Thrive.App Roadmap

2024

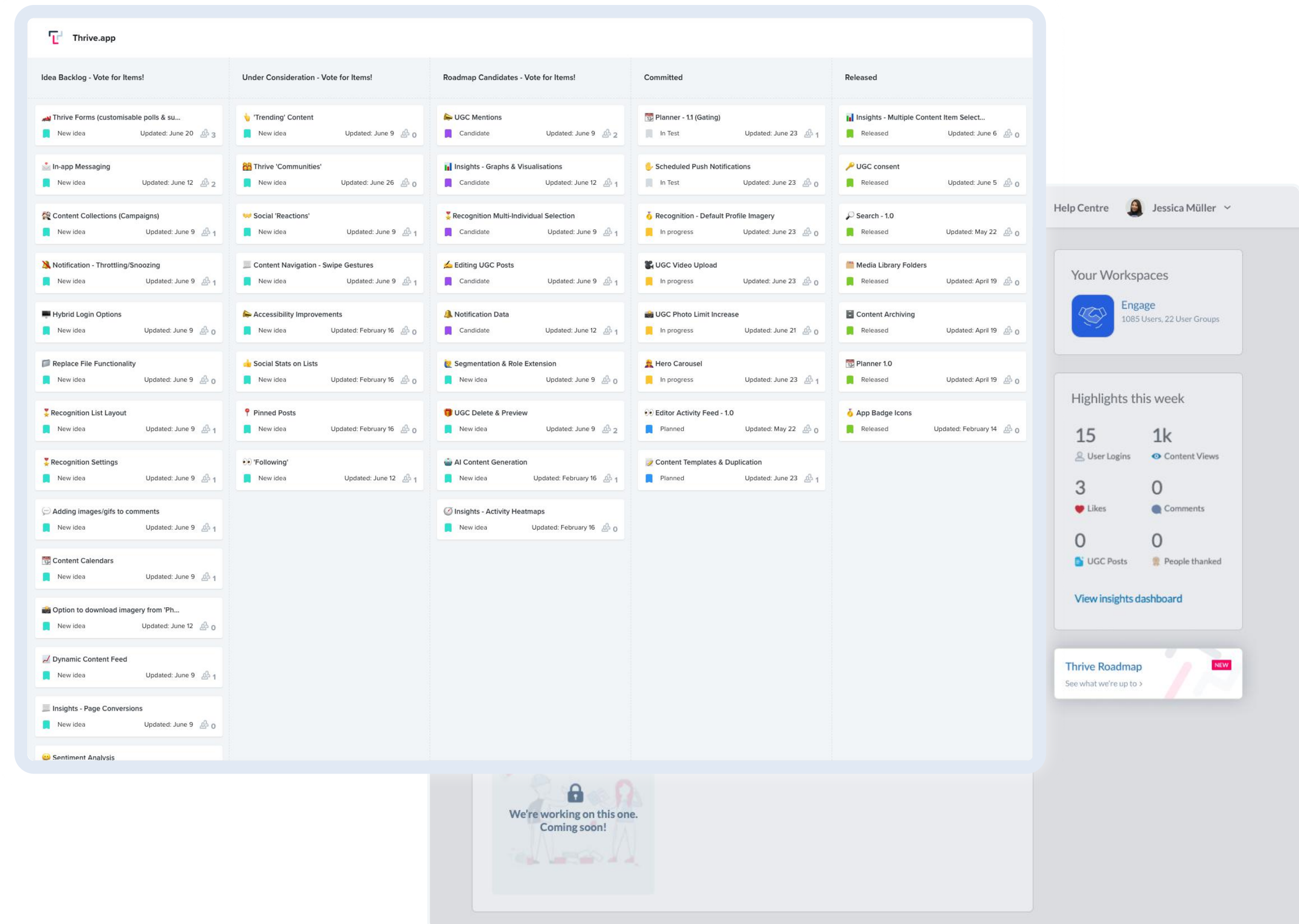# Thrive.app Roadmap: Your Vote Matters! 💡

Discover our new interactive Roadmap via the Thrive.app CMS Dashboard. At the start of 2023 we wanted to create new ways to collaborate with customers on feature decisions. By surfacing our Roadmap candidates via the CMS, giving you direct access to view the items being requested, we want to democratise the processes of identifying and prioritising the functionality you want to see delivered.

We would encourage you to visit the roadmap board, cast your vote and subscribe to items for updates. The more votes an item receives, the stronger its case for inclusion. If you spot a missing feature, please use the form to request it and we'll add it to the mix. We will be providing updates to items on a regular basis so keep an eye out for updates. Thanks for your help 👋

Quality of Life Enhancements 🥂

Automatic Thumbnail Generation: improving how we handle video previews throughout uploaded content. Will help reduce workload for those creating UGC.

Gif Support: allow editors and users to upload and add gifs from across web the more reliably.

Bulk Upload Files: we want to enhance the experience of using the Media Library by allowing the bulk upload of files. This will be a big time saver for adding media.

Asset Replacement: we aim to allow replacing a file in the Media Library to replace it everywhere with a new version. This modification will allow an editor to select a particular asset in the Media Library and globally replace it in all current locations within the App. This will simplify and allow users to keep their content up to date in a far easier manner.

Text Editor: upgrade to our CMS text editor to include spell check amongst other formatting and text creation mechanics. Implementing this upgrade will improve the look and feel of CMS and help improve security.

Accessibility: enhancements to our current accessibility support. There will be numerous improvements to ensure our webapp is accessible to all users of all abilities. Such improvements include –

- Updated Responsive Designs
- Semantic HTML
- ARIA Roles and Attributes

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- Improved Language Clarity
- Keyboard Accessibility

- Colour Contrast Perception
- Alternative Text for Imagery

Smarter Embed Widget

Originally whenever a user wishes to add a YouTube video link (along with other platforms) to a page, the only method to do this is by clicking the HTML widget and copying and pasting code along with the URL link. This is cumbersome and may put off some staff that see HTML code as intimidating to work with.

