SIGNAVIO

Collaboration Hub User Guide

Version 3.0

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1 Log in to the Business Transformation Suite

1.1 Log in with your account credentials

After you've created your Business Transformation Suite account (see section **Create your Business Transformation Suite account**), use your account email and password to log in.

In the case that your workspace administrator has created the account for you, you received an email to reset your password. When SSO is enabled for your workspace, you log in using a shared link (see section **Log in using a shared link**).

1. Go to the Business Transformation Suite login page:
   - **Login page** (hosted in EU)
   - **Login page** (hosted in Australia)
   - **Login page** (hosted in US)
2. Enter your account email and password and click **Login**.
   - If you receive the error message that the login with email and password is disabled, SSO is enforced for your workspace and you need to you log in using a shared link (see section **Log in using a shared link**).
3. Select your workspace and click **Login**. The Collaboration Hub launchpad opens. Continue with section **Your launchpad**.

> If you don't have the Suite license, Process Manager explorer or the Collaboration Hub opens depending on your user license.

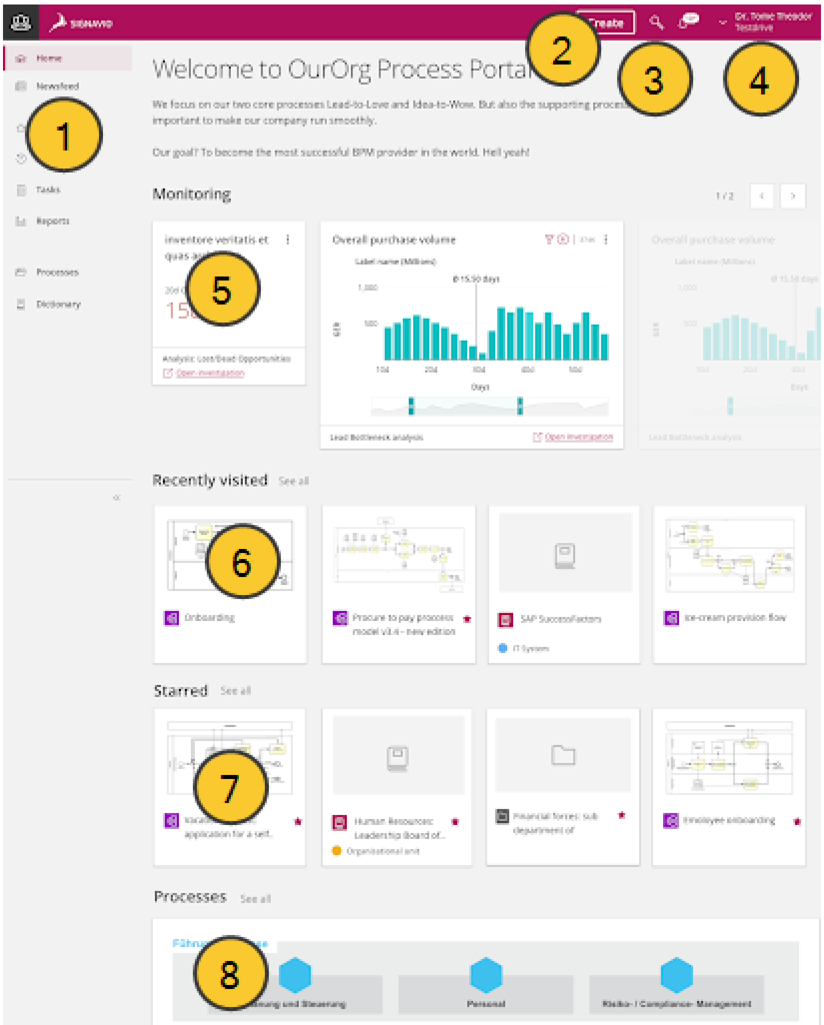
1.2 Log in using a shared link

When SSO is enabled for your workspace, you log in through a shared link. The link is shared with you, for example, in an invitation email or on a wiki page.

> We recommend that you bookmark the shared link for future logins. Depending on your workspace configuration, you might only be able to log in to the Business Transformation Suite through the shared link.

1. Click the link.
2. Follow the steps you see on the screen. Your account will be authenticated by a third-party application.
3. After successful log in, the Collaboration Hub launchpad opens. Continue with section **Your launchpad**.

2 Launchpad overview



1	Sidebar
2	Create
3	(Search) and (Notifications)
4	User menu
5	Monitoring widgets
6	Recently visited items
7	Starred items
8	Entry point diagram

3 Your launchpad

The launchpad is personalized. You see content that is the most relevant to you.

> The functions available to you depend on your license.

3.1 Sidebar

Home	Here you see the content you recently viewed and the content you starred. You also see the process landscape diagram for an overview of all processes in your workspace.
Newsfeed	In your newsfeed, you see which new content was published in your workspace.
Starred	All your starred items can be found here. This is the same list you see when you click **See all** on the home page.
Recent	All items you recently opened. This is the same list you see when you click **See all** on the home page.
Tasks	Open your Workflow Accelerator inbox in Collaboration Hub by clicking **Tasks**.
Processes	Here you see all published diagrams in your workspace. This is the same list you see when you click **See all** on the home page.
Invest-igations	Here you can view your Process Intelligence investigations.
Dictionary	View all dictionary entries for your workspace. To edit a dictionary entry, click the entry and then click . To create a dictionary item, click **Create** in the menu bar.

To open content you see in your **Newsfeed**, your list of **Starred** items, in **Recent** or in **Diagrams**, double-click it. Items you opened are listed in **Recent**.

When you click once, you open the preview panel for the item. If you only open the preview panel, the item is not listed in **Recent**.

3.2 Monitoring

Here you find widgets for investigations that are relevant to your workspace. Below the widget is the link to the investigation.

3.3 Recently visited

The items you opened last are shown as tiles. Click once on a tile to open.

