor.

### User Experience & Interactivity

#### Business Directory

Showcase businesses in your community including name, description, location, contact information, links and a picture or logo for each listing.

#### Calendar

Create calendars for different departments and categories and view by day, week, month or agenda view. Get a PDF download of any calendar view. Color code events by category, provide additional context with images, and allow registration for selected events. Includes integrated social media publishing.

#### Emergency Alert Banner

Create customized emergency or other information banners that show at the top of each webpage.

#### Emergency Homepage

Publish a pre-created alternative homepage that can be swapped with your usual homepage during emergencies or special events, like elections.

#### eNotification

Provide a way for visitors to sign up to get email alerts on topics of their choosing, with options to bundle updates into a daily, weekly or monthly digest.

#### Facilities Directory

Display maps and listings of local facilities, construction zones, art walks or any location-based point of interest. Include online reservations to encourage use of public facilities for events.

#### Forms and Surveys

Create custom forms and surveys to move more of your services online. Manage responses through the CMS and export for additional reporting.

#### Frequently Asked Questions (FAQs)

Create a list of common questions and answers that can be filtered by category or department. Integrates with Service Request Management so visitors can find answers on their own before contacting you.

#### Job Posts and Application Manager

Create, post, and manage job descriptions and custom job applications all in one place, directly from your website.

#### News

Publish news stories, press releases, features, and other content on your website. Share news easily through integrated social media publishing.

#### Photo Gallery

Display large numbers of images from community events and other activities. Site visitors can click through each image or choose to view them as a slideshow.

#### Search (visionSearch)

Make it easy for site visitors to find what they're looking for with a robust customizable search, featuring sorting, filtering and advanced search features. Promote pages to top of search results, add search synonyms to tailor search results, define the scope of the search index.

#### Service Directory

Summarize the key services and contact information for your organization. The directory can be grouped by category or department.

## visionLive Functionality Descriptions (cont.)

### User Experience & Interactivity (cont.)

#### Online Payments

Allow users to make payments online. Can be added to online forms, facility reservations and event registrations.

#### Request for Proposal (RFP) Posts

Publish RFPs online. Allow vendors to sign up to receive email notifications of new opportunities.

#### Streaming Video

Share streaming video directly on your site using our 3<sup>rd</sup> party integration.

#### Service Request Management

##### (govTrack Citizen Request Management)

Allow users to report and receive status updates on code violations and service requests. Assign submitted requests to specific staff, set rules for resolution timeframe and create reports to track staff response times and performance.

#### Social Media Display

Display feeds from your Facebook and Twitter accounts on your website to increase the visibility of your social media channels.

#### Translation

Make your website available in other languages using the integrated Google Translate web plugin.

### Engagement

#### eNotification

Provide a way for visitors to sign up to get email alerts on topics of their choosing, with options to bundle updates into a daily, weekly or monthly digest.

#### Online Polls

Post simple, one question polls to your website to get feedback from and promote engagement with your community.

#### Resident Dashboard

Allow visitors to create an account and manage eNotification subscriptions, service requests and other preferences on your site.

#### RSS Feeds

Provide a way for visitors to stay up to date on all content updates related to specific topics. Create custom, topic-related RSS feeds aggregating relevant events, news, pages and other content into a single feed.

#### Social Media Management (visionSocial)

Manage and schedule social media posts while creating news, calendar and other content to increase your productivity. Customize messages to increase engagement on each social channel and plan multiple posts across multiple channels to build campaigns.