# June 2023 Advisory Board Email Results

## Learn about the results from our June Advisory Board Survey

We want to share with you the results from our June Advisory Board survey. Before we proceed, we would like to take this opportunity to thank everyone that responded to the survey. Your opinions are incredibly valuable, and they help us to shape the future of our products.

Here are the results and other key information we gained from the survey:

### Live Stock Call

Our Live Stock Call (API) can be integrated with eCommerce sites and is designed to request real time stock information for both manufacturer and customer web sites. This information would include the Part Number, Description and Quantity on Hand (at both a Company and Depot level).

We were interested to know how many of you would use this new product, which eCommerce sites you would like to integrate with and your preferred option of how the Live Stock Call was charged.

- 100% of the respondents said they would be interested in a Live Stock Call API. It was found that most respondents (63%) would prefer to integrate this API with both a manufacturers site as well as their own site. 31% specified a desire to integrate with just their own site, and only 6% wanted to integrate with a manufacturer site alone.

- It was a close vote for how we should charge the Live Stock Call API. 50% preferred the option of the structured pricing range (dependent on total calls per month). 44% opted for the fixed monthly payment, and only 6% would prefer to price it at a set fee per call.

We are targeting development to start towards the end of the year and will keep you informed of this progress.

### Gold Service

Since the release of our Multi Engineer feature, jobs are now completed in the Portal at office level, instead of in the App by the Engineer.

We wanted to know how many of you would prefer to make the Multi Engineer feature configurable, so that you could choose whether jobs would be completed in the Portal or in the App.

- 56% of respondents confirmed that they do assign multiple engineers to single workshop jobs on a regular basis. 44% confirmed they do not, and they would prefer to turn the Multi Engineer feature off completely.

- Of those 56% who do assign multiple engineers to jobs, there was a split between how they would like to configure this between job and invoice type.

Some users have said that they may need the option to add multiple engineers to a job after it has been created.

We will use this information to determine how we proceed with the Multi Engineer feature.

## Ideas Portal

We wanted to see how many of you had received communications relating to our new Ideas Portal, and whether you had used this new process yet.

- It was found that 63% of respondents do recall receiving a communication relating to the Ideas Portal.

- It was an even split for users who had accessed the Ideas Portal. 50% confirmed they had logged in, and 50% confirmed they haven't yet.

- The majority of respondents had seen the 'Pinned Ideas' section (81%) and were therefore aware of the ideas we are particularly keen to obtain feedback on.

- The majority of responders like this new feature, with 75% confirming they are likely to raise ideas using the Ideas Portal.

We will continue to monitor the activity on the Ideas Portal for the next 6 months, after which point, we will send another communication out to update everyone on its success.