



User Guide

The Customer Idea exchange is a forum to allow you, our users, to provide us with your ideas for FPinfomart, and "vote" on the ideas submitted by your fellow users.

This interactive community will help us prioritize our development efforts in the direction that will best benefit our users.

We look forward to your feedback. Thanks for participating!

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Getting Registered

You must receive a userID and password from us to use the Idea Exchange. **This ID and password will be different than your FPinfomart userID.** To request an Idea Exchange userID, please contact customer service at helpdesk@fpinfomart.ca. Your login information will be e-mailed to you.

Logging In

To login, go to <http://www.fpinfomart.ca/ideas/>



The screenshot shows a web form titled "Secure Customer Login". It contains the following elements: a red error message "Please enter your User Name.", a "User Name:" label followed by a text input field containing "email@company.com", a "Password:" label followed by a password input field with six dots, a link "Forgot your password?", and a "Login" button.

Enter your Customer Idea Exchange UserID and password.

The Home Screen

When you first login to the Idea Exchange, you'll find yourself on the home screen. From the home screen you can:

- View any alerts or messages
- See the most recent 5 Tweets from @FPinfomart
- Enter a new Idea
- Update your profile (including changing your password)
- Search for posted ideas by keyword
- Logout



Home Ideas

Click for more Ideas tools

Welcome, Jane Doe

[My Profile](#) | [Logout](#)

Change your details, including your password in My Profile.

Search

Go!

[Advanced Search...](#)

Use this forum to provide us with your ideas for FPinfomart, and "vote" on the ideas submitted by your fellow users.

Search for posted Ideas by keyword.

Create New...

Post a new idea

Recent Items

Expert search sy
Personal Profiles

Allow full text in
Newsletter e-mail

Allow TV clips longer
than 10 minutes

Highlight keywords in
Managed Profiles

Messages and Alerts

We look forward to your feedback. Thanks for participating!

What's New (via Twitter @FPinfomart)

- [fpinfomart: Twitter 2.0: Much Ado About Nothing? http://t.co/tckcKO](#)
- [fpinfomart: What's black and white and nine-million strong?: http://wp.me/p1MA-n5](#)
- [fpinfomart: < \(link for @susanlipsey post may not have come through on previous Tweet: http://bit.ly/bweZ7z\)](#)
- [fpinfomart: RT @susanlipsey: Dysart Jones, the leading info industry consultancy, is hosting my 1st series of k](#)
- [fpinfomart: What's A Social Media Influencer? http://t.co/9wW19d9](#)

Recent Tweets from @FPinfomart

Browsing Posted Ideas

Click the Ideas tab to review posted Ideas. You can promote or demote any posted idea. You will only be able to vote once per Idea.

The screenshot shows the FPinfomart Customer Idea Exchange website. At the top, there is a header with the logo "FPinfomart.ca" and the title "Customer Idea Exchange" next to a lightbulb icon. Below the header is a navigation bar with "Home" and "Ideas" tabs. The main content area is titled "Ideas Popular Ideas" and includes a search bar, a "Community" dropdown menu, and a "Post Idea" button. A list of ideas is displayed, each with a status label (e.g., "Implemented", "Scheduled for development") and a "promote" button. Red callout boxes provide additional information: one points to the "promote" button with the text "Vote on ideas using Promote and Demote buttons."; another points to the "Community" dropdown with the text "Filter the list of Ideas by Category or Status"; a third points to the status label "Implemented" with the text "Every Idea is given a status, which can be updated by the Product Manager."; and a fourth points to the "1 Comment" link with the text "You can comment on ideas, and read others' comments".

Every posted Idea will be reviewed by FPinfomart product development staff, and given a status. The possible Idea statuses are defined below.

