




# Accessing the Wishlist Portal

You can access the Wishlist site by going to <http://pinetwork.uservice.com>. Once there, you will be presented with a login screen.

## Sign in

 Pinnacle

This is a private forum. Sign-in with an approved profile to access.

Your email address or sign in with  

**Sign in**

Each company that is a member of the PIN Group will have one login, consisting of an email address and password. To obtain one for your company, please email [ngefvert@towneanswering.com](mailto:ngefvert@towneanswering.com). Once your login is created, you will be sent an activation email with instructions to set up a password.

Once logged in, you will be on the main Wishlist page.

## Pinnacle

**PIN Wishlist Committee** (Stay signed in)  
[Settings](#) · [Admin Console](#) · [Sign out](#)

Current wishes are listed below. You can browse through them or you can use the search box to find items containing specific words or phrases. If your wish already exists, you can add additional comments to it as well as apply votes if it is a priority for you.

If your wish doesn't exist, you can create one from scratch. Just type your wishlist / feature request into the search box, along with a detailed description.

Each company has 10 votes to spend, and if voting for a wish you can choose to apply 1, 2, or 3 votes to it. If you want to remove votes from something you previously voted for, you can click the vote button and click the 'Remove votes' option.

Once a wishlist item is completed by PT, any votes you had applied to that wishlist item will be returned to you for use on other wishes.

### How can we improve Pinnacle?

Enter your idea

**Hot ideas** | [Top](#) | [New](#) | [Status](#) | [My feedback](#)

**0** votes

**Scheduled conditional priorities / auto actions**

Would like it to work and be scheduled just like a conditional delivery but instead of going to fax or email all messages that met the condition would become a priority and goto a dispatcher as individual priorities. Just like an auto f12 action works right now for real-time messages. The agent would follow the dispatch instructions just like any other call.

Scenario 1- Agent takes a non urgent message for doc at midnight. Docs instructions state call on cell at 7am with all non urgent calls. (usually these

**10 votes left!**


**Pinnacle**


[Post a new idea...](#)

[All ideas](#)

[My feedback](#)

Search

 [Give feedback](#)

 [PIN Users Group](#)

# Viewing existing Wishlist items

At the top, there is a brief description of how the Wishlist works. To the right, it will indicate how many votes you have left to spend on wishes. There is also a link to post a new idea, as well as to search current wishes, but both of these tasks can be done easily in the *How can we improve Pinnacle?* section at the bottom of the page.

The screenshot shows a web interface for a wishlist titled "How can we improve Pinnacle?". At the top is a search box labeled "Enter your idea". Below the search box are navigation tabs: "Hot ideas" (selected), "Top", "New", "Status" (with a dropdown arrow), and "My feedback".

The first item is titled "Scheduled conditional priorities / auto actions" and has 0 votes. The description reads: "Would like it to work and be scheduled just like a conditional delivery but instead of going to fax or email all messages that met the condition would become a priority and goto a dispatcher as individual priorities. Just like an auto f12 action works right now for real-time messages. The agent would follow the dispatch instructions just like any other call." Below the description is a scenario: "Scenario 1- Agent takes a non urgent message for doc at midnight. Docs instructions state call on cell at 7am with all non urgent calls. (usually these are called consults. by the docs.) Currently we have a reminder... [more](#)". At the bottom of the item is a yellow "PLANNED" tag, "2 comments", "Delete...", and "Admin →".

The second item is titled "Pinnacle Web user administration via web portal" and also has 0 votes. The description reads: "Would allow users to reset and change password without contacting answering service. Change password option. During setup of user, set temporary password and force change at login. Web user could also adminster usernames and passwords of their company's logins.allow access to multiple accts. (submitted by Jeff Wood)". At the bottom of the item is "0 comments", "Delete...", and "Admin →".

Typing keywords in the search box here will automatically bring up ideas containing the words or phrases in your search. For example, typing 'on call' or 'auto action' will show all wishes containing those phrases. Before adding a wish, it is best to look at existing ones first, as it may already be posted. If so, you can 'vote up' the wish, and add feedback and comments to aid in explaining the feature request.

You can use the filters under the search box to view and sort wishes by number of votes (Top), date of posting (New), status (open, planned, completed), and view just wishes submitted or commented on by you (My feedback).

Clicking on the title of a Wishlist item will open the item in its own page.

0  
votes

Vote

### ACD Stats info from eConn should be available in Pinnacle

ACD Stats info from eConn should be available in Pinnacle as it is for the Millenium / eQueue switches.

**PIN Wishlist Comittee** (President, PIN Users Group) shared this idea ·

April 16, 2015 · [Delete...](#) · [Admin](#) →

**COMPLETED** · **PIN Wishlist Comittee** (President, PIN Users Group) responded · April 16, 2015

Enhanced the GetACDStatus function to process eConn specific ACD Stats and allow for them to be displayed on the ACD Status line. Added support to change the color of the Telephony Status bar based on the total number of call and longest waiting call.

