

HP Enterprise Collaboration

For the Windows operating system

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Concepts Guide

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Chapter 1

Introduction to HP Enterprise Collaboration

This chapter includes:

- ["Overview" \(on page 7\)](#)
- ["Context-Based Conversation Flow" \(on page 8\)](#)
- ["HP EC Documentation Library" \(on page 10\)](#)

Overview

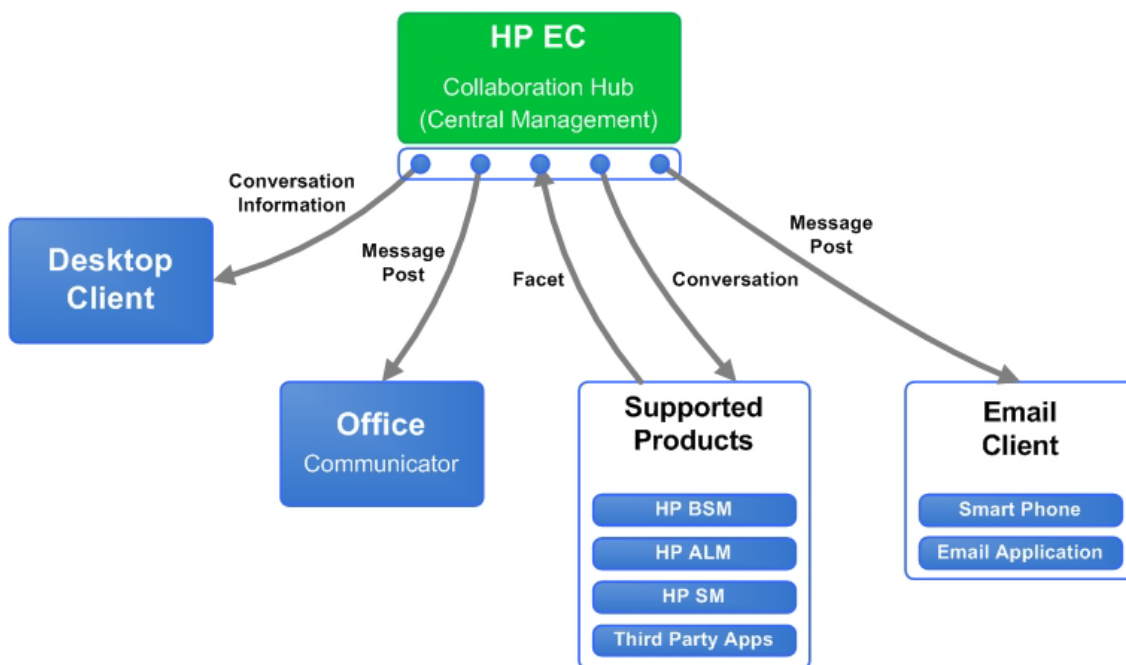
HP Enterprise Collaboration (HP EC) is a comprehensive solution that affiliates unstructured collaboration with structured IT processes. HP EC is a communication tool that enables you to add system data to a conversation in real time, providing an exact context for the conversation.

HP EC can be deployed as a standalone application, as well as a plugin that is directly integrated into an enterprise product or solution.

HP EC transforms the way that IT professionals interact by providing the necessary capabilities for communication in the context of the relevant workflows. This streamlined process results in increased efficiency and improved productivity.

HP EC is built on an open platform that allows it to seamlessly integrate with both HP and non-HP products, allowing HP customers to unify their IT environments. HP EC integrates its collaboration capabilities into the existing solution workflows.

The diagram provides an overview of HP EC and its interaction with products and communication tools.



Context-Based Conversation Flow

The following diagram shows a conversation flow that utilizes the HP EC framework.

