

WISH LIST MANAGEMENT

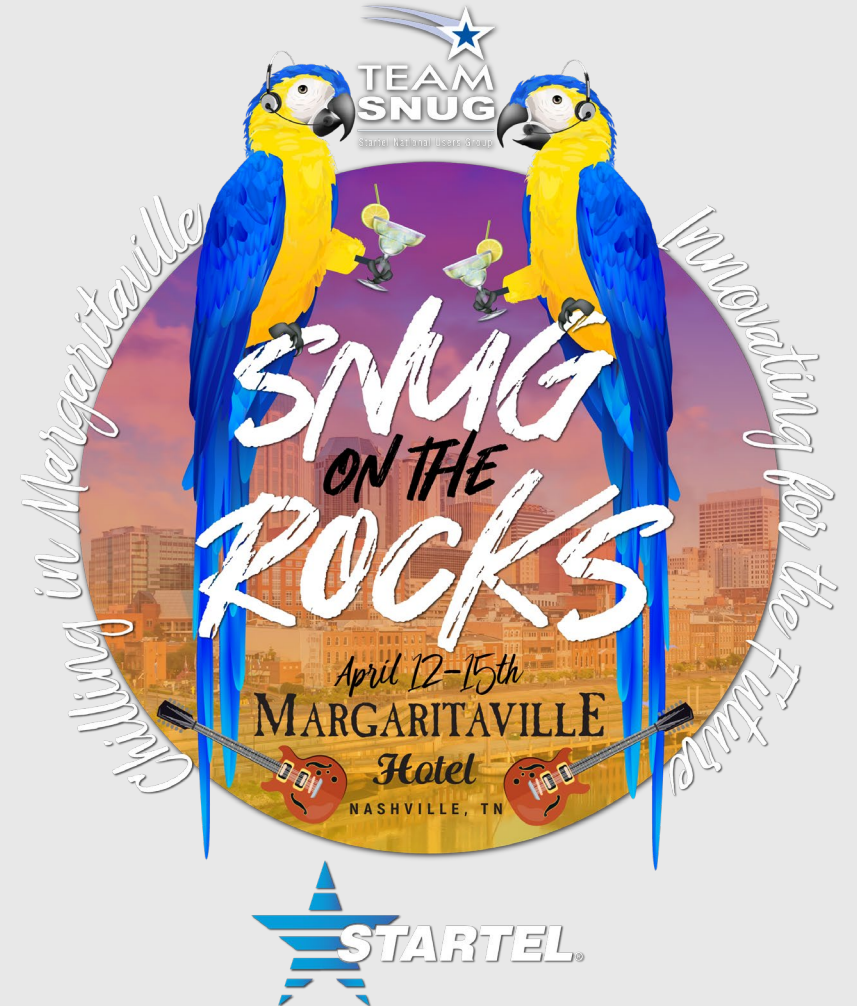


**KING'S
TELEMESSAGING**
Your call, our Priority since 1948

Lori Hawkins
IT Systems Manager

The “Wish List” is the way we communicate with Startel about the needs of our companies

- *What can we do to make it better?*
- *How can we improve our communication?*
- *How can SNUG help improve Startel delivery?*



AGENDA

- Review Current Wish List Process and Status
- Design for the Future
- We Have More Work to Do!
- Q&A

“WISH LIST” MANAGEMENT OBJECTIVES

- Allow Startel customers access to request new features to the Startel suite of software
- Communicate to Startel what TAS delivery companies are doing in industry
- Better communication between requesting companies and SNUG Product Management
- Enable Startel to deliver features faster to respond to customer need

SNUG “WISH LIST” INITIAL REVIEW

Organize

Objective

Bring all wishes into a single manageable excel file

Observations

- *Wish List categories need to be updated*
- *Wish list website needs to be updated for better visibility*

Results

- *Created Capability Map and re-profiled wishes*

Progress: 100%

Clean

Objective

Remove wishes that are no longer required

Observations

- *Wishlist contains all Released and Rejected wishes*
- *Many wishes are older and no longer applicable*

