

# Community Ideas

February 2025





## Ideas in the Community

The way to suggest improvements and changes to Stibo Systems' products to better support your business needs

# Ideas Overview



## Collaborative

Customers and partners collaborate on common use cases and challenges



## Transparent

Clear view of what is requested, solved, and importance of submitted ideas to others



## Engaging

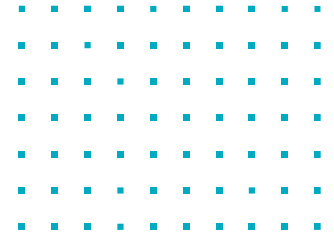
Engage directly with the Stibo Systems' Product team, and with one another



## Easy

Search submitted ideas, upvote rather than create, follow ideas that interest you, or use the simple creation process for new ideas

# Review & Engagement



- The Product teams actively monitor and review ideas, focusing on the highest ranking ideas (e.g. most upvotes)
- Upvotes / rank is a key decision metric as we want to prioritize ideas that provide the most benefit to the most customers, therefore:
  - Most ideas will remain open (unless solved) to allow for engagement
  - Ideas are closed only if there is a clear reason they will not be addressed, regardless of rank, or if they are a duplicate (we will redirect you to the original issue in this case)
- Ideas that are active in our internal backlog will often receive comments indicating they are active, asking clarifying questions, requesting additional input, etc
- Open Ideas with no comments from the Product teams can be interpreted as “Interesting, and we are open to it, but are focused on higher priority things first” (whether those are ideas with higher upvotes or internal strategic priorities)

# Idea Statuses

## Open

- Idea is being monitored
- Commentary with use cases, justification, support (for or against), workarounds, solution ideas, etc are welcome
- High ranking ideas are likely to have more engagement from Product
- No comments from Stibo Systems implies it is not a current focus area (i.e. near-term solution should not be expected)
- Majority of ideas will be in this state

## Solved


- Idea and/or underlying use case have a solution
- Solution is described within the comments, either directly or via links to relevant documentation

## Closed

- Idea was considered and a decision was made not to address it
- Reasoning for decision is included in comments



# Get Started Today!

NEWS & EVENTS

FORUMS

▼

GROUPS

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IDEAS 2.0

▼

UPDATE INFO

▼

RESOURCES

▼

TRAINING

▼

STIBO SYSTEMS CUSTOMER COMMUNITY

IDEAS 2.0

Feeling Lucky?

Post your Idea here! Vote and comment on others' Ideas, too!

**Tip:** In the Ideas Search Tool ("Search this list" field below), want to simultaneously view both an individual Idea's details and the full Search Results list? Simply right-click on the desired Idea and select "Open in new tab" to keep both views accessible, allowing you to compare and explore ideas seamlessly.

Search this list

Post an Idea

What are Ideas?

We want to put you in the driver's seat to impact the solutions roadmap. With Ideas you can quickly and easily suggest and/or vote on new enhancements in collaboration with your industry peers. Have an idea? Submit it here or vote on other ideas. Your votes and comments help us all better understand what's important to you, and be brought under consideration for future improvements and changes.

# As of February 2025

**2000+**

Community users

**150+**

Ideas submitted

**1200+**

Upvotes

**40%**

Of the top 50 ideas  
solved



# Frequently Asked Questions

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# What if I don't have access to the Community?

- You can request access by clicking the Register button at <https://www.stibosystems.com/our-customers/community>.

# What will happen to ideas I submitted in the old process (i.e. enhancement requests)

- Every open enhancement request will be reviewed by the Product team and a response will be provided.
- If there are no *near term* plans to solve the issue, it will be declined. However, we do retain a record of all submitted issues and may reconsider the issue at a later date. If it is solved in the future, we will do our best to inform you on the original issue, but we recommend that you always review the update notes to ensure you don't miss a relevant change.
- If the issue is still important to you, you may want to submit it as an idea in the Community, though this is not required as we will continue to review previously submitted enhancement requests when validating our future initiatives.

# How do I know if my idea has been reviewed or is being considered?

- If the idea has not been closed, it is still open for consideration and will have a status of Open. Conversely, ideas no longer being considered will have a Closed status. You can easily identify ideas in either status by using the Status filter on the right side of the Ideas 2.0 page.
- The Product team actively monitors all incoming ideas, but our opinion on the idea is not important – the purpose of ideas are to hear and understand what is most important to YOU (our users, customers, and partners). We may ask clarifying questions, suggest alternate solutions, or request additional input, but we will typically leave issues open indefinitely to allow for commentary and upvoting as that has a significant impact on prioritization.
- The more upvotes an idea has, the more likely it is to be prioritized, and the more engagement you will see from the Product team. While we do monitor all issues, we are focused on fully investigating and replying to the issues that are most important (i.e. highest ranking) across our users.
- If there are no comments from the Product team, it is unlikely that the idea is currently being addressed, though it remains open for future consideration

# If you are focused on the highest upvoted issues, does that mean nothing under a certain threshold will be looked at or solved?