For this reason, we are upgrading the platform to include a Smarter Embed Widget to give access to an easier and more modernised method of adding links seamlessly. This will include giving the user the option to add links on a page for -

- YouTube
- Vimeo
- Giphy
- Google Maps
- Custom HTML
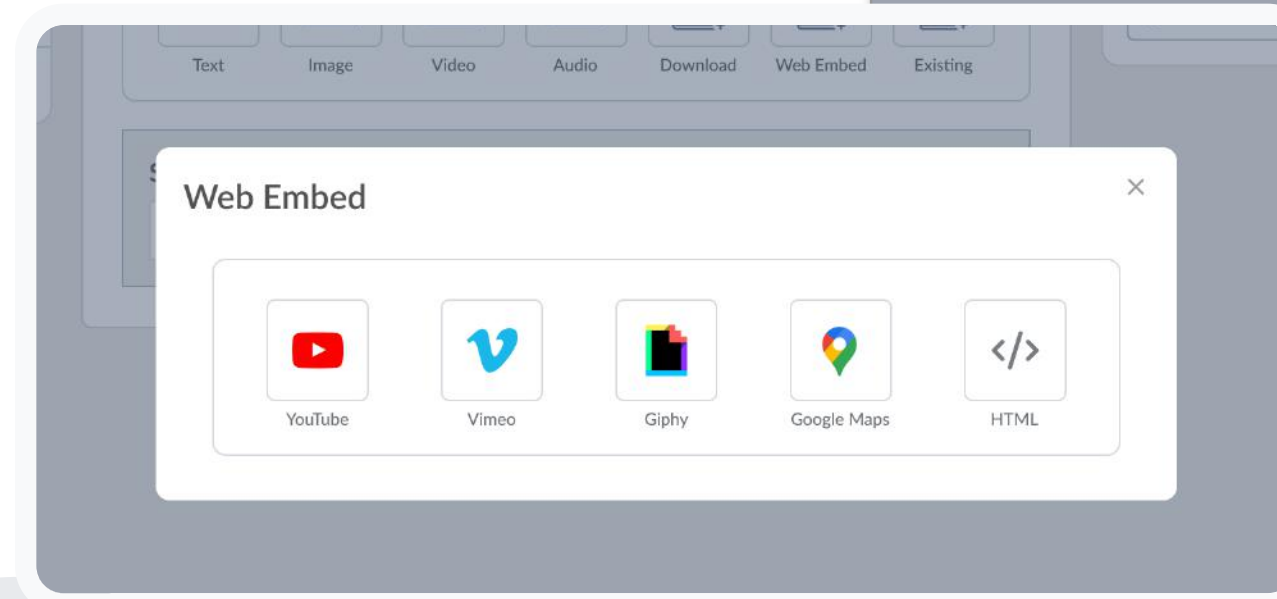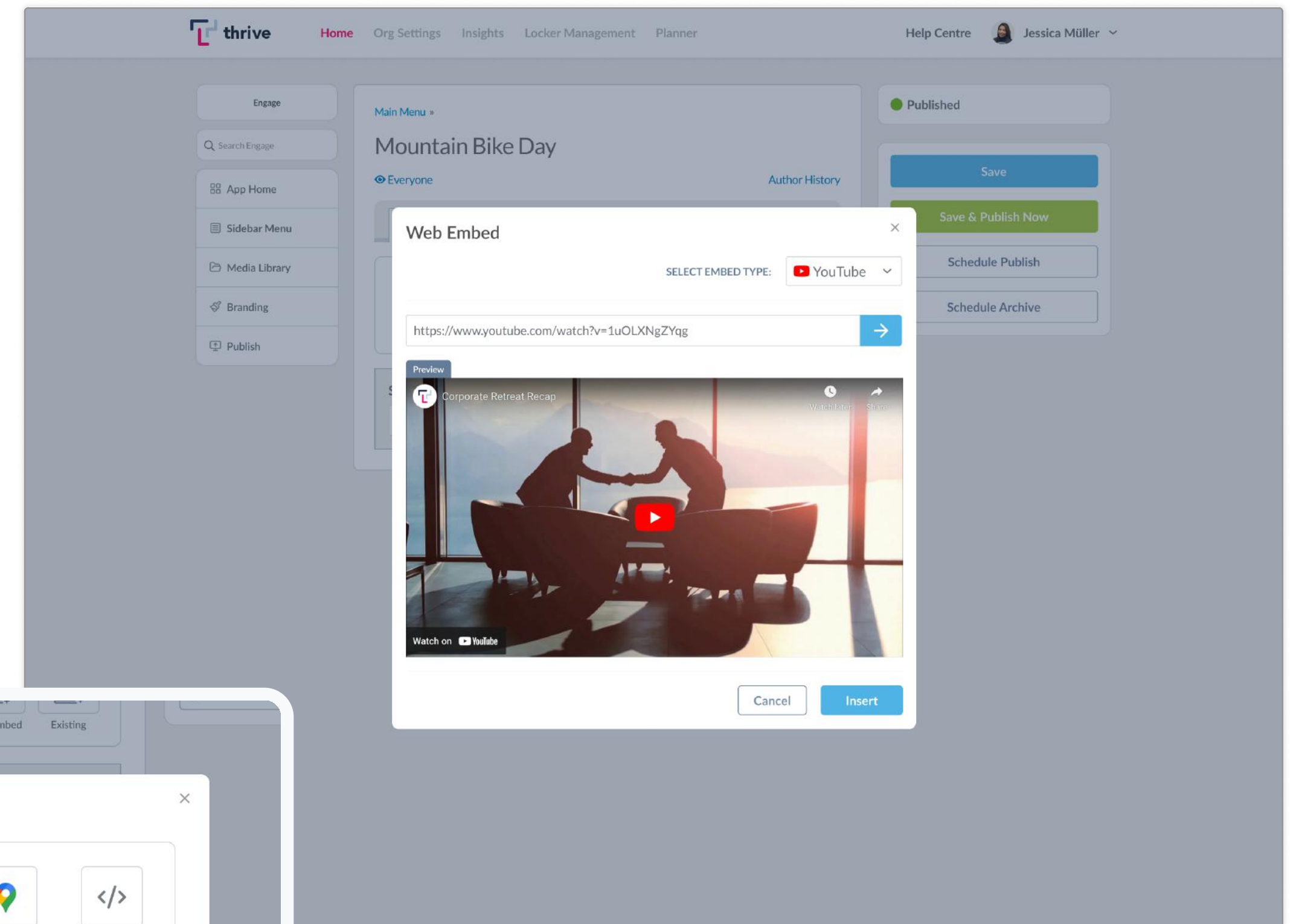
Possible Progression Paths

Embed Social Media Feeds ⭘—⭘ Streamlined Form Embeds

CMS Enhancements

In addition to the new media library folder and content archiving controls, and as part of ongoing efforts to introduce more quality of life improvements for Editors, we have included some of the most requested items that will help expedite content creation, improve content formatting and allow Editors to manipulate and surface the most important content within lists.

