Product Suggestions and Feature Requests

Chris Holt - 2026-11-01 - Support & Troubleshooting

Overview

Kahootz values customer input and actively encourages users to submit ideas for new features and product enhancements.

This article explains how we process suggestions and incorporate them into our product development road map cycle.

Submitting Your Suggestions

There are two primary routes for submitting product suggestions:

1. Support Desk: Email your suggestions to support@kahootz.com
2. Customer Success Manager (CSM): If you are an enterprise client, you can also raise your ideas with your CSM

All suggestions are welcome and provide valuable insight into how our customers use Kahootz and what would make their experience even better.

How We Process Suggestions

When you submit a suggestion, the following process takes place:

1. Initial Triage: Our support and CSM teams review all incoming suggestions
2. Existing Solutions: If applicable, they may suggest existing functionality that addresses your needs
3. Logging: All suggestions are logged in our internal system for consideration
4. Weekly Review: Suggestions are discussed with our product team during regular support and CSM review sessions

Product Development Consideration

Not all suggestions will be developed; however, your suggestions are valuable input to our product development process:

- Suggestions may feed into existing development work
- Ideas can spark entirely new product development initiatives
- The product team evaluates all suggestions within the context of our overall product roadmap and strategy

User Feedback

In some cases, our product team may contact you directly to:

- Better understand the underlying problem you're trying to solve
- Discuss potential solutions and implementations
- Gather additional context around your suggestion

Keeping Updated

Due to the volume of suggestions we receive, we cannot provide individual updates on all submitted ideas. To stay informed about product changes:

- Visit our Product Updates pages to stay informed about new features and enhancements
- Speak with your Customer Success Manager (Enterprise clients only)

Please continue to submit your ideas and feedback - they're essential to making Kahootz better for everyone.