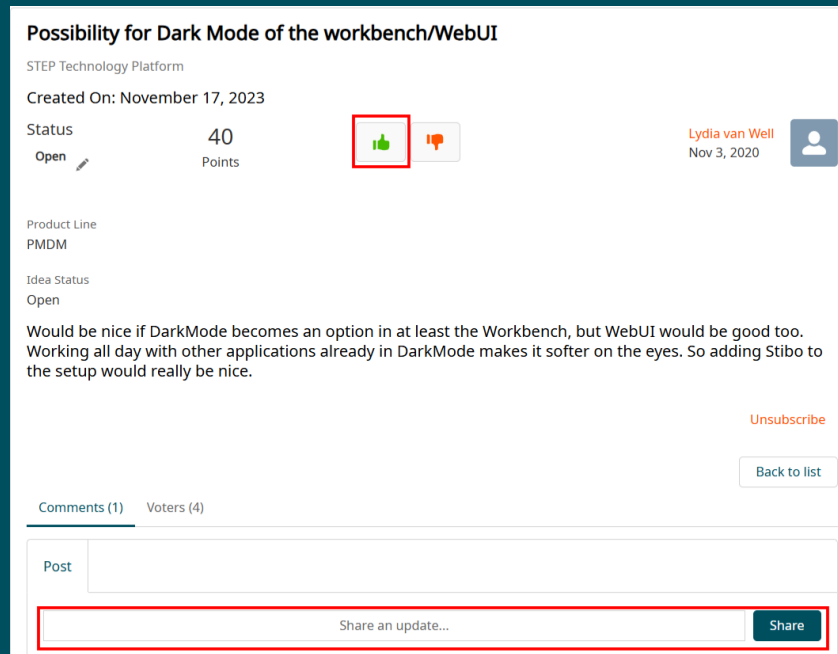
- No, we monitor all incoming ideas so everything is looked at. But you may not receive a response on lower ranking issues, while we commit to providing responses on higher ranking ones.
- Low ranking issues may be solved for any number of reasons, including that they relate to a strategic initiative being prioritized outside of the ideas process, they are high ranking within a particular domain, industry, or subset of customers, etc. If solved, we will update the idea accordingly.
- Note that number of upvotes is only one metric of many that we use when making prioritization decisions.

# What if my idea is really a bug?

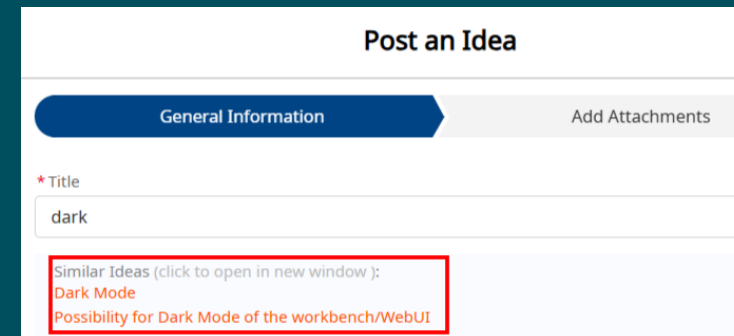
- If you believe it is a bug/error, start by submitting it in the Stibo Service Portal (Jira).
- If the Support team advises you that the issue is not a bug/error and that you should create an idea, please do so.
- If the Product team reviews your idea and determines it is a bug, we will let you know this on the idea with an explanatory comment and will close the idea. We will then re-open your previously submitted Jira issue, or create a new one on your behalf, and will provide comments to our Support team regarding our investigation and determination. You do not need to take any action to transition the idea back to Support, though you will likely need to respond to inquiries from the Support team as they carry the issue forward.

# If I want to support someone else's idea, do I need to create my own version of it?

- No. In fact, if you do this, we will likely close it as a duplicate and redirect you to the original idea to vote and/or comment there.



- Note that when you are creating a new idea, the system will automatically prompt you to look at ideas that may be related before you proceed with creation. Please use these prompts and add support to existing ideas rather than creating new ones, whenever appropriate.

