

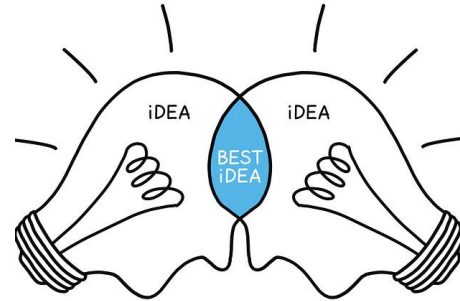
Product Ideas Lab Quick Guide

April 27, 2018

 GENESYS™

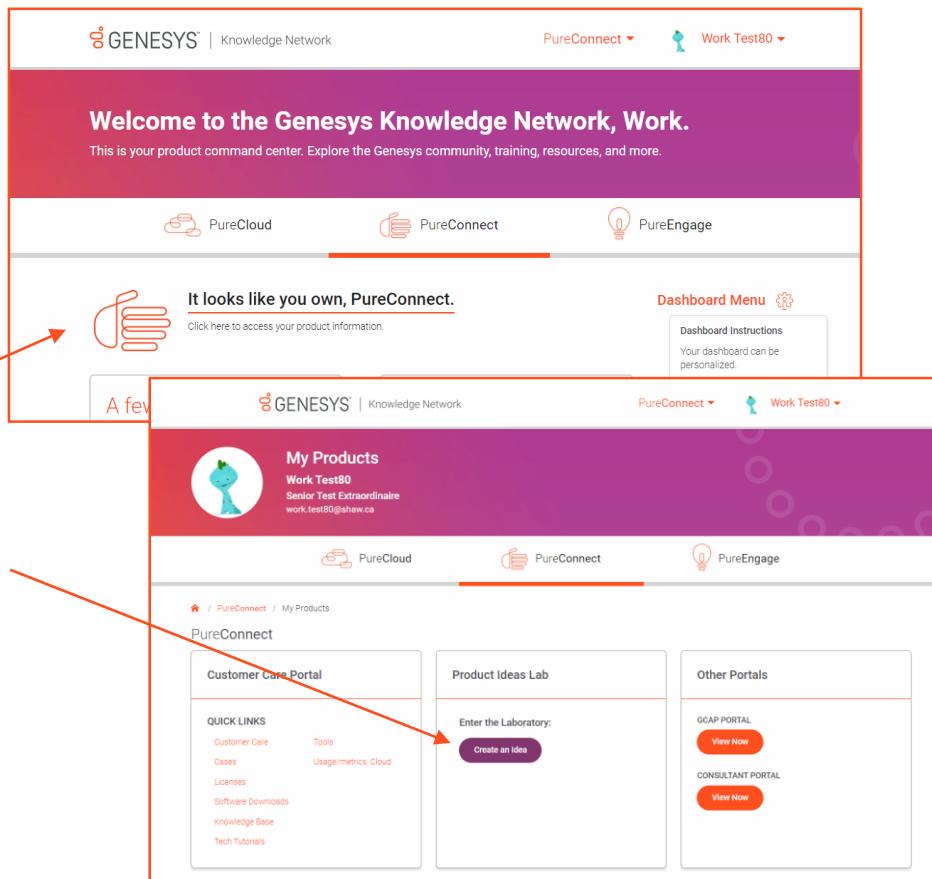
Product Ideas Lab Objective

- The Ideas platform encourages engagement, builds community and dialogue, and truly incorporates the **voice of the customer** into the conversation and process that drives product development.
- We encourage you to collaborate with your peers by creating new Ideas, voting on Ideas that resonate with you and commenting on existing Ideas!
- Ideas that reach the vote threshold will be evaluated by the Genesys Product Management & Engineering teams and next steps will be clearly communicated.
- It is important to note that while not all submitted ideas will be executed upon, community feedback will play a key role in influencing which ideas are.



