

Our approach to product feedback

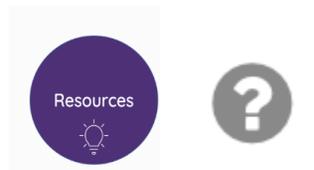
Here at [GiveSmart](#), we take product feedback very seriously.

We believe that listening to our customers and team members – taking their ideas on board and bringing their voice into the projects we choose to invest in – is the best way to build a better product.

We use your feedback to identify the most important features, ideas, pain points, and opportunities, so that you can get more value from our tools as efficiently as possible.

How to give us your product feedback

Submitting your feedback couldn't be simpler. Log in to GiveSmart, select the Resource button or the question mark icon, and select Submit Product Suggestion to complete the fields.



What happens to your product feedback

All new requests are set to the **To Be Reviewed** status so that more people can give us information and vote on requests. This allows us to gauge demand, gather use cases, and establish impact and value.

Our Product Teams hold product feedback meetings leading up to each development period. They discuss the highest priorities for our customers, team members, and prospects, and look at how requests align with our own product and company strategy.

As the team goes through the requests, they will update the status of each request so that you immediately know the outcome.

If we decide to build a feature or make an improvement, the status will change to **In Discovery or Building** and will be added to our product roadmap.

Our product feedback portal has the most up-to-date information about our products and what we're building next.

Our Support and Customer Success teams won't have any additional information or be able to provide an estimate for when your request will be reviewed.

FAQs

How long will it be before the product team reviews my idea?

Items will be reviewed by the product owners on a regular basis. We take the top requests and update the status where appropriate. Roadmap meetings occur approximately every quarter. Make sure your ideas are clear and concise so others can

vote on and prioritize them. Remember to prioritize your own requests, too. That way, we will know if a particular request is important to you.

**My request hasn't been reviewed yet and I submitted it 6+ months ago.
What can I do?**

If we haven't reviewed your item yet and it's a high priority for you:

- Make sure it's at the top of your priority list.
- Make sure your request is clear. Tell us why you need it, what it's stopping you from doing, and what the impact is. Please add these details in a comment on your idea. We cannot make any promises that this will speed the suggestion to production, but it will help provide clarity and define the impact.

Thank you for your feedback, understanding, and support as we work together to build the best products possible!