Content Duplication: new controls to quickly duplicate and move content items into different sections of your app.

Content Templates: the ability to create templates either from existing content or new content. We envisage both lists and pages being part of the templated functionality allowing you to formalise and control how content is created within your team.
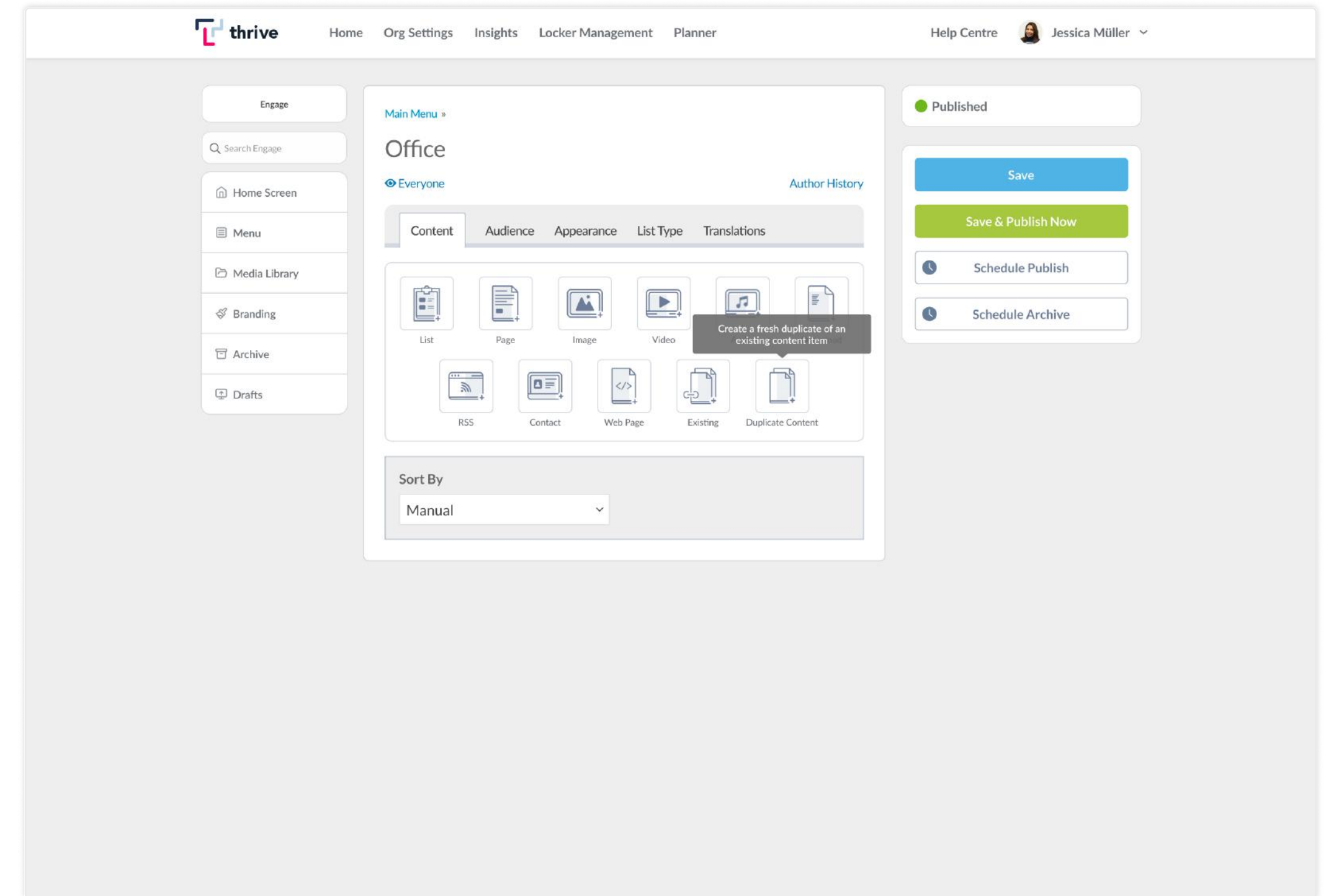
Possible Progression Paths

Content Hierarchy (Tree) View ○—○ 'Push from Anywhere' ○—○ Text Editor Controls ○—○ Automatic Asset 'Replace'

CMS User Roles & Permission Extension 📓

Committed

This is planned to overhaul and improve the permission configuration to give Editors and Admins greater and easier control over how to configure permissions across the platform. We also will make it so that extensions to the current permission system will be extended to include other items such as a restricted list level access, and more granular access to platform controls alongside a more coherent way of bulk managing permissions.

As part of this work, we will create a new Contributor role, where Admins and Editors will be able to delegate editor permissions to different content areas within the App. This will involve the Org Admin setting up a new user as a Contributor. They can be assigned access permissions to certain areas, lists, or content items within the CMS which they will be able to maintain and edit. The role can be summarised here -

Contributor

- Can create content in a specific List that they are assigned to (list only)
- Can only search their content with that List
- Can only restore what they have been given access to (change needed)
- No Org Admin permissions

Possible Progression Paths

Improved user and group management ○—○ Easier CMS content navigation ○—○ Create and manage content from mobile apps and WebApp

Editor Activity Overview

Committed

Managing and responding to the vast number of daily activities, questions and problems that occur across the app can be difficult for Editors and communication teams to manage.

