upland

Enhancement Requests

An easier way to engage with us

Webinar

17 November, 2015

Tenrox
by upland

Today's Speakers

Kevin Sequeira

Tenrox General Manager
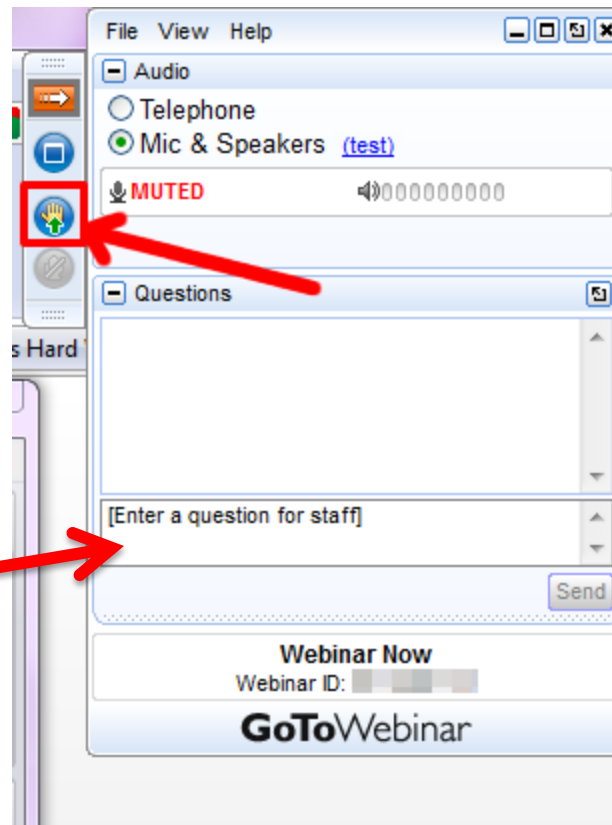
Director of Product Management

Alex D'Aquila

Tenrox Product Owner

Housekeeping

To submit a question:

Type in your question here

Click Send

AGENDA

1. Enhancement Requests
   o Process
   o Demo
   o FAQ
2. Proposed Product Enhancements
3. Q & A

Introduction

- **Enhancement Requests** are an important means of communication between **you** (our customers & product stakeholders) and **Tenrox.**

- For **you**, they represent a structured way of providing feedback about Tenrox and clarify how they would like to see the product altered and innovated.

- For **Tenrox**, Enhancement Requests are a valuable source of product ideas that can further drive development and innovation.

Purpose of this webinar

- **Clarify** the rules of engagement between you and Tenrox, so that

- You understand what happens with their Enhancement Requests and how Tenrox provides feedback on them.

- Describe **internal processes** that Tenrox will use to achieve the above.

Tenrox
by upland

community.uplandsoftware.com

Process

Submit Your Enhancement Request

- Upland Community

Product Management Review

- Ongoing Review ~ every 2 weeks.

Results of Review

- Explanation of Review Results

Updates

- Status Updates via community & email.

Delivered

- Upcoming Release or Service Pack

Tenrox
by upland

DEMO

States & Request Status

Open	In Review
	Accepted
	On Hold
Solved	Rejected
	Accepted for Release
Pending	In Review: We have some questions and/or would like additional details from you

Status Definitions

- **In Review:** Your request is pending review by Product Management and will be updated shortly.

- **Accepted**: Your request has been accepted and will be prioritized and included in a future release or service pack.

- **Assigned to Release**: Your request has been included in an upcoming release or Service Pack.

- **Rejected**: This status indicates that the request will not be solved in any future release.

- **On-Hold**: Accepted requests can move to an On-Hold state if there are factors that prevent us for moving ahead with them.

Tenrox
by upland

FAQ

FAQ

- Where will I be able to see the status of my requests?
  - Your Upland Community portal will give you access to all your requests. Furthermore, whenever an action is taken on your request (comment, state change, etc) you will be notified by e-mail.

