

Internal Live Product Roadmap FAQ

06/04/2026 8:11 am EDT

Internal FAQs

What are the live product roadmaps and what's our goal with them?

The live product roadmaps are customer-facing tools that provide transparency into our strategic development initiatives. Our primary goals are to:

- Give customers visibility into what we're actively working on and planning
- Collect customer feedback on development priorities through importance ratings
- Address the frequent customer request for roadmap visibility
- Improve communication between our product teams and customers

The roadmaps show larger strategic initiatives and new capabilities - not granular feature requests or bug fixes. Each initiative may encompass multiple enhancements and development work to deliver the complete capability.

What can customers do in the live product roadmaps?

Customers can:

- View initiatives organized by development stage (Under Consideration, In Planning, In Progress, Beta Release, Released)
- Click on any initiative to read detailed descriptions
- Rate/vote on how important each initiative is to their business (Not Important, Nice-to-Have, Important, Critical) and provide written feedback
- See progress as items move through different stages

We do not want customers to submit new feature and enhancement requests through the live product roadmaps. They should continue to use the support portal to submit these requests.

What do the different tabs/sections in the roadmap mean? The roadmap is organized into five tabs that represent different stages of development:

- Under Consideration: Ideas we're exploring but haven't committed to developing. These are research areas where we're gathering customer feedback to understand importance and broad value.
- In Planning: Committed initiatives that are in pre-development phases. We're working on design, specifications, and planning, but developers aren't actively coding yet. Timelines are flexible at this stage.
- In Progress: Active development is underway. Developers are coding and engineering work is in progress.
- Beta Release: Nearly complete initiatives in testing or limited release phase. This ensures thorough testing before general availability.
- Released: Completed features that are generally available to all customers.

What products do we have live product roadmaps for?

We currently have live product roadmaps for four products:

- SedonaOffice
- Managely
- Manitou
- Stages

How do customers access their live product

roadmap?

Customers can find their live product roadmap in their product knowledge base. They can search for "Product Roadmap" or navigate to the "Release Notes + Product Roadmap" section.

What's the process for customers submitting feature requests?

Feature requests should continue to flow through our existing support portal process. Customers should create tickets for specific enhancement or feature requests, just like they do today. This is a better channel for our team to review and document these requests.

The live roadmaps are for communication and to collect feedback on existing ideas or initiatives. If customers ask about submitting ideas through the roadmap, direct them back to the support portal for specific requests.

How are we using the feedback customers provide through the live product roadmap?

Customer feedback helps us understand what's most important to our customer base and whether initiatives have broad value across our community. We get a lot of great ideas submitted to us through our support portal but we've been missing insight into how important these ideas are to other customers. This directly informs our development prioritization decisions.

The feedback also can help us identify the right customers for beta testing - when we see customers who rated something as "Critical" or "Important," we know they'd be valuable beta participants who can provide meaningful feedback during development.

Where should Bold Group staff provide feedback or product suggestions?

Staff should NOT provide feedback directly on the customer-facing live product roadmaps. Instead:

- For specific product or feature requests: Submit a Salesforce ticket with screenshots, just like you do now.

- For general ideas or feedback: Reach out directly to the product team via email or Teams.

The customer roadmaps are specifically designed to gather customer input, and we want to keep that feedback channel focused on actual customer needs rather than internal perspectives.

How can we get a complete view of what's on the roadmap?

These customer-facing roadmaps show larger strategic initiatives but don't include everything in development. In the future we may create an internal version of the roadmap in the future that will provide staff with a more comprehensive view of all development work.

How should we respond to customer questions about timeline commitments?

Be clear that items in "Under Consideration" are not commitments - they're research areas where we're gathering feedback. Items in "In Planning" are committed but timelines remain flexible since we're still in pre-development phases. Only items that have moved to "Released" represent completed work available to all customers.

What if a customer asks why their specific request isn't on the roadmap?

Explain that the roadmap shows larger strategic initiatives, not individual enhancement requests. Their specific request is still valuable and is being tracked through our normal support channels. The roadmap initiatives often encompass multiple smaller requests and enhancements that get delivered as part of the larger capability.