# Managing engagement activities

Management and administration of various engagement activities within WeSolve.

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  - Manage projects
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  - Edit a project
  - Associate engagement activities
- Workshop management
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# Project management

Managing a project on the WeSolve platform involves a series of structured steps to ensure effective engagement and successful outcomes:1. Initial Setup and Creation Create: Initiate by creating a new project in the 'Projects' section, filling in details like title, description, objective, and settings like language, visibility, and category. Content Generation: Opt for manual input or utilize AI to generate project content based on specific topics and style preferences. 2. Project Customization Edit Details: Modify project aspects (title, description, objectives, etc.) as needed. Note that the project's language is fixed post-creation. Save Changes: Regularly update and save changes to ensure the project reflects the latest objectives and information. 3. Engagement Activities Integration Add Activities: Enhance the project by adding workshops, challenges, surveys, or articles via the 'Actions' column, enriching the project's scope and community interaction. Manage Activities: Monitor and adjust these activities, tailoring content and timelines to align with project goals. 4. Monitoring and Updating Track Progress: Regularly review participation levels and feedback, using insights to make informed adjustments to the project or activities. Visibility and Access: Adjust visibility between 'Public' and 'Registered Users' as needed and control access for specific groups to ensure focused engagement.

# Manage projects

The **Projects** page serves as a central hub for administrators to manage and monitor community engagement initiatives. This interface allows administrators to navigate through ongoing, upcoming, and completed projects, ensuring effective community involvement and project oversight.

# Accessing the Projects

To access the projects dashboard:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Projects**: Locate and select `Projects` from the left-side menu to open the projects overview page.

# Projects Dashboard

Upon accessing the `Projects` section, you will be presented with a detailed view of all the projects, encapsulating a variety of information and actionable options.

## Project Overview

View all projects listed along with their current status, which can be 'Published', 'In Draft', or 'Completed'.

## Project Actions

Each project entry provides options to:

- Add new engagement activities, such as workshops, challenges, surveys, or articles.
- Edit existing project details.
- Delete projects, if necessary.

## Engagement Activities

For each project listed, administrators have the ability to:

- View a comprehensive list of all associated engagement activities, including their respective start and end dates.
- Directly edit engagement activities to adjust timelines, content, or other critical parameters.
- Remove specific engagement activities from a project, ensuring the project's scope and objectives remain aligned with community needs and organizational goals.

# Create a project

The **Create a Project** page is intuitively designed to guide administrators through the process of project creation, from conceptualization to the setting of specific parameters. By providing both manual input options and innovative AI-powered content generation, WeSolve ensures that each project is not only comprehensive and well-structured but also resonates with the intended audience and objectives.

# Accessing the 'Create a Project' Page

To initiate the creation of a new project:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Projects**: Select 'Projects' from the left-side menu to access the projects overview.
3. **Create a Project**: Click on 'Create a Project' located in the top right corner of the Projects page.

# Creating Project Content

Upon entering the 'Create a Project' page, you have the option to input project details manually or utilize AI-powered tools to generate content:

## Manual Content Creation

- **Title**: Input the title of the project, making it concise yet descriptive.
- **Description**: Provide a detailed description that encapsulates the project's essence and objectives.
- **Objective**: Define clear and measurable objectives to outline the project's intended outcomes.

## AI-Powered Content Creation

1. Click on the 'Generate with AI' button on the top right.
2. Specify the topic of the project to guide the AI in content generation.
3. Choose the language from the dropdown menu to set the content's language.
4. Select the style from the dropdown menu to determine the tone and approach of the generated content.

5. Press the 'Generate' button to create the project content using AI.

## Additional Project Details

In the creation process, administrators have the flexibility to specify various parameters and attributes to tailor the project:

- **Target Users**: Define the primary audience or participants of the project.
- **Notes**: Add any additional notes or instructions that are pertinent to the project or its execution.
- **Language selection**: Choose the language in which the project's content is created.
- **Publishing Date**: Set the date when the project content becomes publicly visible.
- **Visibility Settings**:
  - **Public**: The project is accessible to all users, including those who are not registered.
  - **Registered Users**: The project is visible only to users who are registered on the platform.
- **Start and end date**: Specify the start and end dates, clearly marking the project's active period.
- **Category**: Assign a category to the project to aid in organization and searchability.
- **Groups**: If applicable, select specific groups to whom the project is exclusively visible.
- **Cover Image**: Upload an image that will serve as the cover for the project.

## Finalizing the Project

Once all the necessary details have been inputted and you are satisfied with the content and settings of your project, you have two options to proceed:

- **Publish**: By pressing the 'Publish' button, you will save all the entered information and make the project immediately available to your specified audience based on the visibility settings chosen (Public or Registered Users). The project, along with all its details, will go live, and the publishing date will be set as per your selection.
- **Save as a Draft**: If you are not ready to make the project live or wish to review the content at a later stage, you can choose to 'Save as a Draft'. This action will save all the current progress and settings without making the project visible to the users. You can return to your draft at any time to make further edits, additions, or to publish it when you are ready.

