

# How to open a feature request for SBC

Have a feature idea or request for Sangoma products? We're always interested in your ideas, suggestions, and feedback. Here's how you can submit them in a way that is tracked and prioritized.

## For Open Source FreePBX:

FreePBX project is sponsored by Sangoma and has its own issue and feature tracker at <https://issues.freepbx.org>. For all feature request related to Open Source FreePBX, please use the issue tracker. If your request is relates to a Commercial Module or Zulu add-ons to FreePBX, follow the process below for Sangoma Commercial products.

## For all Sangoma Commercial Products:

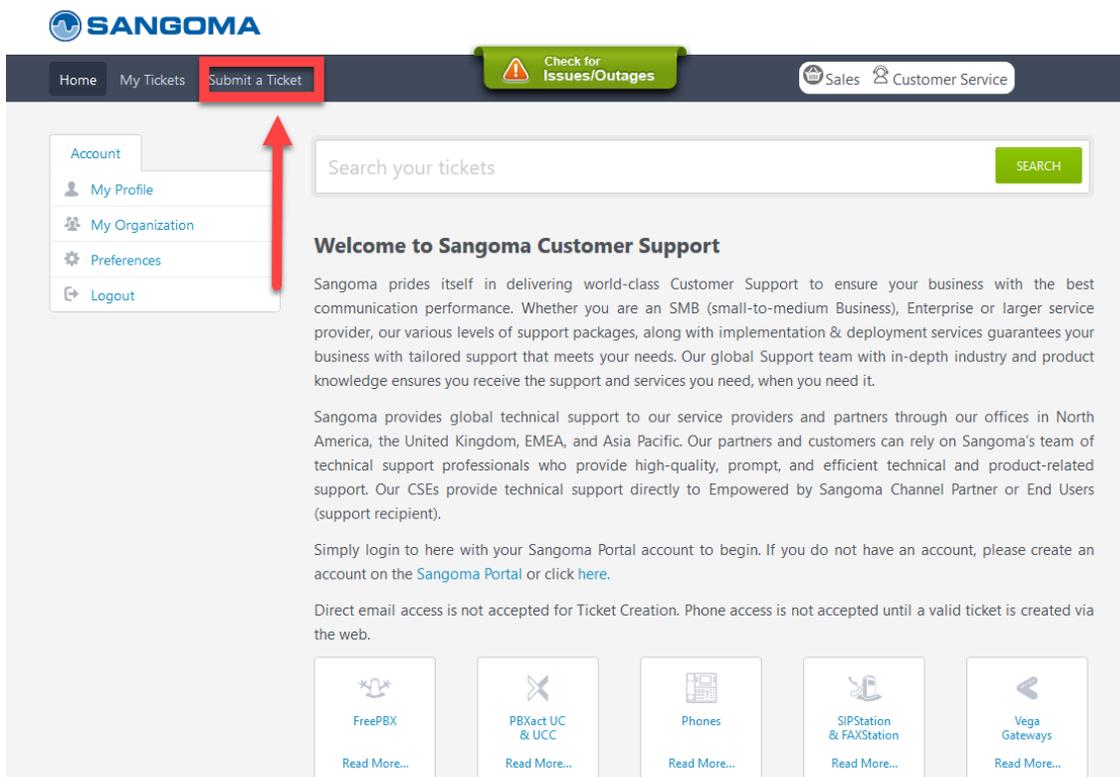
For all Sangoma Products and Services not including Open Source FreePBX, please open a Feature Request ticket as outlined below. All feature request are handled through Sangoma Product Management team, who will review your request, discuss it with other responsible departments as needed, and update you on the outcome as it works through their review process.

## Feature Request Ticket

Feature Request are lodged in the Sangoma Support Services system under a special department called Feature Request Department and can be accessed via the Sangoma Portal <https://portal.sangoma.com> or directly by <http://support.sangoma.com>

Login is the same username as the Sangoma Portal.

1. Click **Submit a Ticket** in the upper left.



The screenshot shows the Sangoma Customer Support portal. At the top left, the 'SANGOMA' logo is displayed. Below it, a navigation bar contains 'Home', 'My Tickets', and 'Submit a Ticket'. The 'Submit a Ticket' link is highlighted with a red box and a red arrow pointing to it. To the right of the navigation bar, there is a 'Check for Issues/Outages' button and 'Sales' and 'Customer Service' links. Below the navigation bar, there is a search bar with the text 'Search your tickets' and a 'SEARCH' button. On the left side, there is an 'Account' menu with options: 'My Profile', 'My Organization', 'Preferences', and 'Logout'. The main content area features a 'Welcome to Sangoma Customer Support' message, followed by a paragraph about Sangoma's commitment to customer support, a paragraph about global technical support, and a paragraph about logging in. At the bottom, there are five product categories with 'Read More...' links: FreePBX, PBXact UC & UCC, Phones, SIPStation & FAXStation, and Vega Gateways.

