

# Product Ideas Lab

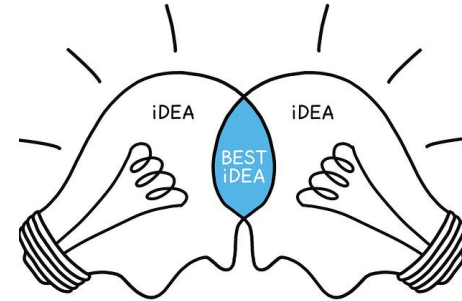
## Quick-Start Guide for Customers

June 2021



# 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.



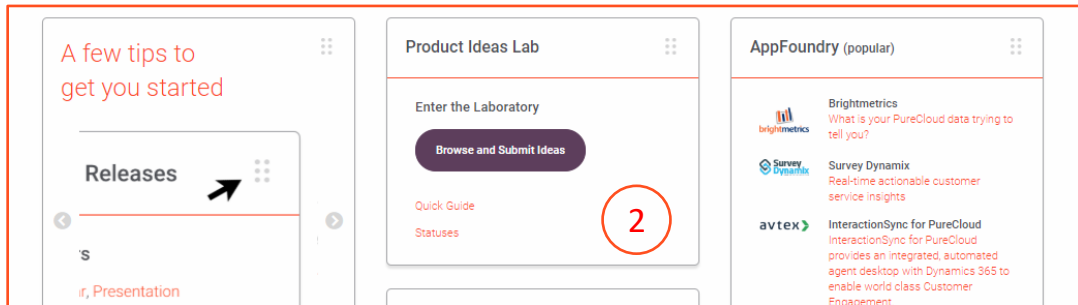
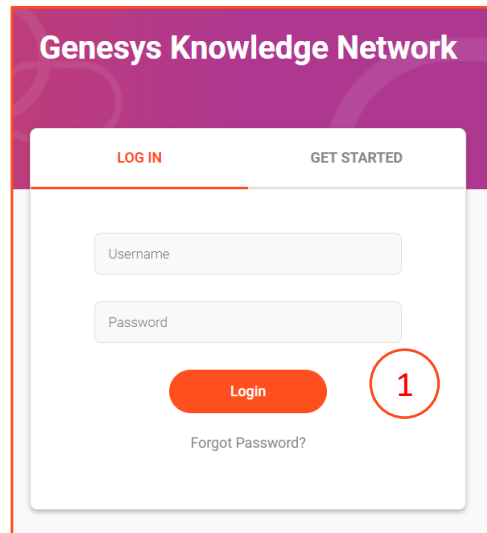
# Logging Into the Portal

1. Access the [Genesys Knowledge Network](#) and Login to the portal
2. Click on the **Browse and Submit** button in the Product Ideas Lab widget

## To Request Access:

Customers can request access through this link: [Customer Access](#)

Partners can request access through this link: [Partner Access](#)



# 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 20 votes. You can earn more votes by participating in the Lab.

**GENESYS** | Product Ideas Lab

Welcome to the **Genesys Engage** Product Ideas Lab! We encourage you to participate by voting on, commenting on, and creating new Ideas. Popular Ideas with high vote and comment activity will be evaluated jointly by the Genesys Product Management & Engineering teams and an update will be posted. Community feedback will play a key role in which Ideas are accepted by the PM team; however, not all submitted Ideas will be delivered.

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** 0/20

**FILTER BY STATUS**

- Community Review** 2061
- Under PM Review** 19
- Accepted** 97
- In Development** 25
- Delivered** 111
- Will Not Implement** 126
- Not Currently Planned** 565
- Feature Already Exists** 56

**FILTER BY PRODUCT CATEGORY**

- Digital (Genesys Engage)** 561
- Inbound (Genesys Engage)** 904
- Open Platform (Genesys Engage)** 568
- Outbound (Genesys Engage)** 72
- Self-Service & Automation (Genesys Engage)** 156
- Workforce Engagement**

**50 VOTE**

**Ability to get last login / logoff session details per user for Pulse**

Pulse will store FOREVER the user tabs (dashboards and wallboards) and associated widgets after a user has logged off the system / closed their browser, using system resources. There is not enough information to use the pulse widget management to ...

