

Genesys Cloud Ideas Lab

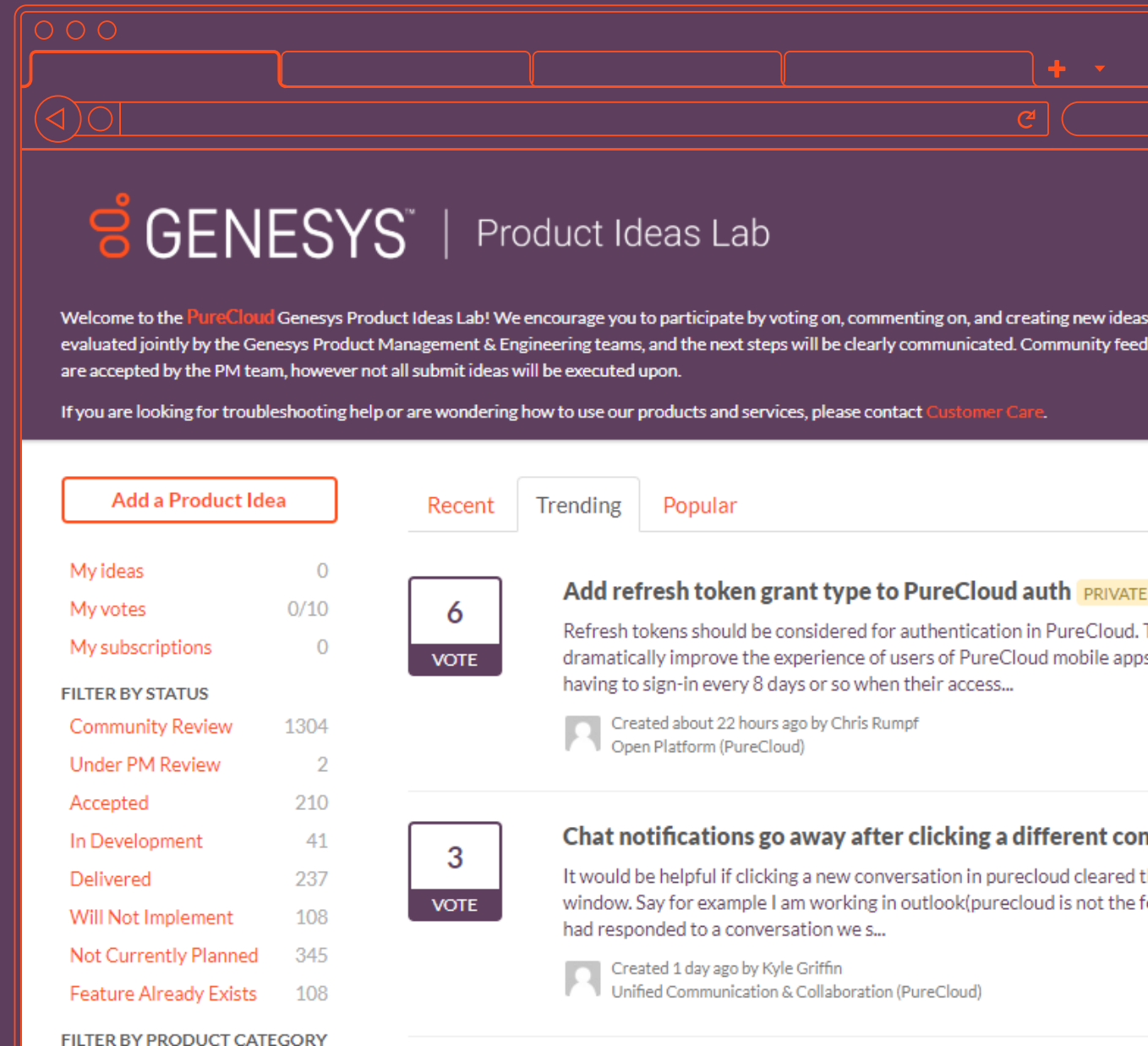
Q4 2019 Analytics



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:

