

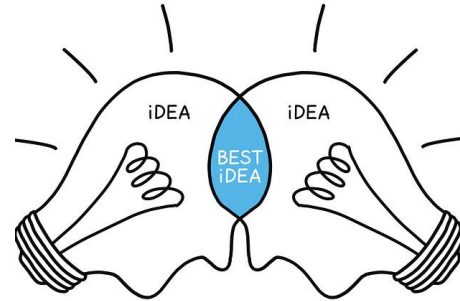
# Product Ideas Lab Quick Guide

May 30, 2018

 GENESYS™

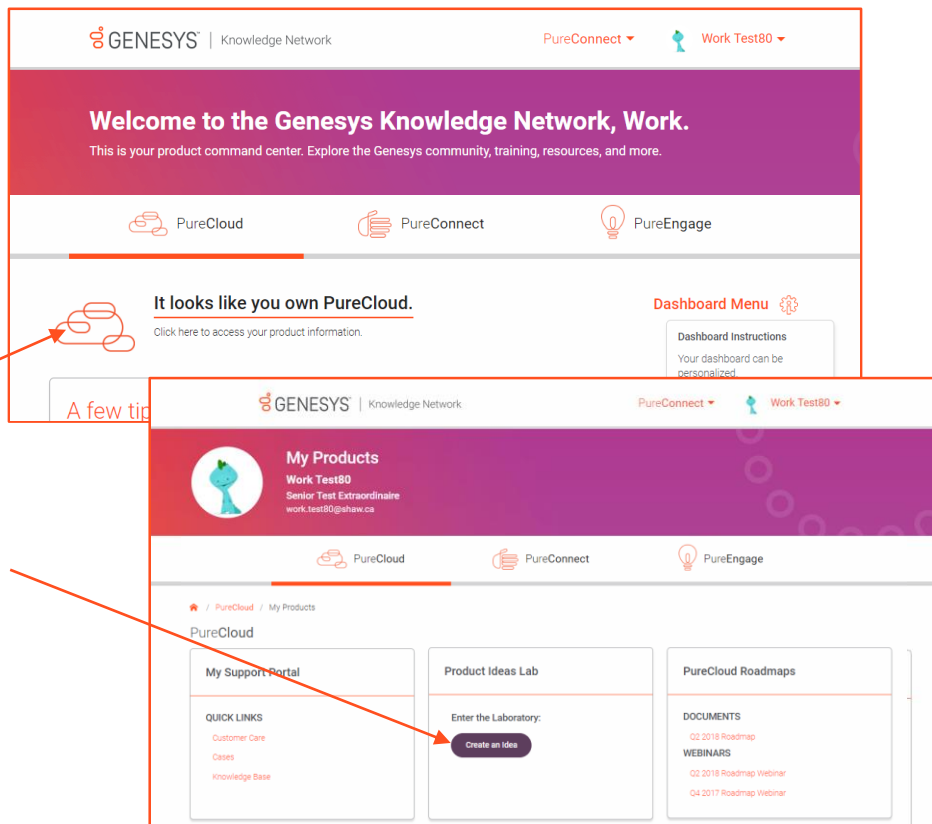
# Product Ideas Lab Objective

- The Ideas platform encourages engagement, builds community and dialogue, and truly incorporates the **voice of the customer** into the conversation and process that drives product development.
- We encourage you to collaborate with your peers by creating new Ideas, voting on Ideas that resonate with you and commenting on existing Ideas!
- Ideas that reach the vote threshold will be evaluated by the Genesys Product Management & Engineering teams and next steps will be clearly communicated.
- It is important to note that while not all submitted ideas will be executed upon, community feedback will play a key role in influencing which ideas are.



# Logging Into the Portal:

- ✓ First, login to the Genesys Knowledge Network.
- ✓ Click on **It looks like you own, PureCloud**
- ✓ Click on the **Create an Idea** button in the Product Ideas Lab widget



# Lab Overview:

- ✓ After you have logged in, you are ready to explore!!
- ✓ Familiarize yourself with the look and feel of the homepage
- ✓ Toggle between Recent, Trending and Popular to see submitted Ideas in different views
- ✓ You may also filter Ideas by several options listed in the left column
  - Your Ideas
  - Status
  - Product Category
- ✓ Users are limited to 10 votes. You can earn more votes by participating in the Lab.

**GENESYS** | Product Ideas Lab

Welcome to the **PureCloud** Genesys Product Ideas Lab! We encourage you to participate by voting on, commenting on, and creating new ideas. All new ideas will be evaluated jointly by the Genesys Product Management & Engineering teams, and the next steps will be clearly communicated. Community feedback will play a key role in which ideas are accepted by the PM team, however not all submit ideas will be executed upon.

If you are looking for troubleshooting help or are wondering how to use our products and services, please contact [Customer Care](#).