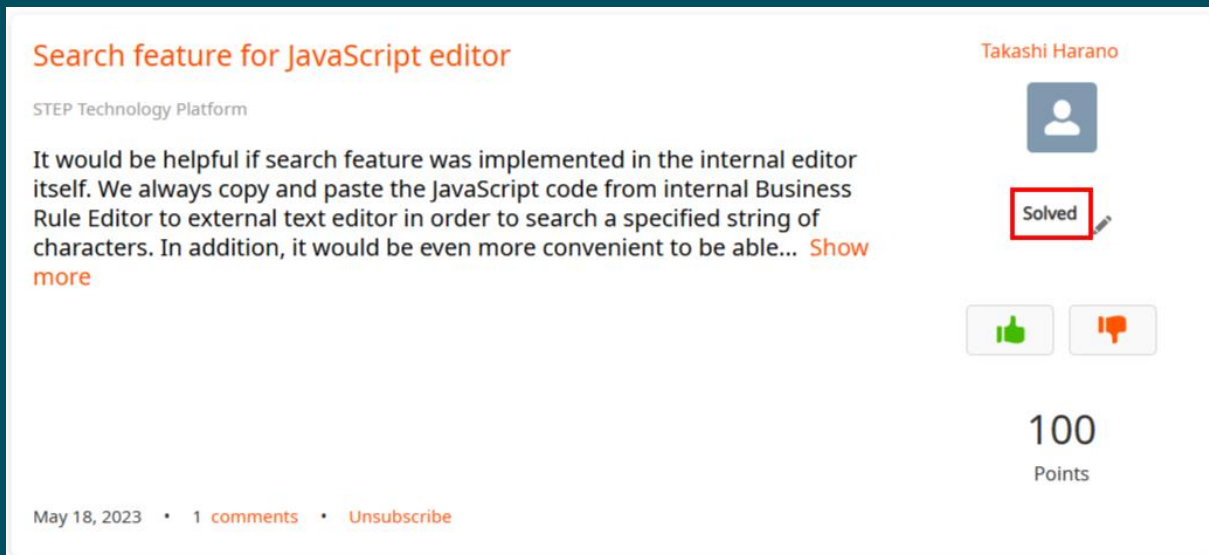


# What if I have an idea that is *almost* the same as another, but not quite?

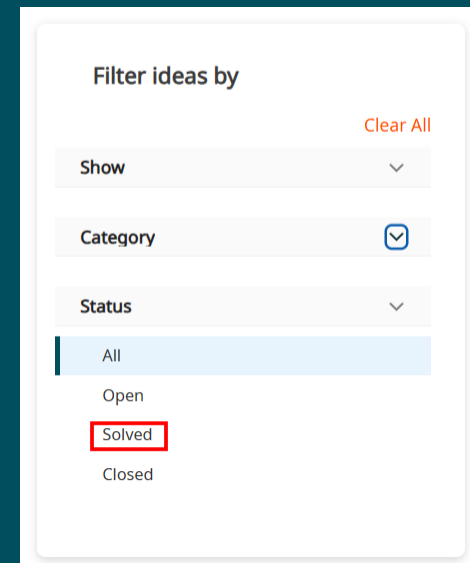
- Start by upvoting and commenting on the idea that you think is very similar.
- If we feel that the issue is distinct enough to warrant a separate entry, we will let you know, and may ask you to create a separate idea for it. However, generally speaking, we would like to consolidate similar ideas and use cases so that we can communicate and collaborate with all parties interested in the topic in one place.

# How can I see which ideas have been solved?

- The status of the idea will be updated to Solved

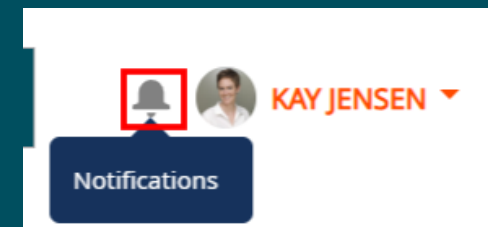
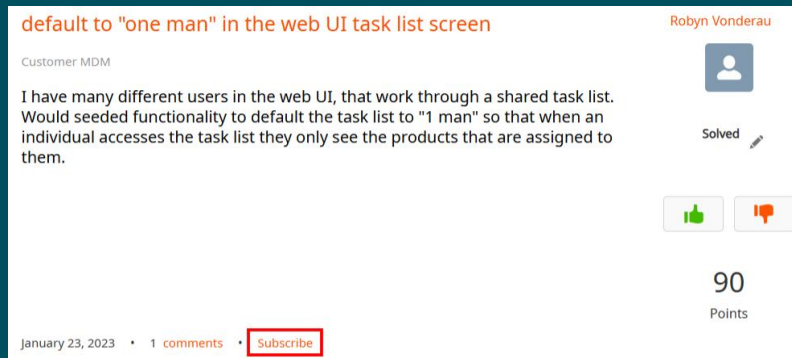


- Default filters are provided on the right side of the “Ideas 2.0” tab – the Status filter allows you to easily view all ideas that have been solved



# Will I be notified of changes on someone else's idea?

- If you upvote an idea or comment on one, you are automatically subscribed to it.
- You can subscribe to any issue without voting or commenting on it, by simply clicking on the “Subscribe” link on the idea.
- You have the option to unsubscribe from any idea at any time.
- Subscribing to an idea means you will receive a notification if the status of the idea changes or if an official answer is provided. Notifications are delivered via email (unless disabled via your profile settings) and are accessible within the Community by clicking the bell icon in the upper right corner.



# There are separate communities for customers and partners – how can I see ideas in the one I am not part of?

- While the communities themselves (including forum posts, shared content, etc) are currently separate, the "Ideas 2.0" module is shared.
- Whether you post an idea in the Customer Community or the Partner Community, it is visible in both spaces. Customers and partners can view one another's ideas, as well as comment on and upvote them.

# I have an urgent critical issue that must be solved – how do I handle that?

- Critical issues should not be submitted as ideas. Instead, work with your Stibo Systems representative directly to determine the best course of action for your specific case.



BETTER DATA. BETTER BUSINESS. BETTER WORLD.