Status	Definition
Reviewing	Product manager is reviewing feasibility. Status will be updated again.
Scheduled for development	Item is in the development queue. Check this Idea's comments for any further details.
Back burner	This item is not on the current development schedule, but may be revisited in the future.
Implemented	This item has been completed and is now live on FPinfomart.ca
Clarification requested	Product manager has read the Idea and needs more details in order to follow up further. Please see this item's comments for any specific questions by the product manager, and provide further clarification about the idea or request, by posting a comment on the Idea.
Comment only - no action requested	This item is not a request or a suggestion, and no action is required by the product development team. This status will also be applied to any items considered to be "user-to-user tips."
Not enough demand	This idea will not be implemented as it would not benefit a large enough number of customers.
Not feasible (copyright or source data)	This idea will not be implemented as it would either violate copyright restrictions, or it is not possible due to the nature of the source data, or our agreement with a 3 rd party information provider.
Not feasible (other reason)	This idea will not be implemented for a specific reason. Check this Idea's comments for details.
Not feasible (technology)	This idea will not be implemented due to a technical restriction.
Product already does/has this	FPinfomart already provides the requested functionality or feature. See this Idea's comments for an explanation.
Would adversely impact user experience	This idea will not be implemented because doing so would cause other (related or unrelated) problems for users. See

	this Idea's comments for a possible explanation.
Source request submitted to licensing	The Idea was a request for a new source to be added to FPinfomart, and this request has been passed along to our content licensing department for review.

You may add a comment to any posted idea, even if it is not one you had posted yourself. You may wish to add additional suggestions to the idea, further details, or tell the poster how you deal with a particular issue. If you like an Idea, you may wish to vote to Promote it, as well as provide a comment as to how this Idea would benefit you, or how you would use a suggested feature or function.

You can browse Ideas in a few different ways, such as using the drop-down menus to filter by Status, or by Category. You can also see recently-posted Ideas, popular Ideas, and Ideas with comments.

Posting an Idea

To post an Idea, click Create New... then click Idea, in the left-side navigation menu. Or, click the Post Idea button on the Ideas tab.



Home

Ideas

Search

Go!

[Advanced Search...](#)

Create New...

Idea

Recent Items

Allow full text in ..

Ideas Popular Ideas

Community:

A community for FPinfomart customers to suggest ideas, and for product management to respond.

Popular Ideas

Recent Ideas

Top All-Time

Comments

Post Idea

 **Highlight keywords in Managed Profiles** Scheduled for development

Idea Post Idea

Describe Your Idea

Post Cancel

Community **FPinfomart Customer Ideas**

Title Add a button to allow

Similar Ideas (Click to open in new window)

- [Allow TV clips longer than 10 minutes - 10 Points](#)
- [Allow full text in Newsletter e-mail - 10 Points](#)
- [Add individual blogs to source libraries - 10 Points](#)

Description



Enter as much detail as possible. You can even insert images (such as screen shots) by clicking the Add Image button.

The system will search for ideas similar to the one you start to enter. If a similar idea exists, vote on it and add comments (if desired), instead of posting a new duplicate idea.

Categories

Available

Product functionality
Product look & feel
Content/Sources
User-to-user tips
Billing & Account Administration
Customer Service

Chosen

Select at least one Category for your Idea.

The Idea Exchange offers duplicate detection to avoid posting the same Idea multiple times. If you're advised that a similar Idea already exists, click the link to read the details. You can then vote on that existing idea instead of entering it again. You can add additional details, or your spin on the idea, in the comments.

You must add at least one Idea category, although if more than one applies, you may add multiple categories. The categories are defined below.

Category	Definition
Product functionality	Ideas about how FPinfomart works. This includes changes to existing functionality, requests for new features, or descriptions of how you'd like to use the product.
Product look & feel	Ideas about how FPinfomart looks. This includes document displays, colours, fonts, design, etc.
Content/Sources	Suggestions about content or sources to add, as well as about how content functions on FPinfomart.
User-to-user tips	This category is to be used when you're offering a suggestion to other users in the community about a way you've found to use the product. These are usually comments only and not requesting action from FPinfomart staff.
Billing & Account Administration	Ideas about your FPinfomart invoices, userID's, and administration of your FPinfomart account.
Customer Service	Suggestions directed to our Customer Service staff, and help us improve how Customer Service is provided.
Sales	Suggestions directed to our Sales staff, how FPinfomart is sold, etc.
Training	Suggestions for our Training programs and staff.
Other	All other Ideas that don't fit into any categories above.

Voting on Ideas

Voting allows us to better understand how popular an idea is. Some suggestions, while practical, may be useful to only a small number of people, whereas other ideas, big or small, may be surprisingly popular. We can better prioritize our product development efforts when we understand how important ideas are to a large number of people.

