

# 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 related 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 using the steps below. Your request will be reviewed and handled by the Sangoma Product Management team as described below.

**IMPORTANT Sangoma Rights Notice:** By submitting a Feature Request, you are giving to Sangoma all applicable intellectual property rights to use any ideas or information in your Feature Request without limitation, indefinitely and worldwide, in any product, service, or publication, without any payment or compensation to you or to your company. You agree that your sole consideration for your submission is your potential benefit from the Feature Request, if it is implemented by Sangoma, at any time and in any form, at Sangoma's sole discretion. By submitting a Feature Request, you are also certifying that you have permission of your company to do so, and are not aware of any conflict with your submission and any confidentiality or intellectual property rights of any third party.

## Submitting a Feature Request Ticket

Feature Request should be submitted to the Sangoma Support Services system under a special department called Feature Requests, and can be accessed via the Sangoma Portal <https://portal.sangoma.com> or directly by <http://support.sangoma.com>

1. Login using the same username as you use for the Sangoma Portal.
2. Click **Submit a Ticket** in the upper left.

The screenshot shows the Sangoma Customer Support portal interface. At the top, the Sangoma logo is on the left, and navigation links for 'Home', 'My Tickets', and 'Submit a Ticket' are in the center. The 'Submit a Ticket' link is highlighted with a red box, and a red arrow points to it from below. To the right of the navigation is a 'Check for Issues/Outages' button. Further right are 'Sales' and 'Customer Service' links. Below the navigation 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 starts with a 'Welcome to Sangoma Customer Support' heading, followed by a paragraph about Sangoma's support services. Below that is another paragraph about global technical support. Then, there is a paragraph about logging in. At the bottom, there is a paragraph about direct email and phone access. Finally, there are five buttons for different product categories: 'FreePBX', 'PBXact UC & UCC', 'Phones', 'SIPStation & FAXStation', and 'Vega Gateways', each with a 'Read More...' link.

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.

### 3. Selecting the Feature Request department

Submit a ticket

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Helpful Information on Support Policy and Ticket Submission  
<http://wiki.freepbx.org/display/SUP/Support+Options>

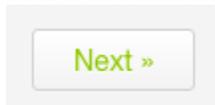
Helpful Information on Use of Portal and Product Registration  
<http://wiki.freepbx.org/display/FPAS/Using+the+Portal>

Please pick the appropriate Support Department below for assistance.

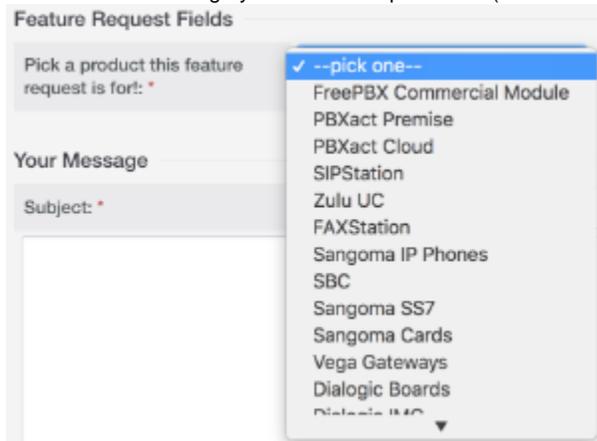
**Departments**

- Customer Service & Billing**  
If you are looking to talk with Customer Service on general questions or billing inquiries on non sales or technical questions.
- FreePBX Support**  
If your request is related to the Open Source FreePBX software and you have a positive support credit balance and support contract. Also use this department if you are opening a ticket for a FreePBX Commercial Module that is covered under a Maintenance Contract which is included for the first year for free after purchase.
- PBXact**  
If your request is related to PBXact pick this option.
- PBXact Cloud**  
If your request is related to PBXact Cloud pick this option.
- SIPStation and FAXStation**  
If you are a SIPStation trunking customer and are seeking support related to your SIPStation service or Porting a Phone Number. Support on SIPStation service is free of charge but upon submission of your ticket you will need to pick the location the request is for so make sure you are logged in with the same username you use for managing your SIPStation store account.
- Session Border Controllers**  
If your request is related to all SMB SBC Appliance, Vega SBC Appliance, Vega SBC VM Software, and Netborder SBC Appliance.
- Vega Gateways**  
If your request is related to all Vega 50, Vega 3000, Vega 5000, Vega 100/200/400, Vega 100G/200G/400G Gateways.
- Netborder Gateways**  
If your request is related to a Netborder SS7 (NSG), Netborder VoIP Gateway (NVG), Netborder Express Gateway (NBE) and STM1Mux.
- Express for Lync**  
If your request is related to an Express for Lync and Express for Skype.
- Phones**  
If your request is related to a Sangoma VoIP Phone.
- Sangoma Telephony and Datacom Boards**  
If your request is related to all A1xx, A2xx, A3xx, A4xx, A5xx, B5xx, B6xx, B7xx, D1xx, D5xx, W4xx and any other Sangoma card.
- Lyra Answering Machine Detection and NetBorder Call Analyzer**  
If your request is related to all Call Center products with Lyra and NCA products.
- Dialogic IMG, DMG or CSP Gateways**  
If your request is related to Dialogic IMG, DMG or CSP Gateways.
- Dialogic Boards**  
If your request is related to Dialogic Boards.
- Sangoma Feature Request**  
To submit a suggestion for a new feature to be added to an existing Sangoma product or service (commercial/paid products only). Please see: <https://wiki.sangoma.com/display/SUP/How+to+open+a+feature+request> for details. For Open Source FreePBX features, please submit using <https://issues.freepbx.org>. Note that this Department is not for bugs or assistance with existing products or features.