- 3,974 **Total Ideas** since launch
- 1210 **Votes Cast**
- Average 28 **Ideas Submitted per Week**
- Average 113 **Ideas Submitted per month**
- Genesys Cloud Platform, Workforce Management, Agent, Reporting & Analytics and Chat are the **Top 5 Features Requested**



340

Ideas submitted in Q4



104

Ideas were Accepted in
Q4



65

Ideas moved to
In Development
in Q4



46

Ideas were Delivered in
Q4

Appendix – List Ideas that were Accepted in Q4

Analytics	Digital	Inbound	Open Plat.	Outbound	Self Service	Telecom	UCC	WEM
CLINB-I-704	PCSC-I-46	CLPLA-I-497	CLPLA-I-695	CLOUT-I-67	CLSELF-I-253	PCTEL-I-180	CLDESK-I-14	CLWFO-I-115
CLINB-I-747	CLDIG-I-402	CLSELF-I-94	CLSELF-I-221	CLOUT-I-69	CLSELF-I-254	PCTEL-I-182	CLPLA-I-510	CLSELF-I-97
ANA-I-1	CLINB-I-572	CLINB-I-268	CLPLA-I-808	CLOUT-I-179	CLSELF-I-258	PCTEL-I-183	CLCOLL-I-318	CLWFO-I-156
ANA-I-2	CLINB-I-630	CLOUT-I-98	CLPLA-I-809	CLOUT-I-74	CLSELF-I-264			CLINB-I-427
ANA-I-3	CLDIG-I-449	GKN-I-72	CLPLA-I-822	CLOUT-I-195	CLSELF-I-265			CLWFO-I-176
ANA-I-4	CLINB-I-661	CLINB-I-306	CLPLA-I-833	CLOUT-I-224	CLSELF-I-266			CLINB-I-507
ANA-I-5	CLDIG-I-454	CLINB-I-384	CLPLA-I-834		CLSELF-I-267			CLWFO-I-210
ANA-I-6	CLDIG-I-463	CLDIG-I-333	CLPLA-I-843		CLSELF-I-268			CLDIG-I-415
ANA-I-7	CLDIG-I-464	CLINB-I-454			CLSELF-I-269			CLWFO-I-243
ANA-I-8	CLDIG-I-465	CLDIG-I-382			CLSELF-I-270			CLWFO-I-257
	CLINB-I-682	CLDIG-I-410			CLSELF-I-271			CLWFO-I-264
	CLINB-I-683	CLINB-I-556			CLSELF-I-272			CLWFO-I-273
	CLINB-I-722	CLINB-I-676			CLSELF-I-273			CLWFO-I-276
	CLCOLL-I-370	CLINB-I-677			CLSELF-I-274			CLWFO-I-279
		CLINB-I-678			CLSELF-I-275			CLINB-I-691
		GKN-I-149			CLSELF-I-276			CLWFO-I-286
		CLDIG-I-474			CLSELF-I-277			CLWFO-I-287
		CLINB-I-745			CLSELF-I-278			CLWFO-I-289
		CLINB-I-746			CLSELF-I-284			CLDIG-I-475
					CLSELF-I-288			CLWFO-I-296
					CLSELF-I-291			CLINB-I-733
					CLSELF-I-295			CLWFO-I-315

Data Analysis represents Ideas submitted Q4 2019.