3.4 Starred

The items you starred most recently are shown as tiles. Click once on a tile to open.

You can star an item by clicking .

The following items can be starred:

- Diagrams
- Dictionary items
- Dictionary categories
- Files
- Folders

3.5 Search

Click to search across all Signavio products.

Limit your search to one content type:

- Click **All types**.
- Select the content type you need.
- Enter your search terms.

> If you enter more than one search term, the results by default contain all search terms (AND). To also get results that contain one of the terms, add OR between search terms.

3.5.1 Also search in content

The standard search finds keywords in the title and the description. To find your search term in other areas, select **Also search in content**.

With **Also search in content** selected, the search term is found wherever it is used in user-created content, for example in task names or attributes.

The search in content also considers uploaded documents.

> At the moment, **Also search in content** is limited to content created in Process Manager.

3.6 Notifications

You're notified about new comments and about new revisions for diagrams you've commented on.

The icon shows you the number of new notifications. Click the icon to open notifications.

You can get to a diagram or the **Comments** panel by clicking a notification.

You can decide per diagram if you want to receive notifications and you can mark one or all notifications as read.

To stop notifications for a diagram, click in the diagram view and select **Stop notifications**. This stops the notifications in Collaboration Hub. Notifications in Process Manager are not affected.

3.7 Next steps

- Actions
- Diagrams
- Comments

4 Actions

You find all actions available for a page in the upper right corner.
Depending on what is open at the moment, you can do the following:

- Print an item by clicking .
- Star an item by clicking .

  This adds the item to your favorites, listed in the section **Starred** on your launchpad.
- Copy the diagram link to the clipboard by clicking .
- Open the comment panel by clicking .
- If available, you can select more actions by clicking .

The additional actions when you click depend on what is shared with you, your license, and the diagram type.
For example, additional actions can be **Edit** or **Stop notifications**.

4.1 Print settings

To open the print settings, click the arrow next to the print icon .
Here you can decide what to include when you print a diagram. The example shows a preview of your settings. Your settings are saved for future prints. You can change the settings any time.
Any additional settings are part of the print dialog of your browser and depend on your browser and the printer selected.

4.2 Next steps

- Starred

5 Comments

At the moment, commenting cannot be disabled.

Comments are displayed in the comment panel. To open the comment panel, click the comments icon . You can also open the comment panel directly from your notifications when you receive a notification about new comments.

5.1 Add comments to a diagram

1. Open a diagram.
2. Click . The comment panel opens.
3. Enter your comment and click **Comment**. The comment is posted and collaborators are notified.

5.2 Add comments to an element

1. Open a diagram.
2. Click an element. The comment panel for the element opens.
3. Click **Add comment**.
4. Enter your comment and click **Comment**. The comment is posted and is labeled with the element name. Collaborators are notified.

5.3 Reply to comments

1. Open a diagram.
2. Click . The comment panel opens.
3. In the comment, click **Reply**.

4. Enter your comment and click **Comment**. The comment is posted in a comment thread under the original comment.

Additional replies can be added to the comment thread.

5.4 Mention others in comments

When you want to address a comment directly to someone, you can mention this person in a comment. Mention someone by typing an @ followed by their name while you enter a comment. When you mention someone in a comment, they are notified.

5.5 View comments

All comments on a diagram are visible in the comment panel by default.
Comments on model elements are labeled with the element name.

5.6 Filter comments by status

To filter by comment status, click **Status** and select a status from the list.
To clear status filters, select **All** from the list.

5.7 Filter comments by element

To display comments for one element only, you have the following options:

- Click **Element** and select an element from the list.
- Click an element label.

To clear an element filter, you have the following options:

- Click clear next to the element filter.
- Click **Back to all comments**.

When you are viewing only comments for an element, new comments are added as comments on this element. Clear the element filter to add a comment on the diagram.

5.8 Delete comments

Deleting comments can't be undone.

1. Click ⋮ in the comment and select **Delete**.
2. Confirm the deletion in the dialog.

5.9 Comment notifications

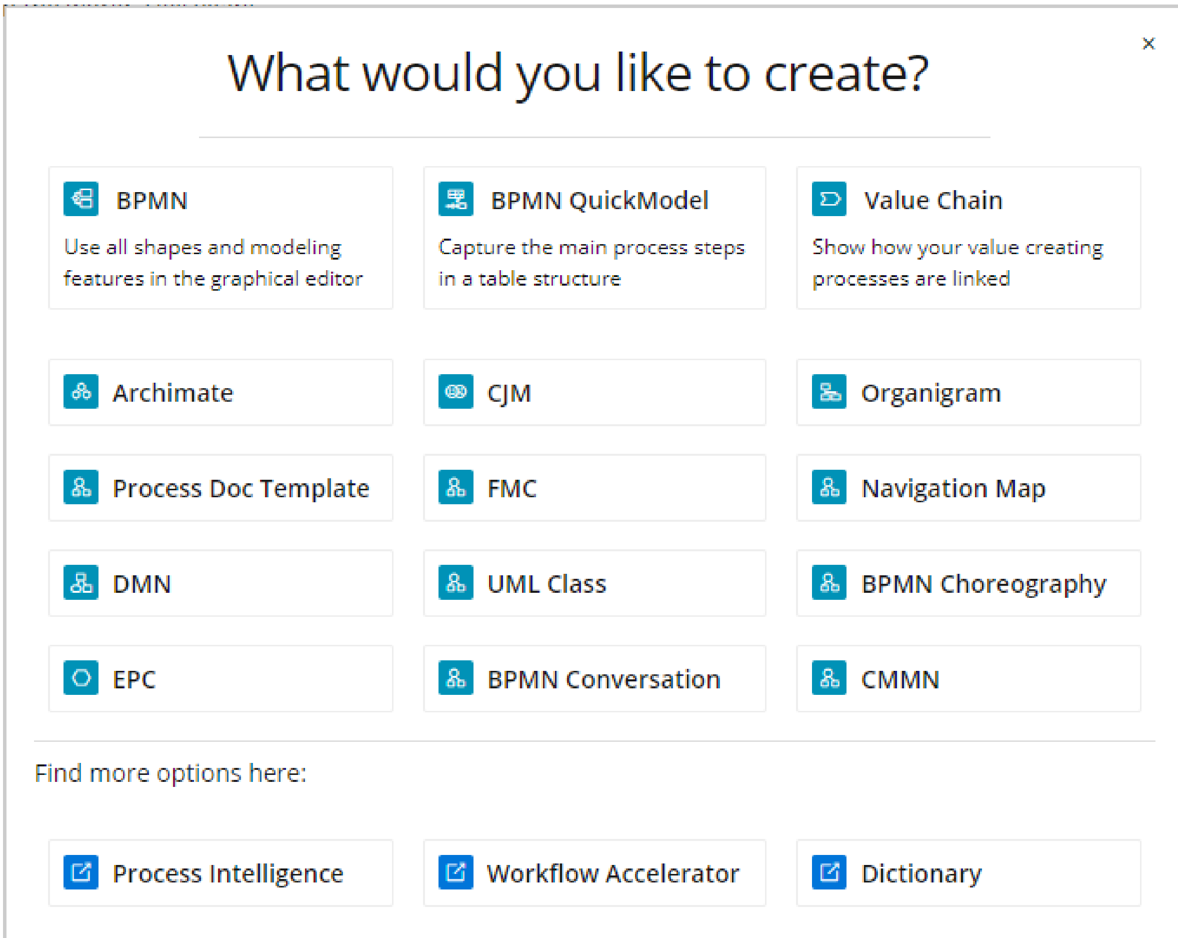
You get notified for the following actions:

