

12TH ANNUAL

# SedonaOffice® USERS CONFERENCE

MARCO ISLAND, FLORIDA  
JANUARY 27 - 29, 2014



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NETWORK



ACHIEVE

## SedonaEnhancement

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## History and Purpose

At [SedonaOffice](#), one of the biggest challenges we face is how to best manage the growing list of software enhancement requests. As our business has grown, so too have the needs of our clients to expand the footprint of [SedonaOffice](#) within their organizations. Determining the course of action on where to focus our resources has always been a bit of a balancing act.

Over the years, there have been a few ways decisions were made on how to put development resources to work. We like to look at [SedonaOffice](#) as a whole and see which enhancement requests will better the product both in the daily use of the system and also in the marketplace for future sales. At times, the "squeaky wheel" approach would come in to play and we would make changes to the software to solve an immediate crisis. Also, as many of you know, we offer custom development services at an hourly rate and will put resources to task on requests that are so critical to your needs that you are willing to pay for those costs.

In August of 2013, we introduced a whole new way that will allow direct involvement from you, the users of [SedonaOffice](#), to get involved in our decision making process.

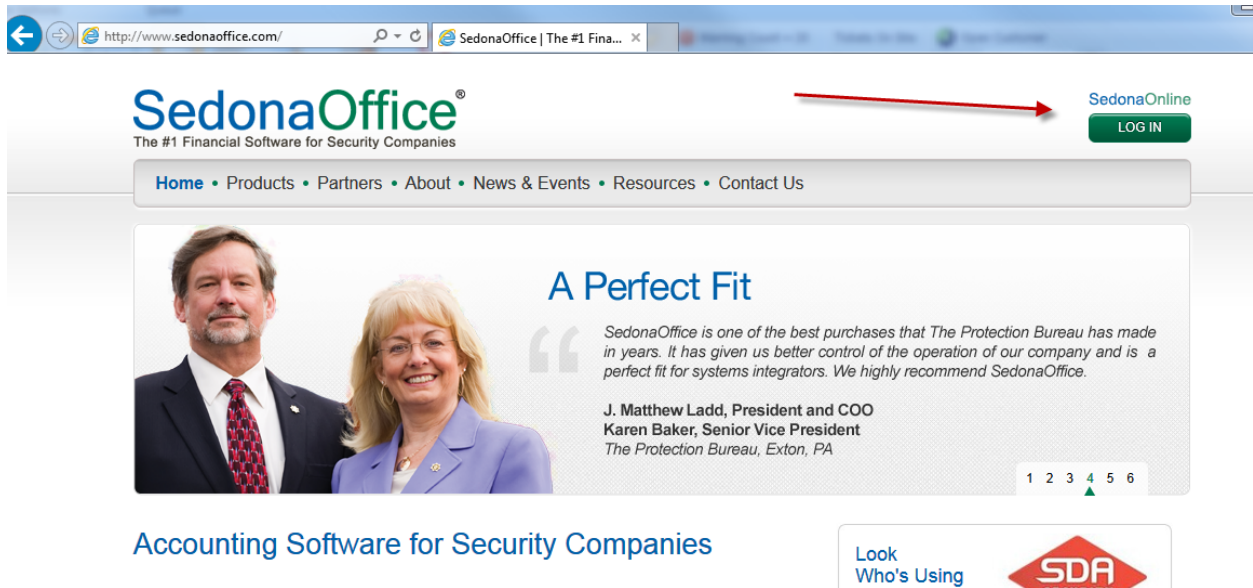
[SedonaEnhancement](#) is a brand new web based system that will tie directly into our web-based support system. As you submit your support tickets as enhancement requests, they will be reviewed and transferred to [SedonaEnhancements](#) and put up for vote by all [SedonaOffice](#) customers. You will not only be able to see YOUR requests, but also view ALL requests that have been submitted by other clients. If you are looking to see if your idea already exists, there is a keyword search available.

Each [SedonaOffice](#) customer will be allocated a voting bank. A typical voting bank will consist of 100 votes. You choose how your company wishes to allocate those votes. You could place a vote on 100 different requests, or place all 100 on a single request if that is your most critical need. The winning request will be selected and implemented by [SedonaOffice](#). At the time of selection, all customers who voted on that request will be reset and ready to vote on a new request.

