What is Brainstorm?

Brainstorm is a one-stop portal for Software AG customers to submit feature requests, provide input using the Comment functionality on feature requests and use the Like feature to show their interest in the feature requests that have been posted by other customers and get their voice heard. All product categories are moderated by product managers, and feature requests get responded to and updated on a regular basis.

Users can also choose to watch certain feature requests that they are interested in.

Is the Brainstorm forum also available for obtaining support from Software AG?
No; Brainstorm is designed for submitting feature requests and providing your input on feature requests submitted by other customers. If you need technical support, please contact Software AG Global Support via eService or use our Global Support Directory to find your local support office.

Do I have to be registered to use Brainstorm?
Yes, you need to login Empower to access Brainstorm. If you were previously registered for Brainstorm, then you can just use the Brainstorm link from the "Products & Documentation -> Feature Requests in Brainstorm" page and it will seamlessly open a new tab. If you are an Empower user but did not register with Brainstorm earlier, please email brainstormadmins to request access.

I have login or password problems. What do I do?
Please send an email to brainstormquestions for all login and other Brainstorm questions.

Once you login, what are the next steps to customize my profile in Brainstorm?

Follow these steps once you successfully login to the new Brainstorm via Empower:

1. Find your name in the top right hand corner and go into My Settings. You can update your First and Last Name as it might just show the nickname from the older version of Brainstorm.

2. You can also update the Locale Information and Login Information

3. The email address listed in the Login Information will be the one where you will receive all your notifications from Brainstorm.

What other customizations can be done?

You can personalize the portal with your own photo using the My Photo link on the top right hand corner and uploading a personal photo.

What software does Brainstorm run on?
The new Brainstorm portal is built on the AgileApps Live platform.

How is the content organized?

The content is structured as follows:

- Feature Requests: Feature Requests are the individual enhancement requests made by our customers.
- Products: Each feature request is logged for a product.
- Comments: Comments are replies to posts in response to other messages and are organized in a flat mode.

How do I create a new Feature Request for a product?

Once you login, you will see the Feature Requests tab next to the Dashboard. If you click on it, you will see a button that says New Feature Request. This allows you to enter a new Feature Request that covers the product, summary, description, reported version of the product and service incident number (if any) that you want to log the feature request for.

Every feature request has a unique ID associated with it which is generated at the time of posting the idea.

How do I add comments to a logged Feature Request?

Every feature request has a "Comments" section under it. You can click on the button for New Comment and post comments on any feature request. Once you add your comment, you will need to click Save to update the comments field.

COMMENTS			NEW COMMENT
Comment.	**Date Created**	**Created By**	
test comment	1 hour ago	Test PortalUser	

How can I delete a comment that I added to a feature request?

You can delete a comment only if you have entered it. For that click on the comment and it will show you a page which has the Actions button on the right. This has a drop down called "Delete" and that can be used to delete a comment that you have entered.
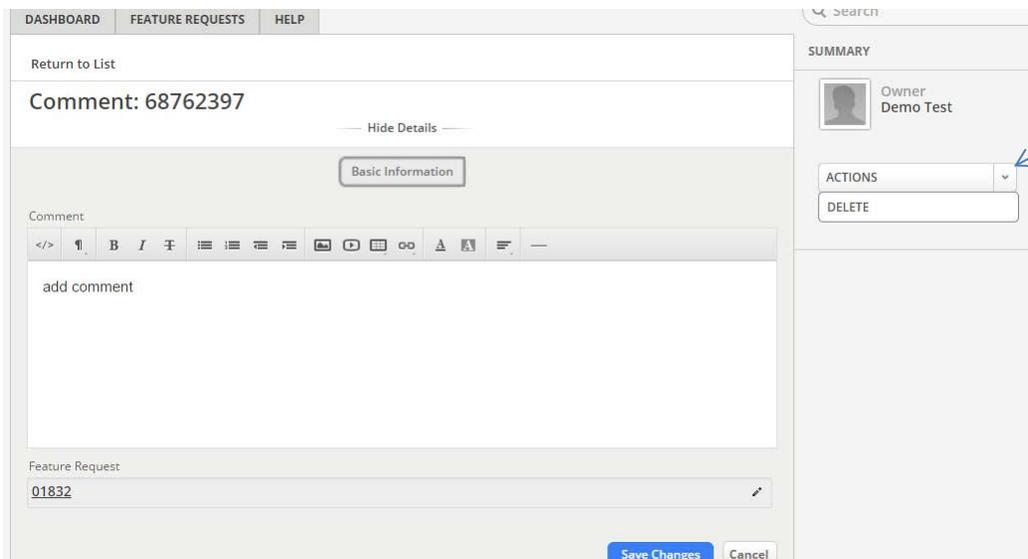
What is the meaning behind each of the status updates?

