



## Efficient Knowledge Sharing:

Social Squared enables efficient knowledge sharing among team members and across the organization. It provides a platform for employees to ask questions, share insights, and collaborate on solutions, fostering a culture of continuous learning and information exchange.

**Verified Answers:** One of the standout features is the ability for new users to find verified answers to their questions. This not only saves time but also ensures that employees receive accurate and reliable information, reducing the risk of misinformation and errors.

**Enhanced Collaboration:** By integrating with Microsoft Teams and SharePoint, Social Squared facilitates seamless collaboration within your platform of choice.

**Documentation of Knowledge:** Discussions within Social Squared are archived, creating a valuable knowledge repository over time. This knowledge base can be tapped into by new hires, enabling them to quickly onboard and access historical insights and solutions.

## Social Squared – Discussion Forum



Social Squared Discussion Forum, available for Microsoft Teams and SharePoint, offers several key advantages for businesses. Firstly, it promotes efficient knowledge sharing and collaboration among team members and throughout the organization. Employees can ask questions, share insights, and work together on solutions, fostering a culture of continuous learning and information exchange. The standout feature is the ability for new users to find verified answers to their questions, saving time and ensuring reliable information access.

Furthermore, Social Squared enhances decision-making by providing a structured platform for discussions and idea sharing. It helps build a sense of community, encouraging employees to engage in meaningful conversations and connect with colleagues who share similar interests or expertise. Additionally, the tool creates a knowledge repository over time, documenting valuable insights and solutions that can be accessed by new hires, expediting their onboarding process and contributing to increased productivity and efficiency. Overall, Social Squared Discussion Forum is a powerful tool for businesses seeking to enhance knowledge sharing, collaboration, and decision-making within their organization.

**Social Squared for Education:** In educational institutions, Social Squared can foster student engagement by providing a platform for students to ask questions, discuss course materials, and collaborate on projects.

**Social Squared for Communities of Practice (COP):** Social Squared can be used for Communities of Practice to facilitate knowledge sharing, expertise exchange, and collaborative problem-solving among members.

**Social Squared for Technical Support:** Social Squared can be used for technical support by providing a platform for users to seek help, share troubleshooting tips, and find solutions to technical issues within a community. Apply automation through the action builder allowing work processes such as Approvals to be streamlined.

*"Social Squared has been a game-changer for our organization. We implemented it to improve collaboration and knowledge sharing among our teams, and it has exceeded our expectations. The discussion forums are intuitive and easy to use, making it simple for team members to ask questions. The ability to find answers quickly has improved our decision-making processes. Social Squared has proven to be an indispensable tool. We highly recommend it to any business looking to enhance their internal communication and knowledge management."*





## Product Features and Benefits

### About Lightning Tools:

Lightning Tools, founded in 2007 by Microsoft 365 Apps and Services MVP Brett Lonsdale, is a reputable Microsoft Partner known for its expertise in SharePoint and related technologies. With ISO 27001 and ISO 9001 certifications, Lightning Tools is committed to maintaining high standards of security and quality in its products and services, making it a trusted choice for organizations seeking effective solutions in the Microsoft ecosystem.

### Customer Success:

Lightning Tools is dedicated to its customers' success by offering comprehensive support, regular product updates, and a commitment to understanding and addressing the unique needs of each client. They prioritize customer feedback, ensuring their solutions evolve to meet evolving challenges in the SharePoint and Microsoft 365 ecosystem, ultimately helping organizations maximize the value of their investments and achieve their business goals.



## Social Squared Features

**Structured Discussion Board:** Social Squared provides a structured platform for creating discussion boards, making it easy to organize and categorize discussions by topic or theme.

**Mark as Answer:** Users can mark specific responses as answers to questions, indicating the most helpful and accurate solutions within discussions.

**Moderation:** The tool offers moderation capabilities, allowing administrators to manage and maintain the quality of discussions by monitoring and controlling content.

**Search:** Social Squared includes a robust search function, enabling users to quickly find relevant discussions, topics, or answers to their queries.

**Tags:** Discussions and posts can be tagged with keywords or labels, making it easier to categorize and search for specific content.

**Badges:** Social Squared offers a badge system that recognizes and rewards users for their contributions and expertise within the community.

**Ratings:** Users can rate discussions and responses, helping to identify high-quality content and valuable contributions while promoting user engagement and feedback.

**Deploying Social Squared** is a breeze for organizations across various environments, including SharePoint Online, SharePoint On-Premises, and Microsoft Teams. It can be effortlessly added to the App Catalog in SharePoint, making it readily accessible to users. Whether your organization operates in the cloud or on-premises, Social Squared adapts seamlessly, ensuring a consistent user experience.

**What's more, mobile device users can fully leverage its capabilities through the SharePoint or Teams apps**, where specific features are tailored to enhance their experience. These features include notifications for discussions they follow, which not only keeps users informed but also fosters real-time engagement and collaboration, ultimately contributing to improved employee engagement and knowledge sharing. Social Squared's flexibility and adaptability across platforms make it a versatile and user-centric solution for organizations aiming to facilitate meaningful discussions and strengthen employee engagement within their digital workplace.

**Data within Social Squared** is stored within hidden SharePoint lists within your Microsoft 365 Tenant or SharePoint Farm. This puts you in charge of authorization and authentication without third party risk to your business.

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