



OPEN * POINT

With You From Input to Insight to Impact

WELCOME

OPEN  POINT

PRODUCT ROADMAP UPDATE

August 2026





AGENDA

- ✿ Open Point product team
- ✿ Open Point State of Engagement Report 2026
- ✿ Converlens > Advanced Reporting & Analytics
- ✿ Recently launched
- ✿ Coming soon
- ✿ Areas of opportunity
- ✿ How you can engage
- ✿ Q&A

OPEN POINT PRODUCT TEAM



CHRIS COFFMAN

Chief Product Officer



CLAY GERARD

Product Manager, Open Point



ALEX MURRAY

Product Manager, Social Point



SCOTT BALDWIN

Sr. Product Manager, Platform

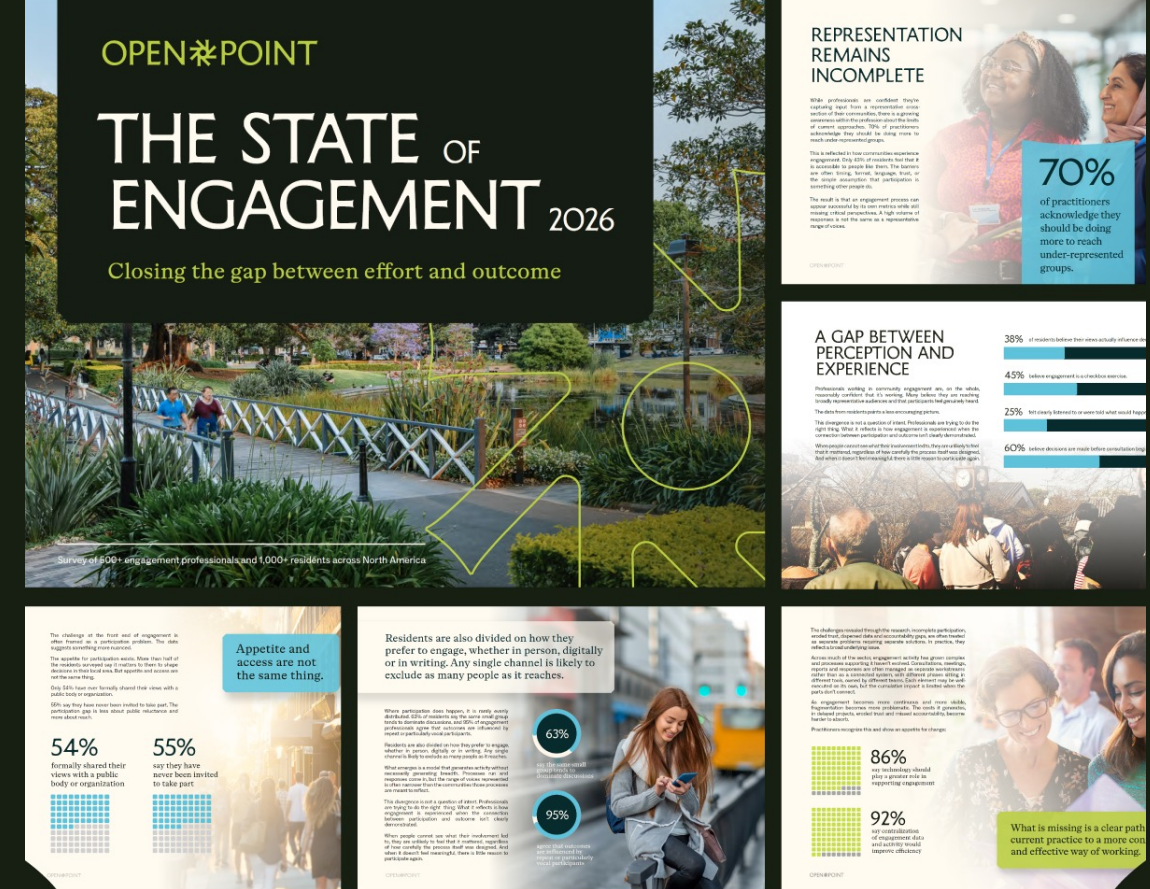
We work closely with our GTM teams, Engineering, and Design to ship real-world outcomes.

OPEN*POINT

THE STATE OF ENGAGEMENT REPORT 2026

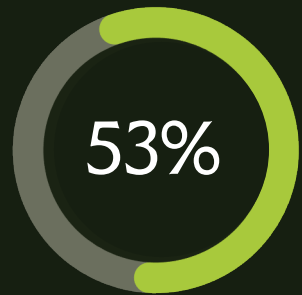
Community members want to participate.
The opportunity is proving their participation matters.

Research from 552 engagement practitioners and 1,002 community members across North America

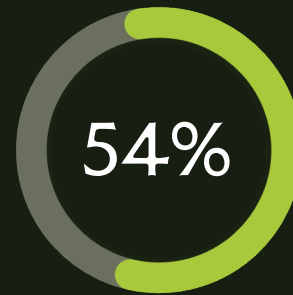


ENGAGEMENT DOES NOT HAVE AN APPETITE PROBLEM

Community members care

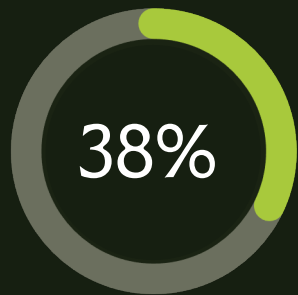


53% Say it is personally important to help shape decisions in their local area

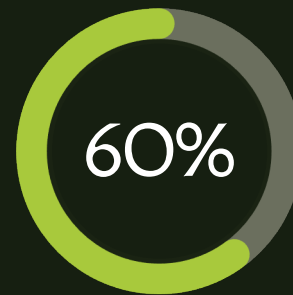


54% Have already shared their views with a public body

But the experience is not always delivering



38% Believe their views influenced the outcome



60% Believe decisions are made before consultation begins

THE NEXT GENERATION OF OUR PRODUCT MUST MOVE ORGANIZATIONS FROM COLLECTING INPUT TO DEMONSTRATING IMPACT.

THE FIVE PRINCIPLES

01



Reach

Meet the appetites
that are there

02



Clarity

Set people up to
engage well

03



Traceability

Close the feedback
loop

04



Continuity

Outlast individual
tenure

05



Closure

Show what changed
and why

OPEN*POINT

— WELCOMES —

cOnverlens

FROM FEEDBACK TO DECISION READY INSIGHT

Your communities are giving more feedback than ever

The challenge is making sense of growing volumes of comments, submissions and survey responses quickly, consistently and confidently.

Converlens brings advanced analytics into Open Point, helping teams:

- Analyse qualitative feedback at scale
- Identify themes, sentiment and emerging issues
- Turn community and stakeholder input into clear insight
- Produce stronger reports in less time



ONE CONNECTED ENGAGEMENT INTELLIGENCE PLATFORM

Converlens completes a critical part of the engagement lifecycle.



Engage

Capture community and stakeholder input across projects, channels and activities.



Manage

Build a complete picture of relationships, issues, commitments and interactions.



Understand

Analyse feedback at scale, uncover themes and turn input into decision ready insight.

Together, these capabilities help organizations move from input to insight to impact.

