PureConnect Ideas Lab

Q1 2020 Analytics

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Q1 2020 Results

Key take-aways:

- WEM had a 17% increase in Idea Submissions over Q4'19
- 1,214 Total Ideas Submitted since launch
- 65 Votes Cast in Q1
- Average 3 Ideas Submitted per Week
- Interaction Connect and Optimizer remain the Products with the most features requested QoQ
- Open Platform is the Product Category with the most Idea submissions QoQ





38

Ideas Submitted in Q1



Ideas was Accepted in Q1



1

Idea moved to
In Development
in Q1

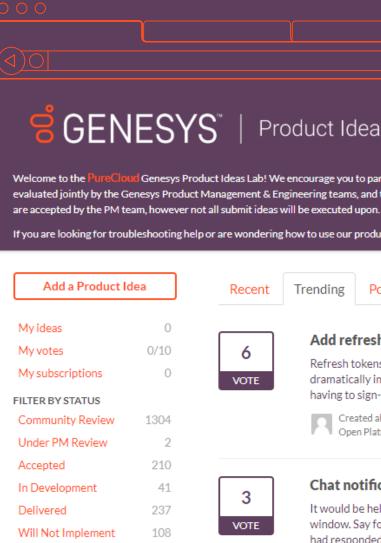


Ideas were Delivered in Q1

Crowd sourcing our new development

Launched in June 2018, the Genesys ideas portal allows customers across all platforms to submit product ideas.

Customers, Partners and Employees can vote and comment on ideas that will be considered by product management for future release.



345

Not Currently Planned

Feature Already Exists

FILTER BY PRODUCT CATEGORY

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 evaluated jointly by the Genesys Product Management & Engineering teams, and the next steps will be clearly communicated. Community feed If you are looking for troubleshooting help or are wondering how to use our products and services, please contact Customer Care. Popular Trending Add refresh token grant type to PureCloud auth PRIVATE Refresh tokens should be considered for authentication in PureCloud. dramatically improve the experience of users of PureCloud mobile app having to sign-in every 8 days or so when their access... Created about 22 hours ago by Chris Rumpf Open Platform (PureCloud) Chat notifications go away after clicking a different cor

had responded to a conversation we s...

Created 1 day ago by Kyle Griffin

It would be helpful if clicking a new conversation in purecloud cleared t

window. Say for example I am working in outlook(purecloud is not the f

Unified Communication & Collaboration (PureCloud)



Appendix - Accepted Ideas Details

Idea: <u>COINB-I-303</u>

Product Category: Inbound

• Title: Workgroup Directory - Sort Order by Status Column and Activated Column

• Description: Our Customer is using IC Connect for their supervisors. One Task is to activate and deactivate their agents from/to Workgroups. Actually it is not possible to sort the entries in an Workgroup directory by the "Activated" or "Status columns". It would be much easier to find the correct agents if the entries could be sorted by this columns. In general it would be great if all columns could be used for the sort order not only some like "Last Name" or "First Name". Most needed are the columns "Activated" and "Status".

PM: Bishay Bishesh

Votes: 31

Merged Ideas: <u>COWEM-I-141</u>, <u>COINB-I-392</u>



Appendix – In Development Idea Details

Idea: <u>COOPLA-I-190</u>

Product Category: Open Platform

• **Title**: Templates for Interaction Connect

• **Description**: We'd like to be able to push and control the pages and configuration of interaction connect just like we do with interaction desktop.

PM: Bishay Bishesh

• **Votes**: 66

Merged Ideas: GKN-I-169