Logging Into the Portal:

- ✓ First, login to the Genesys Knowledge Network.
- ✓ Click on **It looks like you own, PureConnect**
- ✓ Click on the **Create an Idea** button in the Product Ideas Lab widget



Lab Overview:

- ✓ After you have logged in, you are ready to explore!!
- ✓ Familiarize yourself with the look and feel of the homepage
- ✓ Toggle between Recent, Trending and Popular to see submitted Ideas in different views
- ✓ You may also filter Ideas by several options listed in the left column
 - Your Ideas
 - Status
 - Product Category
- ✓ Users are limited to 10 votes. You can earn more votes by participating in the Lab.

GENESYS
PureConnect

PureConnect Ideas

Welcome to the Genesys Product Ideas Lab! We encourage you to participate by voting on, commenting on, and creating new ideas. All new ideas will be evaluated jointly by the Genesys Product Management & Engineering teams, and the next steps will be clearly communicated. It is important to note that while not all submitted ideas will be executed upon, community feedback will play a key role in influencing which ideas are.

Before you submit an idea, please perform a search to determine if a similar idea has already been submitted.

If you are looking for troubleshooting help or are wondering how to use our products and services, please contact [Customer Care](#). Do not use the ideas portal to report bugs.

[Add a Product Idea](#)

Recent Trending Popular

My Ideas	My votes	My subscriptions
0	0/10	0

FILTER BY STATUS

Community Review	9
Under PM Review	1
Accepted	0
In Development	0
Delivered	0
Will not implement	0
Not Currently Planned	0
Feature Already Exists	0

FILTER BY PRODUCT CATEGORY

Digital (PureConnect)	1
Inbound (PureConnect)	4
Open Platform (PureConnect)	5
Outbound (PureConnect)	0
Self-Service and Automation (PureConnect)	0
Workforce Engagement Management (PureConnect)	0

Allow Skills level change in ICBM
It is a common request from the business to be able to change skills level from ICBM.
Created about 1 month ago by Laurent Pret Open Platform (PureConnect) [Community Review](#) 1



Detailed email data
In the past we had a customized system on CIC 3.0 to view certain parts containing email service levels. The system had a possibility to exclude certain days from the service level formula such as excluding the weekend for calculating the service ...
Created about 1 month ago by Bas Bragt Inbound (PureConnect) [Community Review](#) 2

Quicker way adding Locations
Currently when adding locations, we need to manually add all Codescs one by one (select Codec -> click ok) its pretty tedious work and would be easier if we could have some sort of template for locations (to make the live of the application engineer...
Created about 1 month ago by Bas Bragt Open Platform (PureConnect) [Community Review](#) 1

Need ability to change (rename) usernames of user accounts
people's names change due to marriages, divorces, etc. when the name changes, the username needs to be changed as well, since most of the time the username is FirstInitial+Lastname or Firstname.Lastname. Currently editing username is not...

Navigating Existing Ideas

- ✓ Click on an Idea to view the Idea details
- ✓ Click on the “Vote” box to vote and un-vote



PureConnect

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Add a Product Idea

RecentTrendingPopular

Search ideas

My ideas0

My votes0/10

My subscriptions0

FILTER BY STATUS

Community Review9

Under PM Review1

Accepted0

In Development0

Delivered0

Will not implement0

Not Currently Planned0

Feature Already Exists0

FILTER BY PRODUCT CATEGORY

Digital (PureConnect)1

Inbound (PureConnect)4

Open Platform (PureConnect)5

Outbound (PureConnect)0

Self-Service and Automation (PureConnect)0


Workforce Engagement Management (PureConnect)0

2

VOTE

Allow Skills level change in ICBM

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Open Platform (PureConnect)


Community Review1

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Inbound (PureConnect)


Community Review2

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Community Review1



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Home / COPLA-I-4 / New idea


Search ideas

2

VOTE

Allow Skills level change in ICBM

It is a common request from the business to be able to change skills level from ICBM.

 Laurent Pret • Mar 13 2018 •

Community Review


Open Platform (PureConnect)

1 Comment2 Votes

ParagraphB

Attach files

Post Comment

 Ginger Alford commented
ADMIN Thank you for submitting your idea Laurent!

March 15, 2018 14:12

Subscribe

You won't be notified about changes to this idea.