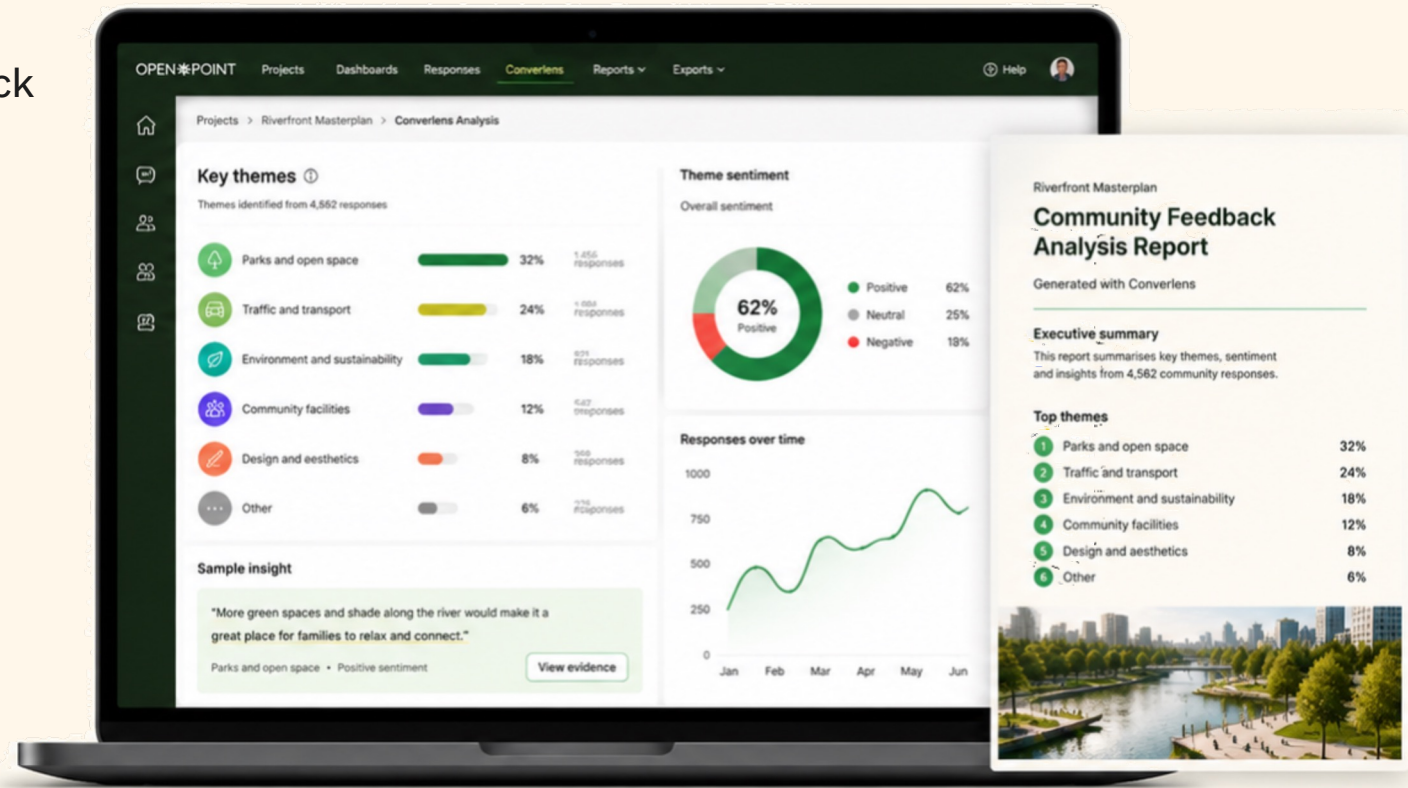
LET'S SEE IT IN ACTION!

From thousands of responses to clear, report ready insight

In this short demo, we'll show how **Converlens** helps teams:

-  Analyse large volumes of qualitative feedback
-  Identify key themes and emerging issues
-  Explore the evidence behind each insight
-  Turn analysis into a clear, structured report

Less manual analysis. More time to understand what matters and act on it.



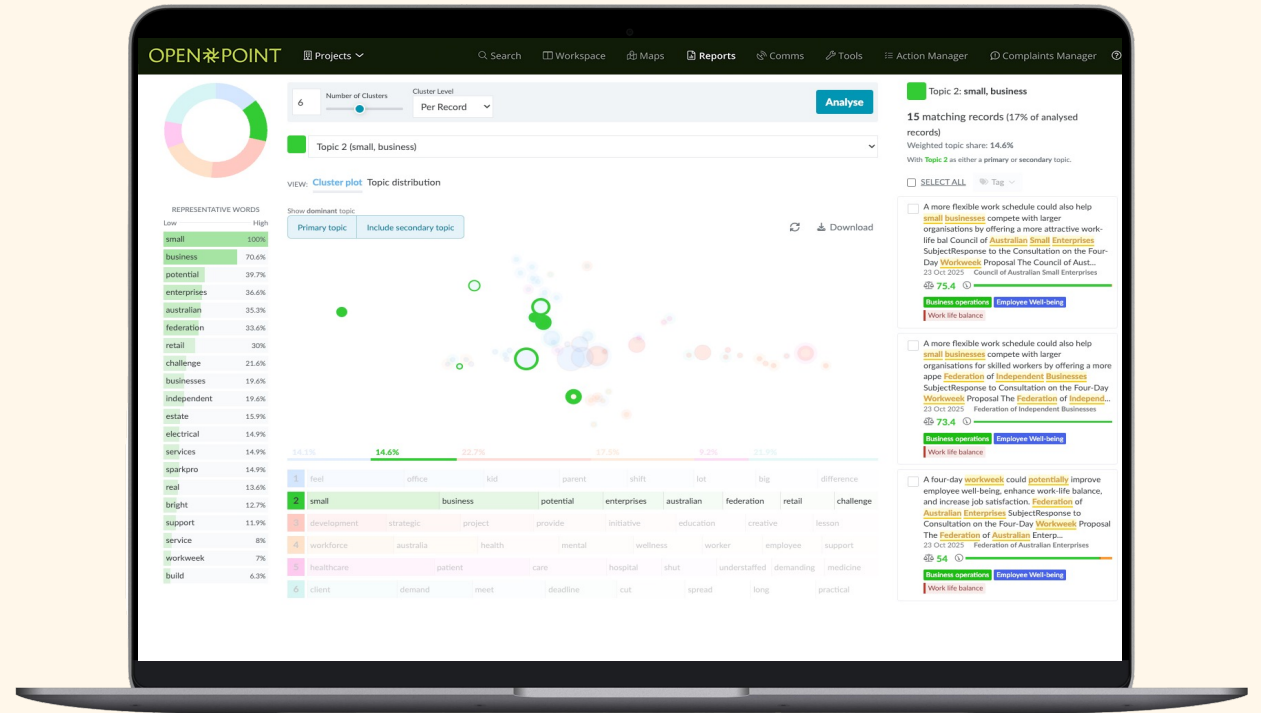
ADVANCED REPORTING AND ANALYTICS FROM OPEN POINT



Converlens brings AI powered analysis and reporting into the Open Point platform, helping teams turn large volumes of community and stakeholder feedback into clear, decision ready insight.



Together, our community engagement, stakeholder management and advanced analytics capabilities create a more connected way to move from input, to insight, to impact.



Ready to explore what this could mean for your organization?
Reach out to your Customer Success Manager today to learn more.