These options provide flexibility in your project creation process, allowing for careful review and timing of your project's release. Ensure that all details are thoroughly checked and that the project aligns with your strategic objectives before choosing to publish.

# Edit a project

Once a project is created in the WeSolve platform, it may become necessary to update or modify certain aspects of the project to reflect changes in strategy, feedback, or objectives. The **Edit a Project** feature is designed to provide administrators with the flexibility to make these changes efficiently while maintaining the integrity of the project's core components.

## Accessing the Edit Page

To edit an existing project:

1. Navigate to the `Projects` section from the left-side menu.
2. Choose the project you wish to edit from the list of available projects.
3. Click on the 'Edit' option, usually represented by a pencil icon, next to the project's title or within the project's detailed view.

## Editable Options

While in the 'Edit a Project' mode, you can modify a wide range of settings and content, similar to the options available during the initial creation of the project:

**Content Modification**:

- Title: Update the title of the project to better align with its current focus or strategy.
- Description: Revise the project's description to reflect any changes or to add additional clarity and detail.
- Objective: Reassess and edit the project's objectives to ensure they are relevant, achievable, and aligned with current goals.
- Target Users: Adjust the defined primary audience or participants of the project as needed.
- Notes: Add or modify any notes or instructions that are relevant to the project's execution or context.
- Publishing Date: Change the date when the project content becomes publicly visible if the timeline has been adjusted.
- Visibility Settings: Update the visibility to 'Public' or 'Registered Users' based on the evolving needs or strategy of the project.
- Start and end date: Modify the start and end dates to align with the project's current schedule or timeline.
- Category: Reassign the project's category if the focus or theme of the project has shifted.

- Groups: Alter the groups to whom the project is exclusively visible, ensuring it reaches the intended audience.
- Cover Image: Replace or update the cover image to refresh the project's visual appeal or to reflect the project's current theme.

### Non-Editable Option

- Language: The language of the project, as set during the initial creation, remains constant and cannot be altered. This ensures consistency in communication and content delivery throughout the project's lifecycle.

# Saving Changes

After making the necessary edits, lick on 'Save' to update the project with the new settings and content. This action will immediately reflect the changes in the project's presentation and accessibility based on the modified parameters. Ensure that all modifications are thoroughly reviewed and align with your project's goals and strategy before saving.

# Associate engagement activities

Associating multiple engagement activities under a single project is a strategic approach to maintain clarity, foster comprehensive participation, and ensure the success of community engagement initiatives. It allows administrators to effectively manage and monitor the diverse aspects of the project, thereby enhancing the impact and the outcomes of their community engagement efforts.

## Associating Engagement Activities

To associate engagement activities with a project:

1. **Navigate to Your Project**: Go to the 'Projects' section and locate the project you wish to enrich with engagement activities.
2. **Access Engagement Options**: Within the detailed view of your project, locate the 'Actions' column. Here, you will find multiple options to add different types of engagement activities to your project.

### Types of Engagement Activities

Under the 'Actions' column, you will find buttons or links to add the following types of engagement activities to your project:

- **Workshop:**
  - Aimed at interactive sessions where participants can collaboratively discuss, brainstorm, and contribute to various aspects of the project.
  - Click on the 'Add Workshop' button to outline the details of the workshop, including the agenda, the participants, and the desired outcomes.
- **Challenge:**
  - Designed to encourage innovation and problem-solving among participants, challenges can foster competitive spirit and creative solutions.
  - Select the 'Add Challenge' option to specify the challenge details, criteria for participation, and the rewards or recognition for successful solutions.
- **Survey:**
  - Surveys are instrumental in collecting quantitative and qualitative data from participants, offering insights into their preferences, opinions, and suggestions.
  - Use the 'Add Survey' button to design the survey questions, response options, and the target audience for the survey.

- **Article (News or Event):**
  - Articles can be used to communicate news, updates, or upcoming events related to the project, keeping the community informed and engaged.
  - Choose the 'Add Article' option to compose and publish news articles or announce events, ensuring the content is relevant and timely.

# Workshop management

Managing a workshop on the WeSolve platform involves a series of structured steps to ensure effective engagement and successful outcomes: 1. Initial Setup and Creation Create: Initiate by creating a new project in the 'Workshops' section, filling in details like title, description, objective, and settings like language, visibility, and category. Content Generation: Opt for manual input or utilize AI to generate workshop content based on specific topics and style preferences. 2. Workshop Customization Edit Details: Modify workshop aspects (title, description, objectives, etc.) as needed. Note that the workshop's language is fixed post-creation. Save Changes: Save changes to ensure the project reflects the latest objectives and information. 3. Engagement Activities Integration Add Activities: Structure the workshop by adding challenges, surveys, or articles via the 'Actions' column, enriching the workshop's scope and community interaction. Manage Activities: Monitor and adjust these activities, tailoring content and timelines to align with workshop goals. 4. Monitoring and Updating Track Progress: Regularly review participation levels and feedback, using insights to make informed adjustments to the workshop or activities. Visibility and Access: Adjust visibility between 'Public' and 'Registered Users' as needed and control access for specific groups to ensure focused engagement.

