PureConnect Ideas Lab



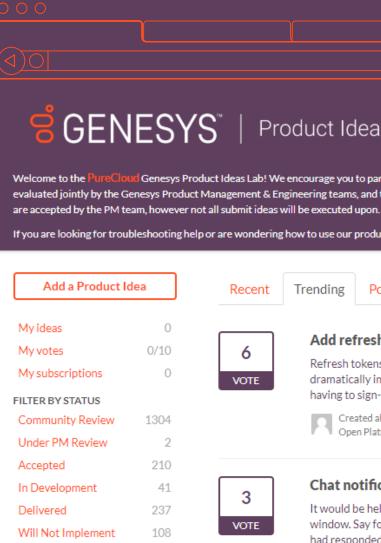
Q4 2019 Analytics

ප් 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.



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)



Q4 2019 Results

Key take-aways:

- 26% of PureConnect Customers
- 1,1621 Total Ideas
 Submitted since launch
- 138 Votes Cast in Q4
- Average 4.25 Ideas
 Submitted per Week
- Average 17 Ideas
 Submitted per month
- Interaction Connect,
 Optimizer and Interaction
 Administrator are in the
 Top 5 Features
 Requested each Quarter



51

Ideas Submitted in Q4



2

Ideas moved to Accepted in Q4



1

Idea moved to In Development in Q4



Ideas were Delivered in Q4



Appendix - Accepted Ideas Details

- Idea: <u>COINB-I-381</u>
- Product Category: Open Platform
- Title: Have different ringtones for different media types in Salesforce plugin
- Description: In Interaction Desktop, there are different alert tones when you get a chat interaction vs a call interaction, etc. We would like to have different ringtones for different media types in the Salesforce integration as well. Such ringtones don't need to be customizable, though making them customizable like they are in Interaction Desktop isn't a bad idea, either.

- Idea: CODIG-I-162
- Product Category: Open Platform
- Title: Ability to upload logs for Web Based Applications via Problem Reporter
- Description: Currently in Interaction Desktop, when agents encounter a problem (such as an error) they are able to "Report a Problem" which will upload their logs and a screenshot to the CIC Server (by default). Interaction Connect currently lacks this feature and due to logs not being saved locally to a log location makes retrieving logs more difficult.



Appendix – In Development Idea Details

• Idea: COINB-I-395

Product Category: Inbound

Title: Support Media Server on virtual machines

• **Description**: By supporting Media Servers on virtual machines, will benefit of virtual functions like snapshots, SRM, usage of the SAN, memory and HD allocation etc. reduce cost of maintaining stand alone servers and HW failures etc. Many other products that is dealing with voice treatment are supported in a VM world... I think it's time to Genesys to do the move to.