- Someone adds a comment to one of your diagrams
- Someone resolves one of your comments
- Someone reopens one of your comments
- Someone mentions you in a comment
- Someone replies to one of your comments

Modelers get notified for all revisions, Collaboration Hub users only get notified about actions on the published revision.

6 Create

When you click **Create**, you see all content types you can create.



When you click a content type, the editor opens in a new browser tab. If available, you can also go to Workflow Accelerator or Process Intelligence.

7 Diagrams

When you click **Processes**, you can view all published diagrams in your workspace.
The file tree structure from the explorer is shown in the sidebar. You can expand the sidebar for a better overview. To view the folder content, click the folder name.

7.1 View diagrams

The diagrams are listed in a table.

- To open the preview for a diagram, click the row outside the diagram title.
- To open the diagram, click the diagram name.
- To open a diagram from the preview panel, click the diagram or **Go to diagram page**.

You can zoom in and out of diagrams to view details. With the mini map, you can pick an area to view or to zoom.

7.2 Attributes

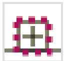
Diagram data, for example the date of the last revision, is displayed above a diagram. Diagram attributes are listed below the diagram.
Which data is visible is set by your workspace administrator.
When you click a diagram element, the element attributes are displayed in the details panel.

7.3 Linked diagrams

When a diagram links to other diagrams, you can view the linked diagrams in Collaboration Hub.
For BPMN diagrams, the following linked diagrams can be viewed:

- DMN tasks
- collapsed subprocesses
- collapsed Event subprocesses
- intermediate link events (catching and throwing link events)

For value chains, you can view collapsed processes.

- To open a preview of the linked process, click the linking element.
- To open the linked diagram, click the plus icon  .

Example:

7.4 Diagram views

If different views are available for a diagram, you can select a view. The active view is displayed.

- To select a different view, click **View** and select a new view from the drop-down list.

For BPMN diagrams, **Full** view and **Compact** view are always available. **Full** view shows all elements, **Compact** view hides IT-systems, data objects, and text annotations.
Modelers can create custom views for a diagram in Process Manager. If custom views are available, they are listed in the drop-down list.
Your view settings are automatically applied when you open the next diagram. If your last selection was a custom view and no matching custom view is available for the next diagram, **Full** view is visible.

7.5 DMN diagrams

When a DMN diagram is linked in a BPMN diagram, you can preview the DMN diagram by clicking the DMN task.
You can run DMN decisions and subdecisions in the preview panel. To run a decision, click **Run decision** in the preview panel. The DMN simulation opens in a new browser tab. Here you can enter different values and check the corresponding the decision.

7.6 Overlays

Overlays are attribute visualizations that are added by modelers when they create a diagram in Process Manager.
If a diagram contains overlays, the number of available overlays and the number of visible overlay categories are displayed.
You can show or hide overlays and select which overlays you want to view.
When you enable **Select all**, all overlays that have a value are visible on the diagram.

> Your overlay settings are automatically applied when you open the next diagram. To apply the default settings, click **Reset**.

You can show or hide overlay values in the **Show values** section:

- **Default** uses the overlay values visibility from the overlay settings.
- **All** shows all available attribute values.
- **None** collapses all overlays. When you hover over a collapsed overlay icon, the attribute value is displayed.

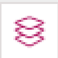
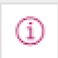
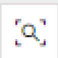
7.6.1 Overlays for risks and controls

The overlays for risks and for controls provide additional information.

When you hover over a risk overlay, the number of risks without controls for that element is shown.

You see the risk overlay when there is a risk without controls. When you only see the control overlay, all risks for that element have controls.
In the attribute details, controls are shown directly under a risk.

7.7 Toolbar

	Open comment panel.
	Select visible overlays.
	Open a legend with definitions of diagram elements.
	Enable/disable full-screen view.
	Fit diagram width to screen width.
100%	Current zoom level. For continuous zooming with a slider, click the icon.
	Zoom in/out.
	Show or hide mini map.