Results

- *Removed wishes older than 3 years old*

Progress: 100%

Analyze

Objective

Group wishes together based on capability map

Observations

- *Many wishes need more detail*
- *Many requirements are similar and can be grouped into a “feature”*
- *Some requirements conflict each other*

In Progress

- *Review with Submitters*
- *Review with Startel*

Progress: 85%

Prioritize

Objective

Work with SNUG to prioritize final list for Startel

Observations

- *Wish list “Votes” not indication of true priority*
- *Each user should prioritize each feature*
- *In SNUG meeting, present updated list and request priority ranking*
- *Using Ranked Priority per user to find overall priority*

Next Steps

SNUG Users rank each feature with their priority!

Review

Objective

Deliver Startel final list of requests

Observations

- *Yearly Startel review is insufficient for business delivery*
- *Startel interested in defining more robust product review cycle*

Progress

- *Quarterly review process agreed upon*

Next Steps

First Quarterly Meeting Review



SNUG 2026

CURRENT WISH LIST CATEGORIES

Bt qdms B`o`a Hsx B` sdf nqdr	1/ 12	1/ 13	1/ 14	1/ 15	F q` m` Sns` k
SAC - CMC On Call		1	1		2
SAC - Actions		1	1		2
SAC - Agent Maintenance	1				1
<i>SAC - Client Maintenance</i>	<i>1</i>	<i>9</i>	<i>16</i>		<i>26</i>
<i>SAC - General</i>	<i>6</i>	<i>13</i>	<i>15</i>		<i>34</i>
SAC - Holidays		1	1		2
SAC - IntelliForm Templates			1		1
SAC - Intellisite Access Control			1		1
SAC - IntelliSpeller			1		1
SAC - Member Maintenance			1		1
SAC - Reports	3	1	2		6
SAC - System Settings	1				1
SAC - TAA		1	1		2
SAC - Transaction Processor	1	1			2
SAC - User Definables	1				1
F q` m` Sns` k	03	17	30	/	72

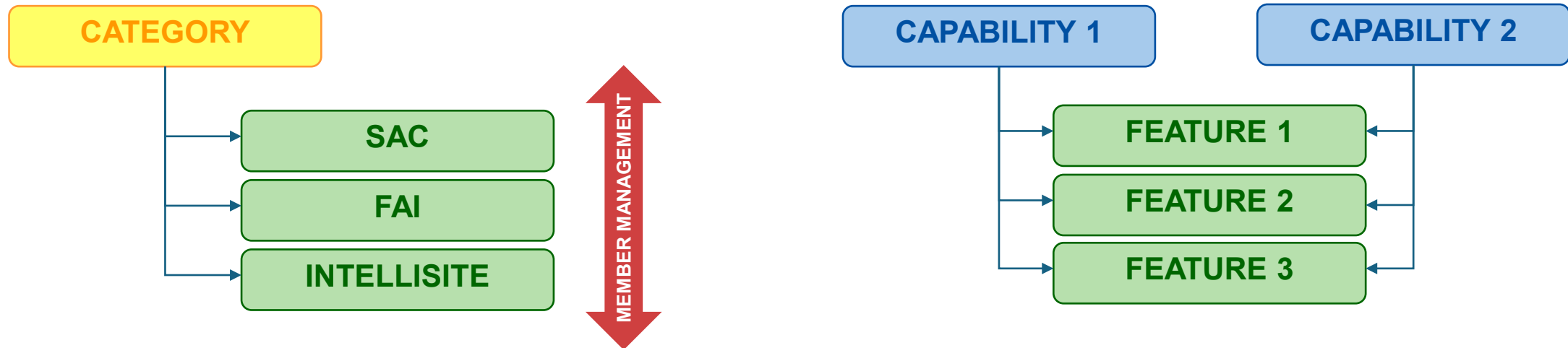
Bt qdms B`o`a Hsx B` sdf nqdr	1/ 12	1/ 13	1/ 14	1/ 15	F q` m` Sns` k
Switch Monitoring Tool	1				1
<i>Agent Interface</i>	<i>7</i>	<i>6</i>	<i>29</i>	<i>3</i>	<i>45</i>
Agent Maintenance			1		1
<i>CMC RestAPI</i>	<i>2</i>	<i>8</i>	<i>11</i>	<i>1</i>	<i>22</i>
Dashboard		1	1		2
Intellisite - General		4	1		5
Intellisite - Messages		1			1
Intellisite - On Call			1		1
Intellisite - Reports		1			1
SM+ - Apple			1		1
SM+ - General	2	1			3
SM+ - Website	1				1
Soft Switch	1		2		3
Softphone			1		1
Tascom - I Wish CMC Could	1				1
Voice Services	1				1
Voicelogger	1	1			2
F q` m` Sns` k	06	12	37	3	81

