

# How We Evaluate a Feature Request

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At Bold Group, we appreciate receiving enhancement requests for our products. While some may be easy to add, others may be quite involved. We want to share with you how we evaluate and how we decide which ones to add. We follow the same general process for all of our products.

## How do I enter an enhancement request?

To start, enter a customer support case or customer support ticket in the Bold Group Support Portal. Try to be as detailed as possible and provide a business case for the enhancement.

Answering these questions is very helpful: What are the goals of the Enhancement? What is the Enhancement Area in the application? What is the Enhancement Value to your internal and external customers? Which users will benefit from the enhancement? Please be as detailed as possible so we fully understand your request and what it would help you streamline or do differently in your role or organization.

## What happens after I submit an enhancement request?

You will receive an email from Bold Group acknowledging your enhancement request. Our team will evaluate your request, and someone from Bold Group may contact you for additional details.

For customers who wish to purchase enhancements, someone from our team will contact you with a statement of work. At this point, we will close your support ticket, but don't worry, your feature request will be routed to our product team who will evaluate whether to include it or not in our roadmap.

## What determines if my enhancement will be included?

We receive many enhancement requests, and we review each one. We determine if our products already have a similar requested enhancement. If not, we consider the area of our product to change and the value for the greatest number of customers.

As part of the evaluation, we determine what business problem the enhancement will solve; we consider the complexity of implementing the enhancement; and we estimate how long it may take to complete the enhancement. If we determine that the enhancement is feasible, providing new functionality benefiting the most customers, we add it to our development team's schedule for a product release.

All enhancements, if implemented, will be included in your product's release notes, which you can find in your product's knowledge base.