CentralReach®

Introducing a new product feature request process, all through the CR Community.

We are enhancing the product feature request process to ensure all ideas are properly evaluated by our Product team, and most importantly, that our customers have insights and real-time feedback into the evaluation process and the status of requests -- all through a centralized location in the CR Community.

Q: What is changing?
We are launching a new process for customers to submit feature requests through CR Community. The product features requests process has been updated to ensure all customer feature requests are properly evaluated by our teams and to increase visibility into the process as the Support and Product Teams work on your request. All customer feature request cases will have status updates from the Product Team after being submitted in the CR Community, so you are able to easily track the status and timeline of your request.

Q: How do I submit a product feature request?
Support Admins will be able to submit feature request cases via CR Community. To learn how to submit a Feature Request case, click here.

Alternatively, the CR Support Team or your Customer Success Lead can open a case on your behalf, and you will still receive the status update notifications for your product feature. Once your case is received, you will receive a confirmation and will be able to track the status of the case thereafter.

Q: Who is able to submit product feature requests?
Support Admins can submit Product Feature Requests cases to CentralReach, via the CR Community.

Q: What should I include in my product feature request?
In order to help us be as efficient and as accurate as possible, please be descriptive in your request. Requests should include details such as: area for the improvement or change, the specific location in the product for which you are making the request, and an example of how your feature request would help you and your organization.

Q: What updates can I expect after submitting a feature request case and how often can I expect updates?
As our team is reviewing your request, you will receive case status updates per the following:

- ***Case Manager Review*** - Your request has been successfully submitted.
- ***Escalated to Product Team*** - Your request is currently being reviewed by the Product Team for evaluation.
- ***Declined*** - Your request does not currently meet the business rationale for developing as a feature. (Ideas submitted are evaluated against a selection of criteria, i.e.: Does the idea align with the broader portfolio strategy? Is the idea validated against the needs of the market?)
- ***Roadmap*** - The request is of value, but is not a high priority. The request is being added to the future roadmap for completion.
- ***In Development*** - Your request is related to a current work stream and is sufficiently understood to add to a backlog.
- ***Released to Production*** - Your request is currently being pushed to Production..
- ***Development Complete (Scheduled Release)*** - Your request is complete and has been scheduled to release. You will be notified of the release date.

Cases are updated automatically in CR Community with their status, and customers will receive email notifications when the status of the case is updated.

Q: What about all the feature requests I had previously submitted via the Ideas Portal?
The Ideas Portal has been sunsetted with the launch of this new and more effective process. All the top ideas in the Ideas Portal were evaluated by the Product Team and are being worked on through this new process, including all the requests submitted in 2021.

Q: How does your team evaluate the requests being submitted and determine which ones to work on?
The Product Team is evaluating all requests based on the value they would provide to all our customers, the development level of effort, and how they align to the product roadmap and product priorities at any given time. Unfortunately, even though some enhancements may be great, after this thorough evaluation, they may not be selected for development. All feature request cases will be updated accordingly so customers are in the loop during the evaluation process, and are also informed when their requests are selected or rejected.

Q: Where can I ask questions?
You can reach out to your Customer Success Lead for further assistance.