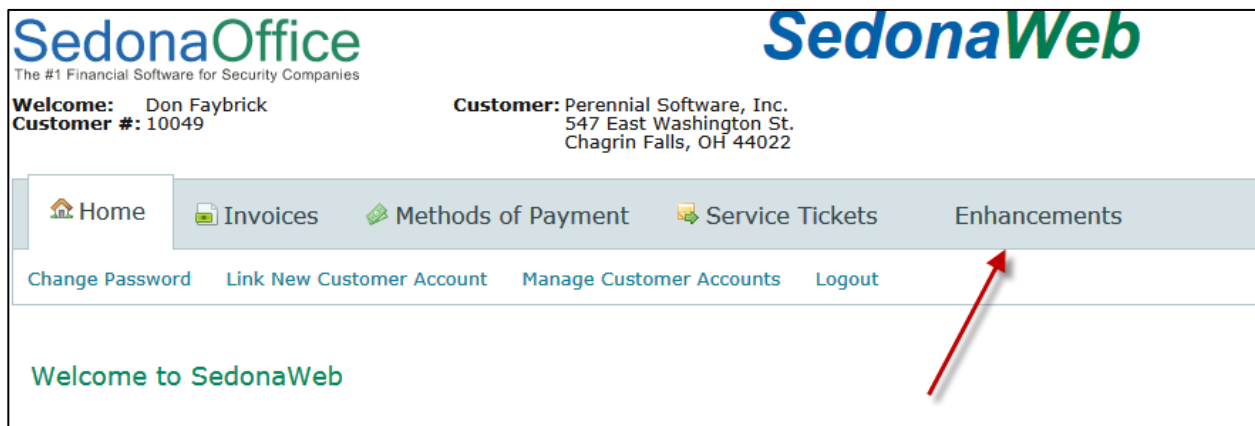
## SedonaEnhancement

### Access

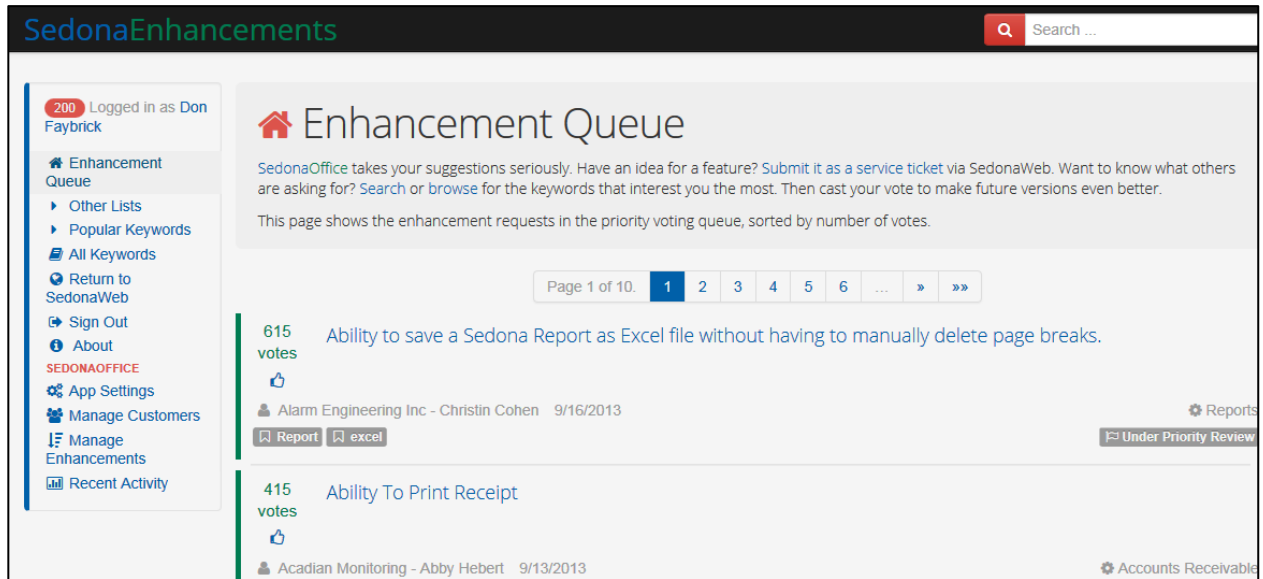
SedonaEnhancement is accessed by logging into SedonaOnline via the web.



Use your online log in user and password in the same manner as if you were logging into enter support tickets or pay your bills. Once inside of SedonaWeb, there is a new link to the SedonaEnhancement section.