INITIAL OBSERVATIONS

- Current category definitions mis-“bucket” the request.
 - Many wishes are categorized based on what the requestor “thinks” is the right category
- Current capabilities should include *SAC + Agent Interface + Intellisite*
 - Feature delivery should be end to end from setup, internal use, and customer use for consistent features across interfaces
- Currently, the bulk of the requests are in three primary areas
 1. SAC-General functionality (60)
 - This includes General requests and Customer maintenance (60 requests)
 2. Agent Interface (45)
 3. CMC RestAPI (22)
- Currently three primary areas account for 71.75% of all requests (127/177)
- Currently 1 change for AI Capabilities, barrier to adoption
- TASCUM has one request which has been moved to Actions
- Dropped Pinnacle and TASCUM buckets (posted since 2023 with 1 active request)
- CMC RestAPI largest feature ask outside of the Agent Interface

WHY SWITCH TO FEATURES & CAPABILITIES

A **feature** in software development is a distinct, quantifiable, and testable function or characteristic that addresses a specific user need or requirement. **Features can traverse several capabilities.**



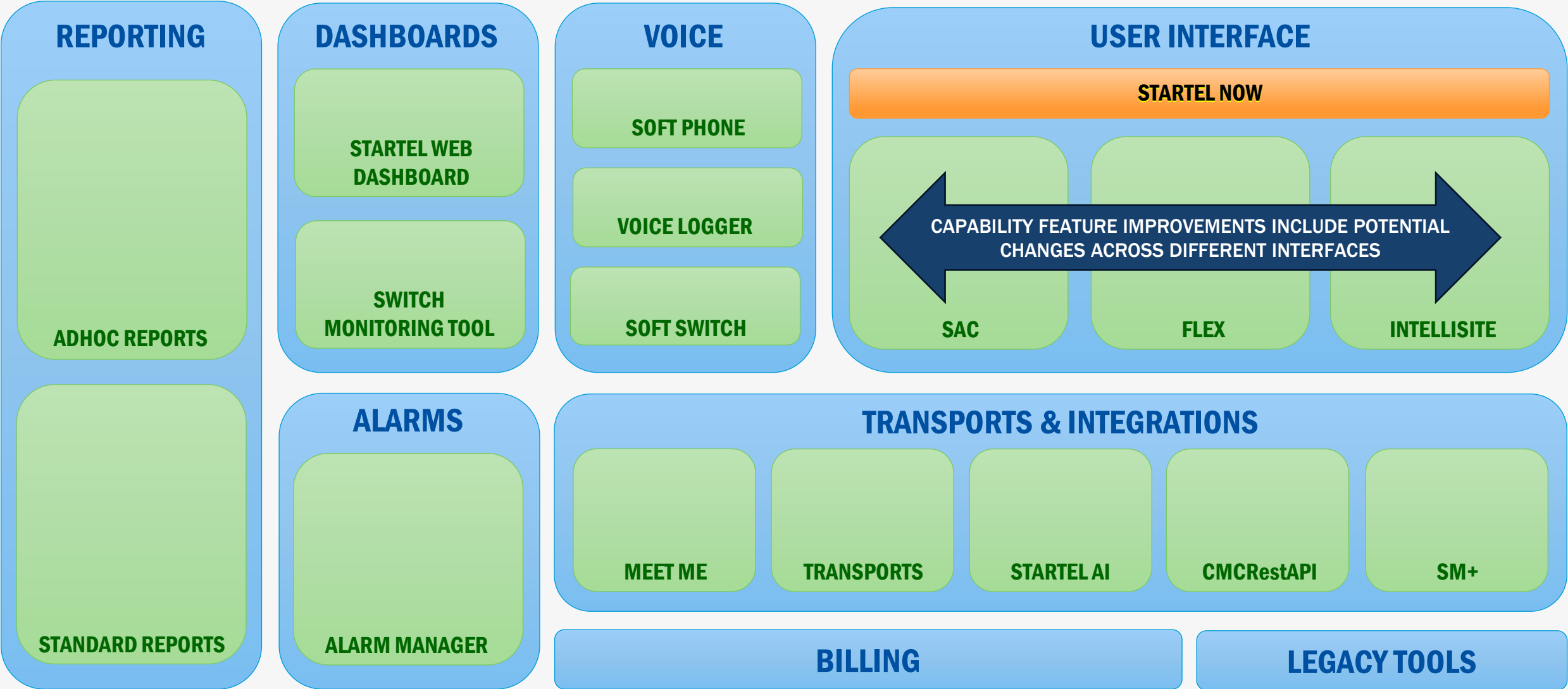
- A **category** “mirrors” the Startel software stack
- Many “wishes” **overlap** several parts of the software stack
- SNUG users try to target the “**where**” a request should be developed