# Manage workshops

The **Workshops** page serves as a central hub for administrators to manage and monitor community engagement sigital workshops. This interface allows administrators to navigate through ongoing, upcoming, and completed workshops, ensuring effective community involvement and workshop oversight.

# Accessing the Workshops

To access the workshops dashboard:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Workshops**: Locate and select `Workshops` from the left-side menu to open the workshops overview page.

# Workshops Dashboard

Upon accessing the `Workshops` section, you will be presented with a detailed view of all the workshops, encapsulating a variety of information and actionable options.

## Workshop Overview

View all workshop listed along with their current status, which can be 'Published', 'In Draft', or 'Completed'.

## Workshop Actions

Each workshop entry provides options to:

- Add new engagement activities, such as challenges, surveys, or articles.
- Edit existing workshop details.
- Delete workshops, if necessary.

## Engagement Activities

For each workshop listed, administrators have the ability to:

- View a comprehensive list of all associated engagement activities, including their respective start and end dates.
- Directly edit engagement activities to adjust timelines, content, or other critical parameters.
- Remove specific engagement activities from a workshop, ensuring the workshop's scope and objectives remain aligned with community needs and organizational goals.

# Create a workshop

The **Create a Workshop** page is intuitively designed to guide administrators through the process of workshop creation, from conceptualization to the setting of specific parameters. By providing both manual input options and innovative AI-powered content generation, WeSolve ensures that each workshop is not only well-structured but also resonates with the intended audience and objectives.

# Accessing the 'Create a Workshop' Page

To initiate the creation of a new workshop:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Workshops**: Select 'Workshops' from the left-side menu to access the workshops overview.
3. **Create a Workshop**: Click on 'Create a Workshop' located in the top right corner of the Workshops page.

# Creating Workshop Content

Upon entering the 'Create a Workshop' page, you have the option to input workshop details manually or utilize AI-powered tools to generate content:

## Manual Content Creation

- **Title**: Input the title of the workshop, making it concise yet descriptive.
- **Description**: Provide a detailed description that encapsulates the workshop's essence and objectives.
- **Objective**: Define clear and measurable objectives to outline the workshop's intended outcomes.

## AI-Powered Content Creation (available in Standard plan)

1. Click on the 'Generate with AI' button on the top right.
2. Specify the topic of the workshop to guide the AI in content generation.
3. Choose the language from the dropdown menu to set the content's language.
4. Select the style from the dropdown menu to determine the tone and approach of the generated content.

5. Press the 'Generate' button to create the workshop content using AI.

## Additional Workshop Details

In the creation process, administrators have the flexibility to specify various parameters and attributes:

- **Target Users**: Define the primary audience or participants of the workshop.
- **Notes**: Add any additional notes or instructions that are pertinent to the workshop or its execution.
- **Language selection**: Choose the language in which the workshop content is created.
- **Publishing Date**: Set the date when the workshop content becomes publicly visible.
- **Visibility Settings**:
  - **Public**: The workshop is accessible to all users, including those who are not registered.
  - **Registered Users**: The workshop is visible only to users who are registered on the platform.
- **Start and end date**: Specify the start and end dates, clearly marking the workshop's active period.
- **Category**: Assign a category to the workshop to aid in organization and searchability.
- **Groups**: If applicable, select specific groups to whom the workshop is exclusively visible.
- **Cover Image**: Upload an image that will serve as the cover for the workshop.

## Finalizing the Workshop

Once all the necessary details have been inputted and you are satisfied with the content and settings of your workshop, you have two options to proceed:

- **Publish**: By pressing the 'Publish' button, you will save all the entered information and make the workshop immediately available to your specified audience based on the visibility settings chosen (Public or Registered Users). The workshop, along with all its details, will go live, and the publishing date will be set as per your selection.
- **Save as a Draft**: If you are not ready to make the workshop live or wish to review the content at a later stage, you can choose to 'Save as a Draft'. This action will save all the current progress and settings without making the workshop visible to the users. You can return to your draft at any time to make further edits, additions, or to publish it when you are ready.

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## Accessing the Edit Page

To edit an existing workshop:

1. Navigate to the `Workshops` section from the left-side menu.
2. Choose the workshop you wish to edit from the list of available workshops.
3. Click on the 'Edit' option, usually represented by a pencil icon, next to the workshop's title or within the workshop's detailed view.

## Editable Options

While in the 'Edit a Workshop' mode, you can modify a wide range of settings and content, similar to the options available during the initial creation of the workshop:

**Content Modification**:

- Title: Update the title of the workshop to better align with its current focus or strategy.
- Description: Revise the workshop's description to reflect any changes or to add additional clarity and detail.
- Objective: Reassess and edit the workshop's objectives to ensure they are relevant, achievable, and aligned with current goals.
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# Saving Changes

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2. **Access Engagement Options**: Within the detailed view of your workshop, locate the 'Actions' column. Here, you will find multiple options to add different types of engagement activities to your workshop.