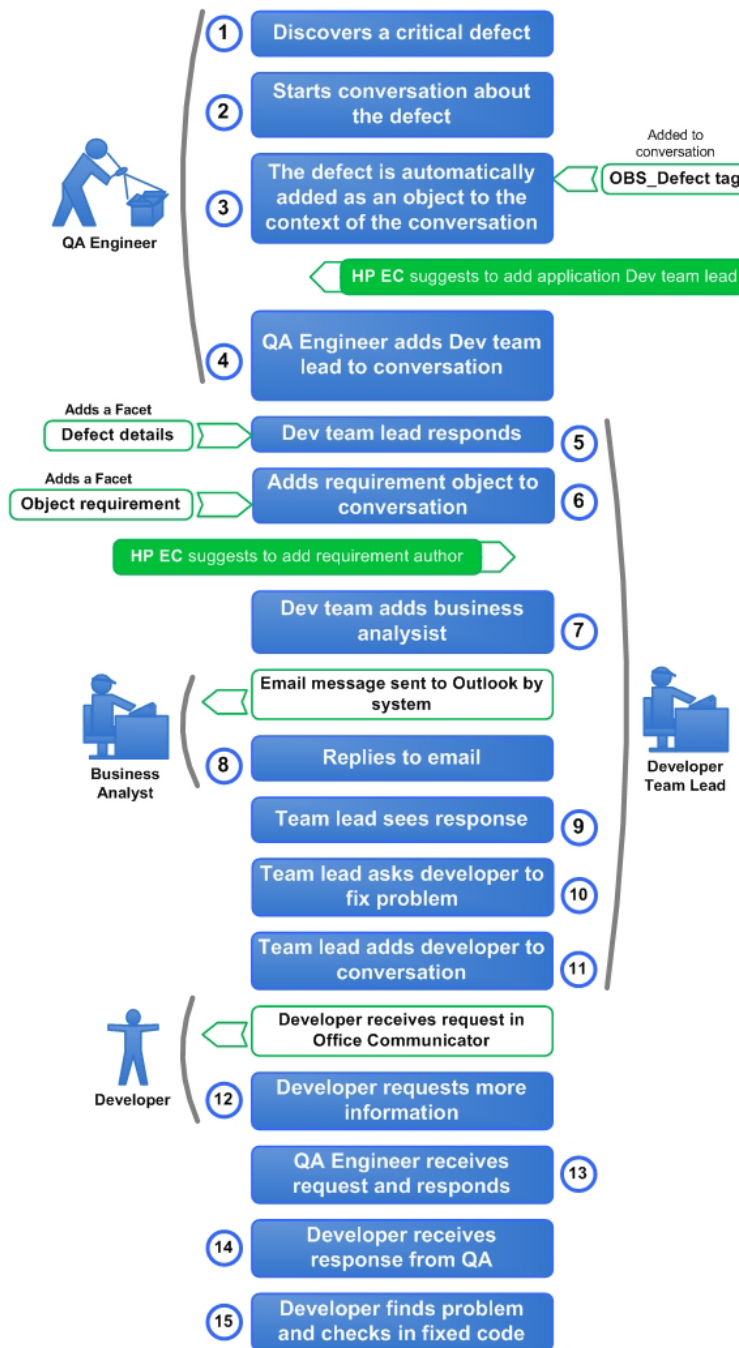


Diagram Number	Description
1	A QA engineer discovers a new critical defect in the Online Bookstore application while running it in a Chrome browser.
2	The QA engineer starts a new conversation about this defect in HP EC.
3	The defect is automatically added as an object to the conversation and the conversation is automatically tagged with OBS_Defect by HP EC.
HP EC System	Automatically suggests to add the application developer team lead to the conversation.
4	The QA engineer adds the development team lead to the conversation.
5	The development team lead responds, and adds a facet displaying the defect's details.
6	The development team lead adds the requirement object to the conversation and selects a simple facet to display the requirement.
HP EC System	The HP EC system suggests adding the requirement's author to the conversation.
7	The development team lead adds the business analyst to the conversation.
HP EC System	The business analyst, working from Microsoft Outlook, receives an email from the ALM Collaboration with the conversation appearing as an email thread.
8	The business analyst replies as to a regular email.
9	The team lead sees the response in the application.
10	The team lead asks the developer to fix the defect.
11	The development team lead adds the developer to the conversation.
HP EC System	The developer receives a request from the team in Office Communicator.
12	The developer accepts the task, and makes a request for more information from the QA engineer.
13	The QA engineer receives the request from the developer and responds to the request.
14	The developer receives the request response from the QA engineer.
15	The developer finds and corrects the problem, then checks in the corrected code into SCM, producing an SCM change set facet which is then added to the conversation.

