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)

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)

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)
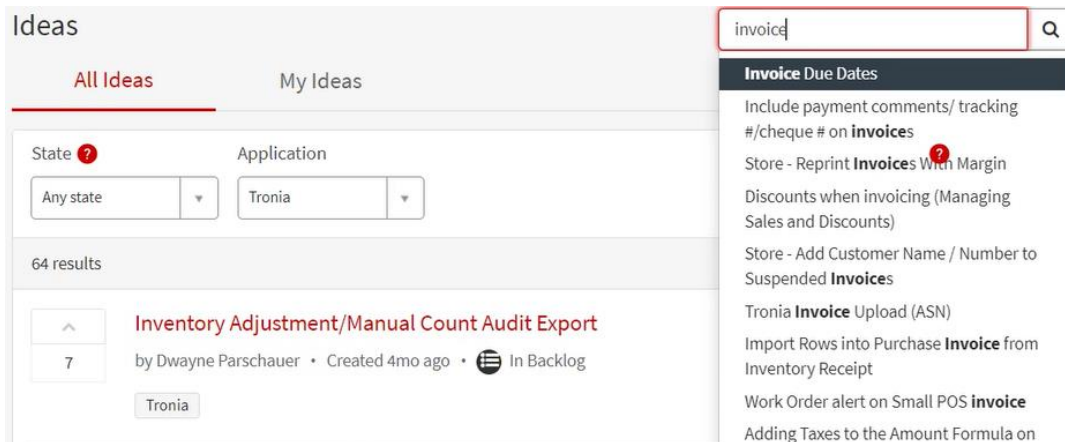
C   This is where you vote:

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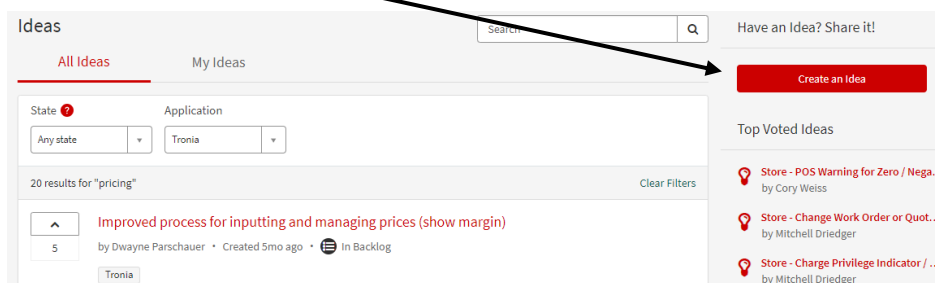- You cannot vote for your idea and can only vote once.

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:

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.