RECENTLY
LAUNCHED

PROJECT PAGES VIEW (PROJECT DASHBOARD)

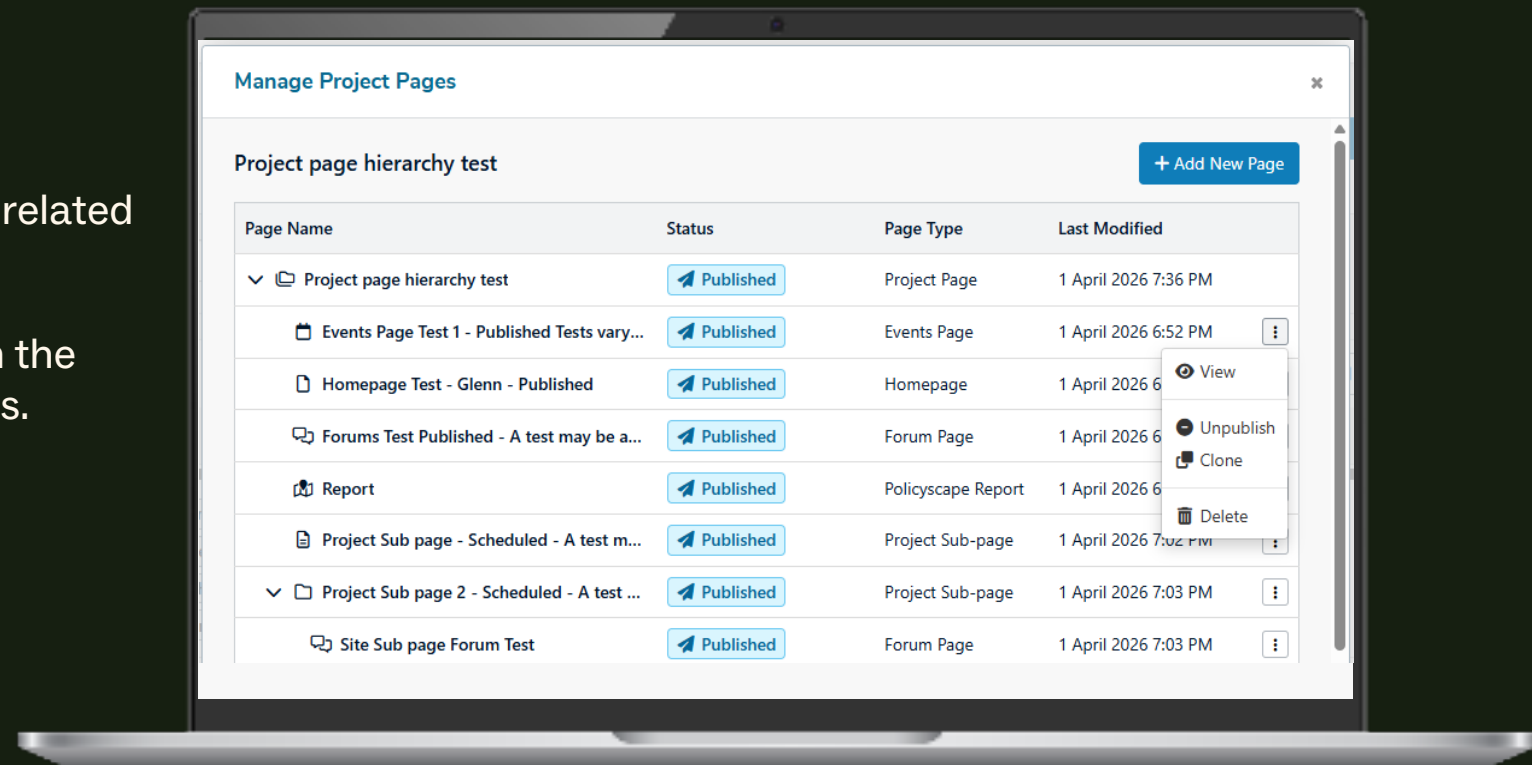
Provides centralized control over pages directly from the Project Dashboard.

It streamlines page management and removes the need to navigate to the sitemap for common tasks, improving workflow efficiency and consistency.

Key benefits

- Quickly view, add, and manage all project-related pages from a single, familiar location.
- Reduces time spent navigating away from the Project Dashboard for routine page actions.

Access: Social Point, All plans



ASSIGNED PROJECTS ON SITE USER PROFILE

Displays a list of assigned projects on the Site User profile page, including each project role, with direct links to the project page and Permitted Users settings.

Key benefits

- View all projects a site user is assigned to, including their role, from a single location.
- Direct links to the project page and Permitted Users section remove the need to search manually.
- Ensures assignment information is accurate and cannot be changed unintentionally.

Access: Social Point, All Plans

Account

Date Created	11/08/2025, 9:02 am
Last IP Address	112.202.120.234
Language	English (United States)

Access

Site Administrator	No
--------------------	----

Projects

Project 1	Project Author	View Project	Permitted Users
Project 2	Project Author	View Project	Permitted Users
Project 3	Project Lead	View Project	Permitted Users