Diagram Number	Description
BTO Collaboration Service	The conversation together with the contacts, objects, and tags are all stored in a central repository. The conversation can be accessed and searched; from within an application that contains the BTO Collaboration Service.

HP EC Documentation Library

HP Enterprise Collaboration includes the following guides and references available in PDF format. For the latest copies of the HP Enterprise Collaboration documentation, go the HP Software Manuals website: <http://h20230.www2.hp.com/selfsolve/manuals>. This site requires that you register for an HP Passport and sign in.

Guide	Description
<i>HP Enterprise Collaboration Installation and Configuration Guide</i>	Describes how to install and configure HP Enterprise Collaboration.
<i>HP Enterprise Collaboration Concepts Guide</i>	Provides a detailed overview of HP Enterprise Collaboration concepts, components, and the conversation workflow.
<i>HP Enterprise Collaboration Integration Guide</i>	Describes how to develop adapters for adding home-grown application content and how to integrate Enterprise Collaboration into third-party applications.
<i>HP Enterprise Collaboration Developers Guide</i>	Describes how to integrate HP Enterprise Collaboration into individual customer applications.
<i>HP Enterprise Collaboration Release Notes</i>	Provides last-minute news and information about HP Enterprise Collaboration.
<i>HP Enterprise Collaboration Support Matrix</i>	Details the HP Enterprise Collaborationsystem requirements and lists the HP products and versions which currently work with Enterprise Collaboration.
<i>HP Enterprise Collaboration Open Sources and Third-Party Software Agreements</i>	Lists the licenses for open source and third-party components included in HP Enterprise Collaboration.

In addition, you can access the HP Enterprise Collaboration movie from the following location on the DVD:

Documentation\Movies\HPEC_1.wmv

Chapter 2

HP Enterprise Collaboration Components

This chapter provides a basic understanding of the building blocks that comprise HP Enterprise Collaboration and their functional integration.

Overview of HP Enterprise Collaboration Components

Enterprise and IT applications are complex and cumbersome. They require large amounts of training and the learning curve for users to extract relevant information or perform specific actions required in workflows is steep.

As conversations about applications are centralized, persistent, and contextual, you can refer to existing conversations owned by a different team on the same or related topic. For example, when a developer is investigating a defect, that developer can utilize not only the structured data that is found in a defect, but also all the collaboration that took place when the defect was discovered.

The following topics are described:

- ["Conversations" \(on page 11\)](#)
- ["Conversation Context" \(on page 11\)](#)
- ["Participants" \(on page 12\)](#)
- ["Facets" \(on page 12\)](#)
- ["Attachments" \(on page 12\)](#)
- ["Visibility" \(on page 12\)](#)
- ["Participants Control" \(on page 12\)](#)
- ["Conversation Inbox" \(on page 13\)](#)
- ["Search" \(on page 13\)](#)
- ["Distributed Collaboration" \(on page 13\)](#)
- ["Product Integration" \(on page 13\)](#)

Conversations

The most basic entity in HP EC is a **conversation**. A conversation is a centralized and persistent entity that facilitates both offline and online collaboration. A conversation is a mixture between an email, a chat and even a Wiki page, if users accumulate enough information while collaborating. As a result, these conversations can become a source of knowledge for future reference. As collaboration progresses, HP EC becomes a knowledge base of unstructured collaboration data.

Conversation Context

The most important characteristic of a conversation is that it can have a formal **context**. The context is not just a textual subject describing what the conversation is about, but can also comprise one or more managed IT objects that are attached to the conversation (for example, incidents, defects, or KPIs).

These IT objects are managed in different applications in the IT environment, comprising the context of the conversation itself and ensuring the affiliation of the conversations and the managed processes within the same applications.