The Editor Activity Overview will streamline information delivery and facilitate an entirely new way to view activity across your workspace without having to deep-dive into lists or rely on Insights data. Our new mechanics will allow Editors to respond to and monitor comments, moderate new posts, view social activity, and view content scheduled for publication in a single, centralised view.
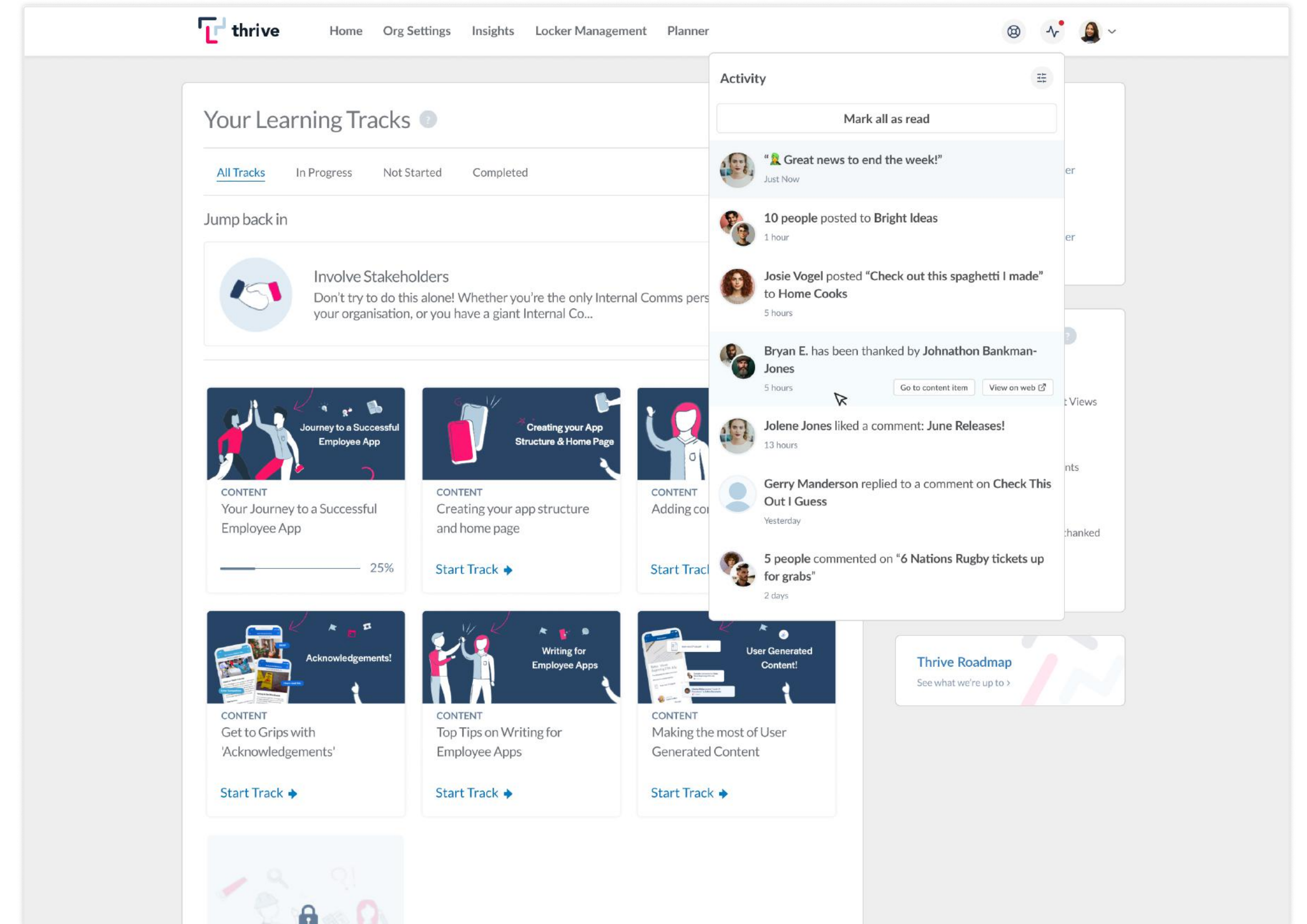
Possible Progression Paths

Inline Moderation ◯—◯ Content Planning Calendar (Kanban View) ◯—◯ Activity Trends ◯—◯ Editor Team To-Do's & Checklists

Social Stats & Like-from-list 📱
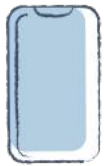
Committed

We will be exploring adding the number of likes and comments a post has, to the list view. We believe making this information available will allow users to better gauge which content is active, receiving attention, and which to contribute to or find out more.

'Liking-on-the-go': adding the ability for users to like content directly from the list without having to view each individual content item.

