

Genesys Cloud Ideas Lab

Q1 2020 Analytics



Q1 2020 Results

Key take-aways:

- **3% increase** in Idea submissions in Q1'20 over Q4'19
- **1052 Votes Cast**
- Average **30 Ideas submitted per Week**
- 19% increase overall in **Delivered Ideas** over Q4'19
- Genesys Cloud Platform, Analytics, Agent, Email & Architect were the **Top 5 Features Requested**



362

Ideas submitted in Q1



69

Ideas were Accepted in Q4



58

Ideas moved to In Development in Q4



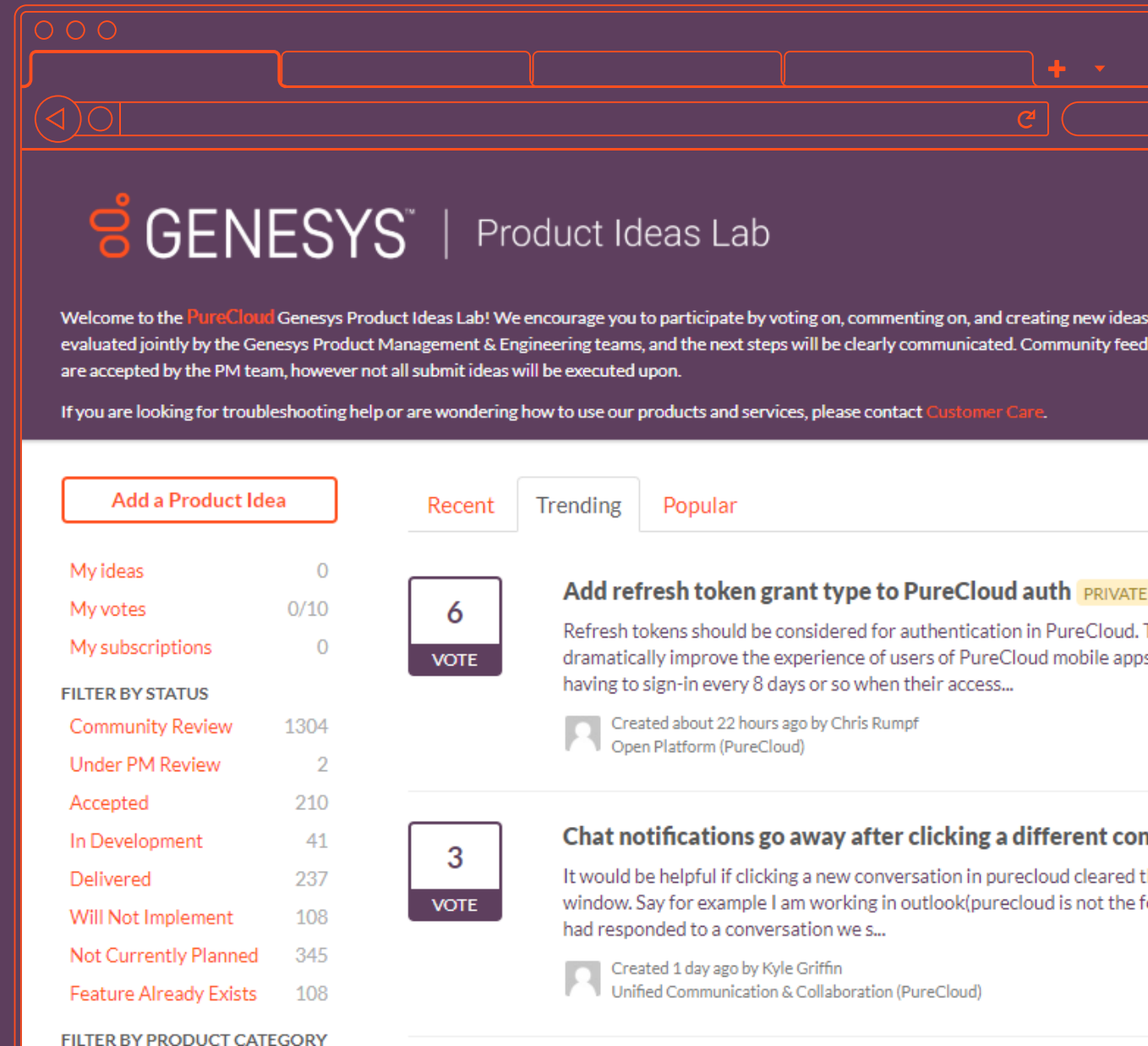
57

Ideas were Delivered in Q4

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 – 57 Ideas Moved to Delivered

Analytics	Digital	Inbound	Open Platform	Self Service	WEM
<u>CLPLA-I-687</u>	<u>CLDIG-I-515</u>	<u>CLWM-I-7</u>	<u>PCSC-I-45</u>	<u>CLSELF-I-87</u>	<u>CLDIG-I-334</u>
<u>CLINB-I-553</u>		<u>CLPLA-I-381</u>	<u>CLANA-I-249</u>	<u>CLSELF-I-124</u>	<u>CLPLA-I-639</u>
<u>CLINB-I-579</u>		<u>CLINB-I-231</u>	<u>CLPLA-I-541</u>	<u>CLSELF-I-149</u>	<u>CLWFO-I-196</u>
<u>CLINB-I-580</u>		<u>CLINB-I-236</u>	<u>CLPLA-I-590</u>	<u>CLSELF-I-194</u>	<u>CLWFO-I-263</u>
<u>CLINB-I-601</u>		<u>CLDIG-I-380</u>	<u>CLPLA-I-613</u>	<u>CLSELF-I-203</u>	<u>CLWFO-I-294</u>
<u>CLINB-I-612</u>		<u>PCTEL-I-145</u>	<u>CLCOLL-I-274</u>	<u>CLDIG-I-417</u>	<u>CLWFO-I-304</u>
<u>CLINB-I-627</u>		<u>CLINB-I-555</u>	<u>CLPLA-I-669</u>	<u>CLPLA-I-751</u>	<u>CLWFO-I-315</u>
<u>CLPLA-I-792</u>		<u>CLINB-I-613</u>	<u>CLPLA-I-678</u>	<u>CLSELF-I-236</u>	
<u>CLSELF-I-246</u>		<u>CLDIG-I-486</u>	<u>CLDIG-I-401</u>		
<u>CLPLA-I-813</u>		<u>CLINB-I-745</u>	<u>CLPLA-I-703</u>		
<u>CLPLA-I-828</u>		<u>CLINB-I-746</u>	<u>CLDIG-I-443</u>		
<u>ANA-I-1</u>		<u>CLINB-I-785</u>	<u>CLCOLL-I-330</u>		
<u>ANA-I-2</u>			<u>CLPLA-I-820</u>		
<u>ANA-I-3</u>					
<u>ANA-I-8</u>					