7.8 Keyboard Shortcuts

Function	Shortcuts
Full-screen	Press **F** to use full-screen mode. Press **Esc** to exit full-screen mode.
Fit to screen	Press **Shift+1** to fit diagram width to screen width.
Zoom	Press **+** to make everything larger. Press **-** to make everything smaller. Press **Shift** + **0** to reset.
Mini map	Press **M** to show or hide mini map.

7.9 Next Steps

- Comments
- Starred
- Notifications

7.10 Process levels

When modeling users create a high-level overview of the main process, they model subprocesses in separate diagrams and link these subprocesses to the main process. The subprocesses can also contain links to processes.

The high-level overview is usually the top-level diagram of your process hierarchy, on process level 1. The processes directly linked from this overview are on level 2. Any subprocesses of the processes on level 2 are on process level 3. The maximum level is 7.

> The process level count can start at process level 0 or 1. This is set by your workspace administrator.

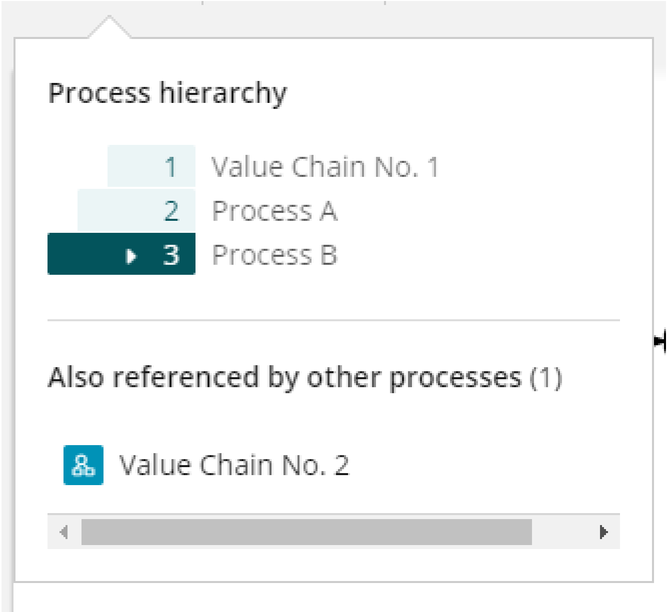
7.10.1 View process levels

The process level indicator shows the process level of the current diagram.

When you click the process level indicator, the current process and all processes on higher levels in the same hierarchy are listed. For top-level processes, no other processes are listed.

Processes that reference the diagram but aren't part of the current hierarchy are listed below the hierarchy. You can open all diagrams by clicking them.

The current diagram is highlighted.



7.10.2 How process levels are calculated

The process level displayed for a diagram can be different than the expected level.

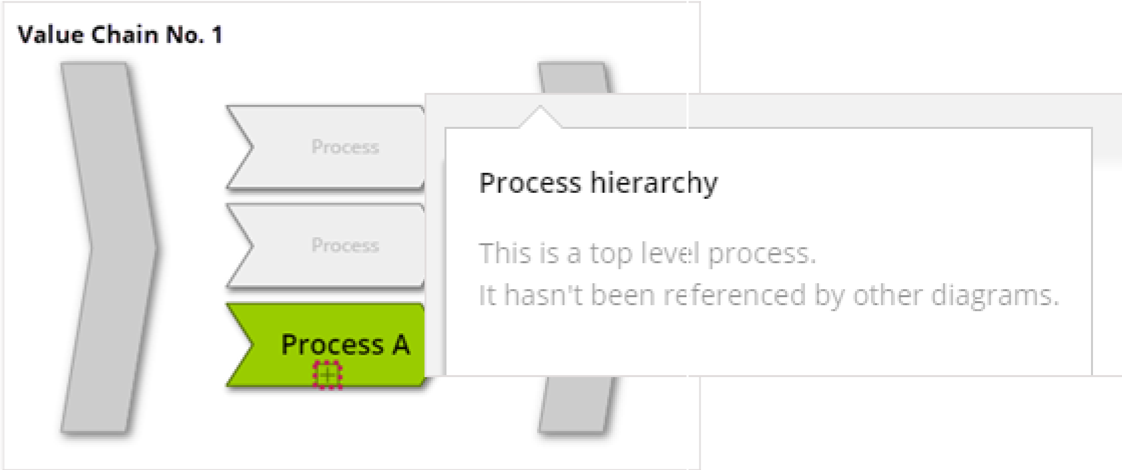
The following can result in an unexpected process level:

- The shortest path for a process to a top-level diagram is considered. Processes linked from more than one diagram can be on different process levels across the process landscape, shown is always their minimum process level.
- For the shortest path, cycles are excluded, for example if two diagrams are referencing each other as subprocesses.
- Any diagram that's not referenced in another diagram as a sub-process is a top-level diagram. Top-level diagrams don't need to link to diagrams on lower levels.
- If several paths of the same length are available for the shortest path, the system selects one automatically, based on internal IDs.
- Only published diagrams are included in the calculation. The process level can be different for published and unpublished versions.

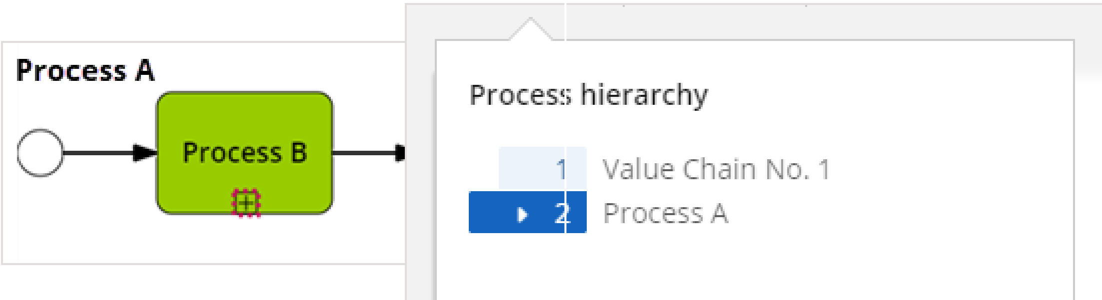
Examples:

Example 1: Process levels explained

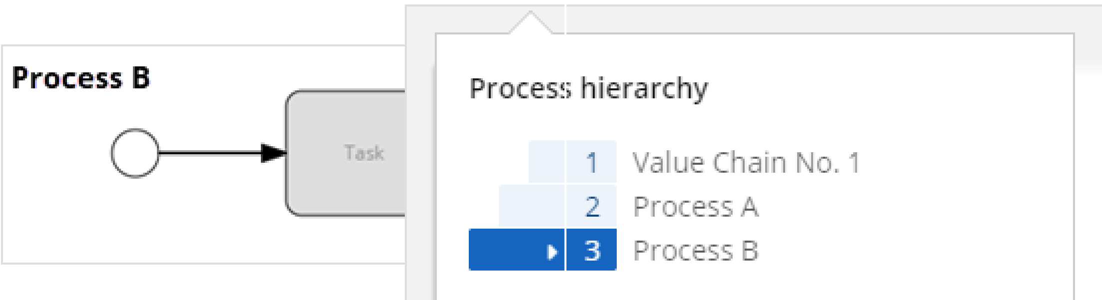
Value Chain No. 1 is a top-level diagram and links to *Process A*.



Process A is on level 2 and links to *Process B*.



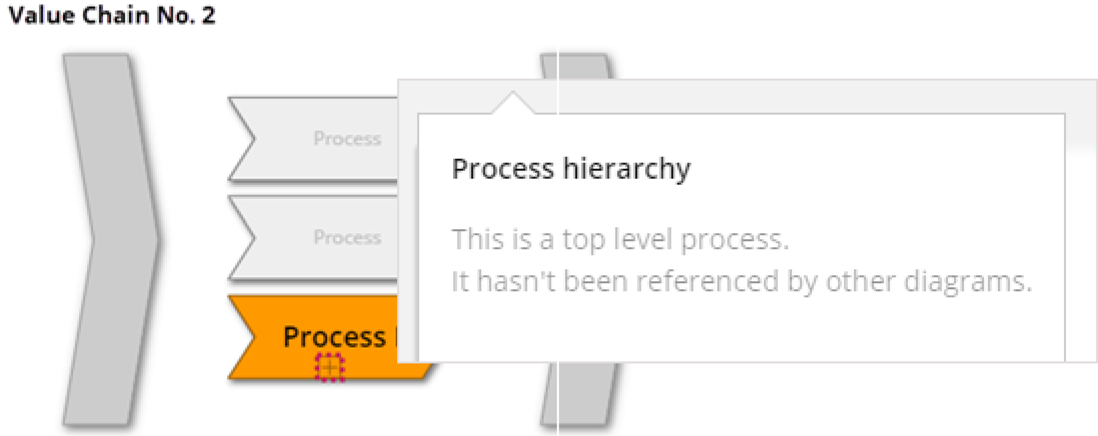
Process B is on level 3.



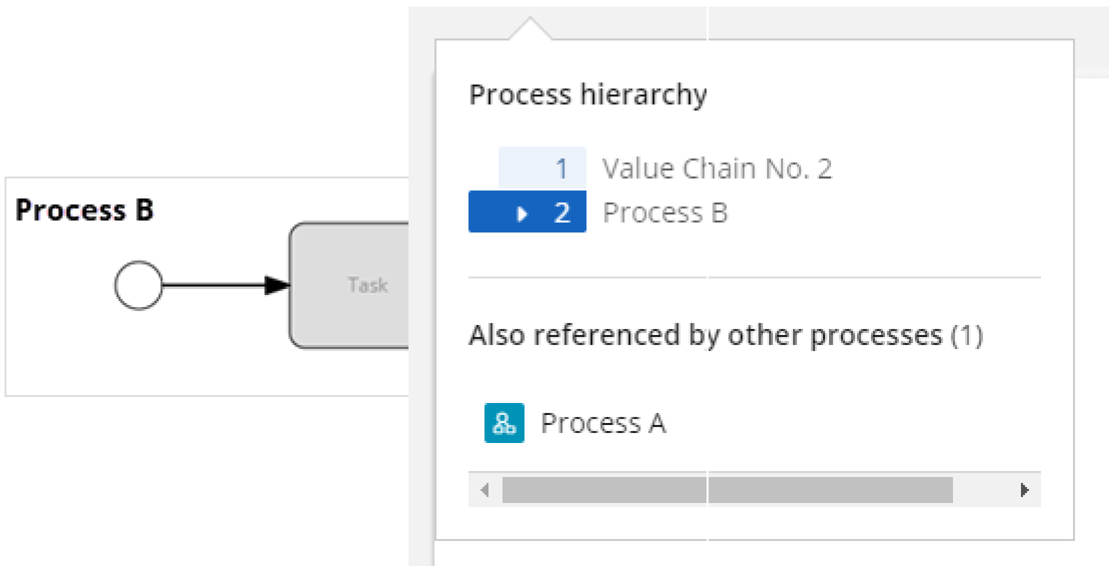
All diagrams contain no other links and are not linked anywhere else in the workspace.

Example 2: Process is linked from different levels

Value Chain No. 2 is a top-level diagram and links to *Process B*. *Process B* is also linked from *Process A* as described in the first example.



