

Product Ideas Lab Quick Guide

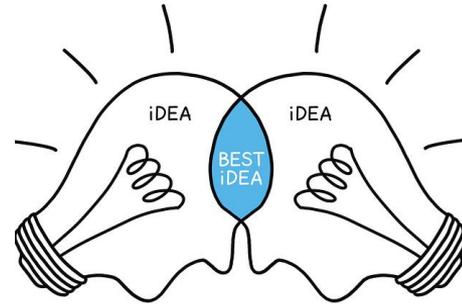
February 2019

 GENESYS™



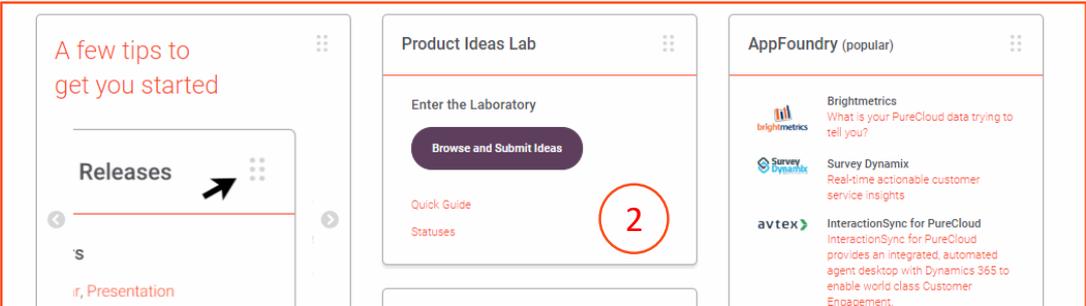
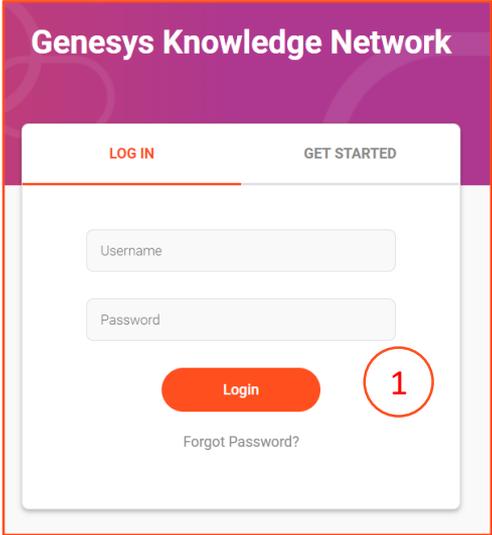
Product Ideas Lab Objective

- 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

- 1. Access the Genesys Knowledge Network and Login to the portal
- 2. Click on the **Browse and Submit** 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
PureEngage

Product Ideas Lab

Welcome to the 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. 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.

Before you submit an idea, please perform a search to determine if a similar idea has already been submitted.

If you are looking for troubleshooting help or are wondering how to use our products and services, please contact [Customer Care](#). Do not use the ideas portal to report bugs.

[Add a Product Idea](#) Recent Trending Popular

My ideas 0
My votes 0/10

FILTER BY STATUS

- Community Review 15
- Under PM Review 1
- Accepted 0
- In Development 0
- Delivered 0
- Will Not Implement 1
- Not Currently Planned 1
- Feature Already Exists 0

FILTER BY PRODUCT CATEGORY

- Core Cloud Platform (PureEngage) 8
- Digital (PureEngage) 4
- Inbound (PureEngage) 2
- Open Platform (PureEngage) 1
- Outbound (PureEngage) 1
- Self-Service & Automation (PureEngage) 1
- Workforce Engagement Management (PureEngage) 1

1. Implement new functionality to better enable migration of Genesys configuration objects across environments. Objects would include lists, business attributes, agents, application options, etc...

No description provided.

Created about 2 months ago by Mark Remington
Core Cloud Platform (PureEngage) [Community Review](#) 2

2 [VOTE](#)

Automatically add users to WFM based on Access group membership in Genesys configuration

Allow accounts to be onboarded into WFM (added to a particular site or BU) based on access group membership within the Genesys configuration. I would like to see a "role" based configuration in WFM that was linked to an access group in Genesys, so...

Created about 2 months ago by James Cowan
Workforce Engagement Management (PureEngage) [Will Not Implement](#) 2

2 [VOTE](#)

Offer Multiple WebRTC options

following Torsten Moritz Idea regarding Genesys WebRTC offer, I would like a more complete support of various ways to implement WebRTC and not only a Genesys WebRTC implementation or a partnership with a unique cloud provider. Genesys should prov...