Social Stats: adding new controls to surface comment and like numbers on list items to help promote social activity.
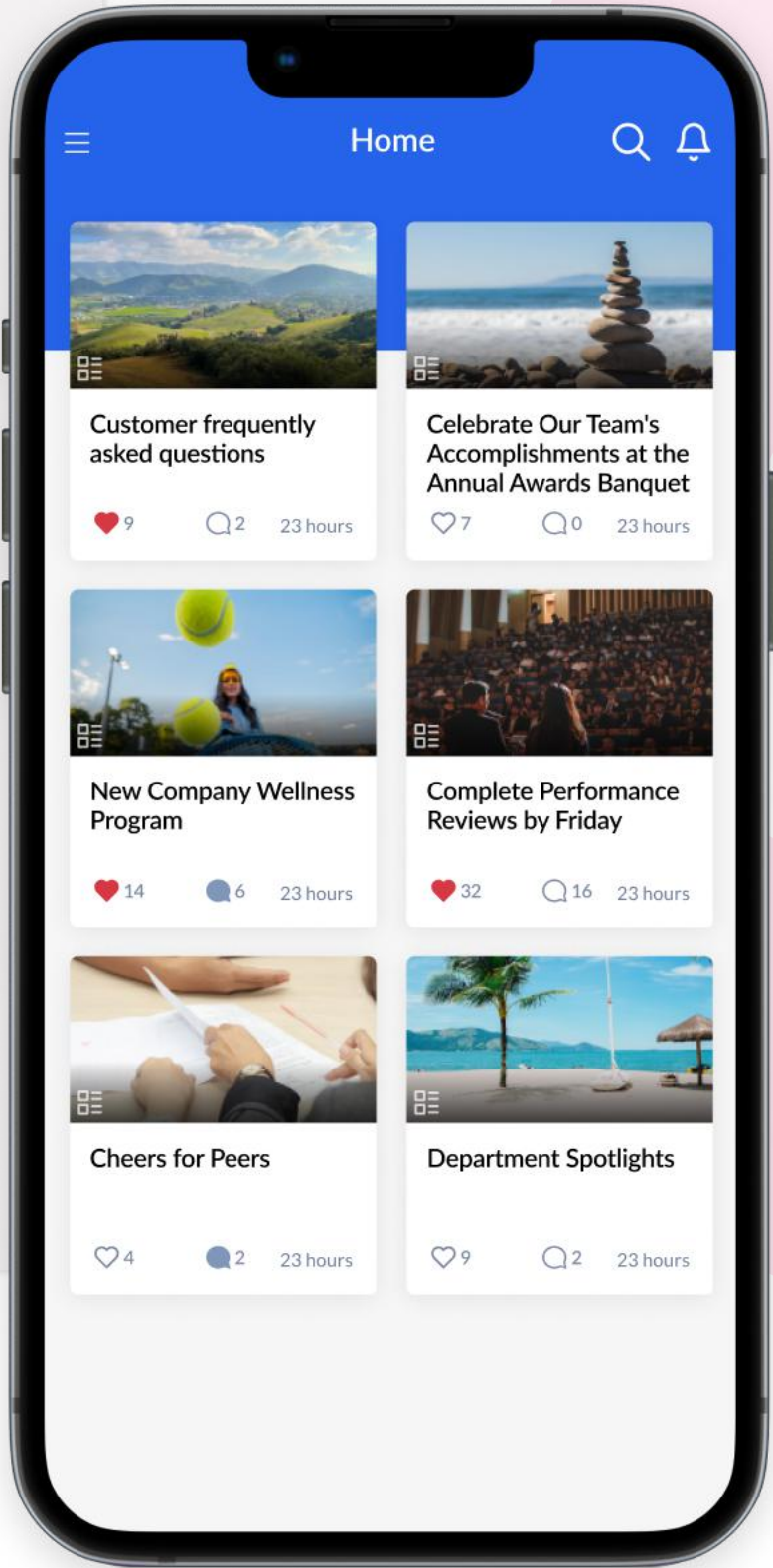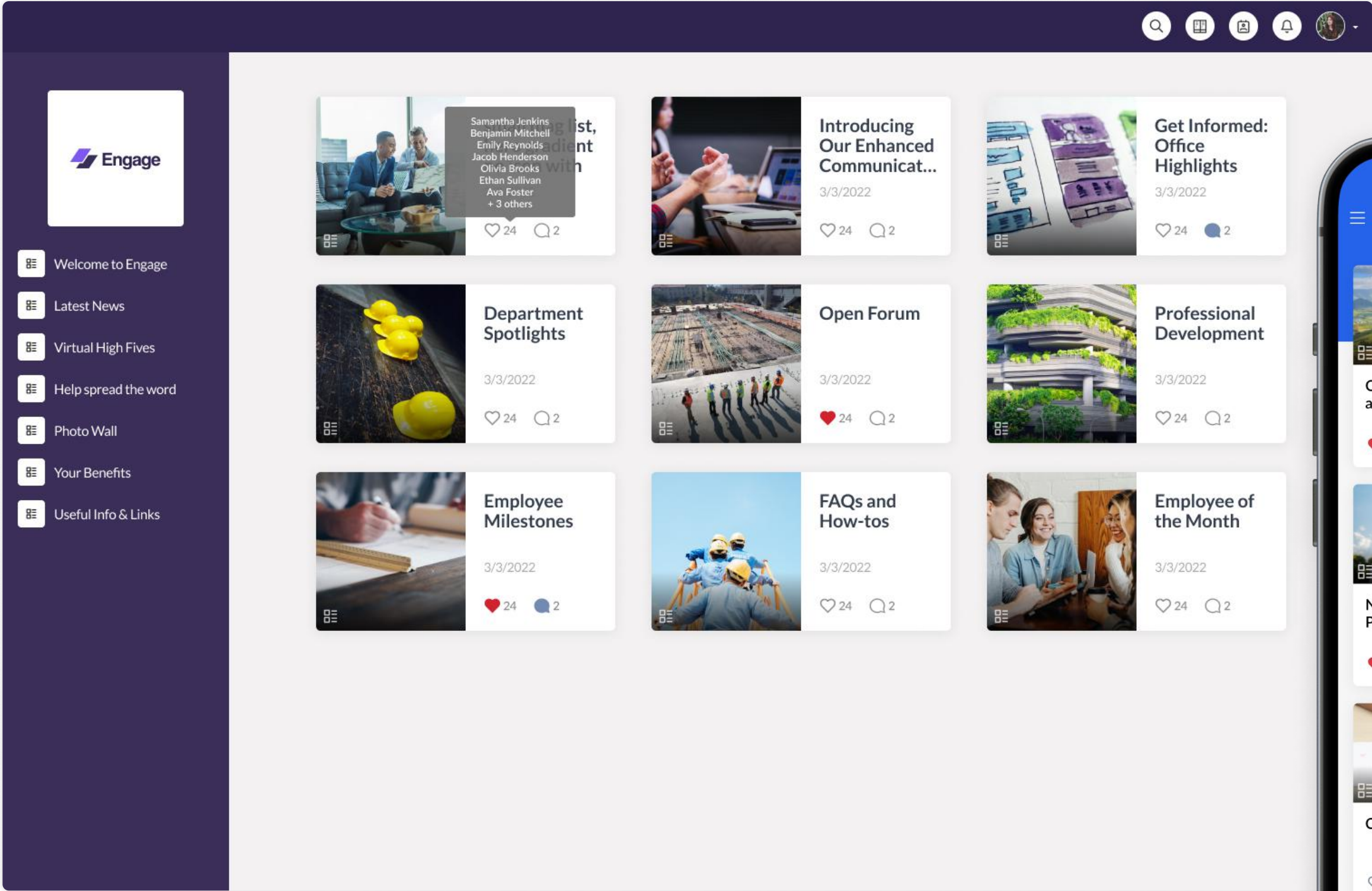
Possible Progression Paths

Gifs/Imagery in Comments ○—○ Hiding Titles ○—○ Trending ○—○ Content Read Time ○—○ Tags & Subscriptions ○—○ Reactions

User Generated Content Upgrades 🎖️

**UGC Post Preview & Delete - Planned:** the ability to view a preview of your post to check for errors before publishing. We will also be introducing a delete option to allow users to remove their posts.

