

Genesys Engage Ideas Lab

Q4 2019 Analytics

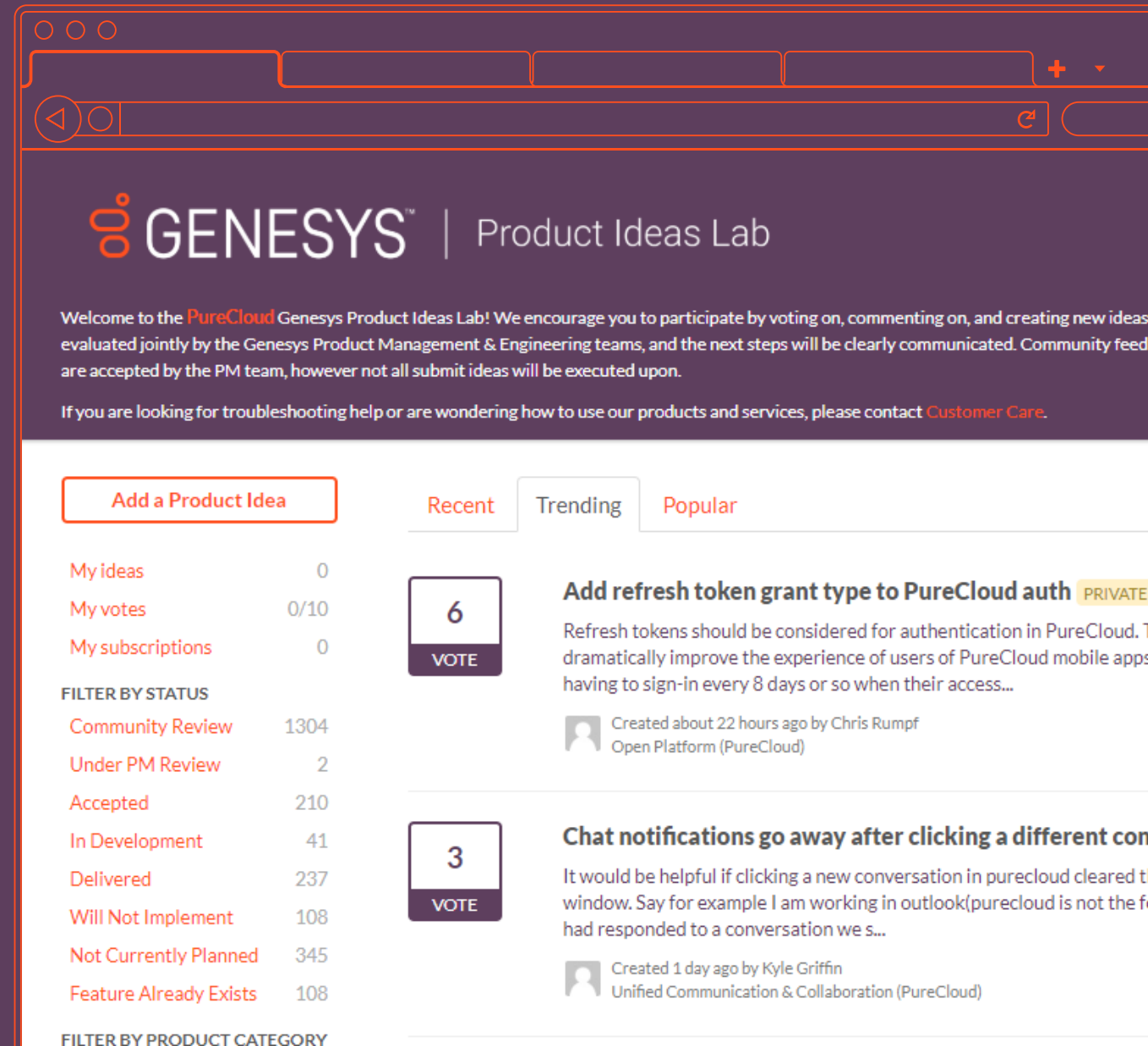
 GENESYS™



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.



Q4 2019 Results

Key take-aways:

- **10% increase** in Genesys Engage Customer Users
- **2,328 Total Ideas** submitted since launch
- **872 Votes Cast** in Q4
- Average **18.25 Ideas Submitted per Week**
- Average **73 Ideas Submitted per month**
- Workspace Desktop, Social Engagement, Genesys Administrator, Workforce Management and Chat are the **Top 5 Features Requested**



219

Ideas submitted in Q4



32

Ideas were Accepted in Q4



13

Ideas moved to In Development in Q4



18

Ideas were Delivered in Q4

Appendix – List of Ideas that were Accepted in Q4

Digital	Inbound	Open Platform	WEM
ENOPLA-I-90	ENINB-I-128	ENOPLA-I-18	ENWEM-I-110
ENDIG-I-204	ENINB-I-129	ENOPLA-I-19	ENOPLA-I-107
ENDIG-I-216	ENINB-I-189	ENDIG-I-64	ENWEM-I-461
ENDIG-I-384	ENINB-I-423	ENOPLA-I-68	
ENDIG-I-393	ENINB-I-512	ENDIG-I-77	
ENDIG-I-478	ENINB-I-513	ENOPLA-I-115	
ENDIG-I-479	ENINB-I-519	ENOPLA-I-142	
ENDIG-I-514		ENOPLA-I-228	
		ENOPLA-I-265	
		ENOPLA-I-279	
		ENOPLA-I-282	
		ENOPLA-I-287	
		ENOPLA-I-288	
		ENSELF-I-120	

Appendix – List of Ideas that moved to In Development in Q4

Digital	Inbound	Open Platform	WEM
ENDIG-I-78	ENINB-I-38	ENOPLA-I-8	ENWEM-I-241
ENDIG-I-455	ENINB-I-513	ENINB-I-171	ENOPLA-I-107
ENDIG-I-479		ENINB-I-280	
ENDIG-I-561		ENINB-I-358	
		ENOPLA-I-262	

Appendix – List of Ideas that were Delivered in Q4

Digital	Inbound	Open Platform	Self Service	WEM
ENDIG-I-11	ENOPLA-I-45	ENOPLA-I-8	ENWEM-I-204	ENINB-I-421
ENDIG-I-32	ENINB-I-129	ENOPLA-I-95		
ENDIG-I-76	ENINB-I-136	ENOPLA-I-103		
ENDIG-I-356		ENINB-I-280		
ENINB-I-472		ENOPLA-I-198		
ENDIG-I-477		ENOPLA-I-262		
		ENINB-I-525		