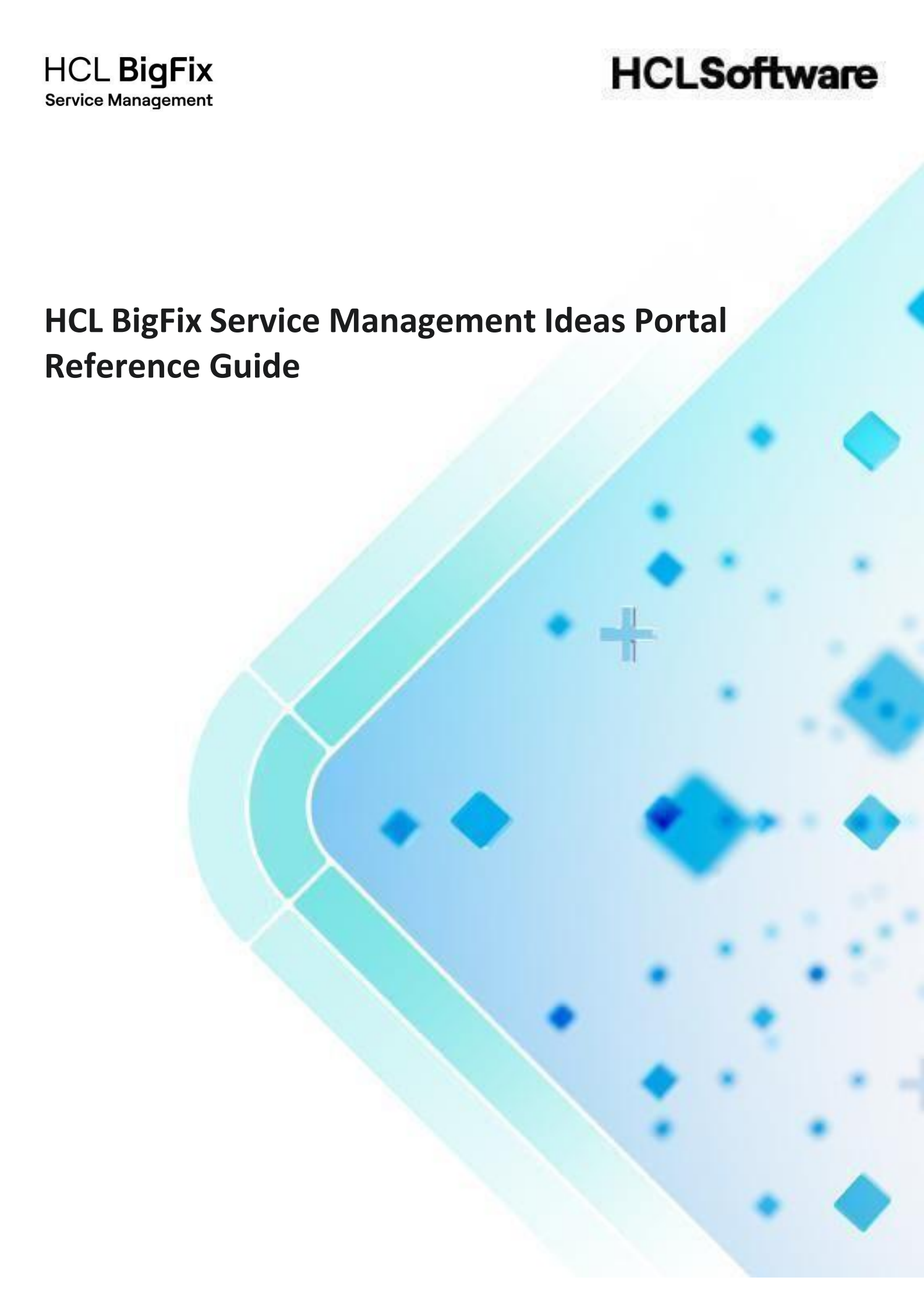
HCL BigFix
Service Management

HCLSoftware

HCL BigFix Service Management Ideas Portal Reference Guide



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1 HCL BigFix Service Management Ideas Portal

1.1 Purpose & Background

HCL BigFix Service Management launched the Ideas Portal to give customers a direct, transparent channel into shaping the product roadmap.

Before the portal, enhancement requests typically moved through indirect channels — account teams or support tickets with limited visibility into where a request stood or whether other customers wanted the same thing. The Ideas Portal replaces that with an open, collaborative model:

- Any customer can submit an idea directly.
- The wider customer community can see, vote on, and comment on ideas.
- Vote volume feeds roadmap prioritization — the more popular an idea, the more likely it is to be picked up for development and eventually shipped into HCL BigFix Service Management.

What this guide covers?

