



ServiceNow Idea Portal

Let Your Voice Be Heard, create new Tronia enhancements and vote for them!

Original Launch date October 27, 2022 Link: [Idea Portal for Enhancements to Tronia's Systems \(hub.crs\)](https://hub.crs)

The link takes you to the FCL/CRS Hub Portal which allows you to have a say as to what happens in improving Tronia. This gives you the ability to create ideas and express your thoughts thru votes on other ideas that exist. Your comments are welcome too. The more votes, conveys the message that the enhancement is a common issue or great improvement and needs to be looked at closer. When you subscribe to an idea, you are then informed on any changes to that idea. The process is intuitive, but here are some hints to make this a great experience.

ServiceNow Idea Portal Link: [Ideas - Idea portal \(service-now.com\)](https://ideas-service-now.com)

The screenshot displays the 'Ideas' page in ServiceNow. At the top, there is a search bar and a 'D' callout box. Below the search bar, there are tabs for 'All Ideas' and 'My Ideas'. A filter section includes 'State' (set to 'Any state') and 'Application' (set to 'Tronia'), with a red 'A' callout box pointing to the 'Tronia' dropdown. To the right, a 'Sort by' dropdown is set to 'Created', with a red 'B' callout box pointing to it. The main content area shows '62 results' and a list of ideas. The first idea is 'AR payment Comment for office use' by Dwayne Parschauer, created 25 days ago, with 2 votes and a status of 'Under Review'. A red 'C' callout box points to the vote button (a dark square with an up arrow) for this idea. The second idea is 'Add Manufacturer to Quick Search' by Ashley Dionne, created 27 days ago, with 1 vote and a status of 'In Backlog'. The third idea is 'Linking documents in Tronia: Improvements' by Tracy Stephenson, created about a month ago, with 0 votes and a status of 'Under Review'. Each idea has a 'Tronia' tag below it.

A There are several Applications options on this screen:

- Select the Tronia option.

B There are three options to, Sort By:

- Created (sort in order of most recently created)
- Recent (sort in order of most recent activity or updates)
- Most Voted (sort in order of highest to lowest votes)

C This is where you vote:

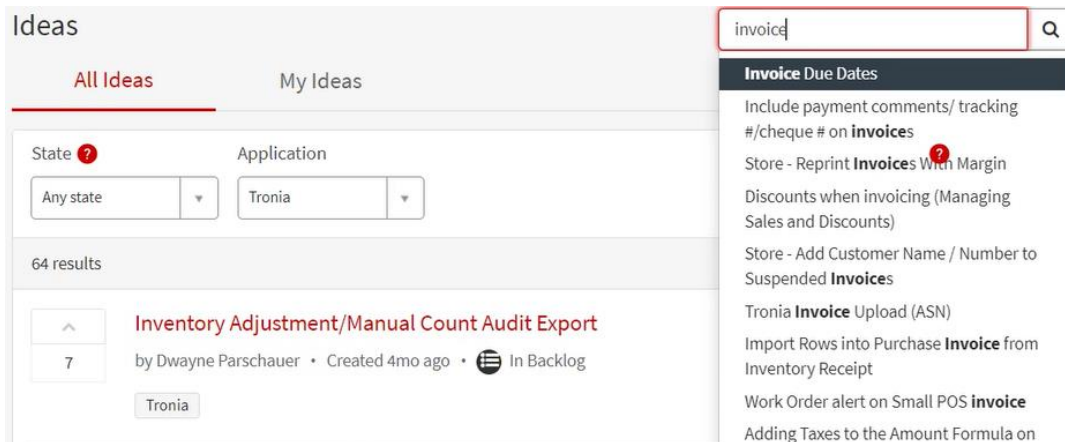
- Ideas voted for turn dark, click again and your vote is removed.
- You cannot vote for your idea and can only vote once.





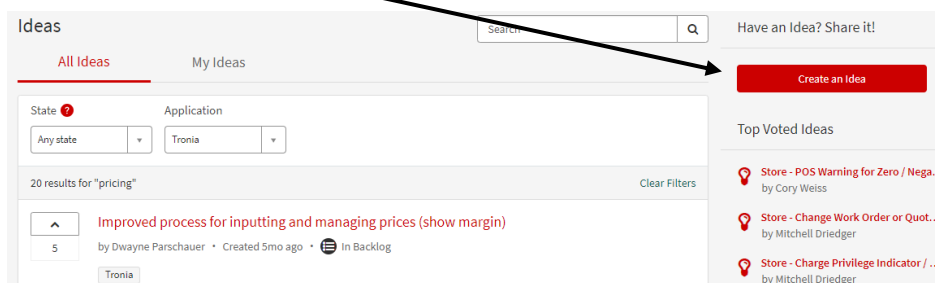
D You can search for key words:

- For best results select Tronia in Application first
- When searching, it will give you options it thinks is best.
 - o As an example, when searching the word “Invoice,” you have these suggested options from all the various Applications. (ie Mi9, Emerald, etc.)



- o Once you hit enter then, the search result will populate in the application chosen.
- Each search generates the top 20 ideas.
 - o “Show More” button at the bottom will show the next 20 ideas.

Click here to Create an Idea of your own



- Just fill in the three easy steps
 - o **Idea Title**,
 - o **Application** is (Tronia),
 - o **Description** of your Idea, including pictures



Inside the Idea it looks like this:

The screenshot shows an idea page with the following elements:

- Header:** "Idea" with a lightbulb icon, a "Subscribe" button, and a menu icon (three dots). Callout **A** points to the menu icon.
- Title:** "Auto Order Characteristic Disable Function".
- Author:** "TP" by created 6d ago (edited 6d ago) • Open • Submitted. Callout **B** points to the "Submitted" status.
- Content:** A scrollable area with a title "Auto Order Characteristic Disable Function" and a description: "In Tronia purchase order, when using the Auto Order function, it would be nice to be able to have a 'Without' or 'Disable' characteristic function. Many of the retails in our association use the characteristic function for seasonal items. It would make the auto order process much more efficient if the retail was able to select a disable 'Summer' characteristic and avoid having to manually pick through items that won't be ordered for several months." Below the text are "Categories: Tronia".
- Footer:** "Comment" with a speech bubble icon and "10 views". Callout **C** points to the "Comment" button.

A Subscribe/Unsubscribe – An email will be sent as changes are being made to this Idea.

B Status – There are several statuses that an Idea will go through as it evolves. Submitted being the first.

C Comment – Here you can leave a supporting comment, or improvement to the original Idea.