Group

User Groups	None
-------------	------

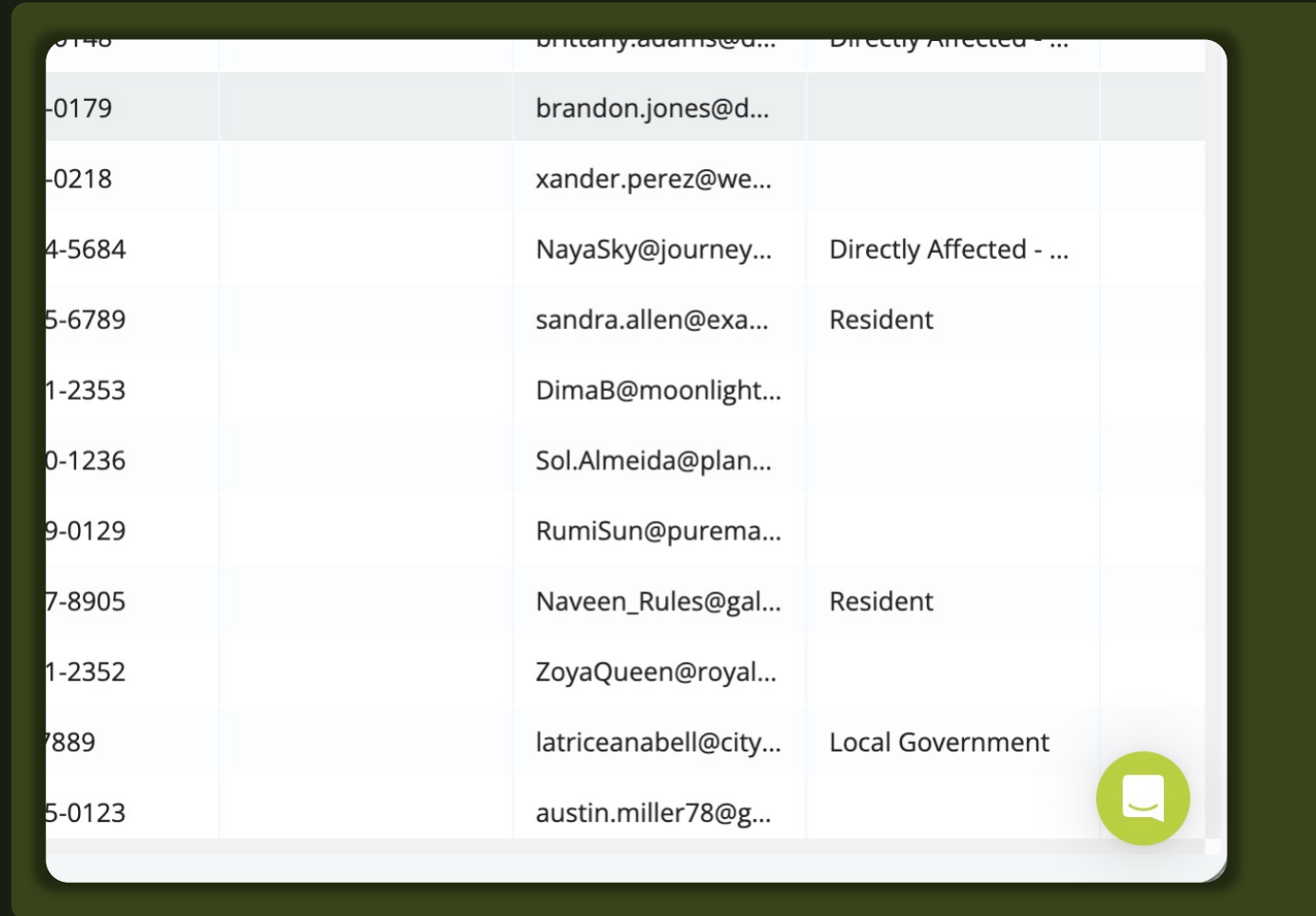
INTERCOM CHATBOT

Provides in-app access to support without leaving the platform. It removes the need to switch tools or send an email to get help, improving response times for users.

Key benefits

- Get help instantly, without leaving the platform
- Faster resolution of questions and issues
- Reduces friction for new or infrequent users

Access: Both SP & OP



The screenshot displays a table of support tickets within an Intercom chatbot interface. The table has five columns: Ticket ID, User Email, User Name, Status, and Category. The interface includes a green chat bubble icon in the bottom right corner.

0148	brittany.adams@d...	Brittany Adams	Directly Affected - ...	
-0179	brandon.jones@d...	Brandon Jones		
-0218	xander.perez@we...	Xander Perez		
4-5684	NayaSky@journey...	NayaSky	Directly Affected - ...	
5-6789	sandra.allen@exa...	Sandra Allen	Resident	
1-2353	DimaB@moonlight...	DimaB		
0-1236	Sol.Almeida@plan...	Sol Almeida		
9-0129	RumiSun@purema...	RumiSun		
7-8905	Naveen_Rules@gal...	Naveen Rules	Resident	
1-2352	ZoyaQueen@royal...	ZoyaQueen		
7889	latriceanabell@city...	Latriceanabell	Local Government	
5-0123	austin.miller78@g...	Austin Miller		

USER REPORT AND USER LOGIN AUDIT REPORT

Gives administrators visibility into user activity and login history across the platform. It supports compliance and security reviews by making it easy to track access patterns without manual digging.

Key benefits

- See login history and activity for every user in one place
- Supports compliance and security audit requirements
- Quickly identify inactive accounts or unusual access patterns

Access: Open Point

User Management

View, manage and export User details, login activity, and access records across your organisation.

USER MANAGEMENT REPORT

View User Activity and export User details, including last login date.

Downloads as a CSV file

[↗ Export User Data](#)

USER LOGIN AUDIT REPORT

Export a record of every successful login, with one row per login and the User's current details.

Downloads as a CSV file

[↗ Export Audit Report](#)

SMARTER, SHORTER AI SUMMARIES

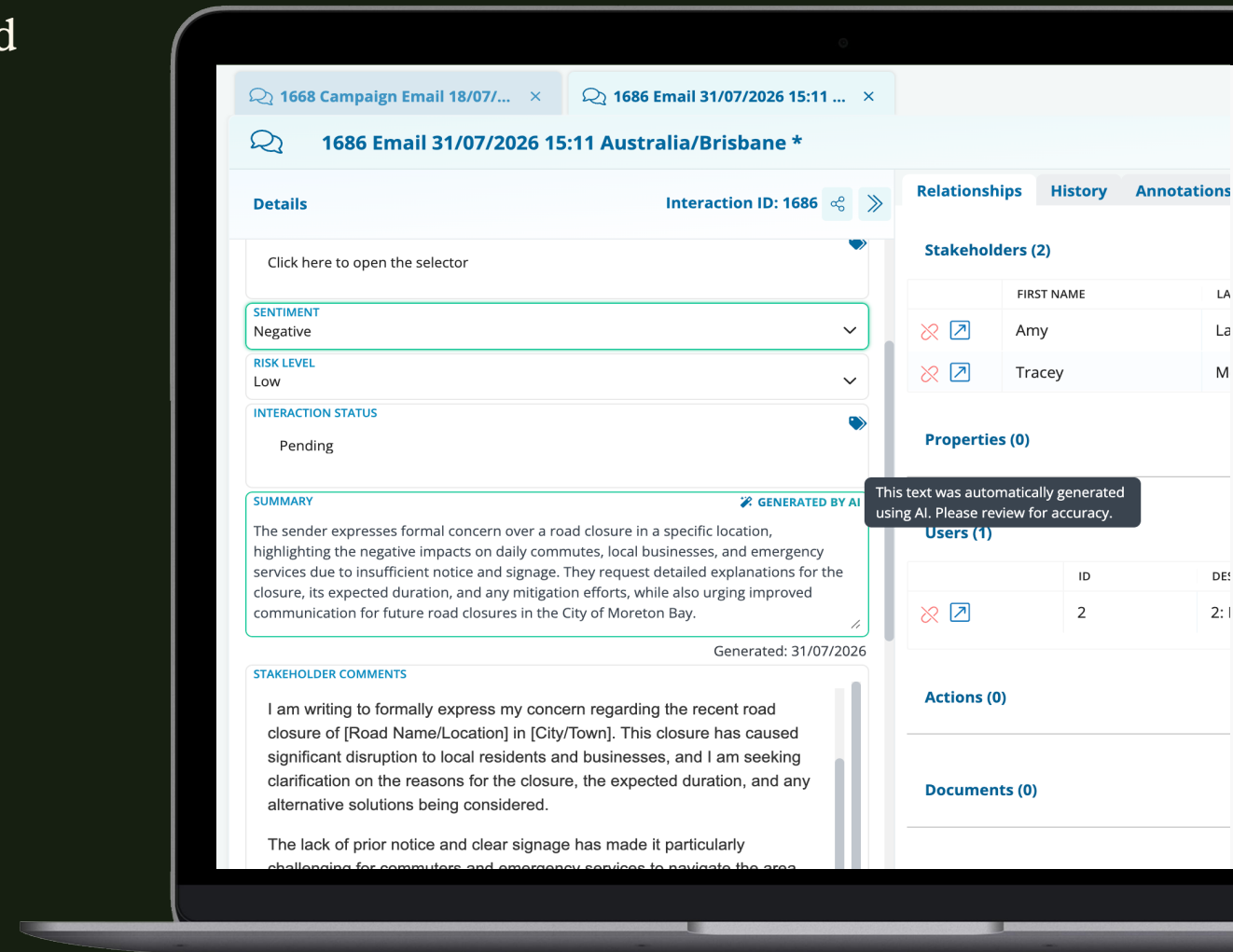
Provides control over the length of AI-generated summaries for captured emails.

It lets teams tailor summary detail to their own needs, improving readability when reviewing inbound correspondence.