Related ideas

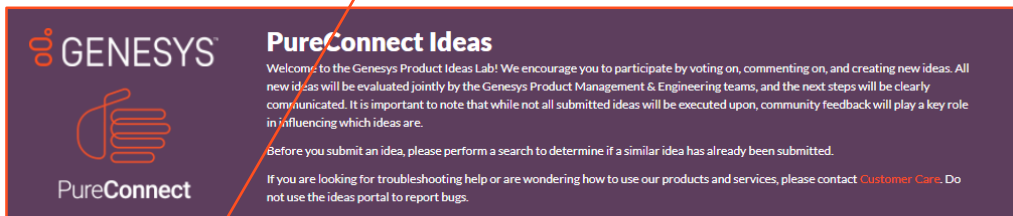
harmonizing amount of characters in columns in PureConnect tables

Need ability to change (rename) usernames of user accounts

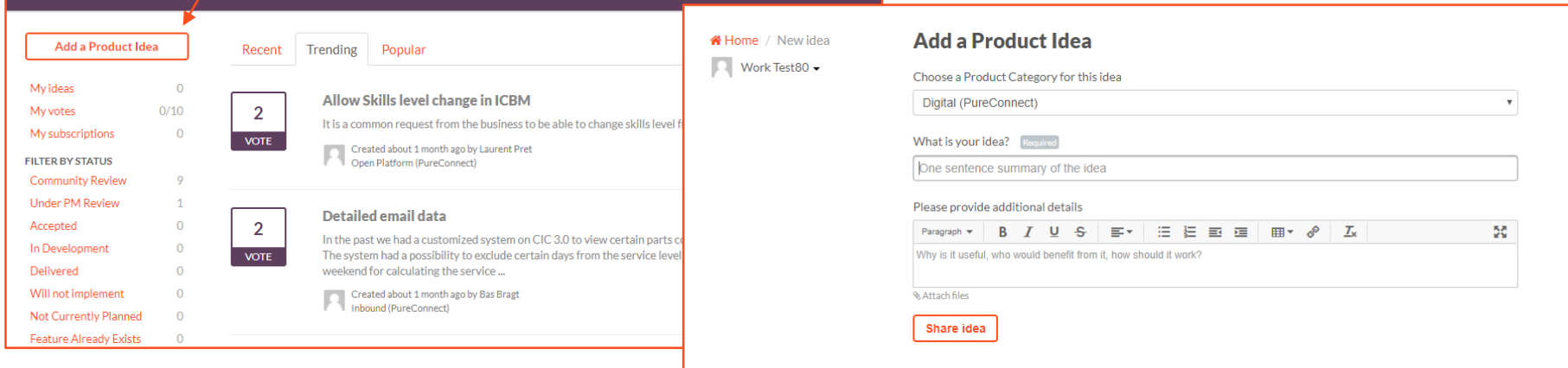
- ✓ Post a comment on the Idea
- ✓ Click on the “Vote” box to vote and un-vote
- ✓ View all votes and related Ideas

Create a New Idea

- ✓ Click on **Add a Product Idea** on the homepage



- ✓ Select Product from drop-down
- ✓ Add your Idea title
- ✓ Add your Idea details and “Share” Idea



That Was Easy!!

- That's it!!
- You will receive email notifications for “Thank You”, “Status Change”, “Admin Response” and “New Comment”
- Come back to the Ideas Portal frequently to view your Idea and new Ideas.
- Engage with your peers by voting and commenting on their ideas!

Commonly Asked Questions

- Where are the Votes from Bright Ideas?
 - We did not migrate votes from Bright Ideas into the Product Ideas Lab. This is because we introduced two new processes. First, Ideas will be reviewed only once they reach the designated vote threshold. Secondly, we limit each user to 10 votes in order to further emphasize prioritization. We wanted a fresh start for our ideas so that our PM team can best prioritize your current needs.
- Why haven't all my ideas been migrated?
 - We migrated ~20% of the ideas within Bright Ideas. In order to be qualified for migration, an idea needed to have at least 10 unique votes. It was determined that any idea with less than 10 unique votes should have been rejected within Bright Ideas and should not be transferred into the Product Ideas Lab. Feel free to resubmit ideas as you feel necessary.

Thank You!



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