

How to Suggest Enhancements for future versions of PowerSDR

Content provided by: FlexRadio Systems Engineering

We strongly encourage users of FlexRadio products to make suggestions for product enhancement; no matter how crazy they may seem. This is how we get the ideas to improve our products.

Recently we deployed the [FlexRadio HelpDesk](http://helpdesk.flexradio.com) (<http://helpdesk.flexradio.com>), which is a web based incident ticketing and tracking system that allows our support staff to service requests for technical assistance in a more user interactive and efficient manner. Submitting a FlexRadio HelpDesk **Enhancement Request** ticket is now the way you can make product enhancement suggestions by accessing the [FlexRadio HelpDesk](http://helpdesk.flexradio.com) and selecting a Ticket Type of "**Enhancement Request**".

If you are a first time user of the [FlexRadio HelpDesk](http://helpdesk.flexradio.com) , then you must create a login for yourself so that we can properly receive your correspondences via e-mail. Just click on the Sign Up link (<http://helpdesk.flexradio.com/registration>) in the top right hand corner of the page to get started.

When creating your HelpDesk account, please include your **full name**, a valid **non-redirected e-mail address** (*alias e-mail accounts like callsign@arrl.net will not work*), enter the security words in the appropriate box and then click on the **Sign Me Up** button. Once you complete creating your HelpDesk account, a confirmation e-mail will be sent to you to validate your account. It is import that you reply back promptly so we can verify your e-mail account. Failure to do this will result in delays getting feedback from FlexRadio.

If you are a previous user of the [FlexRadio HelpDesk](http://helpdesk.flexradio.com), just login using the [Login](http://helpdesk.flexradio.com/login) link (<http://helpdesk.flexradio.com/login>) at the top right hand corner of the [FlexRadio HelpDesk](http://helpdesk.flexradio.com) web page before submitting your HelpDesk request for support.

As with any product enhancement suggestion, please add an informative, but short description of your issue in the **Subject** line. Provide a more comprehensive description of your product enhancement suggestion by providing a detailed description of what it is in the **Description** dialog box. The more detailed information you can provide the better we can understand what you are suggesting and evaluate its viability for doing it. Please do not list several different product enhancement suggestions in one HelpDesk ticket. This will result in

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the technical support engineer having to divide out the different issues into separate HelpDesk tickets, causing additional delays getting your product enhancement suggestion evaluated.

Once your [FlexRadio HelpDesk](#) product enhancement suggestion has been submitted, you will receive a confirmation e-mail after it has been forwarded to the Product Management Group for evaluation. The Product Management group will post your product enhancement suggestion on the HelpDesk Assistance Center's **Feature Request** listing for user ranking and comments. We actively use this information for evaluating the viability of the product enhancement suggestion.

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KB Source Document(s):

None Referenced

FlexRadio Systems Knowledge Center

<http://kc.flex-radio.com/KnowledgebaseArticle50274.aspx>