This guide is to be used as a self-contained training document and intended for a first time user of the Ideas Portal. It covers:

- Where to find the portal and its reference links
- Checking for similar ideas before submitting, so effort isn't duplicated (and votes are not scattered)
- Submitting a new idea step by step, including field limits, formatting options, and attachments
- What a submitter sees after submitting — their idea feed, votes, filters, and what each status means
- Editing an idea after submission, and the email notifications a submitter receives

1.2 Accessing the Ideas Portal

1.2.1 The Portal Banner

The banner at the top of the portal homepage introduces its purpose to every visitor and carries two reference links embedded directly in the welcome text:

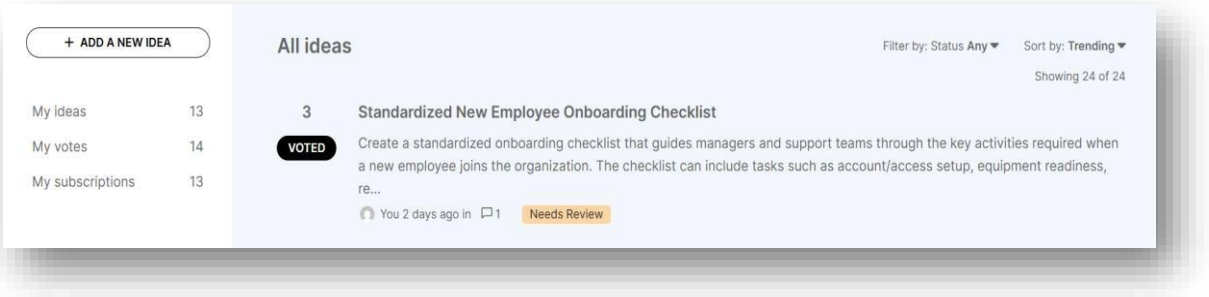
- **Official website** — links out to the public HCL BigFix Service Management product site.
- **Documentation portal** — links to the official HCL BigFix Service Management product documentation.



1.2.2 Navigating the Homepage

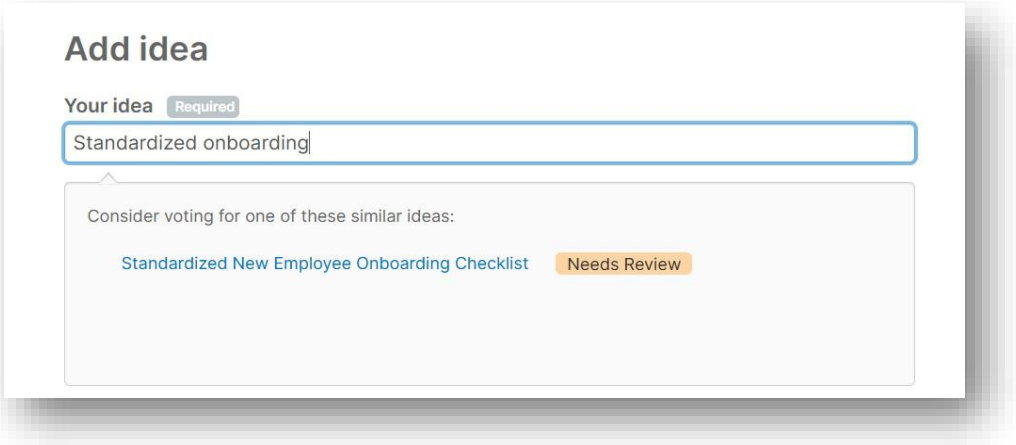
Below the banner, the homepage is split into two areas:

- **Left panel** — the "+ ADD A NEW IDEA" button, and two running counters: "My ideas", "My votes" and "My Subscriptions".
- **Main panel** — the "All ideas" feed, with Filter by Status and Sort by controls in the top-right corner.



1.3 Adding a New Idea

The moment you start typing a summary in the "Your idea" field, the portal automatically searches all existing ideas for close matches and surfaces them inline, before you finish drafting your own submission. Below is an example of how the similarity checker shows ideas available with word based similarity checks.



Why this matters?

- If a matching idea already exists, voting for it — instead of creating a new one — consolidates support behind a single idea, which gives it more visible momentum toward the roadmap.
- It avoids the product team having to manually find and merge duplicate ideas later, which slows down evaluation for everyone.