Key benefits

- Configure summary length to match your team's needs
- Faster, easier review of inbound email content
- More consistent, readable AI-generated summaries

Access: Open Point



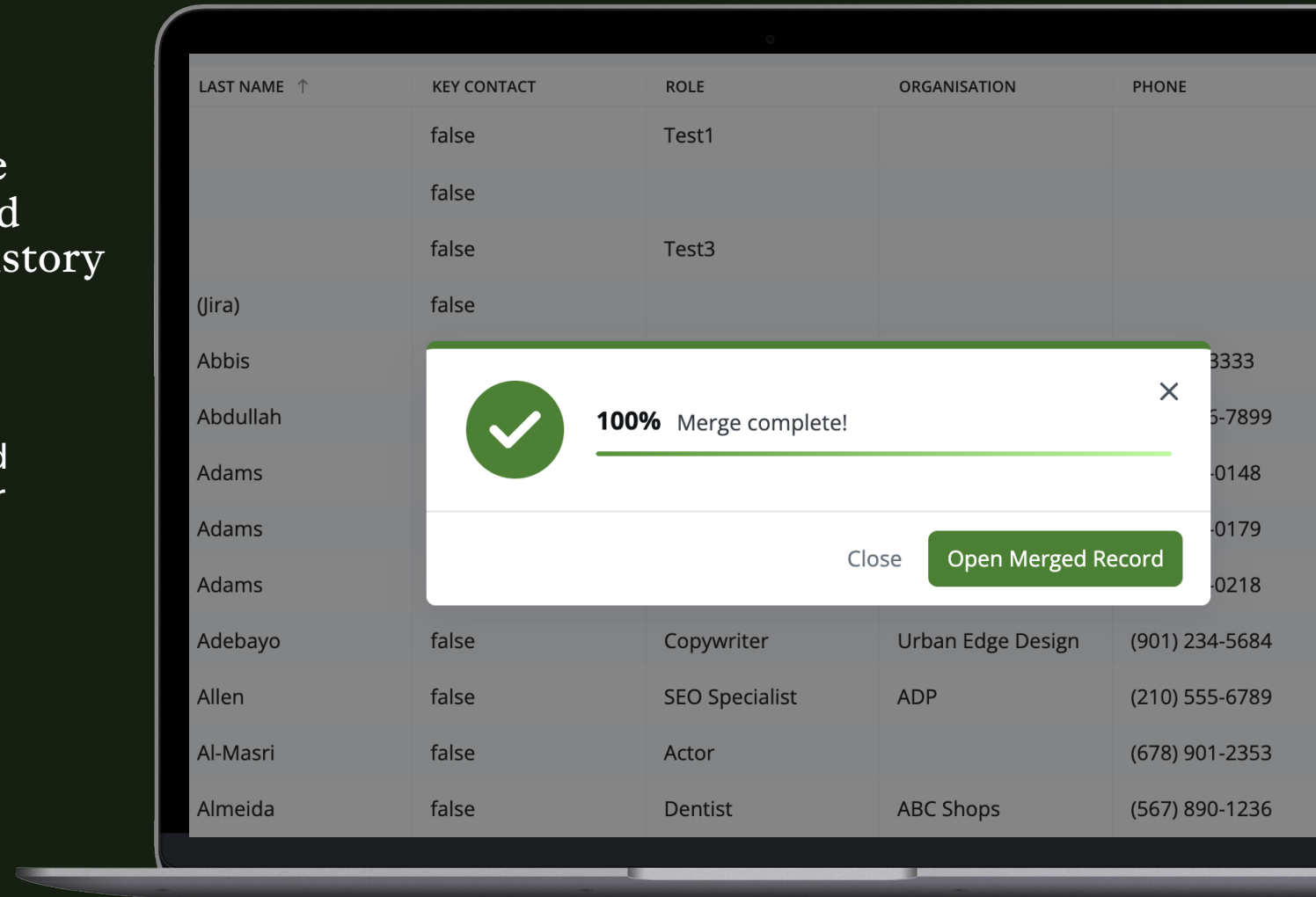
MERGE IMPROVEMENTS

Gives users more visibility and control when merging records. Adds two merge modes, real-time progress feedback, and merge events now appearing in audit history

Key benefits

- Choose Quick Merge for speed, or Advanced Merge to set the primary record and reorder priority before confirming
- Real-time progress indicator replaces silent, unclear processing
- Merge events now appear in audit history and the record timeline

Access: Open Point



BENCHMARKING YOUR ENGAGEMENT ACTIVITIES

Are these
results
good?



Did we get as
many responses
as Springfield?



What
should we
expect?



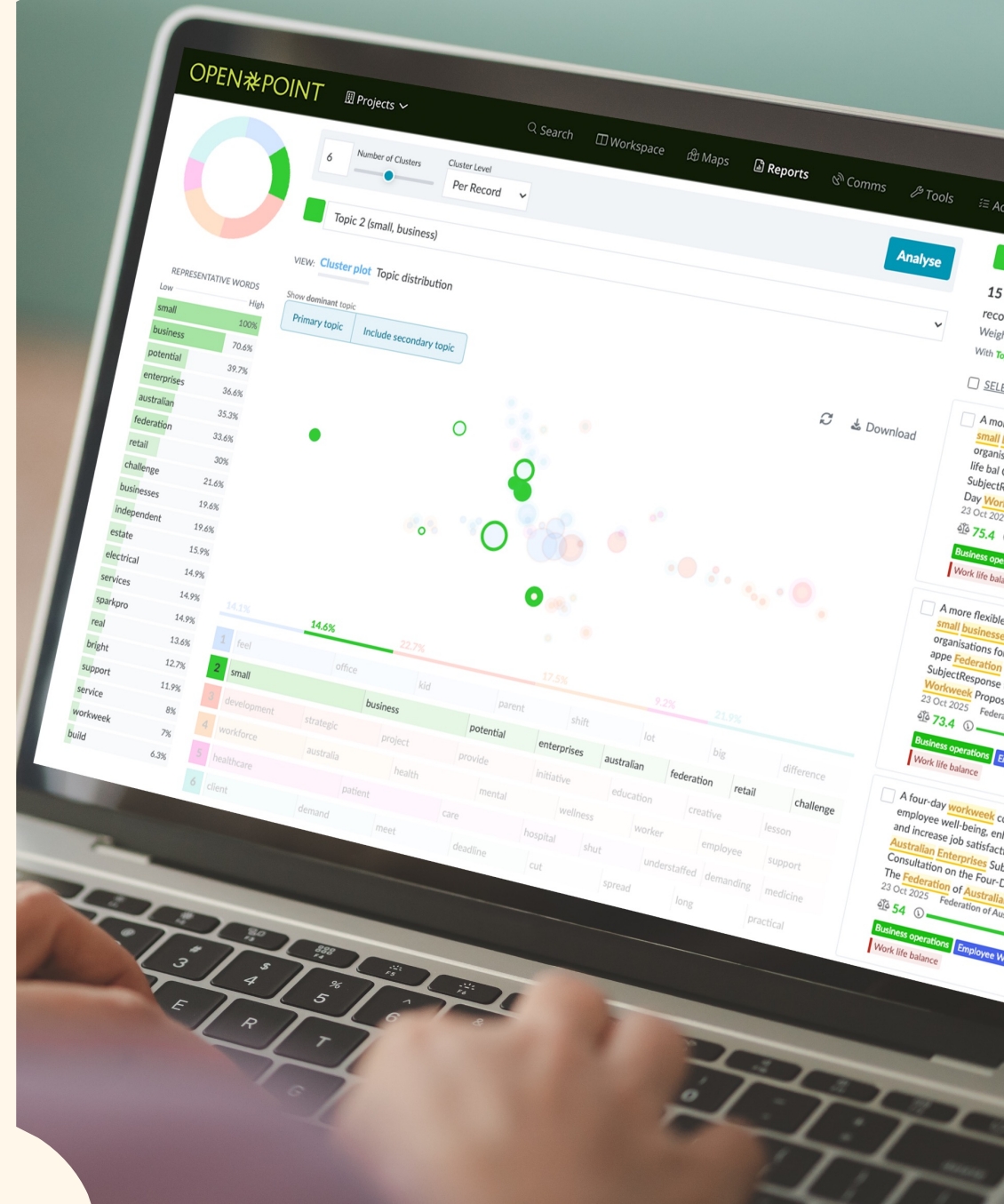
SEE HOW YOUR ENGAGEMENT PERFORMANCE COMPARES

Benchmark your engagement performance against comparable organizations and uncover where you lead, where you can improve and what high performers do differently.