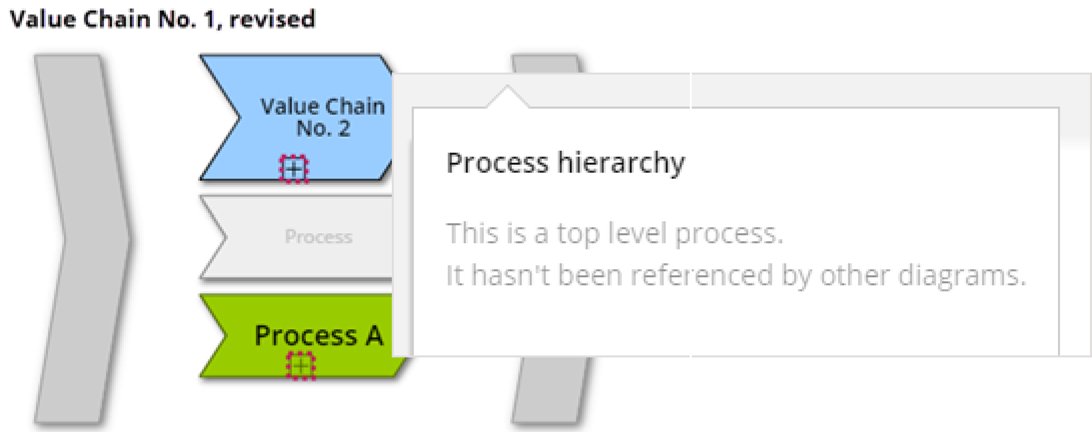
The process level always uses the shortest path to a top-level diagram. This means the process level displayed for *Process B* has changed to level 2. *Process A* is listed as a process that references *Process B*.



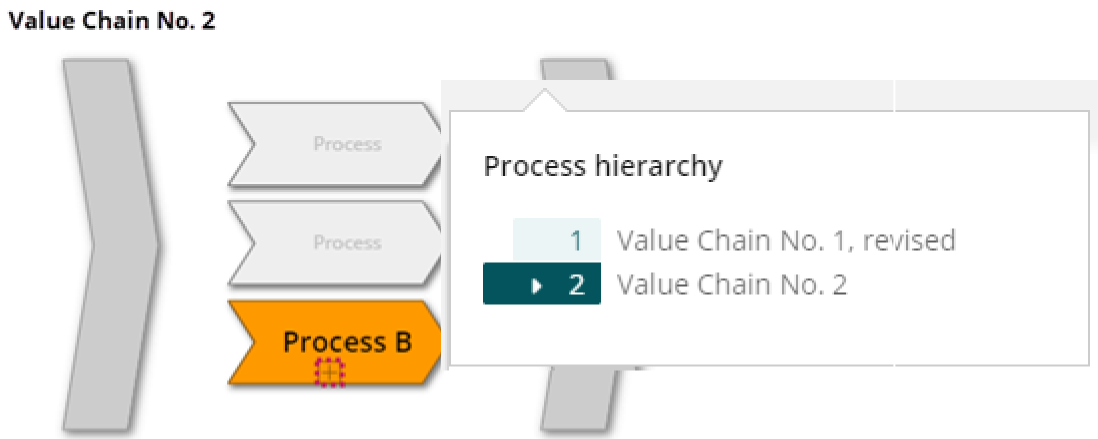
When you open *Process B* from *Process A* of the first example, *Process B* is one level below *Process A*. Since only the shortest path to any top-level diagram is shown, the process level for *Process B* is still 2.

Example 3: Change process levels

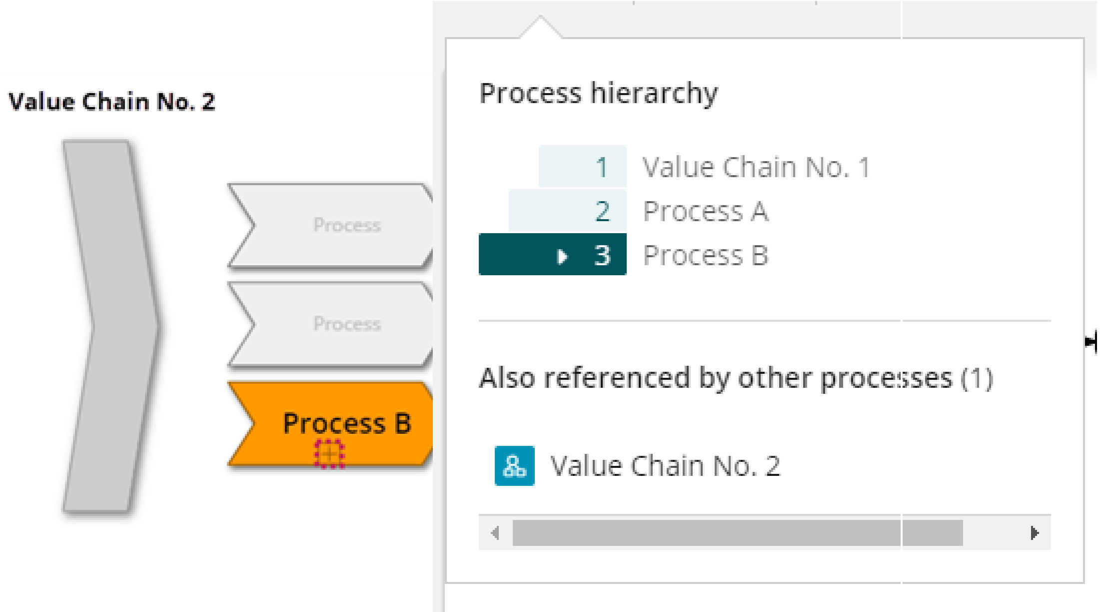
If *Value Chain No. 2* isn't meant to be a top-level diagram, it needs to be referenced by a top-level diagram. To achieve this, a link to *Value Chain No. 2* is added to *Value Chain No. 1*.



Now *Value Chain No. 2* is on level 2.



The process level displayed for *Process B* has changed to level 3.



Process B is a process on level 3 for 2 different paths. There is no shorter path available. Which path is shown is automatically calculated based on internal IDs.

8 Manage folders and diagrams

- To manage folders and diagrams, you need to be in Preview mode.
- What actions are available to you depend on your access rights. The access rights are set by your workspace administrator.

