

Launching on Khoros Communities ILT Series: Preparing to Launch Q&As

1. Any recommendations on how early to start comms about upcoming upgrades? Too early may startle the community, too late might surprise

Answer: It varies based on your community needs. Typically we see a comms plan confirmed about 1 month prior to the upgrade and then launched within a community through a banner or blog about two weeks prior to the official upgrade. We will be answering this question and discussing how to promote your community in Session #4 of this series coming near the end of May 2025.

2. What are the automation tools that can support an yearly review of the Community structure? Migrating thousands of topics and resorting labels are quite time consuming in Classic.

Answer: We do have tools such as bulk archiving which is part manual and part automated. In regards to automated tools for labels, we are researching this topic and will update as soon as we know more.

3. Are there additional costs involved for existing customers upgrading from classic to Aurora?

Answer: Yes, there will be a one-time services cost for guided upgrade services provided by Khoros' Professional Services team or one of our partners. Please reach out to your Khoros account team to discuss the specific details and project scoping for upgrading your community.

4. If we are looking to do a straight upgrade to Aurora, no changing of flows/navigations etc. how long would this take and what are the main risks to consider?

Answer: Upgrades can take 8-12 weeks depending on your community's needs. The more you prepare in advance, such as community audits and changes to content you don't want to migrate to Aurora, the more efficient your upgrade will be. We suggest discussing all of the topics in this recorded session prior to your upgrade to help expedite the process. In regards to risks to consider, these also depend on your community. Some of the more common needs to consider are your technical needs of the current community and your expectations such as SSO and customized content. Another suggestion to consider is having your internal team in place and make sure they are ready to start work as soon as the upgrade process starts.

5. We plan on upgrading from Classic to Aurora in the second half of this year. We have a team working on the customizations to add to Aurora as well as the community setup. What is unclear is any additional cost to have Khoros switch on the new environment to bring our existing content into Aurora.

Answer: There will be a one-time services cost for guided upgrade services provided by Khoros' Professional Services team or one of our partners. Please reach out to your Khoros account team to discuss the specific details and project scoping for upgrading your community.

***One point of clarification. In the session we mentioned "migrating" in reference to upgrading from our Khoros Communities Classic version to our Khoros Communities Aurora version. Please note this process is an upgrade and not a migration as we will not be moving your community to a new platform.