

PureConnect Ideas Lab

Q1 2020 Analytics



Q1 2020 Results

Key take-aways:

- WEM had a **17% increase** in Idea Submissions over Q4'19
- **1,214 Total Ideas** Submitted since launch
- **65 Votes Cast** in Q1
- Average **3 Ideas Submitted per Week**
- Interaction Connect and Optimizer remain the Products with the **most features requested QoQ**
- Open Platform is the Product Category with the **most Idea submissions QoQ**



38

Ideas Submitted in Q1



1

Ideas was Accepted in Q1



1

Idea moved to In Development in Q1



0

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.



The screenshot shows the Genesys Product Ideas Lab interface. At the top, there's a navigation bar with the Genesys logo and 'Product Ideas Lab'. Below this is a welcome message and a 'Add a Product Idea' button. The main content area is divided into a sidebar with filters and a main list of ideas. The sidebar includes 'My ideas', 'My votes', 'My subscriptions', and a 'FILTER BY STATUS' section with categories like 'Community Review', 'Under PM Review', 'Accepted', 'In Development', 'Delivered', 'Will Not Implement', 'Not Currently Planned', and 'Feature Already Exists'. The main list shows two ideas: 'Add refresh token grant type to PureCloud auth' with 6 votes and 'Chat notifications go away after clicking a different con...' with 3 votes. Each idea has a 'VOTE' button and a 'PRIVATE' label.

GENESYS™ | 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. All ideas submitted are evaluated jointly by the Genesys Product Management & Engineering teams, and the next steps will be clearly communicated. Community feedback is accepted by the PM team, however not all submitted 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](#).

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

My ideas	0
My votes	0/10
My subscriptions	0

FILTER BY STATUS

Community Review	1304
Under PM Review	2
Accepted	210
In Development	41
Delivered	237
Will Not Implement	108
Not Currently Planned	345
Feature Already Exists	108

FILTER BY PRODUCT CATEGORY

6
VOTE

Add refresh token grant type to PureCloud auth PRIVATE

Refresh tokens should be considered for authentication in PureCloud. This will dramatically improve the experience of users of PureCloud mobile apps by not having to sign-in every 8 days or so when their access...

Created about 22 hours ago by Chris Rumpf
Open Platform (PureCloud)

3
VOTE

Chat notifications go away after clicking a different con...

It would be helpful if clicking a new conversation in purecloud cleared the current window. Say for example I am working in outlook(purecloud is not the focus) and I had responded to a conversation we s...

Created 1 day ago by Kyle Griffin
Unified Communication & Collaboration (PureCloud)

Appendix - Accepted Ideas Details

- **Idea:** [COINB-I-303](#)
- **Product Category:** Inbound
- **Title:** Workgroup Directory - Sort Order by Status Column and Activated Column
- **Description:** Our Customer is using IC Connect for their supervisors. One Task is to activate and deactivate their agents from/to Workgroups. Actually it is not possible to sort the entries in an Workgroup directory by the "Activated" or "Status columns". It would be much easier to find the correct agents if the entries could be sorted by this columns. In general it would be great if all columns could be used for the sort order not only some like "Last Name" or "First Name". Most needed are the columns "Activated" and "Status".
- **PM:** Bishay Bishesh
- **Votes:** 31
- **Merged Ideas:** [COWEM-I-141](#), [COINB-I-392](#)

Appendix – In Development Idea Details

- **Idea:** [COOPLA-I-190](#)
- **Product Category:** Open Platform
- **Title:** Templates for Interaction Connect
- **Description:** We'd like to be able to push and control the pages and configuration of interaction connect just like we do with interaction desktop.
- **PM:** Bishay Bishesh
- **Votes:** 66
- **Merged Ideas:** [GKN-I-169](#)