The conversation can include **facets** that present information on the objects in the context from the source applications themselves.

Participants

As conversations are managed from a central location, the conversations are shared with **participants** who can be added or removed from the conversation at any point in time. All of the conversation's participants can contribute to the conversation.

Conversation participants can be either people from within the organization or external participants.

The participant that initiated the conversation is considered to be the conversation owner, and has extended permissions within the conversation compared to regular participants.

Suggested Participants

HP EC contains an intelligent mechanism that suggests relevant people to participate in the conversation, based on the formal context of the conversation. This is specifically important in large organizations where the user is not always aware of all individuals required, but may know their roles within the organization. For example, if the context of a conversation is comprised of a defect, HP EC suggests adding the development owner, the QA owner, and even the linked requirement analyst to the conversation. The information about these suggestions is extracted from the formal context of the conversation and is integration-specific (content-based).

Facets

Facets allow users to consume various specialized pieces of information (on the object or objects within the context of the conversation) from the source applications that manage them from within the conversation. Facets, being simple and specialized, eliminate the need for deep knowledge and skills in the source applications; the required information is consumed directly inside the conversation. The facet framework is open, allowing customers and partners to develop their own facets for third-party applications.

Attachments

Conversation participants can upload a file or attach a URL to the conversation, enabling conversation consumers to access this content.

Visibility

The **visibility** level of the conversation defines who can access the conversation. The default visibility of the conversation is set to public, meaning that the conversation can be accessed by all HP EC users even though they are not direct participants of the specific conversation. If desired, the owner of the conversation can set the visibility to private meaning that the conversation can be accessed only by participants.

Participants Control

The **control** level of the conversation defines who can add new participants to the conversation. There are three available participant control levels: everyone, participant, and owner:

- **Everyone** (default) - The everyone control level means that everyone who has access to the conversation can add themselves and others as participants to the conversation.
- **Participant** - The participant control level limits the rights to add new participants to existing participants only.
- **Owner** - The owner control level limits the rights to add new participants to the owner of the conversation.

Note: The control level of the conversation can only be changed by the conversation's owner.

Conversation Inbox

You can participate in conversations contained in the **inbox**. A new conversation or a new activity in an existing conversation is immediately updated in the inbox. You can archive conversations, which automatically removes them from the inbox until the conversation is updated. You can drill down to any conversation in the inbox.

High-level information about the conversation such as conversation subject, visibility, and the last three posts are displayed in the inbox.

Search

HP EC provides a free text search mechanism that enables you to easily locate conversations according to predefined criteria. The search results are sorted according to their relevance of the search criteria, and include hints about why the related results were provided.

Distributed Collaboration

HP EC has built-in integration with email and Microsoft Office Communicator, enabling participation in HP EC conversations directly from these communication channels. HP EC is a collaboration hub that manages conversations centrally while being consumed from within different tools and applications. Each end user is provided with their own individual collaboration experience.

Product Integration

HP EC is easily integrated with any HP or third-party product. New conversations can be created in the context of entities managed within those applications.

Chapter 3

HP Enterprise Collaboration User Interface

This chapter includes:

- ["Add a Context Object Dialog Box" \(on page 15\)](#)
- ["Add a New Participant Dialog Box" \(on page 16\)](#)
- ["Add File/URL Dialog Box" \(on page 16\)](#)
- ["Context Object/Facet Dialog Box" \(on page 17\)](#)
- ["Conversation Inbox" \(on page 18\)](#)
- ["Conversation Window" \(on page 20\)](#)
- ["Snooze Conversation Dialog Box" \(on page 21\)](#)

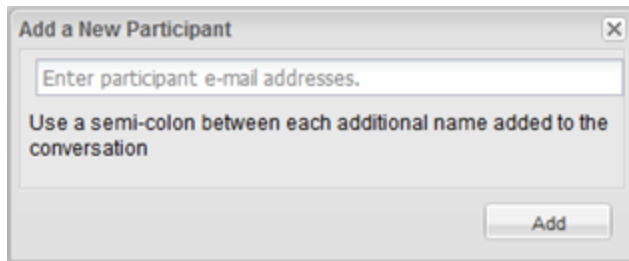
Add a Context Object Dialog Box

This dialog box enables you to search for a selected object according to type and application instance. It can be customized to perform searches according to preconfigured adapter search criteria.