### Types of Engagement Activities

Under the 'Actions' column, you will find buttons or links to add the following types of engagement activities to your workshop:

- **Challenge:**
  - Designed to encourage innovation and problem-solving among participants, challenges can foster competitive spirit and creative solutions.
  - Select the 'Add Challenge' option to specify the challenge details, criteria for participation, and the rewards or recognition for successful solutions.
- **Survey:**
  - Surveys are instrumental in collecting quantitative and qualitative data from participants, offering insights into their preferences, opinions, and suggestions.
  - Use the 'Add Survey' button to design the survey questions, response options, and the target audience for the survey.
- **Article (News or Event):**
  - Articles can be used to communicate news, updates, or upcoming events related to the workshop, keeping the community informed and engaged.
  - Choose the 'Add Article' option to compose and publish news articles or announce events, ensuring the content is relevant and timely.

# Co-creation through challenges

Explains how to set up, manage, and drive participation in challenges.

# Manage challenges

The WeSolve platform is designed to facilitate active participation in ideation, thereby imbuing your community with a sense of purpose and collaboration.

By integrating efficient idea management, insightful analytics, and data-driven decision-making, WeSolve ensures that every contribution is valued and leveraged to enhance community well-being. This approach not only democratizes ownership but also elevates the quality of life by transforming collective insights into actionable outcomes, all within a professional and streamlined framework.

The **Challenges** page serves as a central hub for administrators to propose challenges and manage submitted ideas from the community. This interface allows administrators to navigate through ongoing, upcoming, and completed challenges, ensuring effective community involvement.

# Accessing the Challenges

To access the challenges page:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Challenges**: Locate and select `Challenges` from the left-side menu to open the challenges overview page.

# Challenges Page

Upon accessing the `Challenges` section, you will be presented with a detailed view of all the challenges, including a variety of information and actionable options.

## Challenge Overview

View all challenges listed along with the number of submitted ideas, category and status, which can be 'Published', 'In Draft', or 'Completed'.

## Challenge Actions

Each challenge entry provides options to:

- View demographics details of the members who participated in the challenge
- Edit existing challenge details.
- Delete challenges, if necessary.
- Share the challenge through link or embedded iframe

### Filters

On the top of the page, it is possible to enable three filters to apply on the challenge list:

- Filter by status (all, published, draft or expired challenges)
- Filter by text
- Filter by category

# Ideas Page

To visualise and manage the ideas submitted by the community select the button showing the number of ideas.

### Ideas Overview

On the idea page, it is possible to visualise all the collected ideas together with the number of likes, comments, submitting user and approval status. If the Professional plan is activated, a topic analysis and clustering of ideas is shown on the top of the page. Ideas are grouped in multiple topics and structured in two layers. The color of each topic represents the sentiment of the submitted idea ranging from green (for positive sentiment) to red (for negative sentiment).

### Idea Actions

Each idea entry provides options to:

- View comments and reply to each of them
- Manually approve or disapprove an idea (if the automatic moderation is activated, ideas are approved automatically)
- Edit ideas.
- Delete ideas, if necessary.

### Filters

On the top of the page, it is possible to enable three filters to apply on the idea list:

- Filter by status (all, approved, not approved ideas)
- Filter by challenge

# Create a challenge

The **Create a Challenge** page is intuitively designed to guide administrators through the process of challenge creation. By providing both manual input options and innovative AI-powered content generation, WeSolve ensures that each challenge is not only well-structured but also resonates with the intended audience and objectives.

# Accessing the 'Create a Challenge' Page

To create a new challenge:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Challenges**: Select 'Challenges' from the left-side menu to access the challenges overview.
3. **Create a Challenge**: Click on 'Create a Challenge' located in the top right corner of the Challenges page.

# Creating Challenge Content

Upon entering the 'Create a Challenge' page, you have the option to input challenge details manually or utilize AI-powered tools to generate content:

## Manual Content Creation

- **Title**: Input the title of the challenge, making it concise yet descriptive.
- **Description**: Provide a detailed description that encapsulates the challenge's essence and objectives.

## AI-Powered Content Creation (available in Standard plan)

1. Click on the 'Generate with AI' button on the top right.
2. Specify the topic of the challenge to guide the AI in content generation.
3. Choose the language from the dropdown menu to set the content's language.
4. Select the style from the dropdown menu to determine the tone and approach of the generated content.
5. Press the 'Generate' button to create the challenge content using AI.

