

# How do I provide product feedback?

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## Our Approach to Product Feedback

Here at inMotionNow, product feedback is essential. We firmly believe that listening to our customers, employees, and prospects is the only way to build solutions that truly provide value.

We use your feedback to identify the most important features, ideas, pain points, and opportunities to help determine our roadmap. As a data-inspired Product team, we always reference the needs of our customers when deciding what we should build next and how each feature should be built to satisfy the needs of all our customers.

## The Benefits of Giving Us Feedback

Each time you offer a suggestion for ignite, you are contributing to how our product develops over time, which directly correlates to your team's overall success. We strive to always hear what you're saying; while we can't always reply (or build that feature) quickly, know that we are listening.

So be critical, constructive, or complimentary -- talk to us! Your voice is our product's future.

## How to Give us Your Feedback

inMotionNow has two simple ways to submit feedback to our Product team:

### **Contact Customer Success & Support**

Our Customer Success & Support team is constantly fielding questions and new requests! Reach out to our Support team by [visiting our Support center](https://guide-ignite.inmotionnow.com/help/contact-feedback) (<https://guide-ignite.inmotionnow.com/help/contact-feedback>) OR calling us at (919) 678-8118.

### **pre-ignition Early Adopter Program**

For inMotion ignite users who want to be contacted when we're researching a new feature or try new features before they're publicly available, the pre-ignition Program is for you! Our Product team will work directly with participating customers on new ideas, whether it be prototype designs or even early access to new features! Contact your Customer Success Manager if you're interested.

## FAQs

### **How long will it be before the product team reviews my idea?**

Each new wishlist ticket is reviewed daily and prioritized within the existing list of outstanding requests.

### **How are my ideas being prioritized?**

Ideas are primarily prioritized based on the overall voice of our customer base. Larger features require the most feedback and desire from our customers, while smaller improvements are implemented whenever possible.

### **I still haven't seen any work on my ideas. What should I do?**



With a constantly growing wishlist of ideas and experiences, some things take a while longer than others. We're still listening though, so keep talking to us!

**What should I do if I want to provide a LOT of feedback at once?**

Once you're familiar with inMotion ignite, you might have a lot of ideas that you'd like to see come to fruition. Our Product team is happy to discuss everything you may have, and we recommend doing the following to make sure the conversation is as constructive as possible:

1. Create a list of all of your ideas.
2. Prioritize your list of ideas to make sure your most important needs are first to discuss.
3. Reach out to your Customer Success Manager to set up a call with the Product team.