What you receive

- ✓ A relevant peer comparison
- ✓ Performance across key engagement measures
- ✓ A clear view of strengths and opportunities
- ✓ Insights from high performing organisations
- ✓ Practical recommendations

Reach out to your Customer Success Manager today to learn more.





COMING SOON



ROADMAP DISCLAIMER

This roadmap reflects our current priorities and direction. Timing, scope and sequencing may change as we respond to customer needs, market developments and new insights.

STAKEHOLDER PROFILES

Stakeholder Profiles introduce a redesigned, modern interface that makes it easier to understand who your stakeholders are, how they are connected, and how they have engaged over time. The updated layout improves readability and streamlines workflows, enabling faster access to key information and more efficient relationship management.

Key benefits

- Faster access to stakeholder history and key information
- Improved visibility of relationships and interactions
- More intuitive and streamlined user experience
- Reduced time spent updating and managing records
- Foundation for future automation and AI-driven insights

Access: Open Point, All Plans

The screenshot displays a user interface for a stakeholder profile. At the top, a header bar includes a 'GLOBAL' button, the 'STAKEHOLDER ID: 250', and the name 'Prof Joshua Abbis'. Below the name, it identifies the user as a 'Lecturer of Owners Corporation ABC' and lists 'PROJECTS' such as 'COMMERCIAL ROAD', 'TEST', 'SWEP', 'WATER LITERACY PROGRAM', 'PORTABLE WATER STATIONS', 'REFILL STATIONS', and 'NEWSTEAD ROADS'. A 'Details' tab is active, showing contact information (phone: 555-5553333, email: joshuaabbisabc@abc.comx, address: 30 Isabella Street, Pittsburgh, Pennsylvania 15212, United...), stakeholder groups (Licence Holder, Directly Affected - Commercial Rd, Business Owner, Resident, Community Investment Partner), distribution lists (Newsletter, Landowners, Project Update, Office Managers, July 2024 Email, Newstead Roads - 2024 Email List), and notes. To the right, an 'Interactions' section shows a list of 12 interactions with columns for ID, Start Date, Interaction Type, and Sentiment. The interactions include consultations, phone calls, emails, and meetings, with sentiments ranging from neutral to positive.

ID	START DATE	INTERACTION ...	SENTIMENT
1622	19/04/2026 02:12 PM	CONSULTATION	
1638	18/04/2026 02:15 PM	PHONE CALL	
1630	14/04/2026 12:00 AM	PHONE CALL	
1607	11/04/2026 10:41 AM	UNCATEGORISED...	NEUTRAL
1621	10/04/2026 03:28 PM	EMAIL	
1614	09/04/2026 01:34 PM	EMAIL	NEUTRAL
1652	08/04/2026 12:05 PM	EMAIL	NEUTRAL
1616	06/04/2026 12:46 PM	PHONE CALL	NEGATIVE
1178	05/04/2026 10:00 AM	MEETING - IN PE...	NEGATIVE
1634	05/04/2026 12:00 AM	PHONE CALL	POSITIVE
1631	02/03/2026 11:44 AM	UNCATEGORISED...	
1629	-	MEETING - IN PE...	

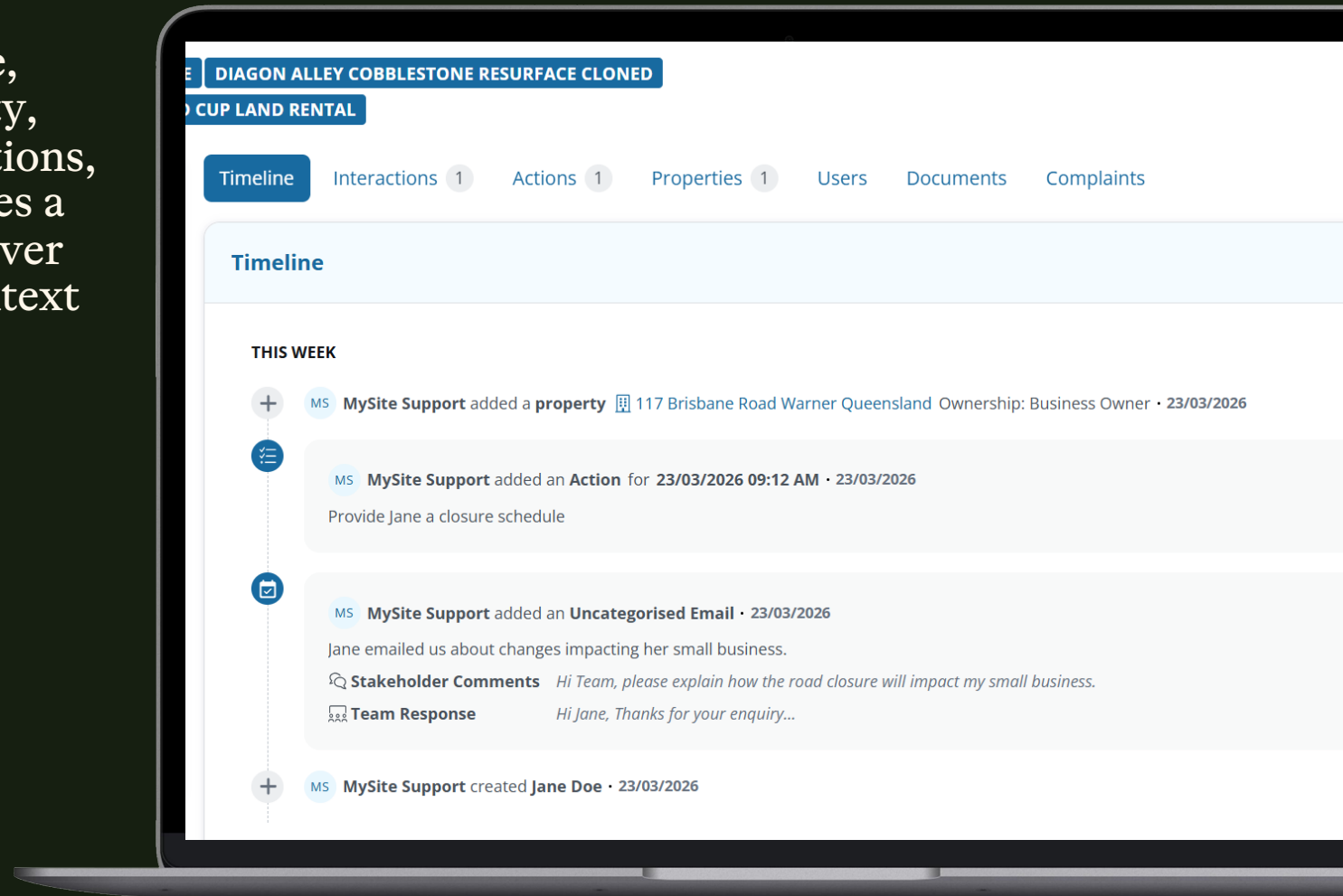
ENGAGEMENT TIMELINE

The Engagement Timeline provides a single, chronological view of all stakeholder activity, bringing together interactions, communications, events, and updates in one place. This creates a clear and complete picture of engagement over time, helping teams quickly understand context and make informed decisions.

