

# Lead Liaison Feature Requests and Acceleration Program (FRAP)

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## 1. Overview

Lead Liaison appreciates your feedback on our solutions. It is customer suggestions like yours that have helped shape Lead Liaison into the feature-rich product that it is today. Since we take customer feedback very seriously, we want to take every measure possible to make sure each and every request is understood, documented and prioritized. As a way to ensure we're attentive to your needs and continually listening, we formalized this process into our Feature Request and Acceleration Program, also known as FRAP.

Here is the method we use internally to prioritize feature requests similar to the one you've requested:

1. The number of customers and/or users who have requested the same feature add or change.
2. Engineering Person Hours (EPH) required to support the feature.

## 2. Accelerating Features

If the engineering effort is high, demand is low and/or the feature is a lower priority vs. competing business priorities then we offer customers an option to accelerate development and support for the new features if they are willing to make an investment. When this happens the new features typically go to the top of the list for the next release. The minimum required investment is \$500 USD. When we accelerate support for a feature, we add the enhancement to the production version of Lead Liaison. In essence, everyone will receive the same changes, but you will likely get the changes much sooner in an alpha or beta release version. Lead Liaison will also make a commitment to deliver the new features according to a schedule that is mutually agreeable.

## 3. Process Summary

In summary, here is our process for considering and fulfilling an acceleration request:

1. Document the new feature request.
2. Discuss the new feature internally within Lead Liaison.
3. Scope the engineering effort and project plan.

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4. Deliver project plan to customer, including time to deliver for alpha and/or beta and a production release and required investment.
5. If sign-off and payment is received from customer the project begins.
6. New feature will be prioritized at the top of an upcoming release.

## 4. Financials

Lead Liaison requires 50% up front payment to begin the project and 50% due on final delivery.

Thank you for your interest in our solutions. If you have any suggestions or would like to obtain a formal quote for custom features, please let us know.