



At ClearView we are always innovating and creating new features and releases that align with our customers' feedback and industry trends to make certain that our customers are getting a top-of-the-line product. Below is a list of the features we hope to release within the next year. Please keep in mind that these are our goals and some priorities could change.

Core Dashboard Package

- Timezone Support: UTC
- Modules: export data into specific formats
- Detail-Level Reports: linked reporting sets
- Onboarding Flow: self-onboarding new customers
- New Module: Current Agent States
- Metric Selector: redesign
- Module Settings: slide-out
- Dashboard: slide-out
- Dashboard: slide-out table
- New Module: Disposition
- Disposition Table
- KPI: resizable
- Loader: update
- Master Filter
- Subscription Management

Gamification Package

- Game Creation Flow
- Games Landing Improvements
- Games Reward Estimator
- Same Day Challenges
- Avatar Lounge
- Connect 3 Game
- Rules Engine to General
- Event Log on Games
- Intraday Games
- Rules Engine: TBD

Foundation/Management Items

- Security: Pipeline Configuration Tab
- Security: Games
- Security: Marketplace
- Security: Roles
- Security: User Page
- Security: Wallboards
- System Admin
- Roles Power User
- Redesign of Roles Page
- Persona Defaults
- Improved Release Modal

Feature Goals

- Custom Integrations: CRMs
- Public API Improvements: data ingestion
- Custom Data Import: Phase 1
- Pipeline Configuration Limits: summer portion
- Public-facing APIs: for reporting sets
- In-page documentation links/videos
- Platform Migration Dev
- Profile Header Updates

Please reach out to your ClearView contact if you have any additional questions about our product roadmap.