

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.

The screenshot shows a web browser window displaying the Genesys Product Ideas Lab. The header features the Genesys logo and the text "GENESYS | Product Ideas Lab". Below the header, a welcome message encourages users to participate by voting, commenting, and creating ideas. It notes that ideas are evaluated by the Genesys Product Management & Engineering teams and that community feedback is accepted by the PM team. A link to Customer Care is provided for troubleshooting. The interface includes tabs for "Recent", "Trending", and "Popular", with "Recent" currently selected. A prominent red button labeled "Add a Product Idea" is at the top left. On the right, there are two idea cards. The first card, titled "Add refresh token grant type to PureCloud auth", has a status of "Community Review" with 1304 votes and a "VOTE" button showing 6 votes. The second card, titled "Chat notifications go away after clicking a different con...", has a status of "Under PM Review" with 2 votes and a "VOTE" button showing 3 votes. Both cards include a user profile icon and a timestamp indicating when they were created.

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 are accepted by the PM team, however not all submitted 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

My ideas 0
My votes 0/10
My subscriptions 0

6 VOTE

Community Review 1304
Under PM Review 2
Accepted 210
In Development 41
Delivered 237
Will Not Implement 108
Not Currently Planned 345
Feature Already Exists 108

3 VOTE

Add refresh token grant type to PureCloud auth PRIVATE

Refresh tokens should be considered for authentication in PureCloud. This dramatically improve the experience of users of PureCloud mobile apps 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 con...

It would be helpful if clicking a new conversation in purecloud cleared the window. Say for example I am working in outlook(purecloud is not the focus) and had responded to a conversation we...

Created 1 day ago by Kyle Griffin
Unified Communication & Collaboration (PureCloud)

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		