## Additional Challenge Details

In the creation process, administrators have the flexibility to specify various parameters and attributes:

- **Language selection**: Choose the language in which the challenge content is created.
- **Publishing Date**: Set the date when the challenge content becomes publicly visible.
- **Visibility Settings**:
  - **Public**: The challenge is accessible to all users, including those who are not registered.
  - **Registered Users**: The challenge is visible only to users who are registered on the platform.
- **Start and end date**: Specify the start and end dates, clearly marking the challenge's active period.
- **Category**: Assign a category to the challenge to aid in organization and searchability.
- **Workshop**: Assign a workshop, if the challenge belongs to a specific workshop.
- **Project**: Assign a project, if the challenge belongs to a specific project.
- **Groups**: If applicable, select specific groups to whom the challenge is exclusively visible.
- **Cover Image**: Upload an image that will serve as the cover for the challenge.
- **Enable idea moderation**: Check the option if ideas should not be approved automatically.
- **Enable only anonymous ideas**: Check the option if users should have the possibility to submit ideas anonymously.
- **Ideas visibility**: Choose if ideas are visible to all users, only to registered users or only to administrators.

## Finalizing the Challenge

Once all the necessary details have been inputted and you are satisfied with the content and settings of your challenge, you have two options to proceed:

- **Publish**: By pressing the 'Publish' button, you will save all the entered information and make the challenge immediately available to your specified audience based on the visibility settings chosen (Public or Registered Users). The challenge, along with all its details, will go live, and the publishing date will be set as per your selection.
- **Save as a Draft**: If you are not ready to make the challenge live or wish to review the content at a later stage, you can choose to 'Save as a Draft'. This action will save all the current progress and settings without making the challenge visible to the users. You can return to your draft at any time to make further edits, additions, or to publish it when you are ready.

These options provide flexibility in your challenge creation process, allowing for careful review and timing of your challenge's release. Ensure that all details are thoroughly checked and that the challenge aligns with your strategic objectives before choosing to publish.

# Survey administration

Covers the creation and analysis of surveys.

# Manage surveys

With WeSolve it is possible to create polls and surveys that fit your specific needs and gather the answers you require to make informed decisions in an inclusive manner. WeSolve's user-friendly management panel allows to design surveys and polls that align with your current objectives and generate valuable insights.

The **Surveys** page serves as a central hub for administrators to propose surveys and manage the answers submitted by the community. This interface allows administrators to navigate through ongoing, upcoming, and completed surveys, ensuring effective community involvement.

# Accessing the Surveys

To access the surveys page:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Surveys**: Locate and select `Surveys` from the left-side menu to open the surveys overview page.

# Surveys Page

Upon accessing the `Surveys` section, you will be presented with a detailed view of all the surveys, including a variety of information and actionable options.

## Survey Overview

View all surveys listed along with the number of submitted ideas, category and status, which can be 'Published', 'In Draft', or 'Completed'.

## Survey Actions

Each survey entry provides options to:

- View demographics details of the members who participated in the survey
- Edit existing survey details.
- Delete surveys, if necessary.
- Share the survey through link or embedded iframe

## Filters

On the top of the page, it is possible to enable three filters to apply on the survey list:

- Filter by status (all, published, draft or expired surveys)
- Filter by text
- Filter by category

# Create a survey

The **Create a Survey** page is intuitively designed to guide administrators through the process of survey creation. By providing both manual input options and innovative AI-powered content generation, WeSolve ensures that each survey is not only well-structured but also resonates with the intended audience and objectives.

# Accessing the 'Create a Survey' Page

To create a new survey:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Surveys**: Select 'Surveys' from the left-side menu to access the surveys overview.
3. **Create a Survey**: Click on 'Create a Survey' located in the top right corner of the Surveys page.

# Creating Survey Content

Upon entering the 'Create a Survey' page, you have the option to input survey details manually or utilize AI-powered tools to generate content:

## Manual Content Creation

- **Title**: Input the title of the survey, making it concise yet descriptive.
- **Description**: Provide a detailed description that encapsulates the survey's essence and objectives.

## AI-Powered Content Creation (available in Standard plan)

1. Click on the 'Generate with AI' button on the top right.
2. Specify the topic of the survey to guide the AI in content generation.
3. Choose the language from the dropdown menu to set the content's language.
4. Select the style from the dropdown menu to determine the tone and approach of the generated content.
5. Press the 'Generate' button to create the survey content using AI.

## Additional Survey Details

In the creation process, administrators have the flexibility to specify various parameters and attributes:

- **Language selection**: Choose the language in which the survey content is created.
- **Publishing Date**: Set the date when the survey content becomes publicly visible.
- **Visibility Settings**:
  - **Public**: The survey is accessible to all users, including those who are not registered.
  - **Registered Users**: The survey is visible only to users who are registered on the platform.
- **Start and end date**: Specify the start and end dates, clearly marking the survey's active period.
- **Category**: Assign a category to the survey to aid in organization and searchability.
- **Workshop**: Assign a workshop, if the survey belongs to a specific workshop.
- **Project**: Assign a project, if the survey belongs to a specific project.
- **Groups**: If applicable, select specific groups to whom the survey is exclusively visible.
- **Cover Image**: Upload an image that will serve as the cover for the survey.
- **Onboarding survey**: Check the option if the survey should be used as onboarding survey after user register on the platform.

## Survey Editor

WeSolve provides an advanced editor to build surveys that fit any organisations' needs.