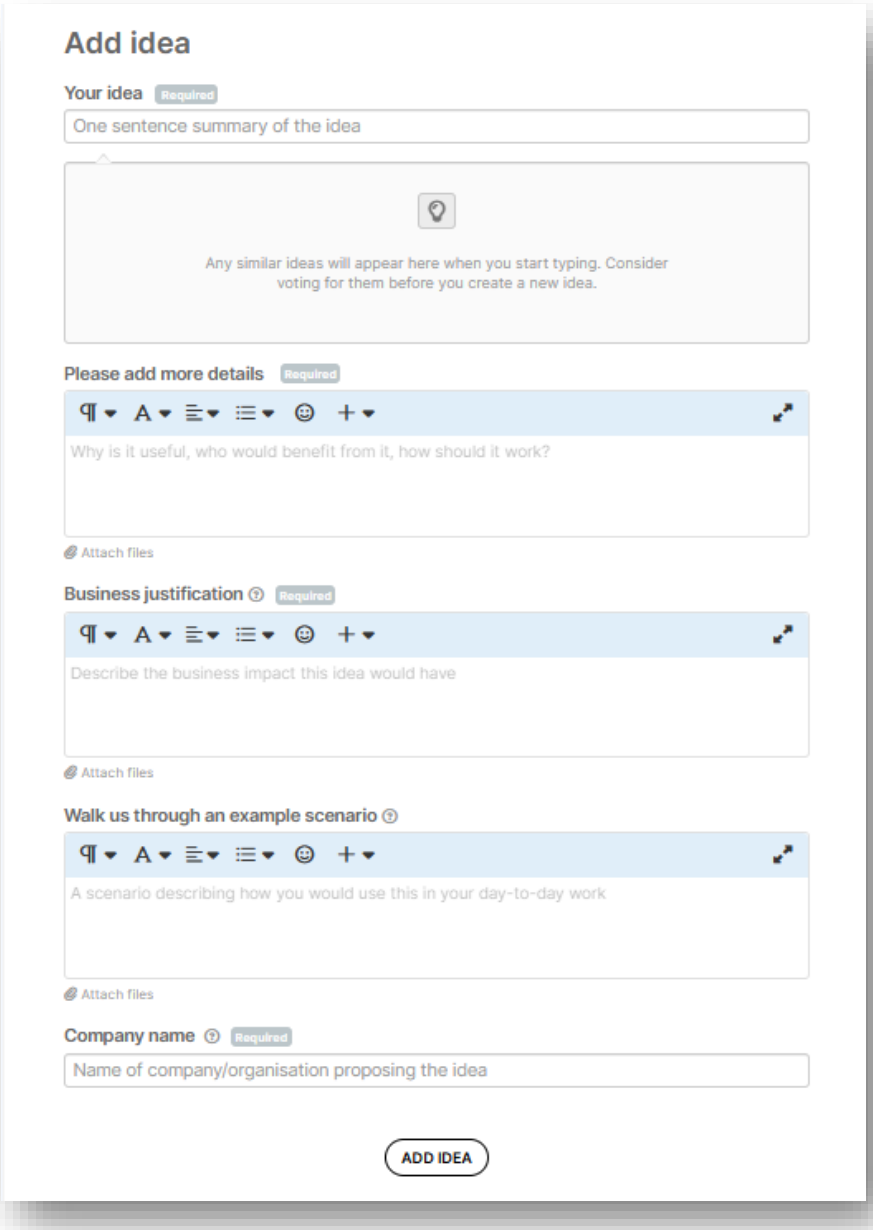
If you find your idea already listed, click VOTE on it rather than continuing your new submission.

To the similar idea, you can upvote, add a comment if you need additional information or want to add to someone else's submitted idea.

1.4 Submitting a New Idea

1.4.1 Step-by-Step Walkthrough

1. Click “+ ADD A NEW IDEA” from the portal homepage.
2. Enter a one-sentence summary in “Your idea” .
3. Check the similarity panel — vote for an existing idea instead if a close match appears.
4. Complete “Please add more details” — how is it useful, who will benefit from it, and how should the idea work.
5. Complete “Business justification” — the business impact this idea would have.
6. Optionally complete “Walk us through an example scenario” — a real, day-to-day scenario where you'd use this.
7. Attach any supporting files under the relevant field, if needed.
8. Enter your “Company name” — the name of the company or organization proposing the idea.
9. Click ADD IDEA to submit.



1.4.2 Field Reference & Character Limits

Field	Required?	Character Limit	Purpose
Your idea	Yes	2,000	One-sentence summary of the idea
Please add more details	Yes	5,000	Details on what is being proposed and how it would work
Business justification	Yes	5,000	The business impact the idea would have
Walk us through an example scenario	Optional	5,000	A day-to-day scenario describing how the idea would be used
Company name	Yes	—	Name of the company/organization proposing the idea

1.4.3 Attaching Files

An “Attach files” link sits directly below each of the three long-text fields, so files can be attached to the specific section they support.