UGC @mentions - Under Consideration: although we support the mentioning of users within the comments section, we don't have the ability to add users to a post directly. We propose that a new mechanism to include 'mentioning' users within a UGC post is created, alongside new notification types, that allow users to tag colleagues within the post they are creating.

UGC Edit - Under Consideration: currently end-users cannot update or edit their posts if they'd like to add something or simply correct a spelling mistake, perhaps making people nervous to post. We would like to add the ability for users to edit their post after they have published it.
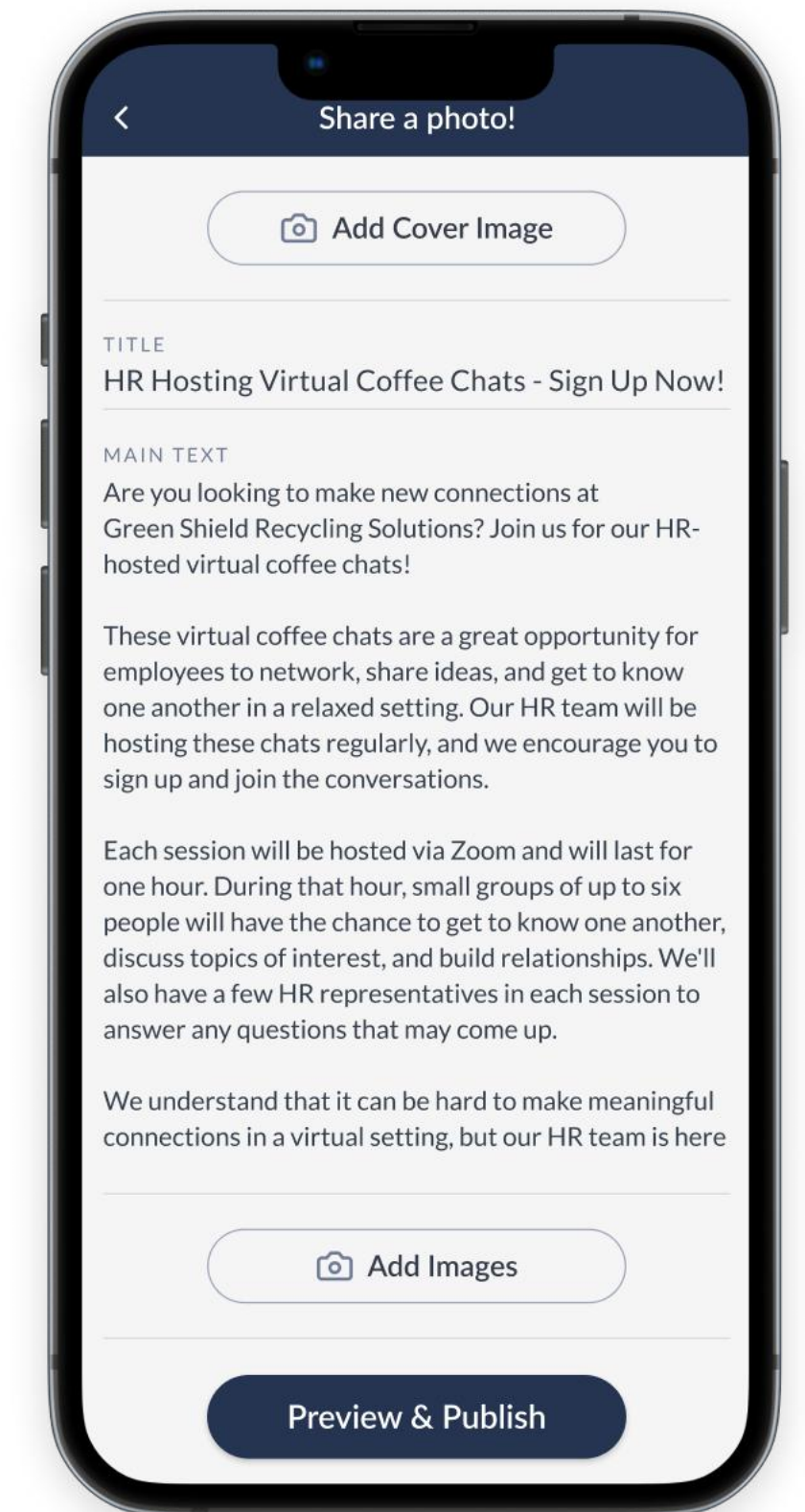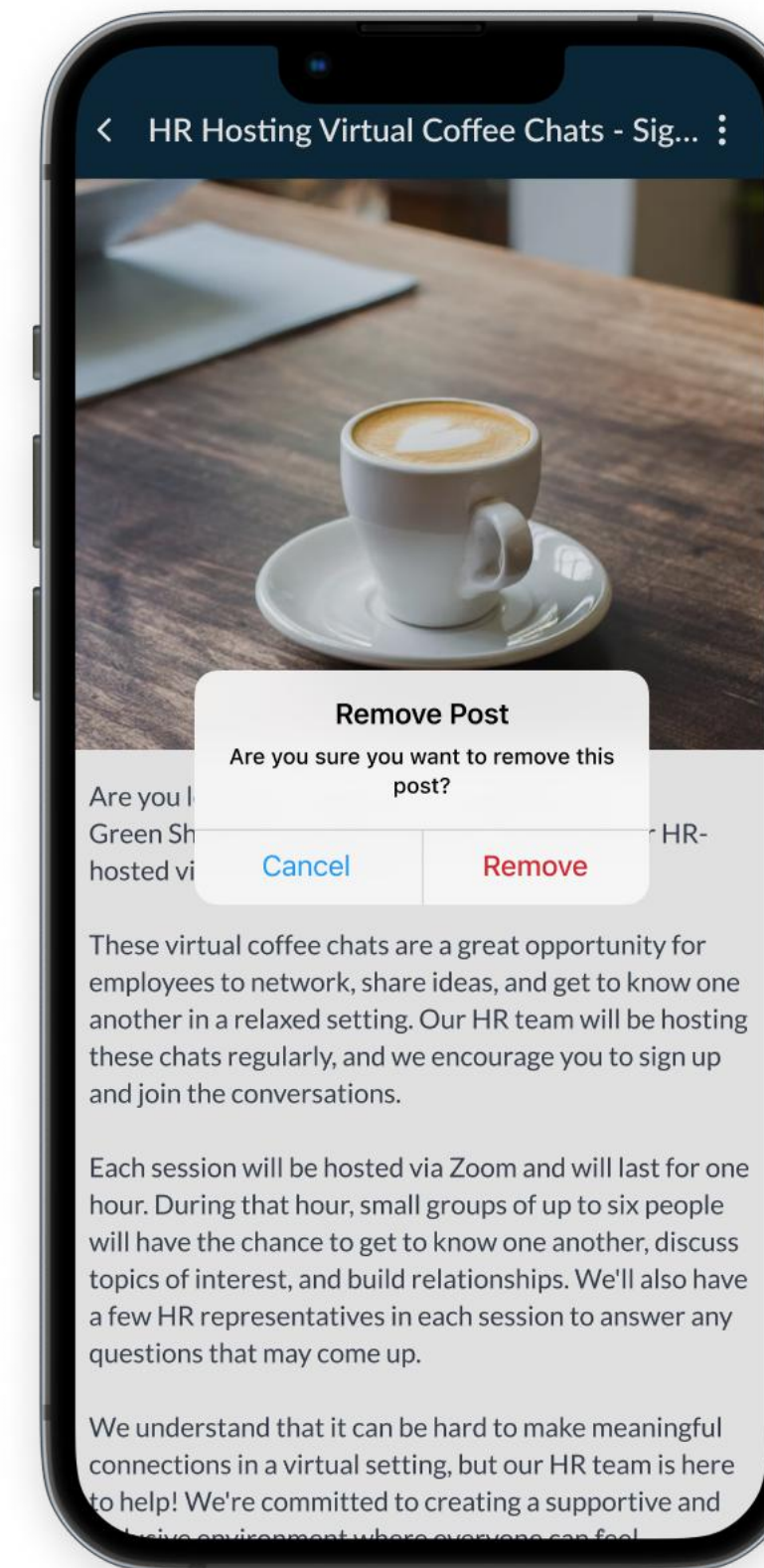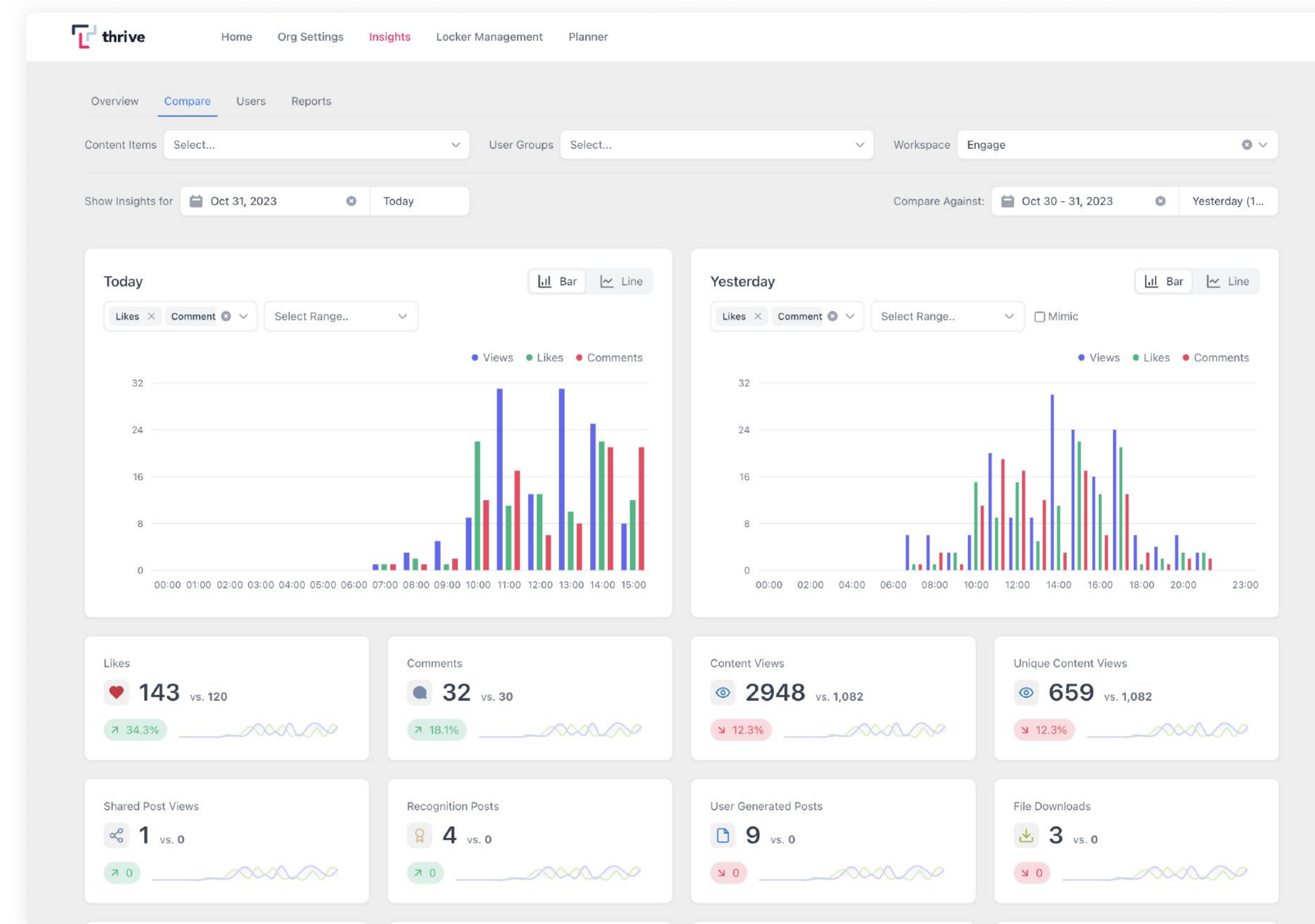
Insights

We will be looking to significantly improve the usability of our Insights feature by introducing various enhancements both to the visualisation and granularity of how employees interact with content.