The editor provides the following functionalities:

- More than 20 types of questions
- Possibility to structure questions in multiple pages
- Custom logic to show or hide questions based on conditions
- Custom validation
- Multi-language support
- Preview mode

## Finalizing the Survey

Once all the necessary details have been inputted and you are satisfied with the content and settings of your survey, you have two options to proceed:

- **Publish**: By pressing the 'Publish' button, you will save all the entered information and make the survey immediately available to your specified audience based on the visibility settings chosen (Public or Registered Users). The survey, along with all its details, will go live, and the publishing date will be set as per your selection.
- **Save as a Draft**: If you are not ready to make the survey live or wish to review the content at a later stage, you can choose to 'Save as a Draft'. This action will save all the current progress and settings without making the survey visible to the users. You can return to your draft at any time to make further edits, additions, or to publish it when you are ready.

These options provide flexibility in your survey creation process, allowing for careful review and timing of your survey's release. Ensure that all details are thoroughly checked and that the survey aligns with your strategic objectives before choosing to publish.

# View results

The Survey Answers feature provides a powerful tool for administrators to effectively access and analyze responses from various surveys conducted on the platform. This feature allows for a detailed examination of community feedback through interactive visualizations and robust data export options.

Administrators can quickly switch between different views to better understand survey outcomes and make informed decisions based on comprehensive data analysis.

# Accessing the Surveys

To access the surveys page:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to Surveys**: Locate and select `Surveys` from the left-side menu to open the surveys overview page.
3. **Click on answers**: Click on the button displaying the number of answers for the desired survey to access the detailed responses page.

# Viewing Results

On the survey responses page, results can be visualized in different formats:

- Histograms
- Pie charts
- Tables

These visualizations depend on the type of survey question being analyzed.

## Switching Views

To toggle between different visual representations, click on the "Dynamic view" or "Table view" buttons located at the top right of the page.

## Exporting Data

If you want to download the answers, you have to possibility to:

- **Export Charts**: In the Dynamic view, export any chart by clicking the camera icon next to it to save the visualization as an image.
- **Export Raw Data**: Switch to Table view and press "Excel" or "CSV" to download the raw data from the survey.

# News and communication

Provides strategies for publishing news and fostering communication within the community.

# Manage news

The **News** feature provides a tool for administrators to publish, manage, and monitor news updates and announcements within the platform. This feature allows for timely dissemination of information, ensuring that the community stays informed about recent events, updates, and important notifications. Administrators can efficiently manage news content, from creation to publication, and engage with the community through interactive elements. Whether you are announcing upcoming events, sharing important updates, or highlighting key achievements, the News feature is designed to keep your community connected and well-informed.

# Accessing the News

To access the news page:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to News**: Locate and select `News` from the left-side menu to open the news overview page.

# News Page

Upon accessing the `News` section, you will be presented with a detailed view of all the news, including a variety of information and actionable options.

## News Overview

View all news listed along with the number of comments, category and status, which can be 'Published', 'In Draft', or 'Completed'.

## News Actions

Each news entry provides options to:

- Edit existing news details.
- Delete news, if necessary.
- Share the news through link or embedded iframe

## Filters

On the top of the page, it is possible to enable three filters to apply on the news list:

- Filter by status (all, published or draft news)
- Filter by text
- Filter by category

# Create a news article

The **Create a News** page is intuitively designed to guide administrators through the process of news creation. By providing both manual input options and innovative AI-powered content generation, WeSolve ensures that each news is not only well-structured but also resonates with the intended audience and objectives.

# Accessing the 'Create a News' Page

To create a new news:

1. **Log In**: Ensure you are logged into the WeSolve platform with your administrator credentials.
2. **Navigate to News**: Select 'News' from the left-side menu to access the news overview.
3. **Create a News**: Click on 'Create a News' located in the top right corner of the News page.

# Creating News Content

Upon entering the 'Create a News' page, you have the option to input news details manually or utilize AI-powered tools to generate content:

## Manual Content Creation

- **Title**: Input the title of the news, making it concise yet descriptive.
- **Description**: Provide a detailed description that encapsulates the news's essence and objectives.
- **Description**: Optional link to an external resource to be used as attachment

## AI-Powered Content Creation (available in Standard plan)

1. Click on the 'Generate with AI' button on the top right.
2. Specify the topic of the news to guide the AI in content generation.
3. Choose the language from the dropdown menu to set the content's language.
4. Select the style from the dropdown menu to determine the tone and approach of the generated content.
5. Press the 'Generate' button to create the news content using AI.

## Additional News Details

In the creation process, administrators have the flexibility to specify various parameters and attributes:

- **Language selection**: Choose the language in which the news content is created.
- **Publishing Date**: Set the date when the news content becomes publicly visible.
- **Visibility Settings**:
  - **Public**: The news is accessible to all users, including those who are not registered.
  - **Registered Users**: The news is visible only to users who are registered on the platform.
- **Start and end date**: Specify the start and end dates, clearly marking the news's active period.
- **Category**: Assign a category to the news to aid in organization and searchability.
- **Workshop**: Assign a workshop, if the news belongs to a specific workshop.
- **Project**: Assign a project, if the news belongs to a specific project.
- **Groups**: If applicable, select specific groups to whom the news is exclusively visible.
- **Cover Image**: Upload an image that will serve as the cover for the news.

