# Product Ideas Lab Quick Guide

April 27, 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 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.
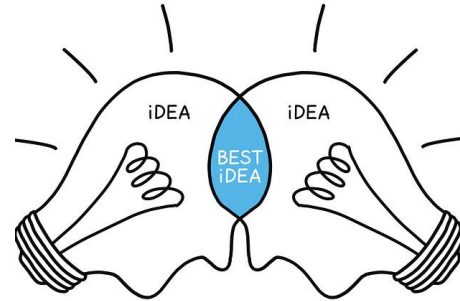
Logging Into the Portal:

✓ First, login to the Genesys Knowledge Network.

✓ Click on **It looks like you own, PureConnect**

✓ Click on the **Create an Idea** button in the Product Ideas Lab widget
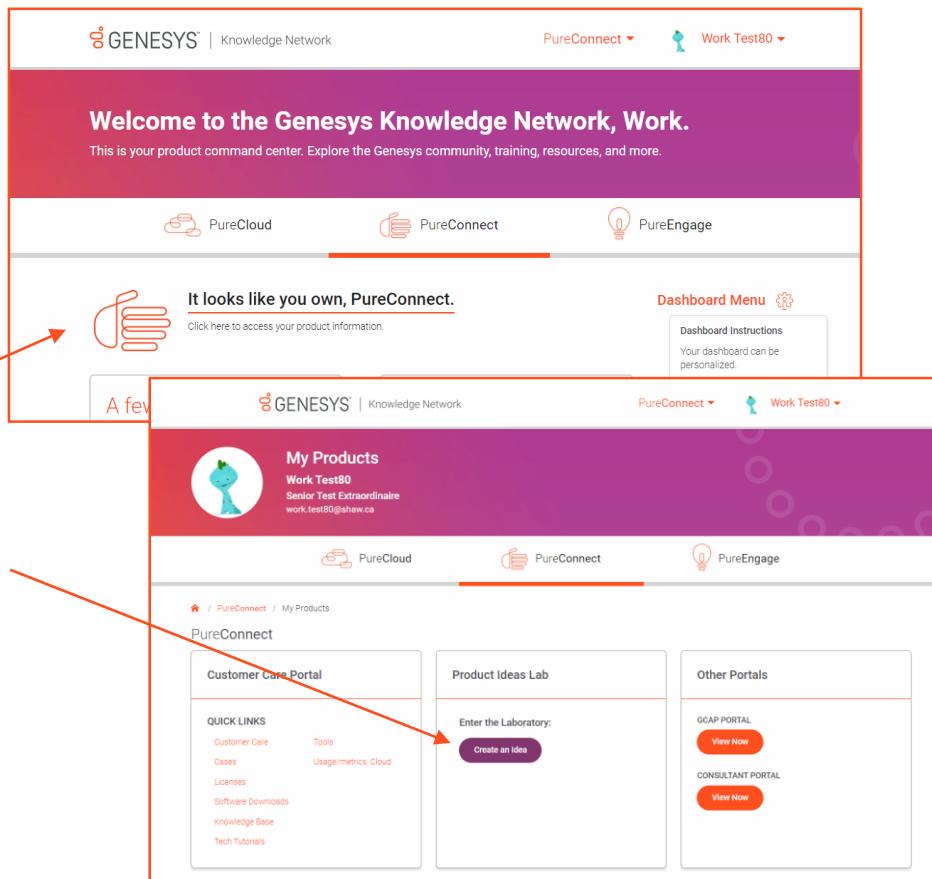
Lab Overview:

✓ 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.

Navigating Existing Ideas

✓ 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
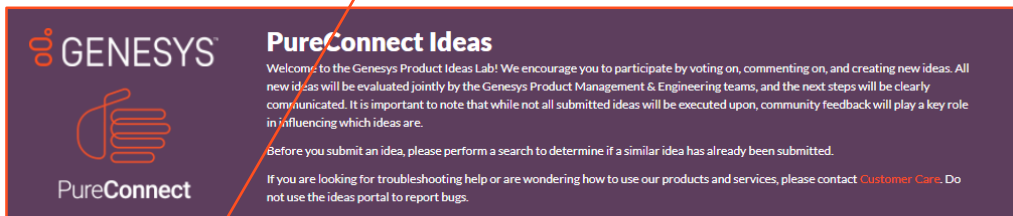
✓ Select Product from drop-down

✓ Add your Idea title

✓ Add your Idea details and "Share" Idea
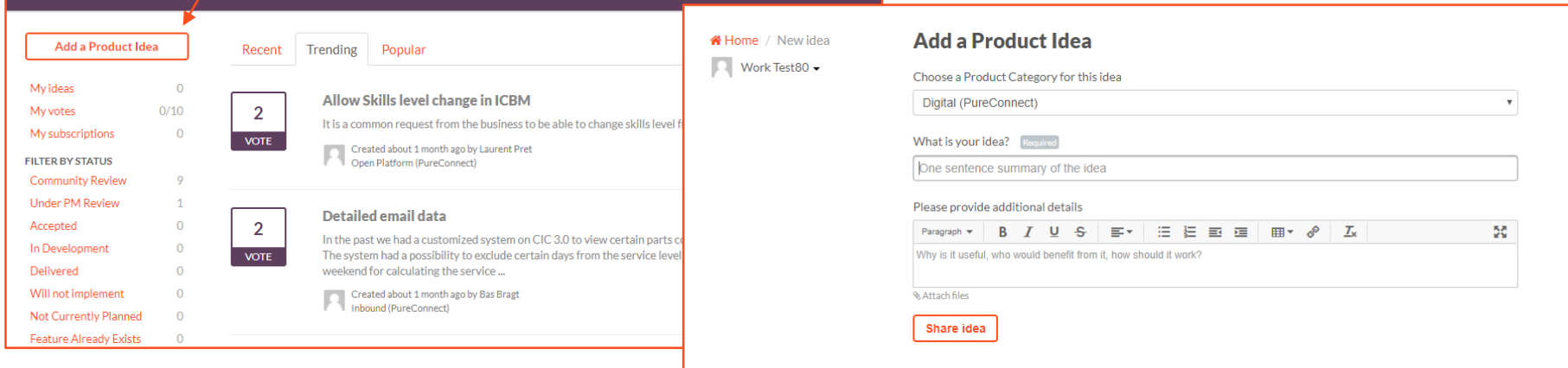
That Was Easy!!

- 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!

Commonly Asked Questions

○ Where are the Votes from Bright Ideas?

- We did not migrate votes from Bright Ideas into the Product Ideas Lab. This is because we introduced two new processes. First, Ideas will be reviewed only once they reach the designated vote threshold. Secondly, we limit each user to 10 votes in order to further emphasize prioritization. We wanted a fresh start for our ideas so that our PM team can best prioritize your current needs.

○ Why haven't all my ideas been migrated?

- We migrated ~20% of the ideas within Bright Ideas. In order to be qualified for migration, an idea needed to have at least 10 unique votes. It was determined that any idea with less then 10 unique votes should have been rejected within Bright Ideas and should not be transferred into the Product Ideas Lab. Feel free to resubmit ideas as you feel necessary.

Thank You!