## Genesys Engage Ideas Lab

Q1 2020 Analytics



## Q1 2020 Results

- 1% increase in Idea submissions in Q1'20 over Q4'19
- 2,328 Total Ideas submitted since launch
- 875 Votes Cast in Q1
- Average 18 Ideas Submitted per Week
- Workforce Management,
   Workspace Desktop, Pulse, SIP and Speechminer are the Top 5
   Features Requested in Q1
- 4 out of 6 Product Categories saw an increase in Idea Submissions over Q4'19
- Digital remains as the Product Category delivering the most Ideas QoQ





22'

Ideas submitted in Q1



Ideas were Accepted in Q1



9

Ideas moved to
In Development
in Q1



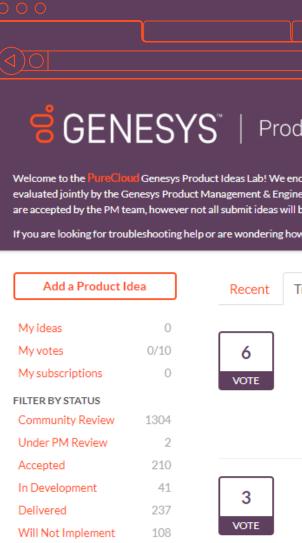
14

Ideas were Delivered in Q1

## 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 are accepted by the PM team, however not all submit 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. 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 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

had responded to a conversation we s...

Created 1 day ago by Kyle Griffin

Unified Communication & Collaboration (PureCloud)



## Appendix – 14 Ideas Moved to Delivered

Digital	Open Platform	WEM
ENOPLA-I-90	ENINB-I-171	ENWEM-I-29
ENDIG-I-204	ENINB-I-358	ENWEM-I-147
ENDIG-I-384	ENOPLA-I-244	ENWEM-I-331
ENDIG-I-455	ENOUT-I-62	
ENDIG-I-479		
ENDIG-I-514		
ENDIG-I-561		

