How to submit a New Feature Request?

Learn how the Partners can submit a ticket in order to request a new feature for the product(s)

All Partners with an active Support Contract can submit a ticket to develop a new feature for the product(s). All support matters should be entered as a **Ticket**.

To do so, please go to Bicom Systems Technical Support Portal. Select *New Support Ticket* and add all relevant information. Please make sure all requirements are met.

Note: Requirements can be found in the "Requirements" section.

Video Tutorial

This video will help you navigate through Bicom Systems Technical Support Portal. Please make sure to check it:

Video link: New Ticketing Portal

Step-by-step Tutorial

Here we will provide a step-by-step process of opening a New Support Ticket for all our Partners who prefer written instead of video instructions:

1. Go to the Bicom Systems Technical Support Portal.
2. Select *New Support Ticket* at the very beginning of the page, below the search bar.
3. *Submit a Ticket* form will be opened.
4. In the *Requester* field, please insert your email address.
5. The Subject field is a regular description of the Ticket issue, and it also acts as a search field. Once you type in the issue, it will automatically search for related topics and display them on the side.
6. From the *Select Issue* type field, you need to choose *Feature request*.
7. In the *Select product* field, select the product on which the issue has been detected.

8. After selecting the product, additional fields will pop out (e.g., when selecting PBXware PBXware license number, PBXware version, and PBXware edition will be required).
9. In the *Description* field, describe the issue in as much detail as possible.

   Note: Please make sure to check the Requirements section.
10. To attach files to the ticket, please click on the *Attach a file* button.
11. Once all of the previous steps have been completed, click the *Submit* button

After submitting a feature request to the Support team, it will be transferred to the Product Owner for review.

It will take 3-4 weeks until the Product owner reviews the request and decides whether it meets all criteria listed on Productboard.

In case:

- feature-request is not clear enough;
- some information is missing;
- the request is impracticable;
- the Product Owner believes that the requirement does not fully match the vision of the product;

It won't be put to the Productboard immediately, and the Product Owner will inform a Support team member, who will continue a discussion with you on the initial ticket.

Otherwise, a feature request will be posted on Productboard and available for voting and commenting, and you will be informed about it on the initial ticket.

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