### 4. Scroll to the bottom and Click the **Next** button.



5. Pick the Product Category the feature request is for (or related to).



The screenshot shows a form titled "Feature Request Fields". It has a section "Pick a product this feature request is for!:" with a dropdown menu. The dropdown menu is open, showing a list of product categories: "--pick one--", "FreePBX Commercial Module", "PBXact Premise", "PBXact Cloud", "SIPStation", "Zulu UC", "FAXStation", "Sangoma IP Phones", "SBC", "Sangoma SS7", "Sangoma Cards", "Vega Gateways", "Dialogic Boards", and "Dialogic Boards". Below this is a "Your Message" section with a "Subject:" label and a text input field.

6. Enter the **Subject** of your message. In a few words, briefly explain your feature request.



The screenshot shows a form titled "Your Message". It has a "Subject" label and a text input field containing the placeholder text "Enter a Brief Description Here".

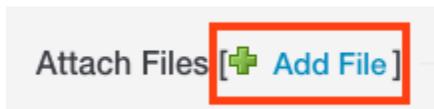
7. Enter your message below the subject line. Please describe the feature or enhancement request in detail. Here is some information that you should include if possible:

1. Which specific product(s) your feature request applies to
2. Describe how the feature would work in as much detail as needed for understanding.
3. Explain why this feature would be useful to your company (if necessary).
4. Refer to any specifications that may apply.
5. If you believe there is a business case for the feature, please state briefly what it is, or request Sangoma Sales to contact you about it.



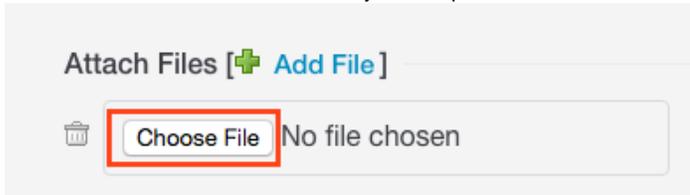
The screenshot shows a form titled "Your Message". It has a "Subject" label and a text input field containing the placeholder text "Enter a Brief Description Here". Below this is a large text area with the placeholder text "Enter a detailed description of your issue here." and a red arrow pointing to it. The text area contains the following text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce nisi diam, placerat in sodales mollis, mollis et ligula. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Aenean et est in enim pulvinar laoreet. Integer finibus mollis neque eu bibendum. Pellentesque metus ipsum, euismod id rhoncus eu, gravida sit amet metus. Aliquam pharetra quis arcu id tristique. Vestibulum felis sem, ornare ac commodo id, hendrerit a diam. Etiam bibendum posuere bibendum. Pellentesque vel quam pretium, cursus massa at, accumsan erat. Pellentesque blandit sodales arcu, quis facilisis dolor consectetur sit amet. Donec tincidunt porttitor condimentum. Sed posuere, elit at fringilla lacinia, ligula nisi ornare urna, ac scelerisque nibh sapien in mi."

8. 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.



The screenshot shows a button labeled "Attach Files" with a red box around the "+ Add File" link.

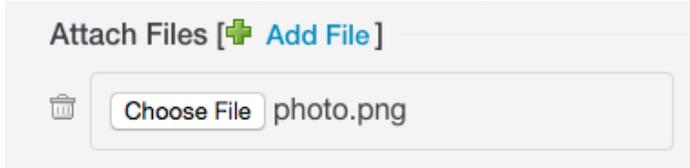
1. Click **Choose File** to select a file from your computer.



