

PureConnect Ideas Lab

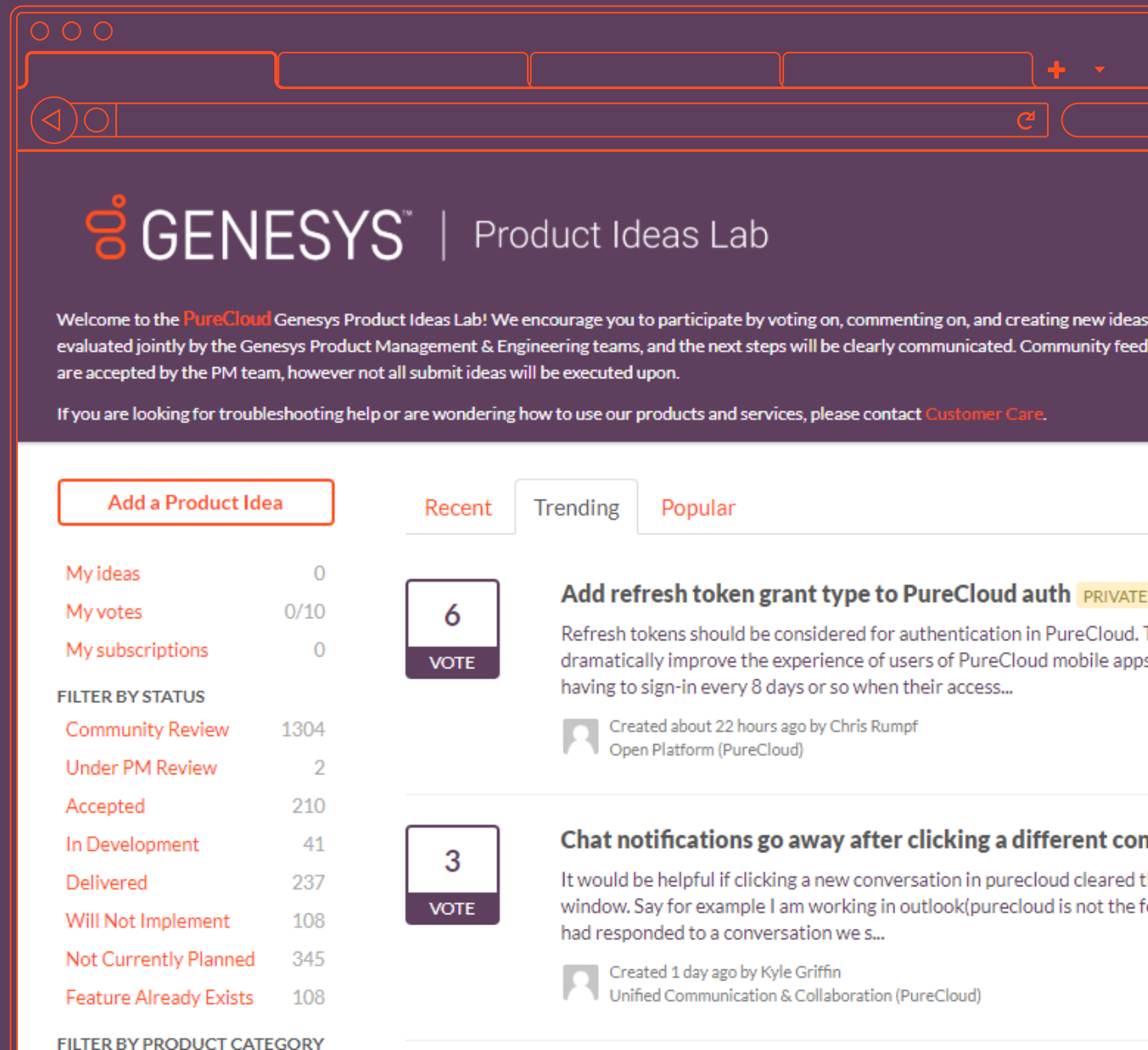
Q4 2019 Analytics



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:

- **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



0

Ideas were Delivered in Q4

Appendix - Accepted Ideas Details

- **Idea:** [COINB-I-381](#)
 - **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.