Supported file types

.csv, .doc, .docx, .eml, .gif, .jpeg, .jpg, .mov, .mp4, .msg, .pdf, .png, .ppt, .pptx, .tiff, .txt, .vsd, .vsdx, .xls, .xlsx

Maximum file size

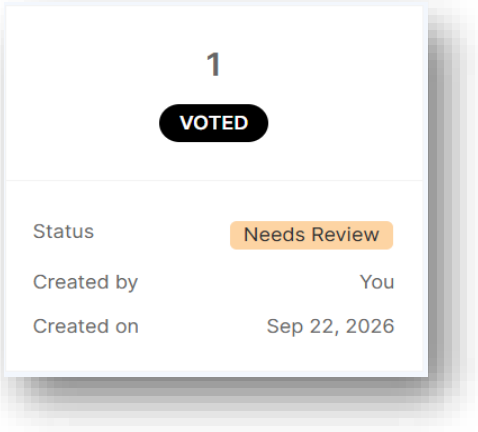
20 MB.

1.5 Details of the Submitted Idea

1.5.1 Your Idea in the Portal Feed

Once your idea is submitted, you will see a confirmation pop up on the screen. Each idea comes with a unique idea identifier in the format: BFSM-I-xx , (where xx stands for idea number).





The idea appears in the “All ideas” list on the homepage. Each row in the feed shows:

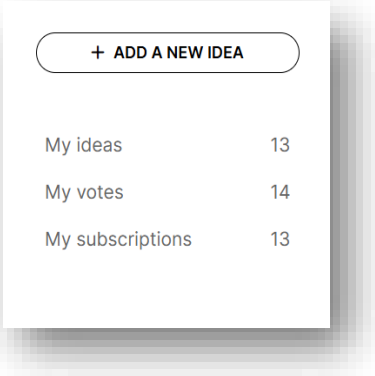
- Vote count — the total count of votes received for the idea submitted, shown as a large number on the left.
- VOTE / VOTED button — “VOTE” if the current user hasn't voted yet, or a filled “VOTED” button once they have. As the submitter, you are automatically counted as the idea's first vote.
- Idea title, and a one-line preview of its description.
- Who submitted it and when (e.g., “You … days ago”), plus the number of comments.
- A colored status tag

1.5.2 “My Ideas” and “My Votes”

Two running counters sit in the left-hand panel:

- My ideas — the total number of ideas the current user has personally submitted.
- My votes — the total number of votes the current user has cast, including on their own ideas.
- My Subscriptions – the total number of ideas subscribed to stay informed about its progress.

Clicking either counter filters the main feed down to just those ideas.



1.5.3 Sorting the Feed

The Sort by control in the top-right of the feed offers three views:

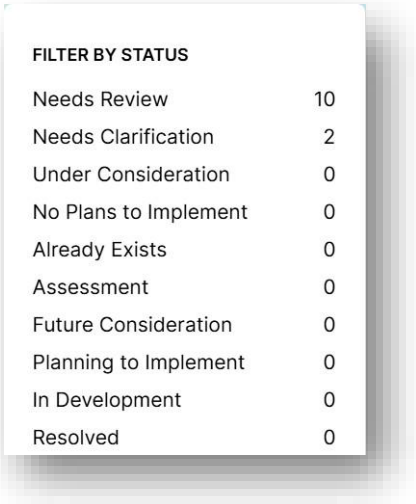


- Recent — newest ideas first.
- Trending — ideas gaining the fastest momentum right now (the default view).
- Popular — ideas with the highest all-time vote counts.

1.5.4 Understanding Idea Status

The Filter by Status control allows the submitter to filter their submitted ideas based on the status.

The numbers shown next to each status are a live snapshot and will change over time.



Here is what each status means:

Status	Description
Needs Review	Your idea is waiting for review by our product team.
Needs Clarification	We need a few more details before we can evaluate your idea.
Under Consideration	Your idea is being considered for future product improvements.
Assessment	We are assessing the technical feasibility and business value of your idea.
Future Consideration	Your idea remains a candidate for a future roadmap cycle.
Planning to Implement	Your idea has been approved and is being scheduled for delivery.
In Development	Your idea is currently being developed.
Resolved	Your idea has been addressed.
Already Exists	This capability is already available in the product.
No Plans to Implement	This idea is not planned for implementation at this time.

1.6 Editing a Submitted Idea

1.6.1 Update a Submitted Idea

As the creator of an idea, you can typically return to it and update:

- The idea summary and description text
- The business justification and example scenario
- File attachments — adding or removing them

What you cannot change in your submitted idea: who the idea is attributed to, or its status directly — status changes are made by the HCL BigFix Service Management product team as part of their review.

1.6.2 Email Notifications

Notifications are sent to the email address registered with the portal. Based on standard Aha! Ideas portal behavior, a submitter can expect an email when:

- Their idea is successfully submitted (confirmation).
- Their idea's status changes (for example from Needs Review to Under Consideration).
- The product team adds a comment or requests clarification on the submitted idea.
- Someone comments on an idea they submitted and/ or voted for.

1.7 Support

To know more about HCL BigFix Service Management, visit our official website.

And for the latest product documentation, click here.

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