## Finalizing the News

Once all the necessary details have been inputted and you are satisfied with the content and settings of your news, you have two options to proceed:

- **Publish**: By pressing the 'Publish' button, you will save all the entered information and make the news immediately available to your specified audience based on the visibility settings chosen (Public or Registered Users). The news, along with all its details, will go live, and the publishing date will be set as per your selection.
- **Save as a Draft**: If you are not ready to make the news live or wish to review the content at a later stage, you can choose to 'Save as a Draft'. This action will save all the current progress and settings without making the news visible to the users. You can return to your draft at any time to make further edits, additions, or to publish it when you are ready.

These options provide flexibility in your news creation process, allowing for careful review and timing of your news's release. Ensure that all details are thoroughly checked and that the news aligns with your strategic objectives before choosing to publish.

# Issue and feedback collection

# Issue reporting feature

Encourage your community members to use the Issue Reporting feature to voice their concerns. Promote constructive dialogue and transparency by actively managing the reported issues and providing updates on their resolution. Your proactive engagement and responsiveness are key to fostering a collaborative and well-maintained community.

This feature not only aids in resolving individual concerns but also provides valuable insights into the broader needs and priorities of your community. Leverage this tool to make data-driven decisions and to enhance community satisfaction and trust in your platform.

# The issue reporting process

Your registered users have the capability to report issues through their member area, contributing to the collective well-being of the community. Here's the process they follow:

## Reporting an issue

Users navigate to the `Issues` page in their member area and click on the `Report the problem` button. They are prompted to fill in details about the issue, including:

- Category: To classify the nature of the issue.
- Severity: To indicate the urgency.
- Description: To provide details about the issue.
- Attachments: Users can attach a picture to provide visual context.
- Location: Users have the option to share their current location or write down an address.
- Anonymous Reporting: Users can choose to hide their name for privacy reasons.

## Viewing and interacting with other users' reported issues

WeSolve not only allows users to report issues but also enables them to view and interact with issues reported by other community members.

**Issue page**

All public issue reports are available under the `Issues` page. Here, users can see what concerns the community members have reported.

**Interactive Features**

For each reported issue, the user can:

- View the Description: Read the details of the issue as reported by the user.
- View the Uploaded Image: Visual context can be provided by the user through an uploaded image.
- Write Comments: Engage with the community by writing comments for each report. This is a great way to discuss potential solutions or share additional information.
- Leave a Like: If you support a report or want to emphasize its importance, you can leave a like.

**Dynamic category filter**

Community members can use the dynamic category filter to easily find reports that fall under specific categories. This feature allows to focus on areas of interest or concern.

# Manage reported issues

All reported issues are listed on the `Issues` page of your admin dashboard. Here, you have a comprehensive view of each report, including:

- **Reported Issue**: The description of the problem as submitted by the user.
- **Images**: Any visual evidence attached by the user to complement the issue description.
- **Category**: The category assigned to the issue, aiding in classification and prioritization.
- **Comments**: User interactions and discussions related to the issue.
- **Likes**: The number of likes an issue has received, indicating community concern or support.
- **Severity**: The urgency or impact level of the reported issue.
- **User**: The identity of the user who reported the issue. If the report is anonymous, the username will not be displayed.
- **Approval Status**: Indicates whether the issue has been approved for public visibility. Administrators can change this by toggling the radio switch.
- **Status**: The current resolution status of the issue (e.g., In Progress, Solved, Rejected).
- **Actions**: Options to edit or delete the issue.

## Filtering and Moderation

Administrators can streamline issue management using the following features:

- Moderation Status Filter: Use the 'Approved' or 'Not Approved' buttons to filter issues based on their moderation status.
- Category Filter: Employ the dropdown menu to filter issues based on their category, facilitating focused attention on specific types of concerns.

## Managing Comments

Engage with and moderate community discussions related to reported issues using the comment management tools:

**Accessing Comments**:

- Click on the 'Comments' button associated with a reported issue to open the comment management window.

**Comment Moderation**:

- Each comment's approval status can be managed using a radio toggle switch, ensuring that community interactions remain constructive and respectful.
- View the number of likes for each comment to gauge community sentiment.
- Perform actions like reply, edit, or delete to manage the discussion effectively.

**Filtering and Searching Comments**:

- Filter comments based on their moderation status using the 'Approved' or 'Not Approved' buttons.
- Utilize the search functionality to find comments by specific text, making it easier to address particular issues or queries.

**Adding Comments**:

- Create a new comment by clicking the 'Create' button on the top right, allowing administrators to contribute to the discussion or provide official responses and updates.

# Customizing the Issues module

The WeSolve platform offers a range of customization options for the Issues module, allowing administrators to tailor the feature to the specific needs and policies of their community. This guide outlines the available customization settings and how they can enhance the user experience and administrative control.

