

Optimizely Community API Service Description

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1. Service Overview

Optimizely Community API is a cloud-based micro-service for modeling and managing community-generated content. It offers developer's a high performance and reliable platform with a fluent and easy-to-use API. The modular design of Optimizely Community API allows customers to use only services they need. Comments and ratings combine to help deliver user reviews, which can be associated with resources such as content and products. Groups and activity streams further enhance the experience of building and managing meaningful Community API communities. Moderation services help manage feedback as well as automate actions for follow-up, review, or compliance needs.

The actual price parameters are based on page views and availability. They are captured in the MSA when signing a contract. Contact your sales representative for available tiers and parameters.

2. Definitions

	Name	Definition
2.1	Page Views	Means Page Views Per Year - the amount of page views in a calendar year generated through use of the Community API service. A page view is defined as a view of a page on customer web sites that is being provided by the service. If a user clicks reload after reaching the page, this is counted as an additional page view. If a user navigates to a different page and then returns to the original page, a second page view is recorded as well.
2.2	Subscription	Means the arrangement by which Customer is granted access to the Community API Service and the underlying database models.

3. Service Architecture

The [Technical Overview](#) topic on Optimizely World contains more detailed information that describes the architecture of the Optimizely platform, along with an introduction to the system foundation and related components and products.

3.1 Service Instances

All Community API Subscriptions include a deployment process with one or more Service Instances as defined in the MSA.

Service Instances are typically used as follows.

3.1.1 Integration stage

Here customers can validate initial integrations with external systems and perform functional testing. This is often used as part of a daily build or continuous release process. Integration environments are intended strictly for development/testing usage and have the same item limit as the package level, with limited scalability and SLA.

3.1.2 Preproduction stage

A limited version of the Community API is made available for use during pre-production development and UAT. Preproduction environments are intended strictly for

development/testing usage and have the same item limit as the package level, with limited scalability and SLA.

3.1.3 Production stage

This is the live Production environment for Community API. In Production, website visitors can access public content. Production scales automatically.

3.2 Developer Guidelines

See the [Optimizely Developer Guides](#) on Optimizely World for information about developing and working with the Community API Service.

4. Service Requirements

Optimizely Community API works best integrated with the Optimizely platform but can also be integrated with stand-alone applications. This can be useful for developing specific mobile applications or supporting headless environments.

4.1 Optimizely Community API Platform

The Optimizely Community API platform is comprised of several micro-services accessible to an application by installing the client packages appropriate to each respective service. See the [Optimizely Developer Guides](#) on Optimizely World for information about integrating with the platform.”

5. Features of the Community API Service

The Optimizely Community API platform is a collection of extensible services for defining and collecting community generated content. These services include Comments, Ratings, Groups, Moderation, and Activity Streams.

5.1 Comments

Used to manage and deliver hierarchical, user-generated content. Apply comments that let an application collect feedback and promote audience engagement around its content.

- Assign comments to content and products within an application
- Filter and retrieve comments to present in an application
- Extend comments to develop meaningful discussion solutions

5.2 Ratings

Enable users to provide quantifiable feedback for content and products, which can be tallied and calculated to produce meaningful measures and appraisals.

- Assign ratings to application resources
- Filter and retrieve submitted ratings
- Tabulate statistics for rated resources

5.3 Groups

Groups provides the capability to combine users and content to create digital communities. Groups are named aggregations, bringing together users and content along a common theme or for a common purpose.

- Create groups within your application
- Manage membership within those groups
- Associate content with groups
- Define and manage a system of roles

5.4 Moderation

Optimizely Community API provides an open platform for building moderation systems that suit an application. Define moderation strategies, transition actions and resources through a moderation process, and monitor their state and progress.

- Define moderation strategies
- Manage moderation activities
- Extend the moderation system to meet the needs of your application

5.5 Activity Streams

The Optimizely Community API automatically generates feeds of information about Community API activity within an application. Users can subscribe to content and people within the application. A filterable record of activities related to those users and resources is available within the platform.

- Manage subscriptions to resources and other users
- Define, broadcast, and react to broadcast events
- Filter and retrieve a feed of information about activities occurring in the application

6. Consulting and Training

6.1 Expert Services

Optimizely's Expert Services team help ensure that customers and partners are successful in implementing Optimizely's Community API features. Expert Services is a global team of consultants who can be contracted to provide best practices guidance or hands-on support to assist the project team in deploying successful projects with Community API.

Customers can contact Optimizely Expert Services by email at expert.services@optimizely.com or [online](#).