- A **capability** defines the core functions and services a technology provides to support business goals.
- It describes **what the technology enables**, regardless of implementation.

SNUG Users are responsible for letting Startel know what they need, not how to do it



STARTEL CAPABILITIES MAP



STARTEL USER INTERFACE FEATURES

USER INTERFACE

AGENTS

ACCESS

AGENTS

CONFIGURATION

OPTIONS

NAVIGATION

DIRECTORIES

ADMIN

CLIENTS

MEMBERS

ACCOUNT

ON CALL MANAGEMENT

ACTIONS

TIME ACTIVATED ALERTS

WORKFORCE

INTELLIFORMS

ALARMS

TICKETS

GROUP DISPATCH

DISPATCH SCRIPTS

DYNAMIC
DISAPTCH

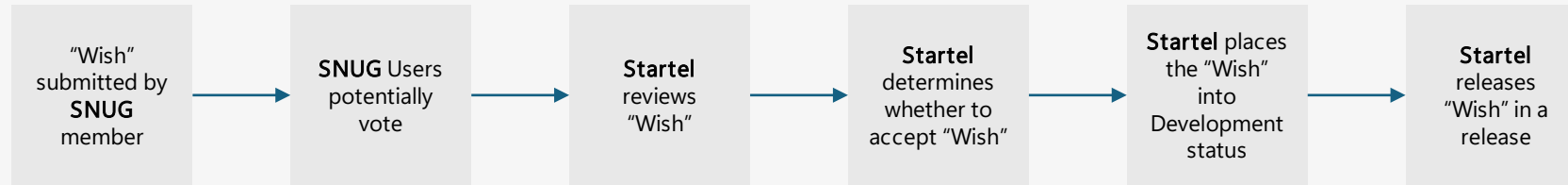
PRESENCE

“WISH LIST” MANAGEMENT NEXT STEPS

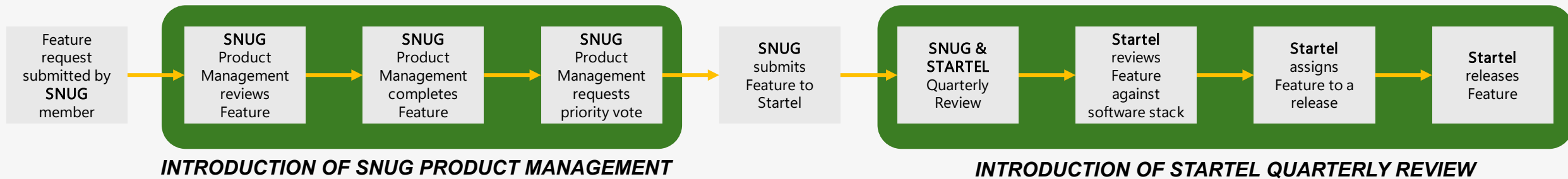
- Decide on a new name for what to call “Wishes”
 - “Wishes” are pie-in-the-sky
 - **Features** require detail and use case definition
- Finalize a new process for SNUG **Product Management**
 - Requires changes to the “Wish List” **Website**
 - Requires changes to communication to SNUG Users
 - Weekly “New Features” Email
 - Requires changes to communication with Startel
 - SNUG Product Management Feature Review
- Improve the meeting cadence Startel and SNUG users
 - Agreement on **Quarterly Review Meeting**
- *Improve Startel Delivery cycle*