Created about 2 months ago by Patrick BOIN
Open Platform (PureEngage) [Community Review](#) 1

Filter contents in Knowledge Manager based on user profiles



Navigating Existing Ideas

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

GENESYS | Product Ideas Lab

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[Add a Product Idea](#) | [Recent](#) | [Trending](#) | [Popular](#) |

My Ideas 0
My votes 0/10

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- Workforce Engagement Management (PureEngage) 1

Idea 1: 4 VOTE
1. Implement new functionality to better enable migration of Genesys configuration objects across environments. Objects would include lists, business attributes, agents, application options, etc...
No description provided.
Created about 2 months ago by Mark Remington (Core Cloud Platform (PureEngage)) | [Community Review](#) | 2

Idea 2: 2 VOTE
Automatically add users to WFM based on Access group membership in Genesys configuration
Allow accounts to be onboarded into WFM (added to a particular site or BU) based on access group membership within the Genesys configuration. I would like to see a "role" based configuration in WFM that was linked to an access group in Genesys, so...
Created about 2 months ago by James Cowan (Workforce Engagement Management (PureEngage)) | [Will Not Implement](#) | 2

Idea 3: 2 VOTE
Offer Multiple WebRTC options
following Torsten Moritz Idea regarding Genesys WebRTC offer, I would like a more complete support of various ways to implement WebRTC and not only a Genesys WebRTC implementation or a partnership with a unique cloud provider. Genesys should prov...
Created about 2 months ago by Patrick BOIN (Open Platform (PureEngage)) | [Community Review](#) | 1

[Filter contents in Knowledge Manager based on user profiles](#)

GENESYS | Product Ideas Lab

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[Home](#) / [COPLA-I-4](#) / [New idea](#) |

2 VOTE
Allow Skills level change in ICBM
It is a common request from the business to be able to change skills level from ICBM.

[Laurent Pret](#) • Mar 13 2018 • [Community Review](#)

[Open Platform \(PureConnect\)](#)

1 Comment | 2 Votes

B | | | |

[Attach files](#)

[Post Comment](#)

[Ginger Alford](#) commented | ADMIN | March 15, 2018 14:12
Thank you for submitting your idea Laurent!

[Subscribe](#)

You won't be notified about changes to this idea.

Related ideas

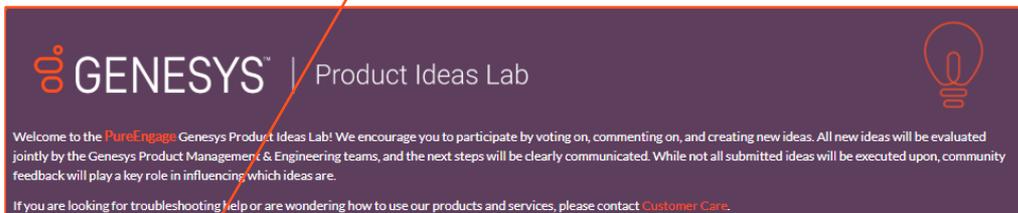
- harmonizing amount of characters in columns in PureConnect tables
- Need ability to change (rename) usernames of user accounts

- ✓ 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

The image shows a screenshot of the "Add a Product Idea" form. On the left, there is a sidebar with a navigation menu. The "Add a Product Idea" button is highlighted with a red box. Below it, there are sections for "My Ideas" (0), "My votes" (0/10), and "FILTER BY STATUS" (Community Review: 15, Under PM Review: 1, Accepted: 0, In Development: 0, Delivered: 0, Will Not Implement: 1, Not Currently Planned: 1, Feature Already Exists: 0). Below that is "FILTER BY PRODUCT CATEGORY" (Core Cloud Platform). The main content area shows a list of ideas. The first idea is "1. Implement new functionality to better enable migration configuration objects across environments. Objects would attributes, agents, application options, etc..." with 4 votes and a "VOTE" button. The second idea is "Automatically add users to WFM based on Access group m configuration" with 2 votes and a "VOTE" button. The right side of the screenshot shows the "Add a Product Idea" form. It has a breadcrumb "Home / New idea" and a user profile "Peter Segre". The form includes a "Choose a Product Category for this idea" dropdown menu (set to "Digital (PureEngage)"), a "What is your idea?" text area (with a "Required" label and a "One sentence summary of the idea" placeholder), and a "Please provide additional details" section with a rich text editor (with a "Paragraph" dropdown and various formatting icons) and a "Why is it useful, who would benefit from it, how should it work?" text area. There is an "Attach files" link and a "Share idea" button at the bottom.

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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