You can vote either to Promote an Idea, or Demote an Idea. Ideas are given points or have points deducted based on how many individuals have clicked each button. You can vote only once on each Idea. Each vote is worth 10 points.

Click the Promote button to give an idea more points. Click Demote if you wish to reduce the number of points assigned to an Idea.

Adding a Comment to an Idea

If an idea has been posted that you'd like to contribute to (by adding your own details or suggestions about this topic, or details about how you'd use that Idea), you can add a comment.

Having Comments in addition to the posted Idea will give us a better understanding about how and why people want to see the Idea implemented.



Expert search syntax for Personal Profiles Implemented

Would like to see the ability to construct expert (Boolean, etc.) queries for Personal Profiles.

 **0 Comments** »  Posted by FPI_Jste to Product functionality on 13/09/2010 11:52 AM

Click the Comments link under an Idea to post your comments.

Idea
Expert search syntax for Personal Profiles

Community: FPinfomart Customer Ideas

Idea Detail



promoted

20
Points

Expert search syntax for Personal Profiles Implemented

Would like to see the ability to construct expert (Boolean, etc.) queries for Personal Profiles.

0 Comments » Posted by [FPI_Jste](#) to [Product functionality](#) on 13/09/2010 11:52 AM

Add Your Comment

Comment

I use this all the time - thanks!

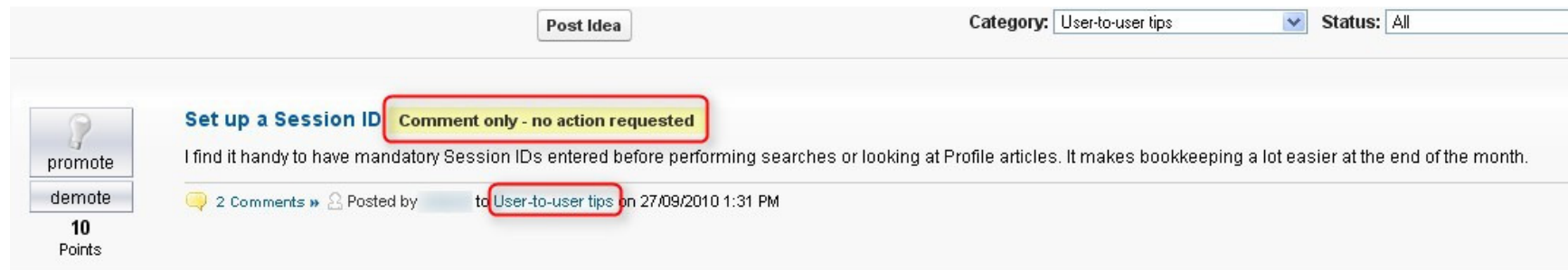
Post

Enter your comments, including screen shots, if you wish. Click Post to submit your Comment.

Providing tips to, and soliciting suggestions from fellow users

Have you ever found a really interesting way to use FPinfomart that you think might benefit other users? Or have you ever sought a way to perform a task and thought that there just **MUST** be someone out there doing a similar function? The Customer Idea Exchange can also act as a forum for FPinfomart users to exchange Ideas with each other, and share expertise.

Simply post an Idea with your suggestion or question in the same way described above, and select category "User-to-user tips." If you're looking for a tip, filter the posted ideas on this same category, using the Category drop-down menu. You can browse posted tips, or become a community expert and post comments on questions submitted by others.



The screenshot displays the FPinfomart Customer Ideas Exchange interface. At the top, there is a "Post Idea" button and a filter section with "Category: User-to-user tips" and "Status: All". Below this, a post is shown with a lightbulb icon and a "promote" button. The post title is "Set up a Session ID" and its status is "Comment only - no action requested". The post content reads: "I find it handy to have mandatory Session IDs entered before performing searches or looking at Profile articles. It makes bookkeeping a lot easier at the end of the month." Below the content, it says "2 Comments" and "Posted by [user] to User-to-user tips on 27/09/2010 1:31 PM". On the left side of the post, there is a "demote" button and a score of "10 Points".