

The Resolver Idea Portal

Last Modified on 03/11/2025 2:42 pm EDT

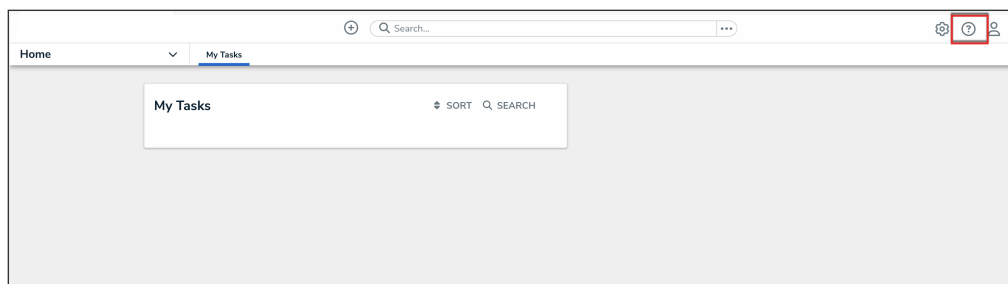
Overview

The Resolver Idea Portal is embedded in-app and gives our customers the opportunity to submit feedback and vote on ideas to help improve our product. The Idea Portal provides Resolver Administrators with easy access to planned features and improvements – right in our software.

If you have an idea for making our platform or applications even better, we want to hear from you!

