



HIGHER LOGIC STRATEGIC SERVICES COMMUNITY MODERATION

Leverage the experience of our Community Consultants who have moderated over 100 Higher Logic communities.

Best for organizations with novice, intermediate, or advanced levels of experience with a community.

Feel confident about the quality of the content shared on your community, while also creating a space for lively discussion and debate between your community members.

PLAN → We'll develop an internal escalation plan for managing community members' violations of the Terms and Conditions (ex: 3 Strikes Policy), provide examples of highly effective Community Terms and Conditions, and update the Moderation settings within the platform.

MODERATE → Twice per business day, our Community Consultant will monitor the discussions on the community and flag any content that violates the community's Terms and Conditions. We'll manage the moderation queue to approve or reject community members' discussion posts and communicate with them directly to share why the content was declined.

PLAN → MODERATE

- + Moderation Kickoff Call
- + Community Moderation set-up
- + Community Moderation Toolkit
- + Internal Staffing Plan for Moderation Escalations
- + Community Terms and Conditions

PLAN → **MODERATE**

- + Community Moderation (twice per business day, up to 50,000 total subscribed users, up to 5 communities)
- + Community Manager Email Inbox Management
- + Virtual Meetings