Search Data: surfacing search information within Insights to help inform Editors of what content is being searched and viewed.

Graphs & Visualisations: adding new graphs and visual aids to help analyse data.

Activity Heat Map: the ability to view app login times, content consumption and content creation to detect user patterns.

Notification Data: new metrics dedicated to insight data relating to notification interactions.

Possible Progression Paths

Insight 'Trends' O—O Comment Sentiment Analysis O—O Content 'Re-Engagement' O—O Content 'Collections' (Campaign Management) O—O UGC & Recognition Separation

Recognition Improvements
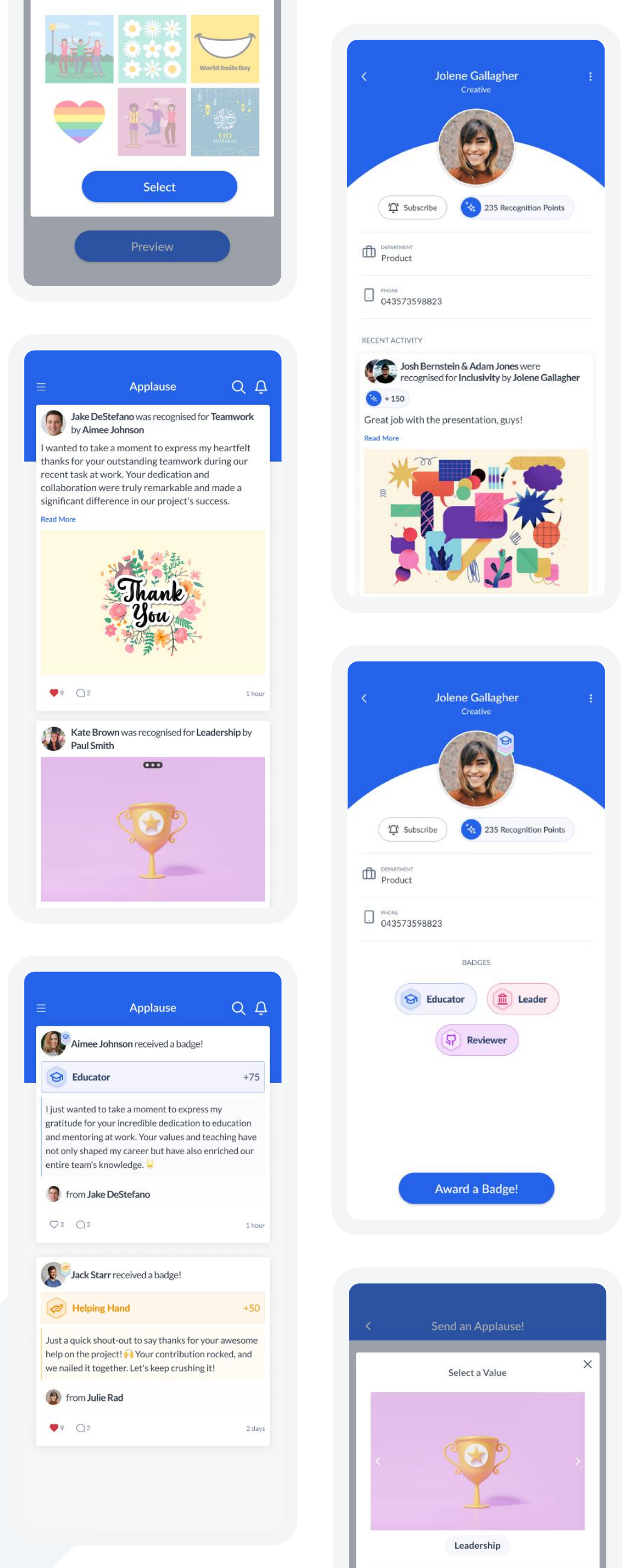
The current recognition system has been in use for over 5 years. Customers and prospects have recently asked for improvements, such as the ability to send eCards when recognizing staff members. Whilst this request has come from current clients using the existing Recognition system, we are also considering a completely new Recognition system replacing the current one.

We plan to propose a new recognition system that allows customers to customize and configure how users can thank, recognize, and congratulate colleagues. This will include a review of the current "standard list + page" configuration to improve the dynamism of the application. We would still need to use the current list format to hold different posts and create a page of content. However, we could leverage the onboarding modal ("start exploring") to re-engage with users when they open the app after being recognized and allow them to review their historical recognition via their profile.

The changes planned will help modernize the feature. We will also look to add the ability to privately and publicly recognize users. This should encourage more usage of the feature, especially among employees who are reluctant to get involved. Insight events would still be captured to facilitate reporting and overall awareness for admins.

Possible Progression Paths

Reognition List Layout ◯─◯ User Profile Activity & Badges ◯─◯ Multi-User Recognition ◯─◯ CMS Recognition Controls

Other Areas Under Consideration 💡

Polls & Surveys: create in app polls and surveys directly from Thrive for users. This feature will allow you to create, edit and remove surveys. Also allowing you to target specific user groups, embed forms within pages/lists, get notifications when forms have been completed as well as the ability to schedule reports.

Content Collections / Campaign Management: we propose that by introducing a flexible grouping mechanic that allows Editors to tag, group or organise content within the CMS, we can better inform how the overarching content strategy is performing through the lens of content campaigns.

Dual Login Methods: a 'dual' or hybrid login mechanism is designed to accommodate customers who already have a central way to manage some of their users. This would mean allowing users to choose whether to log in with pre-provisioned Thrive accounts or use an IDP to authenticate.

Planner: optional and scheduled notifications - To make notifications optional and be able to send notifications at a later date rather than sending them when the planner event is initially created.

People Directory Search Filters: additional search filters for the directory will afford employees greater flexibility when it comes to searching for and finding colleagues.

Thank you!

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