Key benefits

- Complete visibility of stakeholder engagement in one view
- Improved context for decision-making and follow-ups
- Faster navigation of historical interactions
- Reduced need to search across multiple records

Access: Open Point, All Plans



DELETE FEEDBACK (INDIVIDUAL SUBMISSIONS) DATA

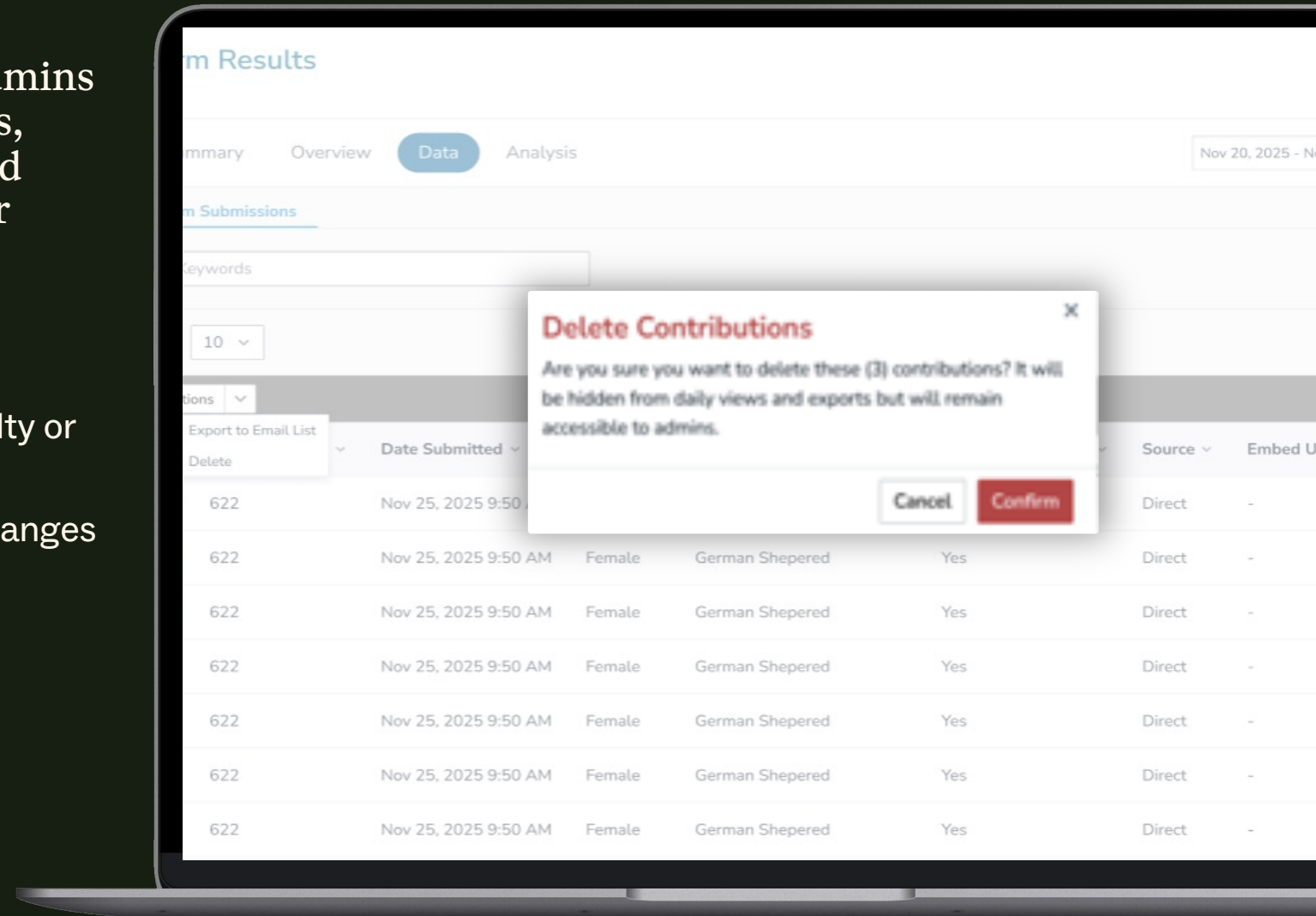
Improves data quality by allowing site admins to delete individual feedback submissions, removing them from reports, exports, and results. All deletion actions are logged for accountability.

Key benefits

- Keeps active datasets clean by removing faulty or test submissions from day-to-day reporting.
- Restricts deletion to site admins, ensuring changes are controlled and intentional.
- All deletion actions are logged, maintaining accountability across the team.

Access: Social Point, All Plans

Available: September 2026





VOICEMAIL
HOTLINE

SOCIAL*POINT VOICEMAIL HOTLINE

Make it easier for every voice to be heard

- ✓ Dedicated phone number for community feedback
- ✓ Automatically transcribes voicemail into Social Point
- ✓ Captures phone feedback alongside online engagement records
- ✓ Reaches people who cannot or prefer not to participate online
- ✓ Supports more accessible and inclusive engagement.

Capture community feedback by phone and bring every voice into one connected engagement record.

CONTACT YOUR CSM TODAY



VOICEMAIL HOTLINE

Block and Block settings

Open 🕒 Open until 14th May 2026 at 11:59 pm

Leave us a voicemail

Available Languages English Spanish

Call the number below to leave your feedback.

+1 (234) 567-8910

 **Call to leave feedback**

Add Voicemail Hotline

✕

Basic

Display

Block Title Required

Share your feedback

Description Required

Call our hotline to leave feedback about this project. Messages will be recorded and shared with the project team.

Close State

The title and description when the number is closed for feedback.

Block Title Required

Feedback is Closed

Description Required

This feedback line is currently closed. Thank you for your interest in sharing your feedback.

Cancel

Add

VOICEMAIL HOTLINE

Number Configuration

Hotline

Voicemail Hotline

Settings

Hotline

Voicemail Hotline

+15003924894

Configuration

Call prompts

Status

Turns feedback collection on and off for this hotline.

Open for feedback

Close date

When this date is reached, the hotline is closed and callers hear the closure message. The phone number stays active and can be reopened at any time.

DD/MM/YYYY

Recording

Maximum recording time

The recording is submitted automatically when this limit is reached. Maximum length is 300 seconds.

120

Language and Voice Model

Callers will hear language selection options voiced in their own language at the start of the call. A voice model must be selected per language.

Primary Language

English (Australia)

Voice Quality

Standard

Voice Model

en-AU-Standard-A (Female)

Additional Languages

+ Add Language

Voicemail Hotline

+15003924894

Configuration

Call prompts

Call Opening Messages

Recording notification

Site setting

Played automatically at the start of every call. To request changes, contact your administrator.

Site is set to no consent — no recording notification will play.

Welcome message

The first message callers hear after the recording notification.

Characters remaining: 255

Call Menu Categories

Prompt before categories

The message callers hear before the category options are read out.

Characters remaining: 255

Categories

Callers press a key to categorize feedback. Max 9 options.

1

Parks

2

Roads

Add option

Call Closing Messages

Leave a message prompt

The message callers hear after selecting a category, before they leave their recording.

You have selected {{category}}. Please leave your feedback after the tone, and press star when you are finished, or end the call, and your response will be recorded

Characters remaining: 82

Goodbye message

Played after a caller leaves their recording.