FEATURE REQUEST PROCESS

CURRENT STATE



FUTURE RECOMMENDATION



WE HAVE WORK TO DO!!!

NEW CAPABILITY CATEGORIES

Capabilities Features	2023	2024	2025	2026	No Date	Grand Total
Transports & Integrations	8	10	13	1		32
CMC RestAPI	2	8	10	1		21
Soft Switch	1	1	2			4
SM+	3	1	1			5
Integration	1					1
Transports	1					1
Reporting	3	2	2			7
Standard Reports	3	1	2			6
Ad Hoc Reporting		1				1
Dashboard	1	1	1			3
Agent Dashboard		1	1			2
Switch Monitoring Tool	1					1
Voice	1	1	1			3
Soft Phone			1			1
Voice Logger	1	1				2
Legacy					2	2
Legacy					2	2
Grand Total	13	14	17	1	2	47

Capabilities Features	2023	2024	2025	2026	Grand Total
User Interface	18	37	71	3	129
CMC RestAPI		1			1
Intelliforms	9	8	38	3	58
Admin			1		1
Dispatch Scripts	1	9	6		16
Agents			2		2
Configuration	4	8	9		21
Options		2	3		5
Presence			1		1
Navigation		1	3		4
Members			2		2
Time Activated Alerts	1	2	3		6
Actions	2	1	1		4
On Call Management			2		2
Clients		4			4
StartelNow		1			1
Directories	1				1
Grand Total	18	37	71	3	129

EXAMPLE WISH TO FEATURE

CURRENT WISH LIST TEXT

It would be beneficial if we could set WRAP time per agent rather than by queue. We have some agents that are not as speedy as others, but are AWESOME on the phone - so we want to keep them on our staff. I would love to be able to give those less speedy agents a little more WRAP time to finish their message slip/intelliform, read client instructions, etc.

REWRITTEN AS A FEATURE

Problem

Currently, there is no way to accommodate individual agent needs for wrap up time. Not all agents perform at the same level and accommodations would be helpful in tuning each agent to their maximum efficiency

Proposed Solution

Add the ability to set the call wrap time by agent.

Requirements

- The system shall have a configuration for the agent that includes override queue wrap time
- The system shall include the ability to set the wrap time in sec for an agent
- The system shall treat the override agent wrap time for the agent in call flow instead of the queue wrap time

FEATURE REVIEW PROCESS

There are five files for the Wish List review. Each file has a specific focus area.

This will allow you to focus on those areas that impact your business

Dropped Wish

The Dropped Wish List is all the requests that were reviewed and were determined to be ineligible for continued development. This decision was made based on several factors – either it is a duplicate of another request, there is a process conflict with the current Startel flow or was requested to be dropped by the original requestor.

Please be sure to take a few minutes to review the list to make sure you agree with the Dropped Wish decision.

Needs Discussion

The Needs Discussion List is a complete list of all Wish List requests that require additional discussion, after the initial review.

Please take a few minutes to review the list. The Submitter is listed to the right of the Wish. There are initial comments and questions from Lori about the Wish.

To continue the request, please find Lori or email her at lhawkins@kingstel.com. We can arrange time while at SNUG or after to review the request and work through any details.

Integrations

The Integrations List is a complete list of Wish List requests that are related to the CMCRestAPI or other API related features.

This list may not be applicable to your business or the features that you would like to see.

Please use this list for voting if you are actively using the CMCRestAPI or External Posts and see these features as adding benefit to your business.