Most of the options available for managing folders and diagrams in the Process Manager explorer are also available in Collaboration Hub.
You can do the following:

- Publish and unpublish diagrams
- Rename folders and diagrams
- Move folders and diagrams
- Delete folders and diagrams

8.1 Folder actions

8.1.1 Publish folders

Folders can’t be published directly. When you publish diagrams, the folder containing the diagrams is visible for all users as well. Unpublished content of folders isn't shown.
When you unpublish all diagrams in a folder, the folder is no longer visible for all users.

8.1.2 Manage folders

You can manage folders with the actions  in the upper right corner.

When you click , the following folder actions are available:

- Rename
- Move

- Delete

8.2 Diagram actions

Open the diagram actions by clicking on the right end of a row in the diagram table. The icon is visible when you hover over the area and when you select an item.

The diagram actions can contain additional actions, for example **Edit**. Which additional actions are available depends on the notation.

8.2.1 Rename a diagram

1. Click on the right end of the row.
2. Click **Rename**.
3. Edit the diagram name.
4. You can add the name in additional languages.
5. Click **Save** to apply your changes.

8.2.2 Publish and unpublish diagrams

To publish a diagram, follow these steps:

1. Click on the right end of the row.
2. Click **Publish**.
3. Confirm in the dialog.

   The most recent revision of the diagram is published and available to all users.

To unpublish a diagram, follow these steps:

1. Click on the right end of the row.
2. Click **Unpublish**.
3. Confirm in the dialog.

   The diagram is removed from Published view and only available in Preview.

   > To make a different version of the diagram available to all users, you need to publish the different version. Previous diagram versions aren't republished automatically.

8.2.3 Move diagrams

1. Click on the right end of the row.
2. Click **Move**.
3. Select the location.
4. Click **Move here** to move your selection.

8.2.4 Delete diagrams

> You can't undo deleting items in Collaboration Hub. When you delete an item, it is completely deleted, not moved to a trash can.

1. Click on the right end of the row.
2. Click **Delete**.
3. Confirm in the dialog.

   The diagram is deleted.

8.3 Manage multiple files

You can't rename multiple files at once.

You can manage one file at a time or execute an action for multiple files at once.
To select all files, enable the checkbox on the left end of the diagram table header. This checkbox is visible when you hover over the area.
To select multiple files, enable the checkboxes on the left end of a row, next to the diagram name. Checkboxes are visible when you hover over the area.
The number of selected items is shown next to the diagram actions, in the upper right corner. To deselect all items, click **X** .
To perform an action for multiple diagrams at once, follow these steps:

1. Click in any of the selected rows.
2. Select the action.
3. Fulfill the action.

   All selected files are changed accordingly.

8.4 Status labels

Labels in the diagram table and in the header of the diagram page show you the current status of a diagram.
The following labels are added automatically:

- **Draft**: The diagram is not published and is only visible in Preview mode.
- **Modified**: The version available in Preview mode includes unpublished changes.
- **In approval**: The version is currently being reviewed in an approval workflow.
- **Approved**: The version was approved in an approval workflow.
- **Published**: The version is available in Published mode. This label is not added to the diagram table.

Users who only have access to published versions don't see any labels.

8.5 Next steps

- **Actions**

9 Collaboration Hub Settings

You need an administrator account to use this function.

In **Settings** in the sidebar you can configure the appearance of Collaboration Hub.
From **Settings**, you can also open the Process Manager user management, read more in section **Manage user accounts**.
Access rights to content are set in Process Manager, read more in section **Manage access rights**.

9.1 Next steps

- **Theme**
- **Home page**
- **Attribute management**
- **Audience**

9.2 Theme

In the **Theme** tab, you can adapt the look of Collaboration Hub for different audiences. All changes are directly displayed as a preview.
When you don't adapt a setting for a specific audience, the setting for the **General Audience** are applied.

This section describes all options for this function. Which options are available depends on your license.

9.2.1 Basic settings

Follow these steps:

1. In **Audience**, select an audience from the drop-down list.
2. In the **Header** section, you can set the look of the header:
   a. Set the **header background color**.
   b. In **Logo Link**, insert the URL that opens when users click the logo.
      - Links inside Collaboration Hub need to start with '/' (for example,`/model/model-id`)
      - External links need to start with 'http(s)://' (for example,`https://example.com`)
3. In **Color sets**, you can select the colors for the user interface.

   You can create a custom combination from the pre-defined colors. To ensure good color contrast and interface accessibility, the colors can't be customized.
4. Click **Save** to apply your changes.

9.2.2 Advanced settings

Follow these steps:

1. In **Audience**, select an audience from the drop-down list.
2. In the **Header** section, you can set the look of the header:
   a. Set the **header background color**. You can select on of the available colors or set custom colors with HEX or RGB color codes.
   b. In **Logo**, you can upload an image file. The Signavio brand is added to all uploaded logos.
      - Accepted file types: PNG, JPG
      - Ideal size: 360x80 pixels
      - Maximum file size: 5 MB
   c. In **Logo Link**, insert the URL that opens when users click the logo.
      - Links inside Collaboration Hub need to start with '/' (for example,`/model/model-id`)

    - External links need to start with 'http(s)://' (for example,https://example.com)
3. In **Color sets**, you can select the colors for the user interface.

   You can create a custom combination from the pre-defined colors. To ensure good color contrast and interface accessibility, the colors can't be customized.
4. Click **Save** to apply your changes.

9.3 Home page

In the **Home page** settings, you can adapt the look of the launchpad for different audiences. The elements you can change or reorder are listed.

- To remove a section from the launchpad for an audience, disable **Show on Home**.
- To change the location of a section on the launchpad, click ≡ and drag the section to its new location.
- Open additional settings by clicking the element.

You can save changes for single elements or save all changes before you leave this section.

