

Genesys Engage Ideas Lab

Q1 2020 Analytics

 GENESYS™



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**



221

Ideas submitted in Q1



9

Ideas were Accepted in
Q1



9

Ideas moved to
In Development
in Q1



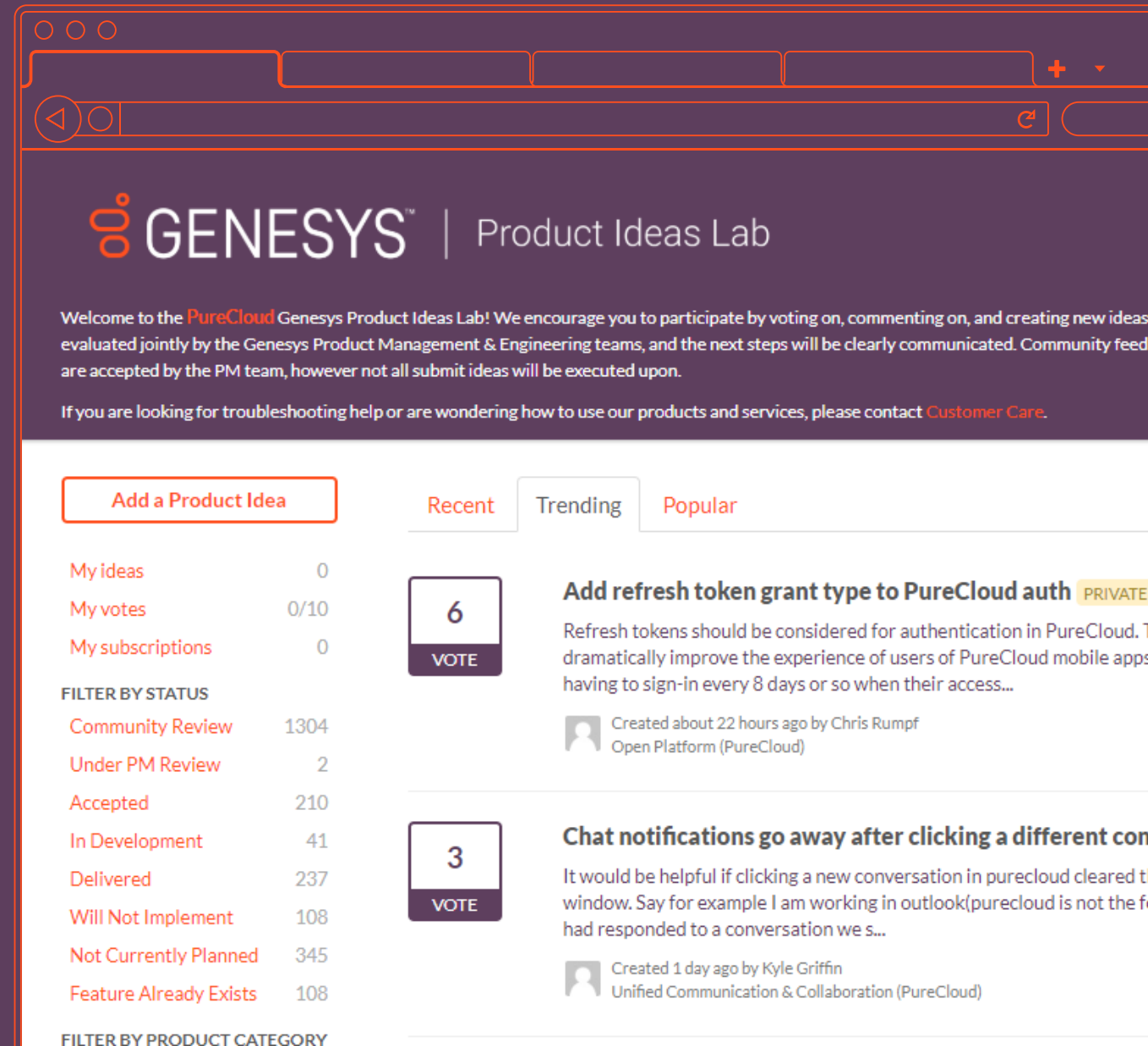
14

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.



Appendix – 14 Ideas Moved to Delivered

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