



You can influence Explorance Product Roadmaps

Presented by:

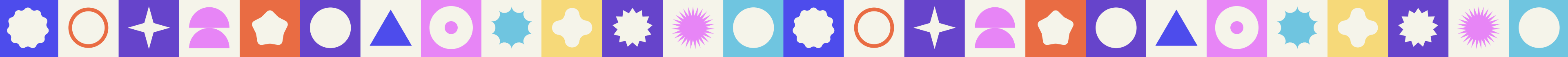
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Agenda

- **Current Roadmap Inputs**
- **Current Process**
- **Process Enhancements**
- **Roadmap Communications**

Current Roadmap Inputs



What goes into the roadmap?



CONFERENCES



CUSTOMER INTERACTIONS



UX ACTIVITIES




MARKET RESEARCH



ROADMAP



PRODUCT VISION




USER GROUPS



COMMUNITY

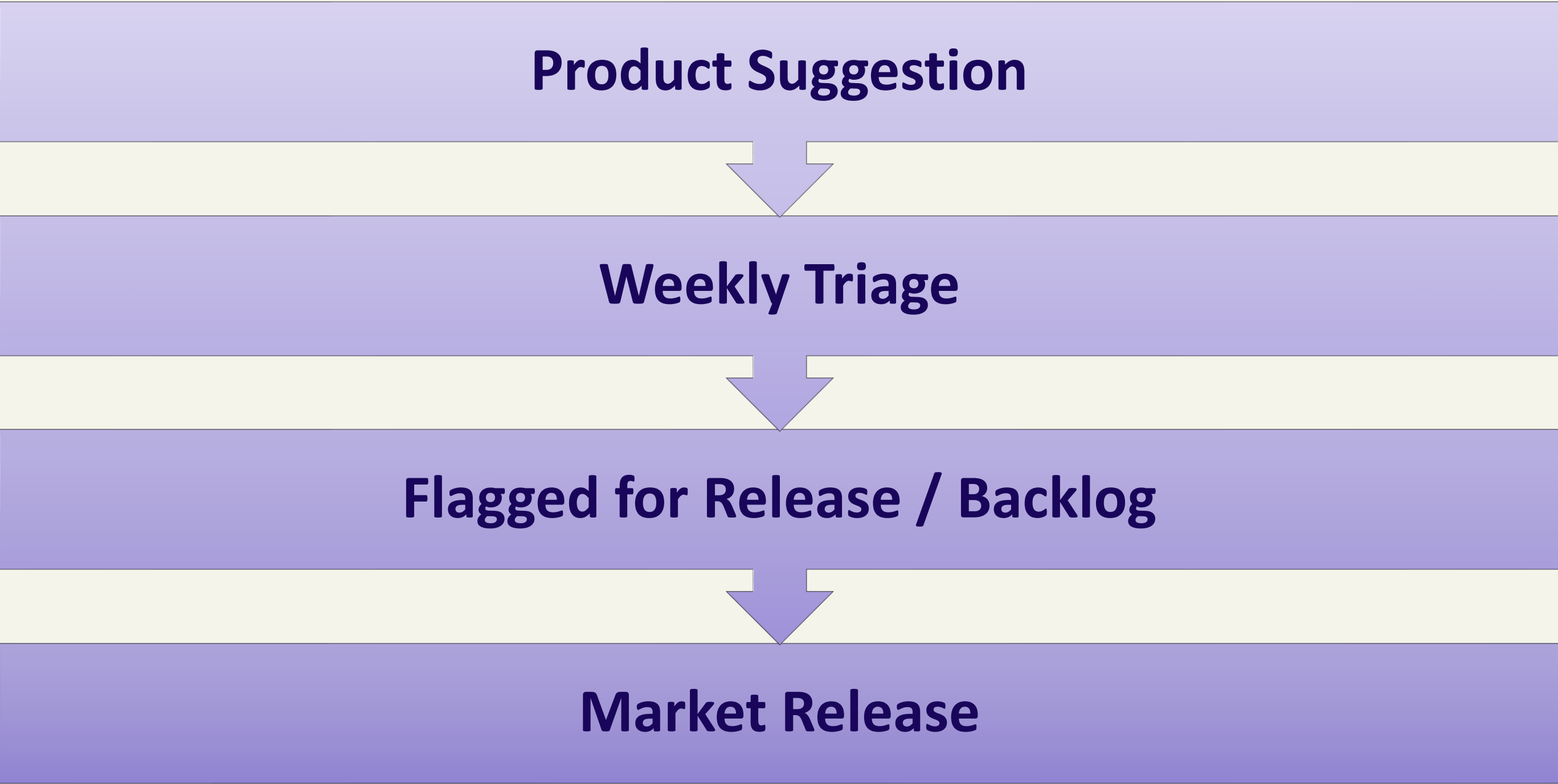
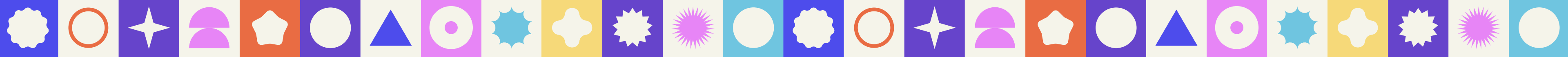


SUPPORT TICKETS



USAGE DATA

Current Process



Product Suggestion

Suggestions submitted through the official Product Suggestion Form are flagged for our weekly reviews

Weekly Triage

- Root cause?
 - Discuss the fundamental issue
- Area of the suggestion
- Impact/reach of the suggestion
- Development effort
 - Framework considerations
 - Scalability
 - Security
- QA effort
- Workflow change
- Upgrade impact

- Is further analysis/scoping needed? Continue the discussion with Dev/QA, internal teams, customer, if needed.

Flagged for Release / Backlog

- Release
 - When validated & approved
- Backlogged
 - When validated & is an improvement that should be made

Market Release

- Release readiness
 - Documentation & user guide updates
 - Release notes
 - Etc.

Process Enhancements Discussion – Part 1

Process Enhancements

An area to view existing suggestions?
To view duplicates on suggestion
submission?

Process Enhancements

To have the capability of liking/voting on a suggestion?

Process Enhancements

A space for
comments?

Process Enhancements

Automated notification when there's a change in status?

Roadmap & Release Communications



Roadmap communications

- Product roadmap general availability
 - Awareness & influence
 - CSM/AM conversation on what's new & available
 - Conference
 - +Community space channel
- End of support / Feature deprecation
 - Advance notice, targeted
- Upcoming release communications are shared
 - Community communication announcing release availability
- Release notes on Help Center
 - User guides/documentation updates posted

Process Enhancements Discussion – Part 2

Process Enhancements

Availability of roadmaps?

Process Enhancements

Advance notice and channel(s) for
a) Release version end-of-support?
b) Feature deprecation

Process Enhancements

Sufficient advance communication of
upcoming releases?

Process Enhancements

When release is available

- a) Sufficient awareness that a release is available?
- b) Sufficient info in release notes and user documentation?

Other suggestions?

Thank you!