9.3.1 Title & welcome message

The title is displayed as the headline of the Collaboration Hub **Home** page. If you don't set a title, "Welcome to Collaboration Hub" is displayed.
The welcome message is displayed below the title. By default, there is no welcome message.
You can add translations for the title and the welcome message. Which language is visible for the user depends on the content language for the workspace. If no translation is available, the default language of the workspace is used.

- The language set in the user profile doesn't define the language for the title and the welcome message.
- The default language for the workspace is set in Process Manager.

9.3.2 Monitoring widgets from Process Intelligence

When you create an investigation in Process Intelligence, you configure widgets to analyze specific process aspects. In this section, you can add widgets to the launchpad that are visible for the general audience or for specific audiences.

You can read more about investigations in the Process Intelligence user guide section **Analyze process data**.

- To view the widgets on Home, access for the user groups needs to be set in Process Intelligence.
- You need the widget ID to add a widget to the launchpad. See section **Get the widget ID** in the Process Intelligence user guide.

To add widgets for an audience, follow these steps:

1. Open the **Monitoring Widgets** details.
2. Add the widget ID.
3. Click **Save** to apply the changes.
    - The widget is now visible for the selected audience.

9.3.3 Entry diagram

Here you can add a diagram to the home page.

Use a published diagram as an entry diagram. If you use an unpublished diagram, users get an error message.

To add a diagram for an audience, follow these steps:

1. Click **Browse**.

   The diagram file tree structure opens.
2. Click the diagram you want to add and confirm with **Select**.
3. Click **Save** to apply the changes.

9.3.4 Recently visited

There are no additional settings for **Recently Visited**.

9.3.5 Starred

There are no additional settings for **Starred**.

9.4 Attribute management

9.4.1 Groups

In this section, you define how attributes are grouped and sorted across the work-space.

- Before you create any groups, all attributes are listed in **Ungrouped attributes**. This means that by default there are no attribute groups inCollaboration Hub. You can manage attribute visibility in the **Visibility** section of the settings without creating groups.
- When you create attribute groups, only the attributes added to a group are shown, depending on visibility settings.
- Each attribute can only belong to one group. After you move an attribute to a group, the attribute is no longer listed in **Ungrouped attributes**.

9.4.2 Add an attribute group

To add attributes to a new group, follow these steps:

1. Select a **Notation set** from the drop-down list.
2. Click **New group**.
3. Enter a name for the group.
4. To add attributes, click them in the **Add Attribute** drop-down list. To find an attribute, enter a search term.
5. To reorder an attribute, click and drag the attribute to its new position.
6. Click **Save** to apply the changes.

9.4.3 Move attributes between groups

To move attributes from one group to another, follow these steps:

1. Click a group to open the attribute list for this group.
2. Click all attributes you want to move. Selected attributes are highlighted.
3. In **Send to**, choose a group from the drop-down list.
4. To move the attributes to the chosen group, click **Move**.
5. Click **Save** to apply the changes.

> You can move attributes from **Ungrouped attributes** to your groups this way.

9.4.4 Preview by shape

Click **Preview by shape** to check if your attribute selection looks as expected when groups and attributes are sorted by shape.

9.4.5 Delete an attribute group

1. Click in the group you want to delete.
2. Confirm with **Delete** in the dialog. The group's attributes are moved to **Ungrouped attributes**.
3. Click **Save** to apply the changes.

9.4.6 Recreate the diagram overview from Classic Collaboration Hub

In the classic version of Collaboration Hub, detailed diagram information is calculated automatically and shown in diagram overviews.

If you want to show the same information in the diagram overview, add the following attributes to an attribute group:

Attribute name	Attribute type	BPMN	Value chain	DMN
Activities	Text	x		
Input/Output Documents	Text	x		
Dictionary items	Dictionary list	x	x	x
IT Systems	Dictionary list	x		
Linked diagrams	Model link list	x	x	x
Linked documents	File list	x		
Linking diagrams	Model link list	x	x	x
Parent processes	Model link list	x	x	
Process result	Text	x		
Roles	Text	x		
Process Level	Text	x	x	
Process Trigger	Text	x		

Which attributes are shown in the overview depends on the notation.

9.4.7 Setting attribute visibility

In the **Visibility** section, you can set which attributes are visible for an audience.

9.4.7.1 Header attributes

You can select the attributes that are shown for each audience at the top of the diagram page. The following attributes are available:

- Process level

  The process level can be counted from level 1 or level 0. When you disable this attribute, your users won’t see the process level pyramid.

- Revision number
- Last updated/published
- Last author

9.4.7.2 Diagram and element attributes

To set the visibility of attributes, follow these steps:

1. Select an audience.
2. Select a notation set.
3. Select a level. You can choose between diagram attributes or element attributes.
4. If you have attribute groups, select an attribute group.
5. Enable or disable **Show group** to show or hide the complete attribute group.
6. When you have enabled **Show group**, you can set the visibility of each attribute.
   - For new groups, the default setting is **Invisible**.
   - Groups from classic Collaboration Hub keep their visibility settings.
   - **Visible if set** shows the attribute when the attribute has a value.
7. Click **Save** to apply the changes.

9.5 Audience

Here you can manage the different audiences for Collaboration Hub.

To be able to add additional audiences, you first need to add user groups to your workspace. Read more about adding user groups in section **Manage user accounts**.

9.5.1 General audience

Before you add audiences, the settings for the **General audience** are applied to all users.
The general audience includes all users that aren't part of a specific audience. For users that belong to more than one user group, the setting for the **General audience** are applied.

9.5.2 Add an audience

1. Select a user group from the drop-down list of available user groups.
2. Click **Save** to apply the changes.

9.5.3 Delete an audience

1. Click in the audience you want to delete.
2. Confirm with **Delete** in the dialog.
3. Click **Save** to apply the changes.
    - For the user groups of the deleted audience, settings for **General audience** are applied.