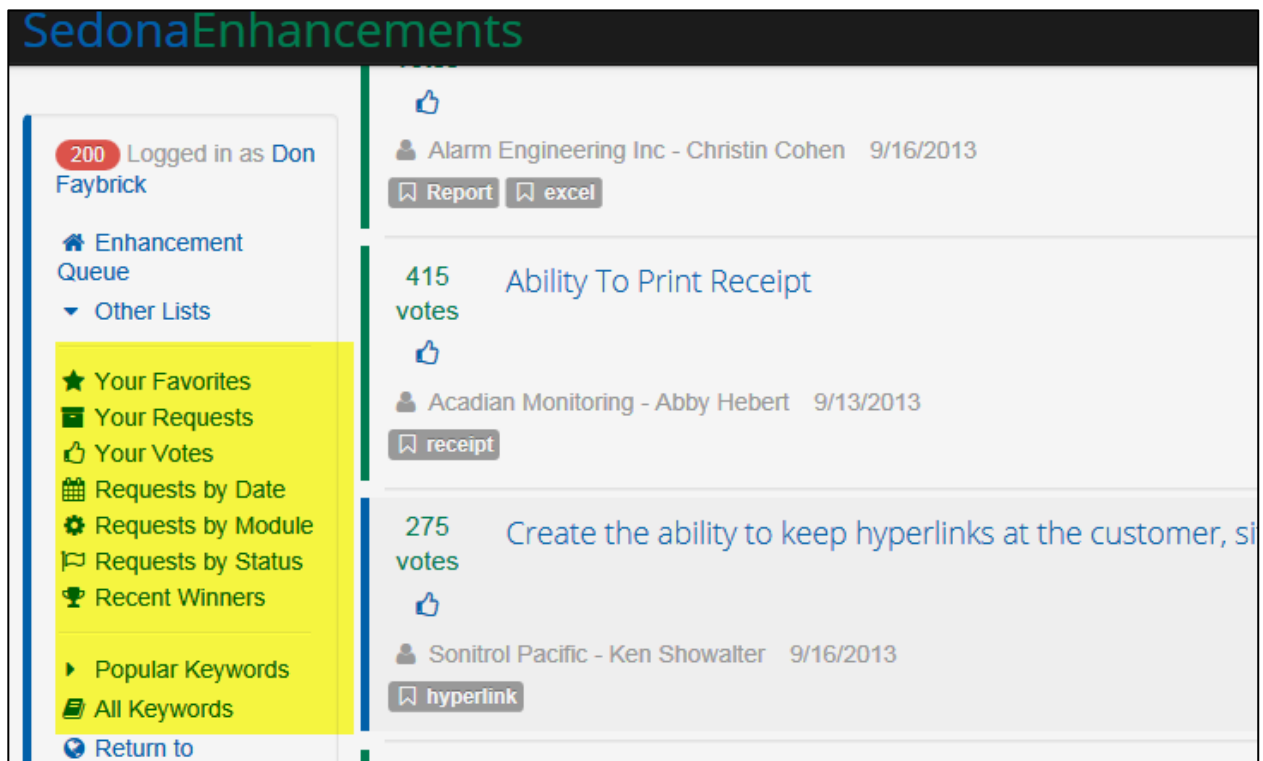


Clicking on this link will open a new window and take you to SedonaEnhancement.



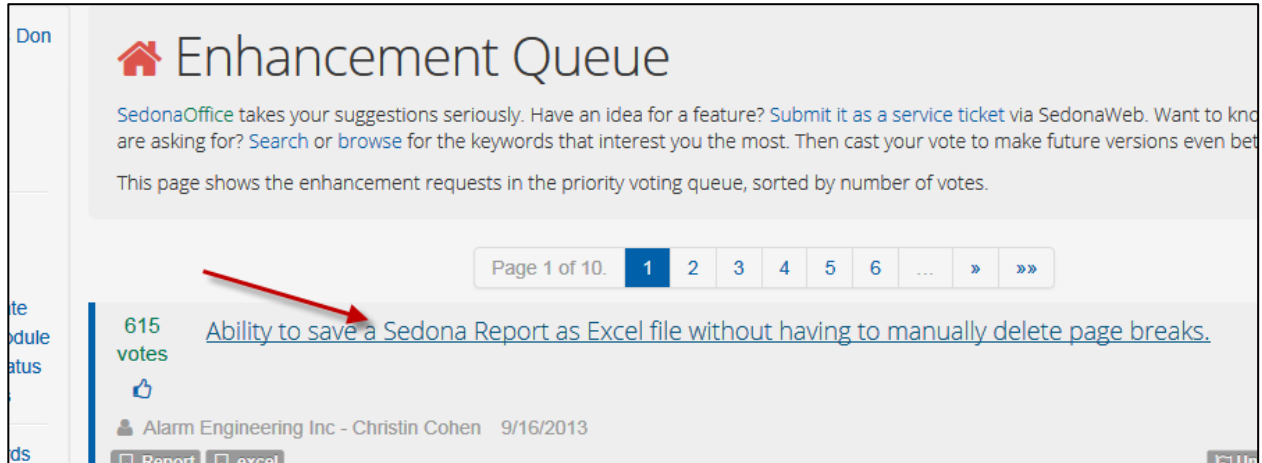
### Research

SedonaEnhancement provides many ways for you to research submitted requests from the SedonaOffice community of users. By using the search options you can see if your idea or something similar has already been submitted. Or, if you want to view the ideas of other users you can use the many tools provided.