Appendix – List Ideas that moved to In Development in Q4

Digital	Inbound	Inbound	Open Platform	Self Service	Telecom	UCC	WEM
<u>CLCOLL-I-212</u>	<u>CLWM-I-7</u>	<u>CLINB-I-523</u>	<u>CLPLA-I-604</u>	<u>CLDIG-I-417</u>	<u>PCTEL-I-182</u>	<u>CLCOLL-I-238</u>	<u>CLWFO-I-95</u>
<u>CLINB-I-301</u>	<u>CLPLA-I-381</u>	<u>CLDIG-I-410</u>	<u>CLINB-I-436</u>	<u>CLSELF-I-217</u>	<u>PCTEL-I-183</u>	<u>CLCOLL-I-312</u>	<u>CLANA-I-257</u>
<u>CLDIG-I-420</u>	<u>CLDESK-I-15</u>	<u>CLINB-I-553</u>	<u>CLPLA-I-695</u>	<u>CLSELF-I-218</u>		<u>CLCOLL-I-346</u>	<u>CLINB-I-427</u>
<u>CLDIG-I-424</u>	<u>CLPLA-I-497</u>	<u>CLINB-I-555</u>	<u>CLPLA-I-725</u>	<u>CLSELF-I-219</u>		<u>CLCOLL-I-347</u>	<u>CLWFO-I-209</u>
<u>CLOUT-I-210</u>	<u>CLINB-I-250</u>	<u>GKN-I-132</u>	<u>CLPLA-I-756</u>	<u>CLSELF-I-247</u>			<u>CLWFO-I-212</u>
<u>CLINB-I-630</u>	<u>CLOUT-I-98</u>	<u>CLINB-I-612</u>	<u>CLPLA-I-788</u>	<u>CLSELF-I-248</u>			<u>CLDIG-I-415</u>
<u>CLINB-I-661</u>	<u>GKN-I-72</u>	<u>CLINB-I-613</u>	<u>CLPLA-I-800</u>				<u>CLWFO-I-243</u>
<u>CLDIG-I-454</u>	<u>CLINB-I-306</u>	<u>CLOUT-I-217</u>	<u>CLPLA-I-808</u>				<u>CLPLA-I-759</u>
<u>CLDIG-I-464</u>	<u>CLDIG-I-333</u>	<u>GKN-I-149</u>	<u>CLPLA-I-820</u>				<u>CLWFO-I-257</u>
<u>CLINB-I-682</u>	<u>CLSELF-I-162</u>						<u>GKN-I-154</u>
<u>CLINB-I-683</u>	<u>CLINB-I-459</u>						
	<u>CLWFO-I-189</u>						
	<u>CLDIG-I-380</u>						
	<u>CLINB-I-516</u>						

Appendix – List of Ideas that were Delivered in Q4

Digital	Inbound	Inbound	Open Platform	Self Service	WEM
<u>CLPLA-I-414</u>	<u>PCSC-I-48</u>	<u>CLPLA-I-747</u>	<u>CLPLA-I-596</u>	<u>CLPLA-I-431</u>	<u>CLDIG-I-268</u>
<u>CLDIG-I-252</u>	<u>PCTEL-I-73</u>	<u>CLINB-I-632</u>	<u>CLPLA-I-603</u>	<u>CLSELF-I-78</u>	<u>CLWFO-I-169</u>
<u>CLCOLL-I-212</u>	<u>ENCCP-I-12</u>	<u>CLPLA-I-782</u>	<u>CLPLA-I-695</u>	<u>CLSELF-I-213</u>	<u>CLDIG-I-375</u>
<u>CLDIG-I-265</u>	<u>CLINB-I-268</u>	<u>CLINB-I-647</u>	<u>CLPLA-I-706</u>	<u>CLSELF-I-215</u>	<u>CLWFO-I-207</u>
<u>CLINB-I-301</u>	<u>CLPLA-I-555</u>		<u>CLPLA-I-725</u>	<u>CLSELF-I-247</u>	<u>CLWFO-I-226</u>
<u>CLDIG-I-298</u>	<u>CLSELF-I-162</u>				<u>CLINB-I-712</u>
<u>CLDIG-I-420</u>	<u>CLDIG-I-350</u>				
<u>CLDIG-I-424</u>	<u>CLSELF-I-167</u>				
<u>CLOUT-I-210</u>	<u>CLINB-I-450</u>				
<u>CLINB-I-661</u>	<u>CLINB-I-472</u>				
<u>CLINB-I-682</u>	<u>CLINB-I-516</u>				
<u>CLINB-I-683</u>	<u>CLPLA-I-692</u>				
	<u>CLINB-I-556</u>				
	<u>GKN-I-129</u>				