UI Element (A-Z)	Description
Application Instance	Specifies the application where the object is managed.
Object Type	Specifies the object type.

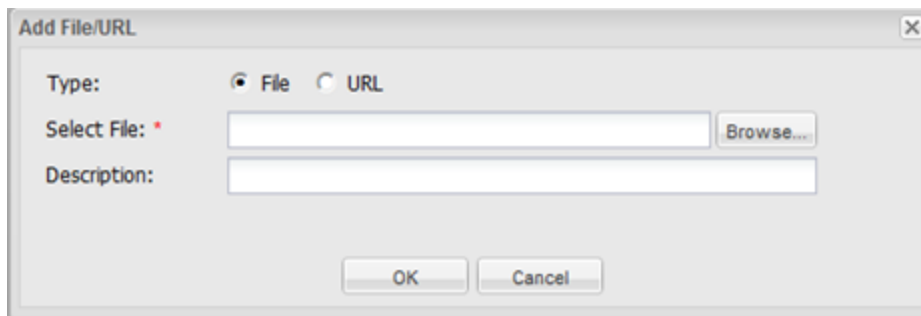
Add a New Participant Dialog Box

This dialog box enables you to add a new participant to a conversation.



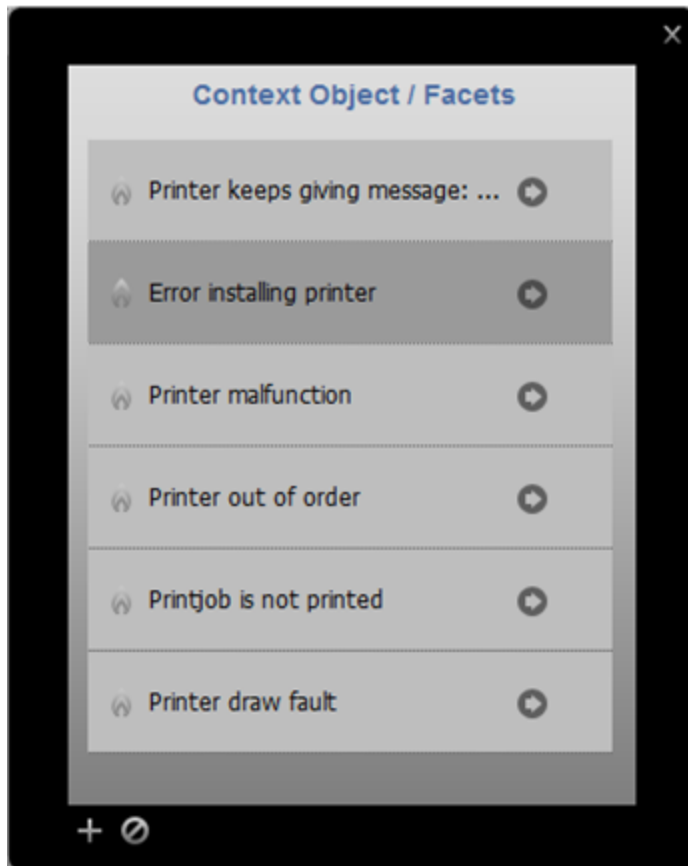
Add File/URL Dialog Box

This dialog box enables you to add a file or URL to a conversation

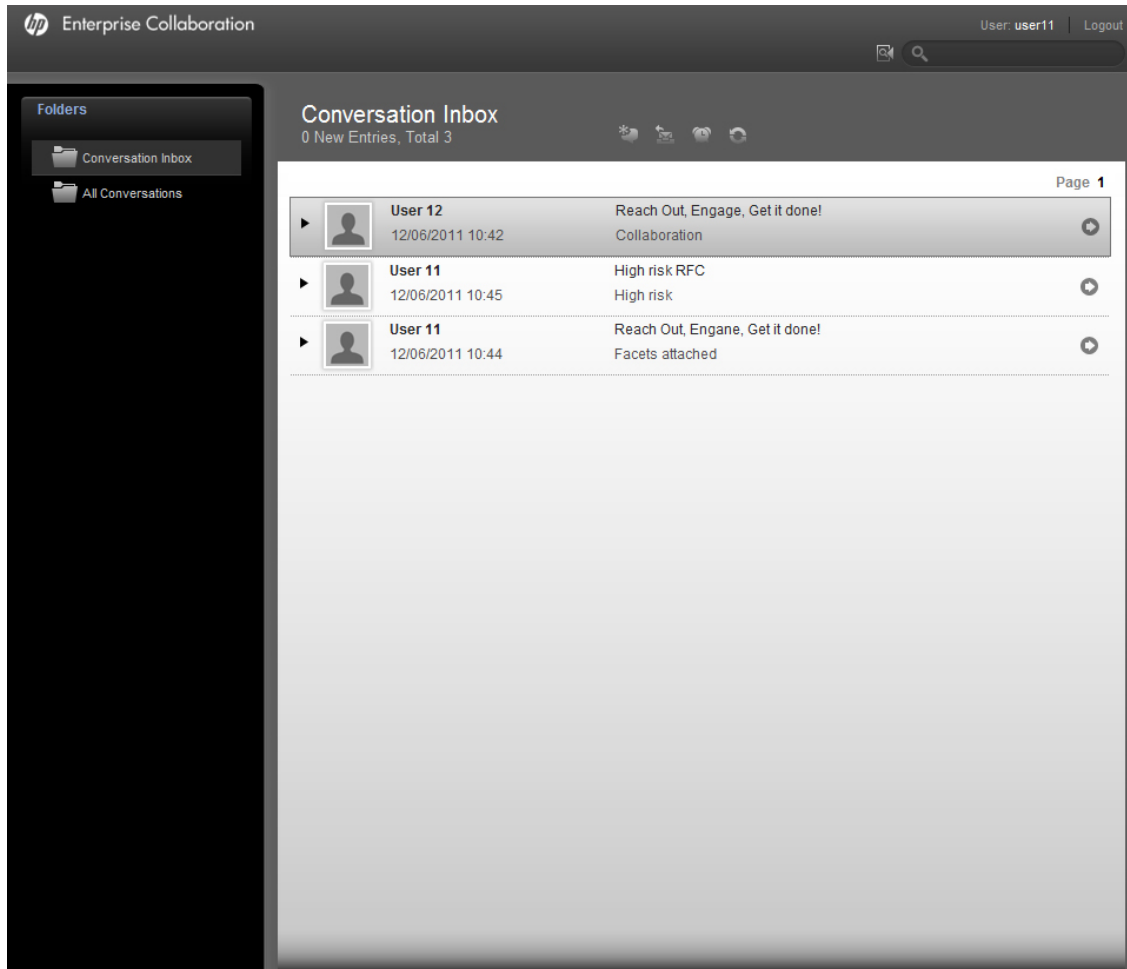








Context Object/Facet Dialog Box




The Context/Facet dialog box displays the conversation context objects associated with the selected conversation.









Conversation Inbox



UI Element	Description
	Click New Conversation to begin a conversation in HP EC.
	Click Archive Conversation to move the conversation from the inbox to the archive.
	Click Restore the Conversation to the Inbox to move the conversation from the archive to the inbox.
	Click Snooze Conversation to move the conversation to the archive for a specified amount of time.
	Click Refresh Conversation List to update the list of conversations..
	Click Back to Search Results to return to the window containing the search results.