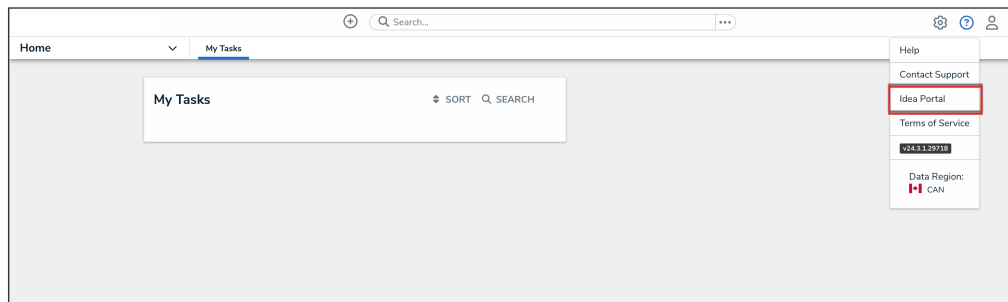
Submitting a New Idea

1. From the **Home** screen, click the **Help** icon.



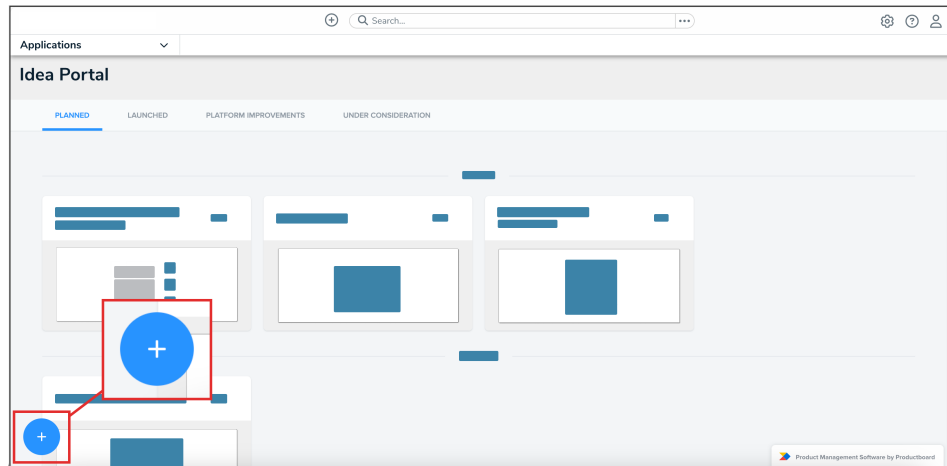
Help Icon

2. From the drop-down menu, select **Idea Portal** to open it.



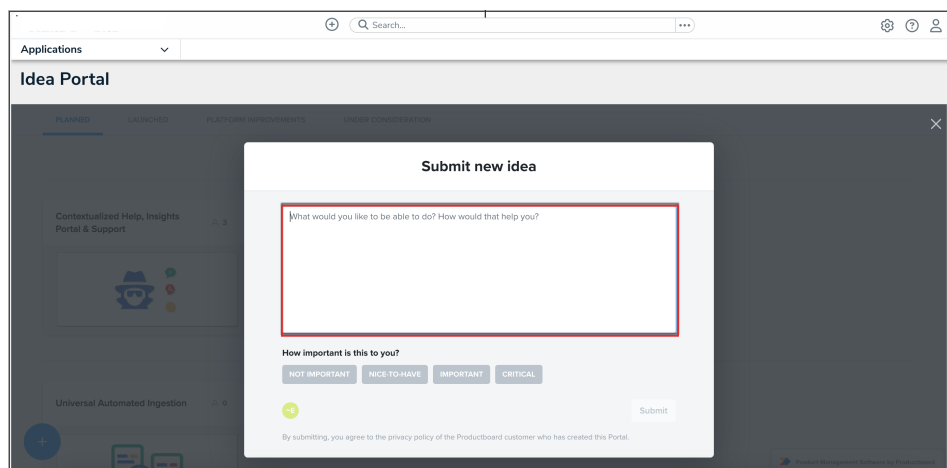
Idea Portal

3. Click the **Submit Idea** icon to submit a new idea.



Submit Idea Icon

4. In the **Submit a new idea** pop-up, enter a description of your idea in the textbox, answering these questions:
- What would you like to be able to do?
 - How would that help you?



Submit New Idea Pop-up

5. Click one of the following buttons to rate how important this new idea is to you:
- **Nice to have** – this would be cool, convenient, or useful
 - **Important** – this would solve a major need
 - **Critical** – without it, we'd consider switching to another product

Applications

Search...

Idea Portal

PLANNED LAUNCHED PLATFORM IMPROVEMENTS UNDER CONSIDERATION

Submit new idea

I would like a way to keep track of how many parking tickets my security officers issue per day.

How important is this to you?

NOT IMPORTANT NICE TO HAVE IMPORTANT CRITICAL

Submit

By submitting, you agree to the privacy policy of the Productboard customer who has created this Portal.

Buttons for Importance

6. Click the **Submit** button.

Applications

Search...

Idea Portal

PLANNED LAUNCHED PLATFORM IMPROVEMENTS UNDER CONSIDERATION

Submit new idea

I would like a way to keep track of how many parking tickets my security officers issue per day.

How important is this to you?

NOT IMPORTANT NICE TO HAVE IMPORTANT CRITICAL

Submit

By submitting, you agree to the privacy policy of the Productboard customer who has created this Portal.

Submit Button

Note: Your Idea Portal submissions will be reviewed by our Product team before we post prevalent needs and themes as live cards on the site. To best reflect the customer problems that our software is solving, your ideas may be merged with others, or edited for clarity and conciseness.

Viewing and Voting on Existing Ideas

1. From the **Idea Portal** screen, click any card which displays a:
 - Heading
 - Description
 - Image
2. Click one of the following buttons to vote on topics that matter to you:
 - **Nice to have** – this would be cool, convenient, or useful

- **Important** – this would solve a major need
- **Critical** – without it, we'd consider switching to another product

The screenshot shows the 'Idea Portal' interface. On the left, there are tabs for 'PLANNED', 'LAUNCHED', and 'PLATFORM IMPROVEMENTS'. Below these are sections for 'Contextualized Help, Insights Portal & Support' and 'Universal Automated Ingestion'. The main content area displays a problem statement titled 'Branding: Emails' with a green envelope icon. The problem statement text is: 'Welcome and workflow response emails have Resolver Branding and customers working with Kroll need to see the connection to the Kroll brand.' Below the text, there is a section titled 'How important is this to you?' with four buttons: 'NOT IMPORTANT', 'NICE-TO-HAVE', 'IMPORTANT', and 'CRITICAL'. The 'IMPORTANT' button is highlighted with a red border.

Buttons for Importance

3. In the textbox, enter a description to explain why you chose that rating. Any context you provide will help us to make this product better for you.

The screenshot shows the 'Idea Portal' interface. The 'Branding: Emails' problem statement is displayed. Below the importance buttons, there is a text input field with the placeholder text: 'Why do you need that? (Any context you provide will help us make this product better for you.)'. The text input field is highlighted with a red border.

Textbox

4. Click the **Submit** button.

The screenshot shows the 'Idea Portal' interface. The 'Branding: Emails' problem statement is displayed. The text input field contains the text: 'This would be very helpful to me'. Below the text input field, there is a blue 'Submit' button. The 'Submit' button is highlighted with a red border.

Submit Button

5. Once you've voted on a topic, a colored indicator will display on that card to note what topics you've provided input on.



Note:

If your company restricts certain websites within its network, ensure that the productboard.com, *.productboard.com domains have been granted access. Read more here: [Required Domains for Resolver Functionality and Network Access](#).