User Interface & Other Areas (2 files)

There are two print-outs for all Wish List Requests related to the Startel User Interface and to areas outside of the Agent Interface. These lists contains all feature requests for items such as Agents, Clients, and Member configurations, Intelliforms, and Dispatch Scripts, Dashboards, and Reporting.

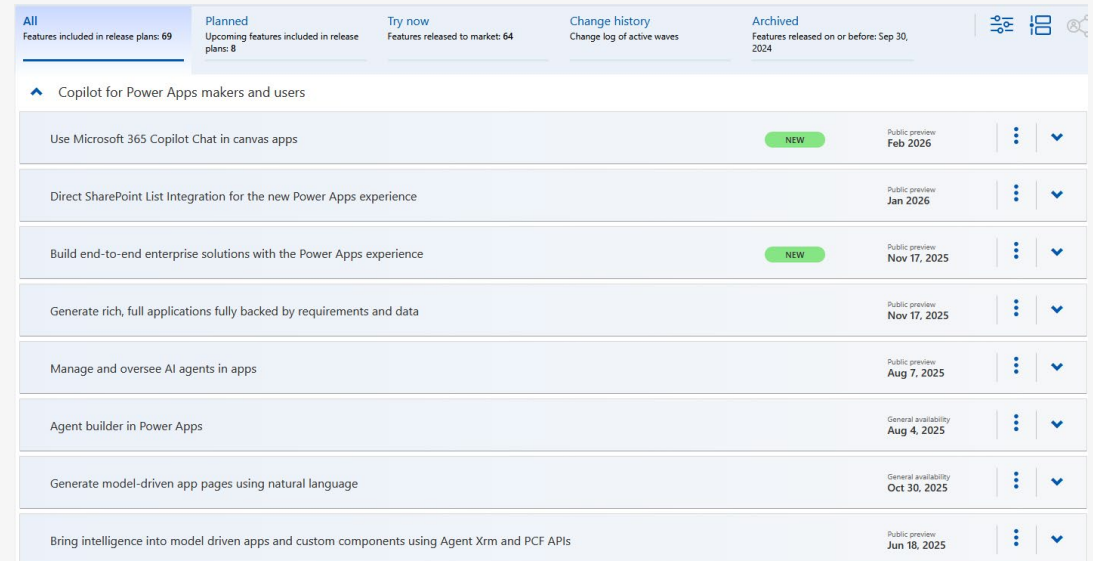
Please use this list to vote for any features in these areas of the software that will provide value-add to your business.

Q & A

“WISH LIST” WEBSITE IMPROVEMENTS

The following changes to the Wish List website will support the new process for the inclusion of a SNUG Product Manager:

1. Change the name of “Wishes” to Features
2. Remove category buckets and replace with Capability: Feature buckets
3. Make submissions anonymous
4. Remove Votes and replace with individual priority
5. Make each vote a priority for each user (rank of 5 levels)
6. Show average priority for all users who have voted
7. Need to update the statuses for new process
8. Weekly Notification with new Requests and ability to Rank them from email
9. Planned features should have a Release Date
10. Website should have Dashboard with each stage in order (see example from MS365)



All Features included in release plans: 69	Planned Upcoming features included in release plans: 8	Try now Features released to market: 64	Change history Change log of active waves	Archived Features released on or before: Sep 30, 2024
Copilot for Power Apps makers and users				
Use Microsoft 365 Copilot Chat in canvas apps	NEW	Public preview Feb 2026		
Direct SharePoint List Integration for the new Power Apps experience		Public preview Jan 2026		
Build end-to-end enterprise solutions with the Power Apps experience	NEW	Public preview Nov 17, 2025		
Generate rich, full applications fully backed by requirements and data		Public preview Nov 17, 2025		
Manage and oversee AI agents in apps		Public preview Aug 7, 2025		
Agent builder in Power Apps		General availability Aug 4, 2025		
Generate model-driven app pages using natural language		General availability Oct 30, 2025		
Bring intelligence into model driven apps and custom components using Agent Xrm and PCF APIs		Public preview Jun 18, 2025		



SNUUGTalks