### 0 comments

Add a comment...

Post comment

From here, you can see the original item that was posted, as well as any follow up posts (comments from users, notes from PT on development status, etc.). You can use the comment window at the bottom of the page to add your own comments as well.

From either the main page or the individual Wishlist item page, you can assign votes by clicking the *Vote* button, and assign it 1, 2, or 3 votes (if you have votes available).

## Posting a new Wishlist item

After you have verified that your wish has not already been posted, you can create a new wish from the same search box on the main page.

**How can we improve Pinnacle?**

✕

Vote for an existing idea (22)

or

Post a new idea...

0  
votes

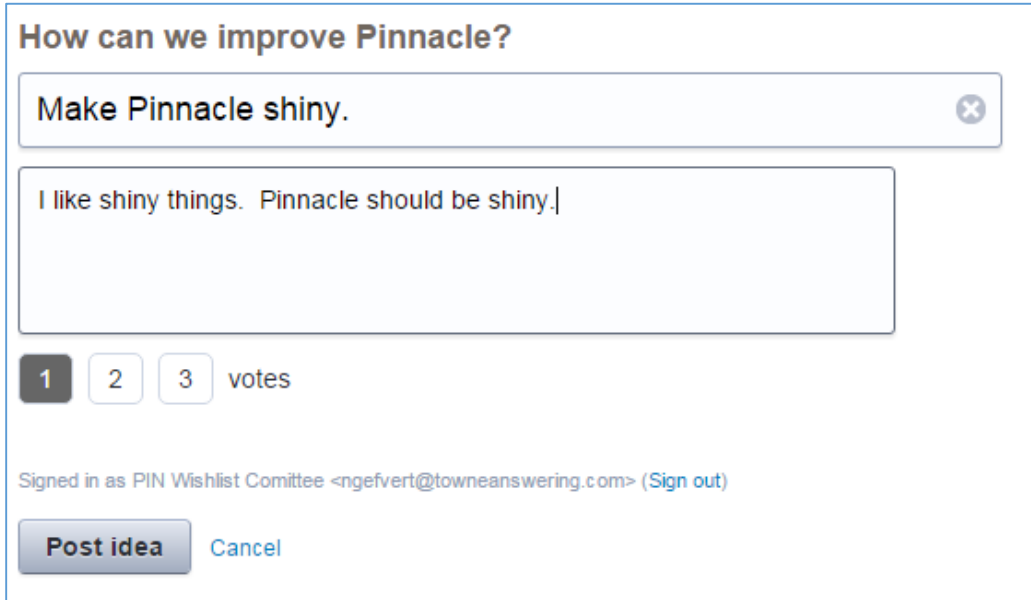
Vote

### Add missing Pinnacle menus / options to OE Main / Pinnacle Management

There are features/options/account changes that can only be done from Pinnacle, they have not flowed back down to OE Main. (Submitted by Ken Goldenberg / Nate Gefvert)

0 comments · [Flag idea as inappropriate...](#) · [Admin](#) →

Type in a brief title for your Wishlist item, then click the *Post a new idea...* button. This will reveal a comment box where you can type a detailed description of your idea.



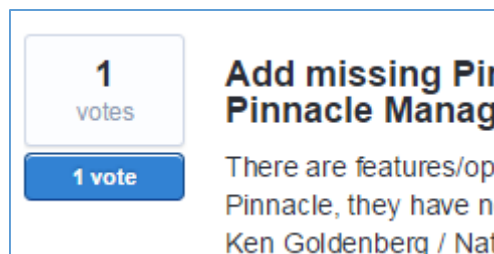
The screenshot shows a form titled "How can we improve Pinnacle?". At the top, there is a text input field containing "Make Pinnacle shiny." with a close button (X) on the right. Below this is a larger text area containing "I like shiny things. Pinnacle should be shiny." Underneath the text area are three buttons labeled "1", "2", and "3" followed by the text "votes". At the bottom of the form, it says "Signed in as PIN Wishlist Committee <ngefvvert@towneanswering.com> (Sign out)". At the very bottom are two buttons: "Post idea" and "Cancel".

From here, you can also choose to assign 1, 2, or 3 of your votes to the wish right away. When done, click *Post idea* and the wish will be added to the wishlist.

## Removing votes from a wish

Each company is assigned 10 available votes. They can choose to spread these across 10 individual wishes, or they can assign up to 3 votes to a wish to increase its priority. When a wish is marked as completed from Professional Teledata (the feature has now been built in to Pinnacle) any votes you had put towards that item return to you.

If you want, however, to remove votes from an idea to assign them elsewhere, you can do so by clicking the Vote button under the vote count on a given wish.



Then on the window that opens, click *Remove votes* on the right.