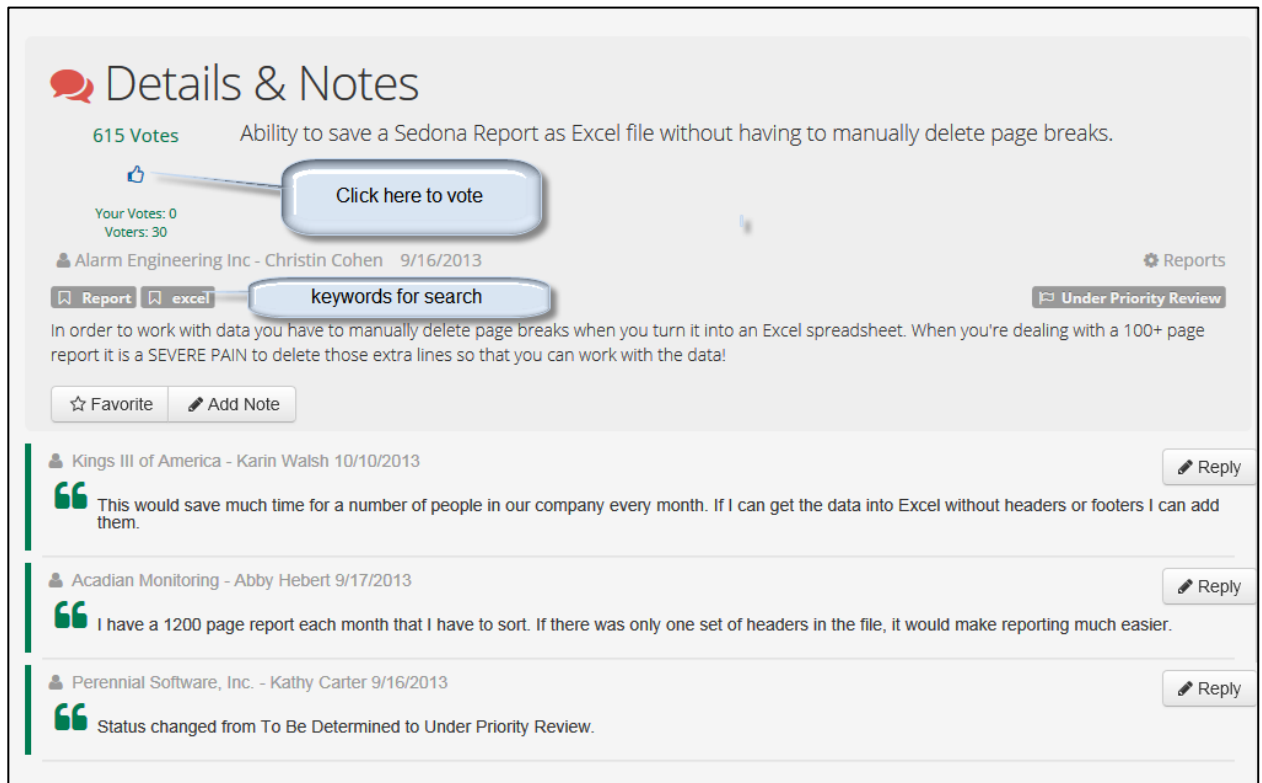


## Vote


Once you have found an item from the enhancement queue that you'd like to vote for, click on the title to go to the Notes & Details.



Here, you can view notes from other users, add a note of your own or mark it as a favorite. To place votes, click on the “thumbs up”.




Slide the selector to the right to choose how many votes to allocate to the enhancement.

 Ability to save a Sedona Report as Excel file without having to manually delete page breaks. ✕

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To submit **Bold Technologies** votes for this request, slide the bar to the right to increase the number of votes and click the **Submit Votes** button.

0 selected / 100 remaining



**Follow**

Now you can watch the progress of the enhancements as votes are cast.

**Enhancement Queue**

SedonaOffice takes your suggestions seriously. Have an idea for a feature? Submit it asking for? Search or browse for the keywords that interest you the most. Then cast

This page shows the enhancement requests in the priority voting queue, sorted by n

Page 1 of 10. 1 2 3 4

- 615 votes** Ability to save a Sedona Report as Excel file without having  
Alarm Engineering Inc - Christin Cohen 9/16/2013  
Report excel
- 415 votes** Ability To Print Receipt  
Acadian Monitoring - Abby Hebert 9/13/2013  
receipt
- 275 votes** Create the ability to keep hyperlinks at the customer, site,  
Sonitrol Pacific - Ken Showalter 9/16/2013  
hyperlink
- 245 votes** Would it be possible to add a column that tells you when t  
specific task and then sort by the...