Attach Files [+ Add File]

Choose File No file chosen

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



Attach Files [+ Add File]

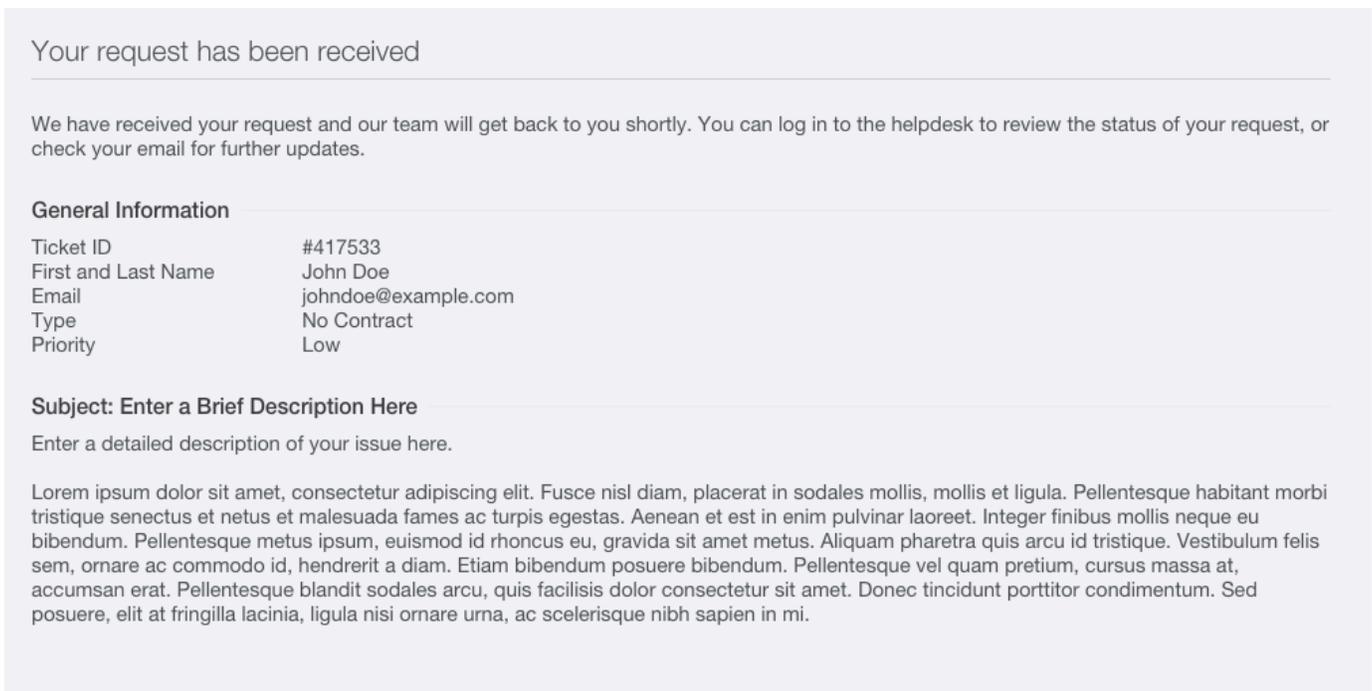
Choose File photo.png

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



Submit

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



Your request has been received

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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.

