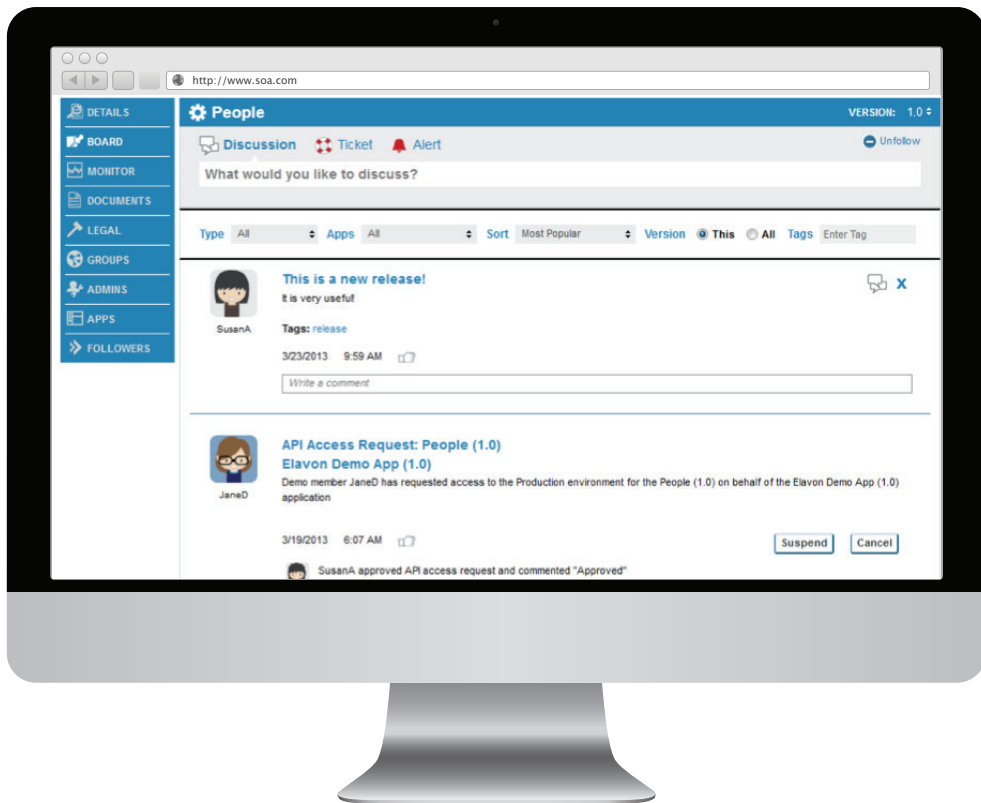




COMMUNITY
MANAGER™

Community Manager™

Community Manager is a sophisticated API Portal that unites API providers and App developers through a single common portal that can be easily branded and customized. The portal allows API Providers to publish, document, promote, and support their APIs. App developers can use the portal to find, consume and get support for the APIs their Apps use.



Akana Community Manager is an API Portal that enables organizations to market and publish their APIs and connects App developers with APIs in a collaborative environment.

Community Manager allows API providers to create and manage a developer community, offering API publishing, documentation, and promotion capabilities. It gives API providers the ability to attract and support developers with a customized, secured online API Portal.

The portal is designed for quick partner and developers onboarding. It establishes active social channels with developers, getting them to the right APIs. API provisioning and key management become simpler and faster with Community Manager. The tool walks developers through a simple process with easy to understand approvals for getting access to APIs.

- Enable a community with discussions, tickets, alerts, reviews and ratings.
- Allow developers to learn how to use APIs with searchable documentation.
- Customize the branding, look, and feel of the API Portal.

Community Manager Capabilities:

Engage Developers and Partners

Community Manager helps API providers manage and evangelize their APIs with developer and partner audiences. Capabilities include:

- **Support:** Developers can request help for an API or App by opening a ticket, and then follow updates on ticket status.
- **Collaboration:** Developers can contribute, discuss and provide feedback, enriching the community and your API.
- **Stay Informed:** Developers can follow an API and/or App and see an activity stream of all activity related to that item.

Personalized Dashboard and Notifications

Keep partners and developers engaged with analytics and monitoring of API and App performance. Partners get insights into how APIs are driving their business and allow them to explore areas where they can further optimize and grow.

- View real-time API performance, usage metrics and API health.
- Monitor medium and long-term trends.
- Powerful alert management, monitoring, and distribution.

Dynamic API Documentation and Testing Tools

Community Manager enables API administrators to upload and manage API documentation and tables of contents. They can keep track of versions and allow for rollback if needed. The tools reduce the effort involved in authoring API documents with dynamically generated documents.

- Support multiple countries with multi-language support.
- Control visibility of documents and document elements based on licenses.
- Test console for developers to test the APIs.



Integrated Application and API Lifecycle Management

Users can request access to an API on behalf of their App - accepting relevant legal agreements and selecting from pre-defined policies. Community Manager can be configured to establish workflow processes with optional approval and activation steps involving the administrators of the API and App. The default workflow has the following settings:

- Automatic approval and activation of requests to a sandbox API endpoint.
- API administrator approval required for access to production endpoints.
- App administrator activation required for production access.
- API administrators can suspend and reactivate, or even cancel an App's access to their API.

Package and License APIs to Drive Monetization

Community Manager gives API Administrators the ability to set up customized packages and tailored plans for partners and developers to consume APIs. The tool enables the API Publisher to license APIs and maximize revenue based on usage. Administrators can also create different service-levels (e.g. Platinum, Silver, Bronze) and guide partners gradually through the levels.

- Create different packages for different business needs.
- Show or hide documents or document elements depending on license grants.
- Enforce quotas and service-levels based on the type of license.