*If you do not see the Submit a Ticket link, you are not logged in, and will need to log in at the left side of the screen. Your login credentials are the same as what you use for the Portal.*

2. Selecting the Feature Request department



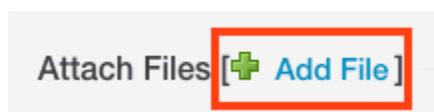
Your Message

Subject

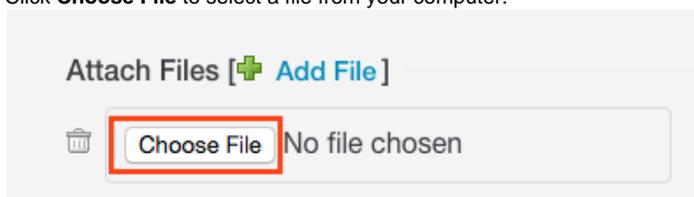
Enter a detailed description of your issue here.

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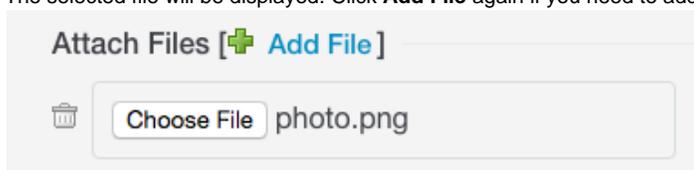
- Optional: You can provide attachments such as screenshots, pictures, and documents by clicking the **Add File**. The more details you can provide, the more likely your feature is to be understood and implemented.



- Click **Choose File** to select a file from your computer.



- The selected file will be displayed. Click **Add File** again if you need to add more attachments.



- Click the **Submit** button to submit your feature request.



If your request has been submitted successfully, you will see a confirmation message:

## Your request has been received

We have received your request and our team will get back to you shortly. You can log in to the helpdesk to review the status of your request, or check your email for further updates.

### General Information

Ticket ID	#417533
First and Last Name	John Doe
Email	johndoe@example.com
Type	No Contract
Priority	Low

### Subject: Enter a Brief Description Here

Enter a detailed description of your issue here.

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## Viewing your Ticket

You will receive our replies to your ticket at the e-mail address you used to log in. You can also view your ticket in the online support center:

1. Log into <http://support.sangoma.com>
2. Click on **My Tickets**

**SANGOMA**

Home **My Tickets** Submit a Ticket Check for Issues/Outages

Account

- My Profile
- My Organization
- Preferences
- Logout

Sangoma prides itself in providing top notch support ser you support we need you to login to our support site using

All SIPStation customers already have an account login password here.

All PBXact customers either have a Sangoma Portal ac information for our support and portal site. Please login w reseller for this information.

All FreePBX customers looking for support on Commercia

3. Click on the title of the ticket (large blue text).

View Tickets Hide Resolved Tickets

Ticket ID	Last Update ▾	Last Replier	Department	Type	Status	Priority
<b>Sample RMA Request</b> ←						
417533	Tue 02 February 2016 02:19 PM	John Doe	RMA Request	No Contract	In Progress	Low
<b>Example Ticket Subject</b>						
415793	Fri 29 January 2016 05:04 PM	Sangoma/FreePBX Support	SIPStation Numbe...	No Contract	Closed	Low

## Replying to your Ticket

Sangoma will reply to your ticket after we have had a chance to review your request in detail, or if we have any questions. This may take several weeks or perhaps longer in some cases. We have a process to review and vet all submissions, and prioritize those we decide to implement. Don't be discouraged if it takes a while for us to answer or to implement your request; that's normal.

You can reply or add more info to your ticket by e-mail or by using the online support center. If you reply via e-mail, be sure to keep the subject line intact so that your messages are kept in the same thread as your request. You can also reply via the online support center:

1. Navigate to your ticket as described above.
2. Click the **Add Reply** button.

View Ticket: #417533

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### Sample RMA Request

Created: Tue 02 February 2016 02:17 PM Updated: Tue 02 February 2016 02:19 PM

Overall Satisfaction ☹️☆☆☆☆

DEPARTMENT RMA Request	OWNER Unassigned	TYPE No Contract	STATUS In Progress ▾	PRIORITY Low ▾
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**RMA**

Invoice #: \*   
Please provide the invoice number for the RMA request you are making

**Add Reply** ←

3. Enter your message and click the **Send** button.

Your Message

Sed id elit dui a eu, neque diam enim elit, commodo mauris feugiat eu. Ultricies adipiscing sed. Tristique tellus et dolor augue ridiculus erat, mauris nec, integer rhoncus, fringilla justo elit malesuada. Non in, elit ullamcorper urna luctus, ut sapien velit orci, vitae ullamcorper ullamcorper nec mauris. Sed repellat. Elementum amet, ligula fermentum imperdiet aliquam nascetur risus tortor. Ac pretium pretium, in nec ut dolor, tincidunt nulla sociis proin, porta rhoncus nam, cursus at mollis ipsum.

Attach Files [+](#) [Add File](#)

Send