**Add a Product Idea** Recent Trending Popular Search Ideas

**My Ideas** 0  
**My votes** 0/10

**FILTER BY STATUS**

- Community Review 427
- Under PM Review 69
- Accepted 211
- In Development 36
- Delivered 48
- Will Not Implement 75
- Not Currently Planned 381
- Feature Already Exists 55

**FILTER BY PRODUCT CATEGORY**

- Digital (PureCloud) 134
- Inbound (PureCloud) 402
- Open Platform (PureCloud) 290
- Outbound (PureCloud) 86
- Self-Service & Automation (PureCloud) 99
- Telecom (PureCloud) 14
- Unified Communication & Collaboration (PureCloud) 97
- Workforce Engagement

**1 VOTE**

**Create a report where customer can see how many agents are On Queue without any interaction when a call is abandoned.** PRIVATE

OrgID: 5ef36201-0b6f-4a91-8b26-5b9a56f719ff OrgName: bookitcom Region: us-east-1 CaseNumber: 0002287949 Feature Request: Create a report where customer can see how many agents are On Queue without any interaction when a call is abandoned.

Created about 4 hours ago by Dloric Pingol Telecom (PureCloud) Community Review 0

**1 VOTE**

**Adding limit to condition that can be added in roles&permission** PRIVATE

Client is trying to lock some of their users down to only access certain queues for listening to recordings. I have provided them with the how to, however, they are running into an issue because the UI is only allowing 10 entries per condition and...

Created about 5 hours ago by Michael Frederick Ong Telecom (PureCloud) Community Review 0

**1 VOTE**

**Chat recording transcript should show agent's name** PRIVATE

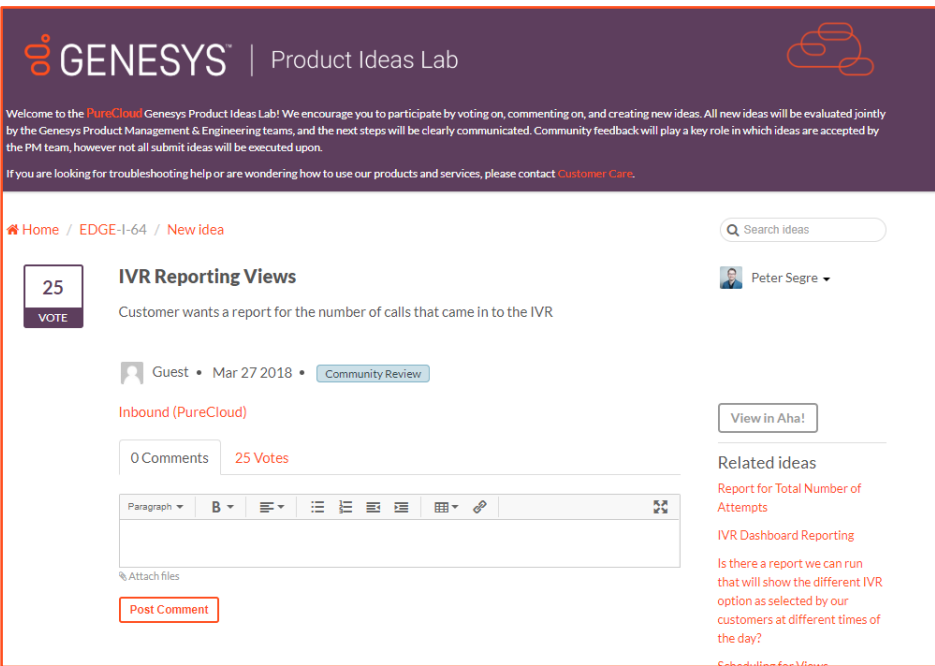
The web chat recording transcript shows "Guest" for customer messages and "Agent" for agent messages. This is OK if the chat transcript has two participants. If the chat transcript has multiple agents, supervisors looking at the transcript will ...

Created about 7 hours ago by Sze Min Ng Workforce Engagement Management (PureCloud) Community Review 0

**1**

**Reporting Options** PRIVATE

- ✓ Click on an Idea to view the Idea details
- ✓ Click on the “Vote” box to vote and un-vote



- ✓ Post a comment on the Idea
- ✓ Click on the “Vote” box to vote and un-vote
- ✓ View all votes and related Ideas



# Create a New Idea

- ✓ Click on **Add a Product Idea** on the homepage

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**Add a Product Idea**

Recent Trending Popular

My ideas 0  
My votes 0/10

**FILTER BY STATUS**

Community Review	427
Under PM Review	69
Accepted	211
In Development	36
Delivered	48
Will Not Implement	75
Not Currently Planned	381
Feature Already Exists	55

**FILTER BY PRODUCT CATEGORY**

0/24 (0/24) (0/24)

**1**  
VOTE

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Created about 5 hours ago by Michael Frederick Ong  
Telecom (PureCloud)

- ✓ Select Product from drop-down
- ✓ Add your Idea title
- ✓ Add your Idea details and “Share” Idea

**Add a Product Idea**

Home / New idea

Choose a Product Category for this idea

Digital (PureCloud)

What is your idea? Required

One sentence summary of the idea

Please provide additional details

Paragraph **B** *I* U ~~S~~

Why is it useful, who would benefit from it, how should it work?

Attach files

**Share idea**

# That Was Easy!!

- That's it!!
- You will receive email notifications for “Thank You”, “Status Change”, “Admin Response” and “New Comment”
- Come back to the Ideas Portal frequently to view your Idea and new Ideas.
- Engage with your peers by voting and commenting on their ideas!

# Thank You!



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