- What happens to all my existing wish list entries?
  - Your CSM will be working with you to migrate your existing wish list entries into the new enhancement request forms. This gives you an opportunity to review your existing list and submit those that are still valid.
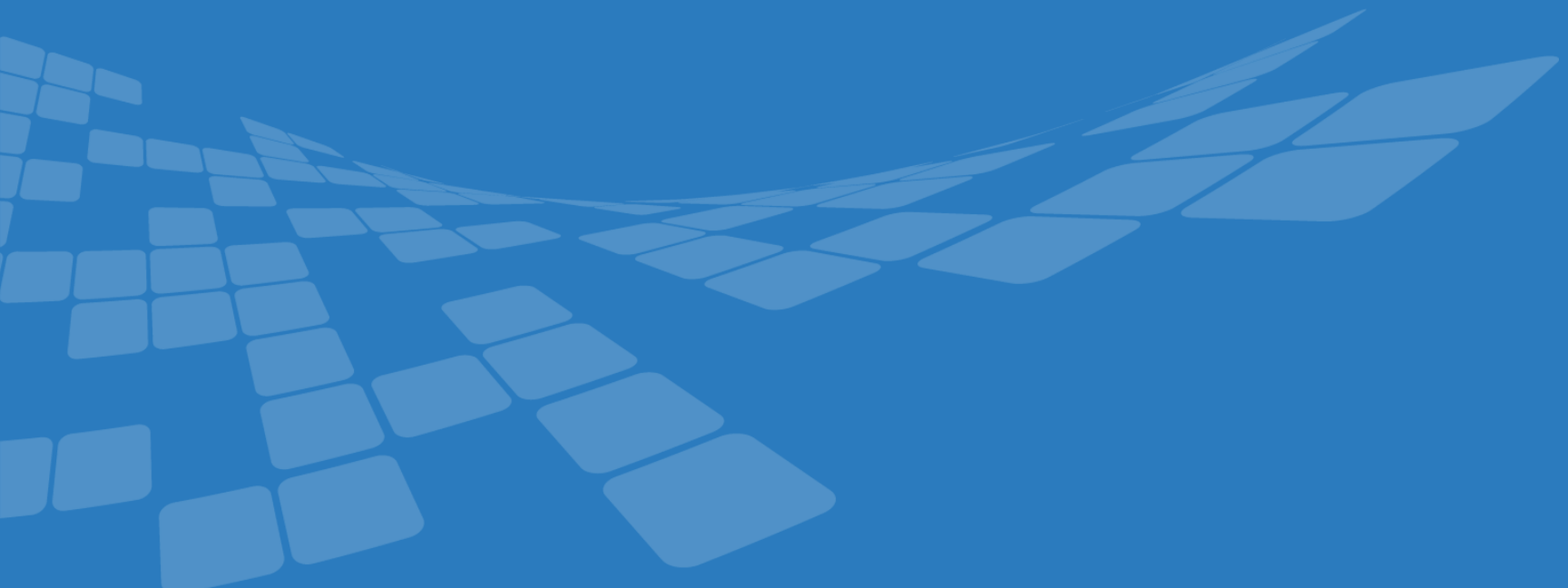
Tenrox
by upland

FAQ

- If my request gets put on hold, when can I expect to see it released?
  - We review the list of pending items before each release and include the highest priority items based on the capacity available.

- How do I resubmit a request if it's been rejected?
  - If you would like to resubmit your request, please reply to the ticket and we will be able to discuss the request further through the Community comments.

- How much detail should I be providing in the request?
  - Include any business scenarios you can think of, any security options you would like to have, etc. If you have mock-ups, screenshots, documents or other artifacts please attach them.

Tenrox
by upland

PRODUCT ENHANCEMENTS

upland

community.uplandsoftware.com

Q & A

Help Articles:

http://upland.screenstepslive.com/s/TenroxEducation/m/48531/l/465944-how-do-i-enter-an-enhancement-request

http://upland.screenstepslive.com/s/TenroxEducation/m/48531/l/465982-how-do-i-view-proposed-enhancements

upland

Contact Us:

- Phone:
  - Direct: 450-688-3444
  - Toll free (US and Canada): 855-944-PLAN (7526)

- Email: info@uplandsoftware.com

- Website: www.tenrox.com

- Connect with us:

  @tenrox

  Tenrox

  Company: Tenrox