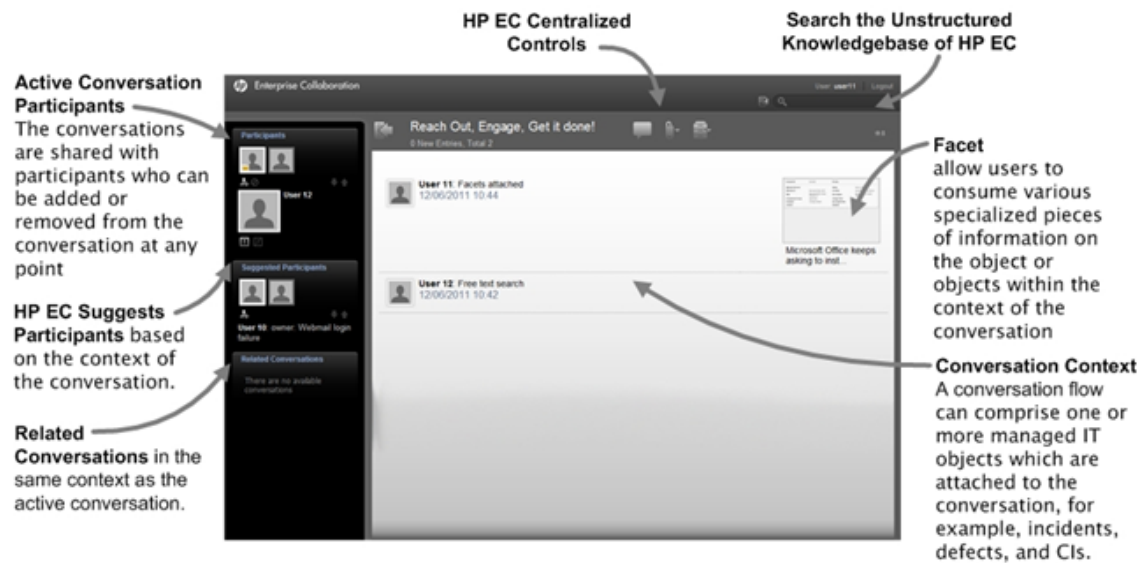
UI Element	Description
	Click Attach to display one or more URLs that are attached to a specific conversation.
	Click File Attach to display one or more files that are attached to a specific conversation.
	Click Add to add an object to a specific conversation.







Conversation Status Indicators

UI Element (A-Z)	Description
	Snooze on
	Reawaken conversation
	Urgent request
	Private Conversation
	Open conversation
	Expand conversation

Conversation Window

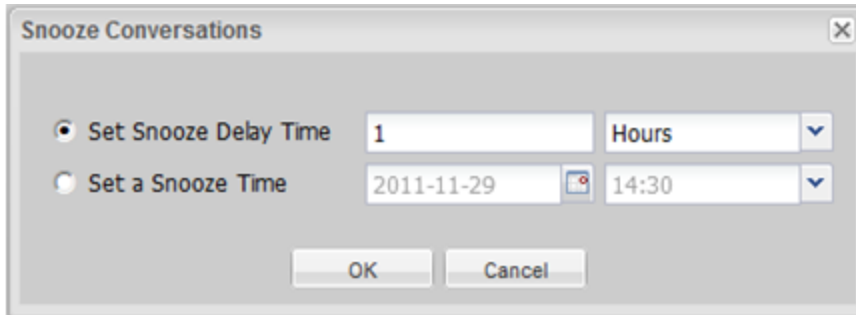
This window enables you to perform a wide range of functions and conversation options, including adding participants, faces, and suggesting participants for a conversation.



UI Element (A-Z)	Description
	Click Back to List to return to the last folder or to the URL launch results.
	Click Add Post to add a post to the conversation.
	Click Add to Conversation to add objects, facets, files, or URLs to a conversation.
	Click Tools to access the HP EC conversation settings, usability options, and controls.
	Click Add a New Participant to add a participant to the conversation.
	Click Select Participant as Required to set the selected participant as required and automatically send an Office Communicator notification and an email notification to the participant.

Snooze Conversation Dialog Box

This dialog box enables you to snooze a conversation, which removes it from the inbox until a specified time.



UI Element (A-Z)	Description
Set Snooze Delay Time	Enables you to specify the specific time for which the conversation will be snoozed.
Set a Snooze Time	Enables you to specify a date and time until which the conversation will be snoozed.