## Enabling or Disabling the Issues Module

Control the availability of the Issues module to your users with simple steps:

- **Navigation**: Go to `Settings`, then select `Modules`.
- **Toggle Issues Module**: Enable or disable the Issues module by selecting or deselecting it. This determines whether the issue reporting feature is available to your community members.

## Moderation Settings

Fine-tune how issues are moderated and displayed in your community:

- **Automatic Approval of Issues**:
  - Navigate to `Settings`, then `Moderation`.
  - Check or uncheck the option to enable or disable automatic approval of issues. With automatic approval enabled, new issues submitted by users will be visible immediately. If disabled, they will require administrative review before being published.

## Additional Customization Options

Further customize the user interaction with the Issues module by managing the following settings located in `Settings`, `Visibility`:

- **Enable Anonymous Mode**:

    - If selected, users will have the option to report issues anonymously. Their names will be concealed, ensuring privacy for those who wish to report sensitive or personal matters.
- **Enable Comments**:
    - If selected, the Issues module will support user comments. This setting fosters community discussion and engagement around reported issues, allowing users to contribute insights, experiences, or support.
- **Enable Rating**:
    - If selected, users can rate the submitted feedback. This feature can help gauge the community's sentiment about specific issues and prioritize them based on urgency or popularity.
- **Enable Location Address**:
    - If selected, users will have the option to include their address or a specific location when reporting an issue. This feature is particularly useful for location-specific concerns, helping administrators and relevant authorities to pinpoint and address the reported issues more effectively.

By customizing the Issues module to fit your community's preferences and needs, you create a more engaging, responsive, and user-friendly environment. These settings empower administrators to maintain a balance between user freedom and content moderation, ensuring that the platform remains a constructive space for community engagement and problem-solving.

# Gamification with sustainable actions

Discusses the integration of game elements to engage and motivate participants.

# Engaging community through points and impactful actions

WeSolve offers an innovative engagement feature that transforms community involvement into a rewarding and impactful journey. As part of our mission to encourage active participation, users are rewarded with WeSolve Points for every action they perform on the platform. These points not only symbolize recognition of their efforts but also pave the way for meaningful contributions to the environment through our partnership with Eden Reforestation Projects.

## Eden Reforestation Projects: A Glimpse into Green Impact

Our alliance with Eden Reforestation Projects empowers users to convert their WeSolve Points into a green initiative. Eden Reforestation Projects is renowned for its commitment to reforesting and restoring native ecosystems around the globe. Each tree planting initiative not only revitalizes biodiversity but also offers sustainable livelihoods to local communities, ensuring a cycle of continual growth and environmental stewardship.

## Earning WeSolve Points: Actions and Rewards

Engagement in WeSolve is quantified through points, encouraging users to actively participate in various platform activities. Here's how users can earn WeSolve Points:

- Submit an Idea: Share your innovative thoughts and earn +50 WeSolve Points.
- Answer a Survey: Provide your valuable insights and get +8 WeSolve Points.
- Report an Issue: Contribute to community improvement by reporting concerns and receive +5 WeSolve Points.
- Leave a Comment: Engage in discussions and earn +2 WeSolve Points.
- Like an Activity: Show your support for community initiatives and gain +1 WeSolve Point.

## Understanding the reward system

As an administrator on the WeSolve platform, you play a crucial role in facilitating and overseeing the unique engagement-reward cycle. Your understanding and management of the system empower users to translate their platform activities into real-world environmental impact. Here's how the process works and how you can manage it effectively:

1. **User activities and point accumulation**: Users earn WeSolve Points by engaging in various activities on the platform, such as submitting ideas, answering surveys, or simply liking an activity. These points are a measure of their contribution and engagement.
2. **Virtual tree growth**: Within the Rewards page, users have the option to 'plant' a virtual tree using their accumulated WeSolve Points. By pressing the Grow the Plant button, they initiate the conversion of their virtual points into a real-world ecological contribution.
3. **Confirmation and communication**: Once a user's virtual tree is fully grown, a confirmation message is displayed on their screen. This message not only acknowledges their contribution but also reinforces the real-world impact of their actions, stating that a real tree will be planted through our partnership with Eden Reforestation Projects.
4. **Communicating with Eden Reforestation Projects**: On a monthly basis, compile the number of fully grown virtual trees (based on user interactions and point expenditures) and communicate this figure to Eden Reforestation Projects. This ensures that the virtual engagement of users is accurately translated into real-world tree planting.

## Tracking Participation and Points

To ensure transparency and encourage continued participation, users can easily track their activities and the total WeSolve Points earned. Navigate to Administration -> User Activities to view a comprehensive record of engagement and point accumulation.

## Disabling the Reward module

Recognizing the diverse needs of different communities, WeSolve platform is designed to be flexible. If you wish to adapt the platform to your specific community engagement strategy, you can easily enable or disable the Rewards module. Simply go to Administration, select Settings, then Modules, and deselect the Rewards module to customize your platform's engagement approach.