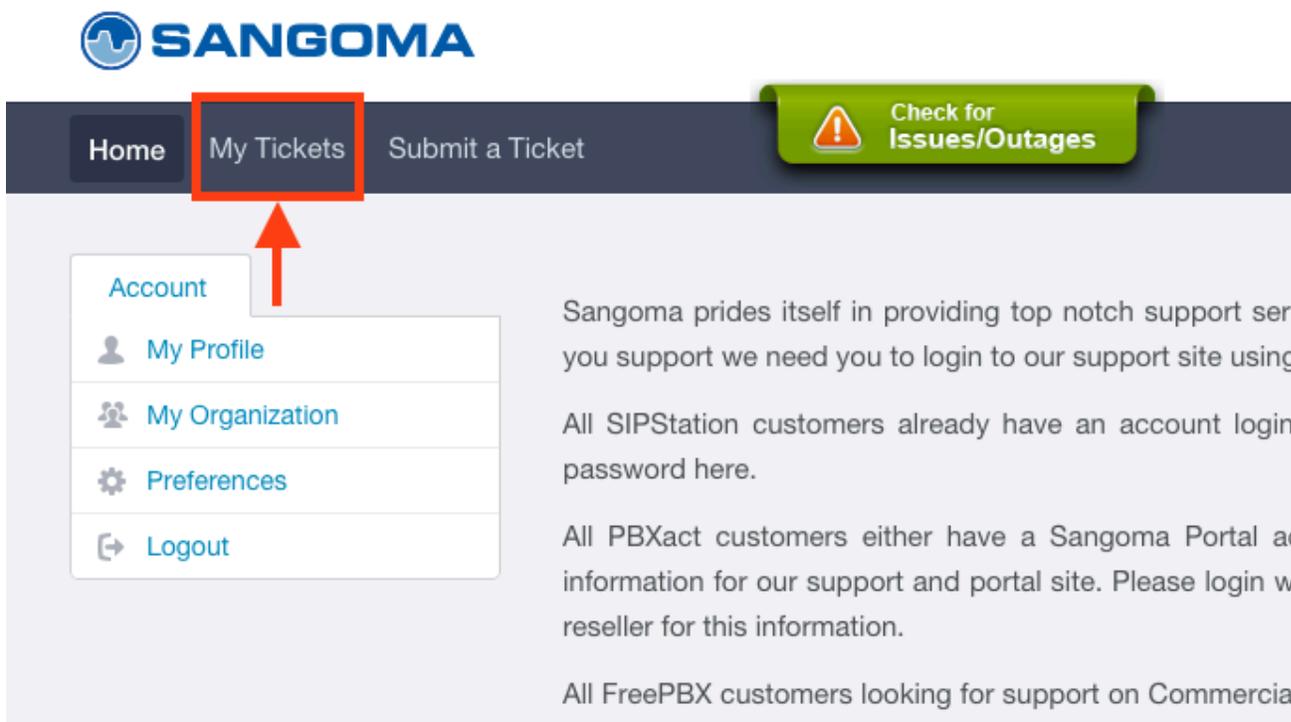
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce nisl diam, placerat in sodales mollis, mollis et ligula. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Aenean et est in enim pulvinar laoreet. Integer finibus mollis neque eu bibendum. Pellentesque metus ipsum, euismod id rhoncus eu, gravida sit amet metus. Aliquam pharetra quis arcu id tristique. Vestibulum felis sem, ornare ac commodo id, hendrerit a diam. Etiam bibendum posuere bibendum. Pellentesque vel quam pretium, cursus massa at, accumsan erat. Pellentesque blandit sodales arcu, quis facilisis dolor consectetur sit amet. Donec tincidunt porttitor condimentum. Sed posuere, elit at fringilla lacinia, ligula nisi ornare urna, ac scelerisque nibh sapien in mi.

## Viewing your Ticket

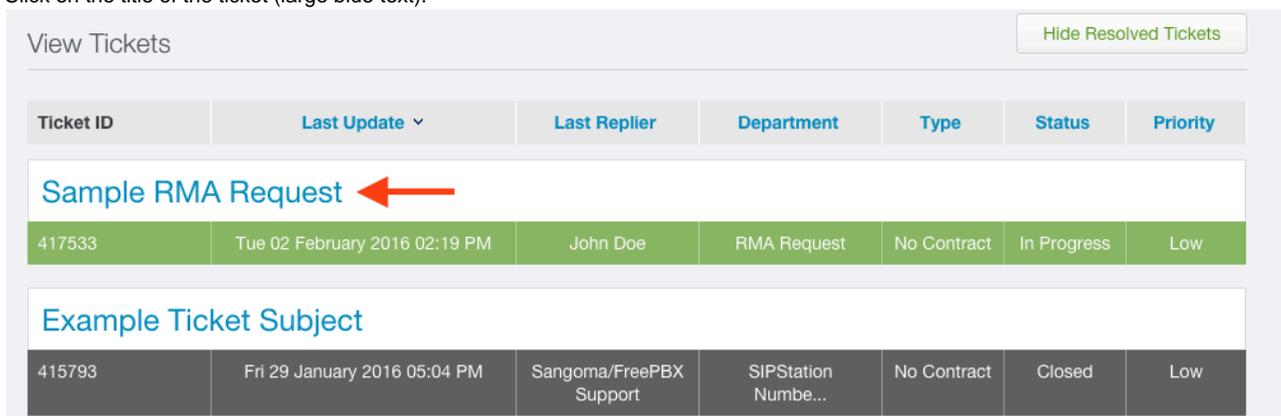
You will receive our replies to your ticket at the e-mail address you used to log in. You can also view your ticket in the online support center:

1. Log into <http://support.sangoma.com>

2. Click on **My Tickets**



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



## Sangoma Feature Request Review Process

After you submit a ticket, the Sangoma Product Management Team reviews it, and assigns it to the responsible Product Manager. Feature Requests are periodically prioritized, and the most important ones are chosen for implementation. It helps significantly if there is a good business case for the feature. If your ticket is selected, it is then scheduled for implementation by our Engineering team, tested by QA, and eventually released as a new feature. This process can easily take several months, depending on the complexity of the request, how difficult it is to implement, and how many customers we think would benefit or find value in it. Due to limited resources, not all feature requests can be implemented. However, they are reviewed and considered. So don't be discouraged if it takes a while for us to answer or to implement your request; that's normal.

## Modifying your Ticket

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**