
Product features

Interact is an enterprise-grade intranet product designed to help organizations inform and connect all employees.

Listed below are the high-level features available.

A decorative graphic consisting of a vertical stack of horizontal bars. The top bar is a light, pale purple. Below it are several bars of varying shades of blue and purple, transitioning from light to dark. The bottom-most bars are thin, dark blue lines.

Contents


- 01 Main Features
- 02 Administration Features
- 03 Integration
- 04 Support
- 05 Security, Hosting & Backup
- 06 Services


“ In terms of functionality, Interact took care of 95% of our wish list out of the box, putting it ahead of its competitors and making it very fast and easy to deploy. With no need for expensive custom development, Interact helped us deploy our new intranet as cost-efficiently as possible.

Corinna Bork - Director of Communications, Maxxam

Key

 Included

 Not Included

 Additional Fee Applies

Main Features

Interact's main features are listed below.

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
CMS with Version Control and rollback			
Keywords & Page Findability Scoring			
Page Tagging (with taxonomy control)			
On-Page Analytics (for Authors – Visits, Subscribers, Quality Scoring etc.)			
Bulk document uploading			
Drag and drop attachment function			
Date / Time Control (for Page publication - start, end, and reminder)			
Author and Owner functionality (ghost writing option)			
WYSIWYG editor (with HTML source control, video embedding etc.)			
HTML templates			
Page comments and private author feedback			
Page Authoring Permissions with workflow & notifications			
CMS preview function			
Mandatory Read and Tests			
People Directory (Inc, Expertise & Interests, Additional Fields, API Endpoint)			
Influence & Profile scoring (Inc. Followers & Following info)			

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
Enterprise Search (with Best Bets, filtering, API endpoint)	✓	✓	✓
Homepage Manager (Inc. homepage cloning, audience targeting)	✓	✓	✓
Homepage editing and widget manipulation (drag and drop)	✓	✓	✓
Onboarding Homepages	✓	✓	✓
Widget library (Inc. 25 different widget types & 15 styles)	✓	✓	✓
IFrame support (Embed Instagram / Facebook feed etc.)	✓	✓	✓
RSS feed support	✓	✓	✓
Twitter feed support	✓	✓	✓
Notifications (badge count, push, email)	✓	✓	✓
Favorites & Watches	✓	✓	✓
Blogging (with Author Analytics) and Comments	✓	✓	✓
Micro-blogging & Timelines (with recommended content)	✓	✓	✓
@mentioning (people, teams, departments, etc. – all indexed content)	✓	✓	✓
Content Areas and Categories (with granular permissions)	✓	✓	✓
Teams (Open, Private & Hidden)	✓	✓	✓
Forums (Questions, Ideas, Discussions – with subscription, moderation etc.)	✓	✓	✓
Rewards (with optional reward prizes)	✓	✓	✓
Galleries (with bulk upload and image auto-resizing)	✓	✓	✓
Voting and Polling	✓	✓	✓
Organization Chart	✓	✓	✓
Calendars (open attendance, invitation only, iCal support)	✓	✓	✓
Workflow & Forms (electronic forms)	✓	✓	✓
Interact Analytics (activity tracking, login history, Page control etc.)	✓	✓	✓

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
Media Manager	✓	✓	✓
Responsive design (with administration control)	✓	✓	✓
Themes (unlimited multiple themes supported)	✓	✓	✓
Google Translate	✓	✓	✓
Native apps for iOS and Android	✓	✓	✓
Unlimited Licenses *	✗	✓	✓
iOS and Android App white-labelling **	✗	✗	+

* Small Business capped at 100 licenses. No limit for Professional and Enterprise and charged per user per month for amount required.
 ** White-labelling provides a separate copy of Interact's App for iOS and Android in respective App Stores.

Book a custom demo and see how Interact can help your organization

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Our introductory consultation and custom tour includes:

- A briefing with an intranet expert to understand your requirements
- A high-level tour of Interact
- Advice on getting your project moving

Administration Features

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
IP Restriction management	✓	✓	✓
System Text management (interface language options)	✓	✓	✓
Email & Email Digest management	✓	✓	✓
App control management	✓	✓	✓
Application Variables management (extensive configuration options)	✓	✓	✓
Top Menu management	✓	✓	✓
Permission management	✓	✓	✓
User Management	✓	✓	✓

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
Profile Source management	✓	✓	✓
Interact and Expertise management	✓	✓	✓
SAML authentication management	✓	✓	✓
Broadcast management (SMS, Email, Homepage lock-outs) *	✓	✓	✓
Location / Department / Team group management	✓	✓	✓
Security Group management (inc. support for synchronized AD security groups)	✓	✓	✓
Content administration (bulk content re-organizing)	✓	✓	✓
Thesaurus management	✓	✓	✓
Poll management	✓	✓	✓
Persona management	✓	✓	✓

* Additional fees may apply for excessive SMS usage

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Integration

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
Single Sign-On Support (OKTA, OneLogin, ADFS)	✓	✓	✓
Active Directory (On-Premise & Azure) integration (account provisioning)	✓	✓	✓
Local Directory account provisioning (username & password stored in Interact)	✓	✓	✓
SharePoint 2013, 2016 and SharePoint Online integration	✓	✓	✓

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
PowerBi integration	✓	✓	✓
Skype for Business integration	✓	✓	✓
Microsoft Stream integration	✓	✓	✓
Yammer integration (using Yammer Embed)	✓	✓	✓
Cloud Storage Connectors (Google Drive, Box, OneDrive)	✓	✓	✓
API & Developer Framework	✗	✓	✓
Sandbox option	✗	+	✓

Support

Intract offers 3 levels of support for all customers. Further information can be [found here](#).

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
Silver Support	✓	✓	✓
Gold Support	✗	✓	✓
Platinum Support	✗	+	✓
Community Access	✓	✓	✓
Online ticket logging / tracking	✓	✓	✓
Intract University	✓	✓	✓
Phone Support	✓	✓	✓
Target Response & Resolution time	✓	✓	✓

Security, Hosting & Backup

The following [features and services](#) are available for all cloud customers.

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
ISO 27001 certification	✓	✓	✓
Data encryption	✓	✓	✓
Data domicile options	✓	✓	✓
Automatic backups	✓	✓	✓
Penetration tested & certified	✓	✓	✓
Intrusion detection	✓	✓	✓
GDPR compliant	✓	✓	✓
Mobile Device Management (MDM) support	✓	✓	✓
Managed and monitored uptime	✓	✓	✓
Automatic updates	✓	✓	✓
Unlimited storage *	✓	✓	✓
SOC 1, SOC 2 and SOC 3 Compliant (via hosting partner AWS)	✓	✓	✓
Custom URL (i.e. intranet.company.com)	✓	✓	✓
HIPAA compliant **	✗	✗	+

* Fair usage policy applies

** Intract's dedicated HIPAA hosting provides a platform for secure healthcare intranets that are fully HIPAA compliant.

Services

Interact offers a range of range of services to maximize your intranet success.

Feature	Small Business	Mid-Size Organizations	Enterprise Organizations
JumpStart Packs	+	×	×
Custom Intranet Success Plan	×	✓	✓
Dedicated Engagement Strategist	×	+	✓
Dedicated brand specialist	×	+	✓
Lifetime Success Plan	×	+	✓
Access to Beta Programs	×	+	✓
Lifetime Success Plan	×	+	✓

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