Internally, every request goes through a process of being reviewed and analyzed with the teams involved. When a feature request is posted, it's status is marked as **'New'** . As the Product Manager reviews the feature request and if it qualifies to be reviewed by R&D and PM, it is moved to the status **'Under Review'** status. If PM/R&D decides that the feature request is not clear, or needs more details, it goes back to **'With Community'** status with a comment added to it.

A Feature Request that is **'Under Review'** is analyzed further and evaluated for feasibility with our internal product experts as needed and if it fits with the product roadmap, then it is marked as **'Planned'**. If it is not accepted, the status is changed to **'Not In Plan'**. Also, the feature request can be in **'Not In Plan'** if the feature request poses a security risk or is technically not feasible or for other reasons, it cannot be done in the next few releases.

When work starts on a feature, the feature request is moved to **'Under Development'** status and once it is completed and released, it goes into **'Released'** status with a comment on the release version it was included in.

How can I track my activity on Brainstorm?

On the Feature Requests tab, you will find the following out of the box reports.
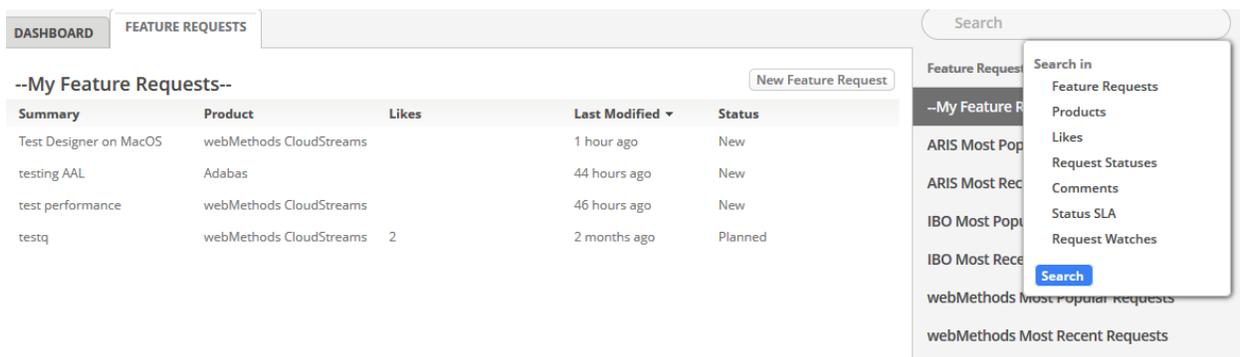
- My Feature Requests
- My Watched Feature Requests
- Most Recent Feature Requests for each product line
- Most Popular Feature Requests for each product line

What is the significance of the "Likes" and "Watches" button in Brainstorm?

As a customer you can choose to "Like" a Feature Request that is adding value to you. Also, if you are interested in becoming a Watcher to a certain Feature Request, you can do so by clicking on the Watch button for that feature request. If you choose to become a watcher of a feature request, you will receive notifications of updates made to the feature request.

Is there specific search capability to search in various fields?

The Search capability allows you to do text based searches in specific fields or look up all fields. You can choose to search from the following fields such Feature Requests, Products, Request Statuses, Comments etc. as shown in the screenshot below.

Has all the data from the old Brainstorm been migrated to the new portal?

Yes, we have migrated all the feature requests logged by our customers into the new portal. If you were the originator or creator of the feature request, these feature requests should appear in the My Feature Requests report on the Feature Request tab.

Is there a way to reach out to the administrator of the Brainstorm portal?
Yes, you can send any queries or suggestions to brainstormquestions@softwareag.com.