Thank you, your feedback has been received and we appreciate your contribution.

Characters remaining: 176

Closure message

Played when callers call after the hotline has been closed or deactivated.

This voicemail hotline is currently closed.

Characters remaining: 212

VOICEMAIL HOTLINE

Admin Settings. Consent Options & Numbers Table

Telephony

Compliance Management

☒ **Recording Notification**
When enabled, callers will hear the recording notification prompt.

☐ **Explicit Consent**
When enabled, callers are asked to press a key to confirm they agree to be recorded after the recording notification plays. If no response is received or the caller hangs up, the call ends gracefully and no record is created.

☐ **No Consent**
When enabled, callers will not be notified of call recording

Recording Notification Default Prompt Required

Voice recordings are classified as special category PII. This notification plays to callers before recording begins, informing them their call will be recorded and giving them the option to hang up. This is strongly recommended to satisfy consent requirements.

ss

Save

Verified Numbers

AllActiveClosedDeactivated

Search numbers...

50 Phone Numbers

Project ^	Phone Number ⇅	Type ⇅	Voice Model ⇅	Languages ⇅	Last called ⇅	Status ⇅	
Airport Expansion Project	+1(617) 555-0105	Toll-free	Matthew-Standard (Male)	English, French	Apr 14, 2026, 11:05 AM	Closed	Deactivate
Airport Noise Study	+1(214) 555-0127	Local	Matthew-Standard (Male)	English	May 07, 2026, 04:10 PM	Closed	Deactivate
Bike Lane Expansion	+1(619) 555-0119	Local	Matthew-Standard (Male)	English	Apr 29, 2026, 10:00 AM	Active	Deactivate
Bridge Safety Inspection	+1(303) 555-0132	Toll-free	Joanna-Standard (Female)	English, French	May 12, 2026, 10:35 AM	Closed	Deactivate
Burnside Bridge Replacement	+1(800) 555-0347	Toll-free	Matthew-Standard (Male)	English	Apr 15, 2026, 03:16 PM	Closed	Deactivate
City Budget Consultation	+1(602) 555-0129	Toll-free	Matthew-Standard (Male)	English	May 09, 2026, 11:50 AM	Active	Deactivate



ENGAGEMENT RECORD CONNECTOR

Connect community input directly to structured stakeholder records.

CONNECT COMMUNITY INPUT TO YOUR STAKEHOLDER SYSTEM OF RECORD

CONTACT YOUR CSM TODAY

Turn community feedback into structured stakeholder records, so public participation becomes part of one connected engagement history.

What it does

- ✓ Connects Social Point feedback tools directly into Open Point
- ✓ Maps each response to the correct stakeholder fields
- ✓ Creates named, structured records instead of flat notes
- ✓ Supports planning, complaints and stakeholder group capture
- ✓ Makes community input easier to manage, report on and act on



MANAGEMENT

Enterprise +

Classifications +

Entity Settings +

Tool Configurations +

Integrations -

Social Point Connector

API Documentation

Legacy Management Menu

Platform Integration

Configure the Social Point integration and manage Project mappings.

Integration Setup

Stakeholder Mapping

Match fields from a Social Point member to fields on the Open Point stakeholder record. When a new member registers, these mappings populate the stakeholder automatically. Mapping is one-to-one — unmapped fields are ignored. Email is mapped automatically.

SP FIELD ↕		OP FIELD ↕		STATUS ↕
Year of Birth Short Text	→	Date of Birth 2 Short Text	⊗ ▼	🟢 CONNECTED
Member Username Short Text	→	Preferred Name Short Text	⊗ ▼	🟢 CONNECTED
Postcode Short Text	→	Post Code/Zip Code Short Text	⊗ ▼	🟢 CONNECTED
First Name Short Text	→	First Name 1 Short Text	⊗ ▼	🟢 CONNECTED
Last Name Short Text	→	Last Name Short Text	⊗ ▼	🟢 CONNECTED
Last Online int	→	Select Open Point field...	▼	⚪ UNMAPPED

5 of 6 fields mapped • 0 conflict

Connector Errors

Ann St Upgrade Phase 2

4.78 Project test Regression

Community Improvement Pl...



Community Improvement Plan Project

Save Delete Clone Refresh

Details

Project ID: 37

PROJECT ADDRESS

project37@cse.in.qa2.consultationmanager.dev

NAME

Community Improvement Plan Project

GROUP

Click here to open the selector

TIMEZONE

Australia/Queensland

DATE START

18/06/2024 11:19 (Australia/Perth)

DATE END

18/06/2024 11:19 (Australia/Perth)

NOTES

VISIBILITY

Private (Visible to selected Projects only)

ADDRESS

ADDRESS

SUBURB

STATE

Project Teams Relationships History Classifications Mapping Social Point Integration

LINKED SOCIAL POINT PROJECTS 3

Search available projects

+ Link project

SP PROJECT	STATUS	TOOLS	EVENTS	LAST SYNC
Wattlebark Wheelie Bin Colour Consultation	CONNECTED	1/3	—	03/08/2026 11:18 AM
Duck Pond Naming Rights: Public Submission I	NEEDS SETUP	0/2	—	03/08/2026 11:18 AM
Feral Peacock Management Plan	CONNECTED	1/1	—	03/08/2026 11:18 AM

Show 20

< 1 > | Go to Page: 1

Ann St Upgrade Phase 2

4.78 Project test Regression

Community Improvement Pl...



Community Improvement Plan Project

Save Delete Clone Refresh

Details

PROJECT ADDRESS

project37@cse.in.qa2.consultationmana

NAME

Community Improvement Plan Proje

GROUP

Click here to open the selector

TIMEZONE

Australia/Queensland

DATE START

18/06/2024 11:19 (Australia/Pert

DATE END

18/06/2024 11:19 (Australia/Pert

NOTES

VISIBILITY

Private (Visible to selected Projects on

ADDRESS

ADDRESS

SUBURB

STATE

Field Mapping for Vote for the new wheelie bin colour!



Search by SP or OP field

SP FIELD



OP FIELD



STATUS



Contribution ID

Short Text



Stakeholder Comments

Long Text



CONNECTED

Response

Select



Select Open Point field...



UNMAPPED

Option ID

Short Text



Team Response

Long Text



CONNECTED

Date Submitted

Date & Time



Start Date

Date and Time



CONNECTED

IP Address

Short Text



Summary

Long Text



CONNECTED

Page Language

Select



Select Open Point field...



UNMAPPED

4 of 6 fields mapped

← Back to tools

Save changes

+ Link project

SYNC

2026 11:18 AM



2026 11:18 AM



2026 11:18 AM



1



Go to Page:

1



AREAS OF OPPORTUNITY

AREAS OF OPPORTUNITY

AI & Intelligent Automation	Survey & Form Enhancements	Email & Communications
Map & Spatial Tools	Integrations & API	Authentication & SSO
Branding & Customisation	Stakeholder Management	Offline & Hybrid Engagement

Interested in any of these? Let's chat!



HOW YOU
CAN ENGAGE

THE BEST ROADMAP INPUT COMES FROM REAL CUSTOMER PROBLEMS — WE WANT TO HEAR THEM.



Contact Us

Reach out to our team or your CSM if you have product ideas or feedback



Problem/Solution Discovery

Share your input to help shape our team's understanding of problems/needs and provide feedback on proposed solutions.



Beta Participation

Get early access and participate in beta testing of select new features.



Q&A



OPEN * POINT

With You From Input to Insight to Impact