

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.

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Help Icon

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

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				Data Region:

Idea Portal

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



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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?

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

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



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

Buttons for Importance

6. Click the **Submit** button.

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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



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.

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Textbox

4. Click the **Submit** button.

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Contextualized Help, Insights Portal	Posted on March 2024 Problem Statement Welcome and workflow response emails have Resolver Brank Kroll need to see the connection to the Kroll brand.	ding and customers working with	
	How important is this to you? NOT IMPORTANT NICE TO HAVE IMPORTANT CRITICAL This would be very helpful to me! This would be very helpful to me! Important Important		
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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:

(i) 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.