Created 12 May 01:02pm by Paul Pearson  
Inbound (Genesys Engage) **Community Review** 0

**6 VOTE**

**Google Business Chat native integration with DMS and WDE**

One of my customers told me they'd like to use Google Business Chat to communicate with their customers/prospects. I think this is a channel with an high potential in terms of number of customers that could use it and I'd like to have it natively ...

Created 22 Jun 08:37am by Riccardo Ghersi  
Digital (Genesys Engage) **Community Review** 0

**17 VOTE**

**Change language of outbound entry for retry**

Currently it's not possible to add a new rescheduled item with WDE in an outbound calling list. When we contact a customer with an outbound dial and the customer speaks another language, we need to have the possibility to change the outbound langu...

Created 11 Jun 10:41am by Christian Rosenberger  
Open Platform (Genesys Engage) **Community Review** 0

# Navigating Existing Ideas

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

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Recent

Trending

Popular

Search Ideas

My Ideas 0

My votes 0/20

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Genesys confidential and proprietary information.  
Unauthorized disclosure is prohibited.

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Home / ENOPLA-I-461 / New idea

Search Ideas

50  
VOTE

### Ability to get last login / logoff session details per user for Pulse

Pulse will store FOREVER the user tabs (dashboards and wallboards) and associated widgets after a user has logged off the system / closed their browser, using system resources. There is not enough information to use the pulse widget management to inactivate / delete users / tabs / widgets as we don't know when the user was last logged on / logged off (or session expired) the system. If we know the last login / logoff time we can automatically purge unneeded information freeing up system resources. The last login / logoff (or session expired) time should be exposed via the /api/wbrt/users and /api/wbrt/users/<guid> apis.

Paul Pearson • May 12 2021 • Community Review

Inbound (Genesys Engage)

What Product or Feature is this idea for?

#### ADMIN RESPONSE

May 24, 2021

The community is interested in your Idea and we have taken notice! At this time, we would like to give the community more time to vote and comment before we evaluate this idea as a potential roadmap item. You can help us prioritize this request by posting your Use Cases. Stay tuned for future updates.

Aha Admin

Edit in Aha!

#### Related ideas

Ability for Pulse to automatically deactivate widgets for users that do login for 30 days.

Request to change the dashboard widget prompt instructions from Delete to Close

Visibility of agent status in chat

It would be good have the attached GroupBy columns on the .csv downloaded Widget when you have threshold on

- ✓ Post & view Idea comments
- ✓ Search all Ideas for existing Ideas
- ✓ View all votes and Related Ideas



# Create a New Idea

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

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**1**  
VOTE

**modify install-script to ask for the proper installation path that has exe**

The customer has "hardened" the Linux Red Hat hosts by denying the execute rights in the folder `---/tmp/dev/mapper/system2694-tmp_lv ext4rw,nosuid,nodev,noexec,relatime,data` the standard `install.sh` script from Genesys uses that folder ...

Created 25 Jun 07:11am by Sascha Gagonal  
Digital (Genesys Engage)

Community Review

**2**  
VOTE

**Chatbot session timeout configuration**

Enhance DMS/BGS configuration and provide chatbot session idle timeout setting. For example scenario if customer is not typing and browser is left idle, the chatbot should disconnect sm configured timeout settings.

Created 24 Jun 04:39pm by Ameet Kumar  
Digital (Genesys Engage)

Community Review

- ✓ Select Product Category from drop-down
- ✓ Add your Idea title
- ✓ Add the specific Product your Idea references
- ✓ Add your Idea details and Use Cases
- ✓ Add screen shots and attachments
- ✓ Click "Share" Idea

Home / New idea

Aha Admin

**Add a Product Idea**

Choose a Product Category for this idea

Open Platform (Genesys Engage)

What is your idea? **Required**

One sentence summary of the idea

What Product or Feature is this idea for?

Type all Products or Features that apply

Please provide additional details

Paragraph B I U S </> A | | | | | | | | | |

Why is it useful, who would benefit from it, how should it work?

@ Attach files

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!

# Thank You!



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