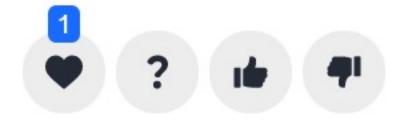# Brainstorming Feature Requests

Using Mentimeter

Today we will be using Mentimeter to collaborate and share ideas.

Go to www.menti.com and use the code 3509 4793 to enter and submit ideas.

Think about the experience of setting up your KB space.

→ How did you learn how to do it? What was that experience like?

→ Was the process intuitive? Or was it confusing?

→ How did you get help if needed?

Share with the group what it was like for you to set up your KB space: talk about training, the process, and help supports.

It was easier than expected, but much was trial and error.

Trimming the fat off our old KB for articles that weren't applicable

For training and I help here at AITS UIUC I reached out to team members and my manager who had a few years experience already. After a few times it was very easy to use.

image folder was a weird concept at first

Slightly overwhelming initially, but it made more sense after spending some time clicking around and checking the KB Guide. Still trying to figure out how to organize the space.

Our space was already created when I started, but my initial training helped me get started with our current set up. Would love to update it and give it a face lift.

not being able to copy / paste content if there was any html or service admins wanting to use Word. Much better now

unsure how to explain how articles sorted in live site display

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Think about the last time you created a new or edited an existing KB document?

→ What about the KB admintools or the User's Guide helped make your job easy?

→ What made it more difficult?

When you created a new or edited an existing KB document, what would have made your job easier? Share your thoughts.

A drop and drag photo option would be nice

Working on one right now! Would love more graphical options (buttons, etc.)

a one-button create a draft web form with the minimal links bells whistles

Cleaning up HTML after copy/pasting is always an issue. The automatic clean up works decently well from desktop Word app, but doesn't seem to work as well from Office Online/Google Docs. (I realize this will probably change with new editor.)

a fix for the alt tag errors? Those are a struggle for me.

an email where I can share a link with collegues to look at my draft

Responsive columns

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What's currently in place that works ok but could work better? Share your thoughts.

Light the activation button up like the sun. So many articles left in progress.

sharing docs seems muddled - need a clear way to ask for share of internal AND external , sometimes need to re-ask

I wish the notifications system was more robust - allow turning each notification on/off and customizing recipients (compared to how some always go to owner with no option to change that)

The expiring notification is great, but if they could click something to just extend it

Liked the way the classic editor forced the alt text when adding an image. This is missing in the new editor, but maybe coming with the new?

The preview with internal/external views is really helpful!

Include Doc and Include Link. Batch change tool is very helpful when people leave the organization.

What tools do you use now that work really well? Share your thoughts.

like seeing my work in the new theme

The system wide notification yelling at people to review articles

Preview with internal/external views is really helpful! Especially when adding content via code view to make sure I did it right and it appears as I expect.

request for activation makes publishing smooth (was a problem before, inconsistent QA)

Batch update is very helpful with people leave the organization and KB's need to change.

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Can you think of any features that you wish were in the KB?

Warn people that the edits they are making only making the article in progress and no one can see it. You must activate.

Be able to batch edit articles that are "expiring" to a specific time instead of dispersing the expired time.

Easy way to create collapsible sections or tabbed information.

Expiration notification magic that extends an article if they click a magic button that doesn't require them logging into the admin tool.

Visually separate the "Summary" information from the body of the article.

Fix alt tags that are missing or tell us where they are :-)

2nd on the alt tag location

But maybe the team could create a checkbox or something to apply formatting to the summary. #doc-summary { font-size: 1rem; border: 3px solid #c5050c; padding: 8px;}

Maybe add a notification for documents that have been in Active/In Progress status for some amount of time. It seems like drafts tend to float around in that space for a while and the person who created the draft might not even be aware.

What's next?

During Wednesday's session "Review Feature Requests and Future Sprint Discussion" we will practice ranking and voting for feature requests.

How are feature requests submited to the KB team?

→ Email the KnowledgeBase Team at kb-team@doit.wisc.edu

→ Service coordinator and technologists review and discuss

What resources are available to you?

→ Feature Requests: https://trello.com/b/72jnNt3r/knowledgebase-feature-requests

→ Known Issues: https://trello.com/b/9y5OSRRW/knowledgebase-known-issues

→ Product Roadmap: https://trello.com/b/01XqD3qR/knowledgebase-product-roadmap

Ask me anything

2 questions
0 upvotes