6.2 Onboarding

Optimizely Community API is a set of micro-services with rich API access intended for developers. After signing up for the Community API Service, developers will receive the API credentials for each instance. Additional developer instances can be created at <https://demo.Community API.episerver.net/>. Accessing and using the services is detailed in the [Optimizely Developer Guides](#).

6.3 Training and online help

Optimizely offers both business user and developer training at an additional cost. Training can be ordered from an Optimizely sales representative or from the [self-service website](#).

Optimizely also offers developer guides and [online help](#), and as has a robust community of active members at [Optimizely World](#).

7. Optimizely Support

Please refer to the Optimizely Services SLA for more information.

8. Service Health and Continuity

The Community API Service infrastructure is designed to be resilient and has no single point of failure. The network, data storage, hardware and power components are designed to be fully redundant and monitored. If the service fails at any point in time, failover mechanisms are in place that will be either automatically deployed to restore the service or manually restored.

Optimizely provides a [service dashboard](#) where a Customer can register to receive incident updates and view information about platform wide planned maintenance.

Optimizely Managed Services and Support communicates incidents regarding Customer specific applications and websites. Customers are notified by email regarding issues and are continuously updated during the progress of the incident.

8.1 Backup copying and loss of data.

Optimizely takes the responsibility for backup copies of the production data in the Subscription each hour for 24 hours, daily for 35 days, and weekly for one month. Thereafter Optimizely does not take any responsibility for the backup copied information.

8.1.1 Additional backup

If Optimizely shall take responsibility for the backup copying of other data and/or to any other extent than that stated in the Service Description, such obligation shall be specifically agreed in writing between Optimizely and the Customer.

8.1.2 Responsibility for loss or distortion of data

Over and above the responsibilities that Optimizely has taken on in accordance with section 8.1, Optimizely does not take any responsibility for any loss or distortion of information/data.

8.2 Backup and Retention Schemes

The Customer data is backed up once every hour with monitoring and verification, these hourly backups are maintained for 24 hours. Additionally, one snapshot per day is maintained for 7 days. Finally, one snapshot per week is maintained for 28 days. All backups are maintained outside the service cluster in offsite replicated storage in the event of disaster.

8.3 Disaster Recovery

Depending on the cause, the maximum time generally required to restart the service in an outage is 4 hours and the maximum time of changes that may be lost is 24 hours. See Backup and Retention Schemes above for further details.

8.3.1 Recovery Point Objective (RPO)

RPO is 24 hours.

8.3.2 Recovery Time Objective (RTO)

Please refer to the Optimizely Services SLA for target objectives.

8.4 Monitoring

Service health is monitored continuously and any irregularities will be acted upon in line with the Service Level Agreement.

9. Service Level Agreement

Please refer to the [Optimizely Services SLA](#) for more information.

10. Roles and Responsibilities

See the [Roles & Responsibilities Matrix](#) for more information.

11. Compliance

For information about compliance see the [Optimizely Trust Center](#). Optimizely Customer-Centric Digital Experience Platform Service follows Microsoft Azure compliance standards, and therefore our infrastructure has a wide range of compliance certifications, standards, and supporting processes.

11.1 Data Privacy

Processing and/or storing PII data is not allowed in the Search & Navigation product.

12. Ordering and Validity

12.1 Ordering of the Service

When a Customer places an order with an Optimizely sales representative, Optimizely provisions the systems. Contact your Optimizely sales representative or the [local office](#) to order.

12.1.1 Provisioning time

If all necessary data to provision this Software Service(s) has been included in the Order, Optimizely has a target of provisioning the Customer's Software Service(s) within 24 hours during business days after the Order has passed all checkpoints within the Order Management System and reached Optimizely Managed Services.

12.2 Validity and duration of the Service Description

This Service Description shall remain valid as a description of Software Service(s) a Customer may purchase and/or receive from Optimizely through the term of any related agreement between the parties, and may be subject to further updates, under the notice provisions of

such agreements. Under such notice provision, Optimizely reserves the right to update or replace it as necessary at any time. Changes made to the Service Description or any new Service Description (for example, a replacement of the previous one) shall always enter into force from the date of their publication on the page, or from such notice provision in the agreement, which may apply. <http://world.optimizely.com/services/descriptions/optimizely-community-api-service-description/>.

Appendix 1 - Changelog Summary

In this appendix you will find a summary of the changes that were communicated at times defined below. However, since clarifications may have been made in addition to the changes made in this appendix, it is still important that you read through the relevant Service Description(s).

Changes for distribution Aug 2nd, 2021

Brand Change

- Changed brand from Episerver to Optimizely throughout.