

OPEN * POINT



APRIL 2026 ROADMAP UPDATE

21 APRIL 2026





AGENDA

- ✱ Open Point product team
- ✱ Intro to Open Point
- ✱ What's recently launched
- ✱ Coming soon
- ✱ What we're exploring now
- ✱ Areas of opportunity
- ✱ How you can engage

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 and Engineering to ship real-world outcomes.



INTRO TO OPEN POINT

A scenic view of a park with a grassy field, trees, and a city skyline in the background. The foreground shows a grassy field with several children playing. The middle ground is filled with lush green trees, including a large weeping willow on the left and tall evergreens on the right. In the background, a city skyline with several high-rise buildings is visible under a hazy sky.

INTRODUCING OPEN*POINT

The unified platform for every community voice and stakeholder relationship.

ONE PLATFORM. EVERY VOICE. EVERY RELATIONSHIP.

Community Engagement | Stakeholder Relationships | Connected Intelligence

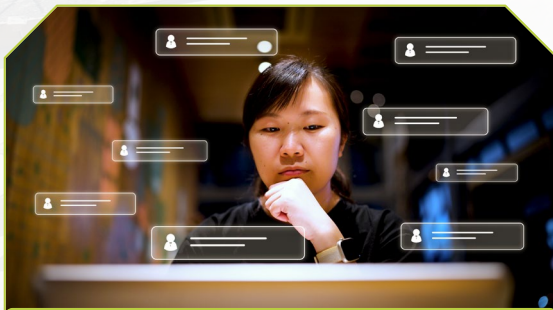
COMMUNITY
ENGAGEMENT

STAKEHOLDER
RELATIONSHIP
MANAGEMENT

REPORTING
AND INSIGHTS

THE ENGAGEMENT LIFECYCLE: HOW DATA FLOWS

One connected system – From first conversation to final delivery



COMMUNITY
CHANNELS



SINGLE
DATABASE



STAKEHOLDER
MANAGEMENT



REPORTING
& INSIGHT

INTRODUCING OPEN POINT

Why we rebranded

The Open Point platform unites two established products - Social Pinpoint and Consultation Manager - under one brand and one integrated experience. Together, they provide a business-critical foundation for organisations that must engage widely, manage risk, meet compliance requirements, and clearly demonstrate how decisions are made.

NOT changing in the platform

- ✱ Logins and URLs you use to access the platform

Changing in the platform

- ✱ Social Pinpoint is now known as Social Point, by Open Point.
- ✱ Consultation Manager now operates as part of the Open Point platform, and product branding across the platform has been updated to reflect the new Open Point brand, including updated logos, colours, and visual styling.
- ✱ The footer branding on hosted engagement sites has also been updated.



RECENTLY
LAUNCHED



JANUARY RELEASES

Publish Project ✕

Project Name
bulpublishing project

ⓘ Once published, all selected sub-pages, event pages, and news pages will be live and visible to users. Please review all content and settings before proceeding.

Select the pages you would like to publish:

Sub-pages

ON

☐ Select All (2)

☒ subpage1 [🔗](#)

☐ subpage2 [🔗](#)

Event Pages

OFF

News Pages

OFF

Publishing Options:

Publish Now

🕒 Schedule

Cancel

Review & Confirm

BULK PUBLISHING

Introduces a bulk publishing workflow for multi-page projects, allowing users to publish, schedule, or unpublish an entire project and its pages in one action — reducing manual effort and publishing errors for large or complex project structures.

Key benefits

- Publish, schedule, or unpublish an entire project and all related pages in a single action, eliminating repetitive manual steps.
- Gain clear visibility into which pages are ready, blocked, or awaiting approval before publishing.
- Schedule releases ahead of time with built-in safeguards that prevent publishing pages currently being edited.

Access: Social Point, Enterprise/Premium plans

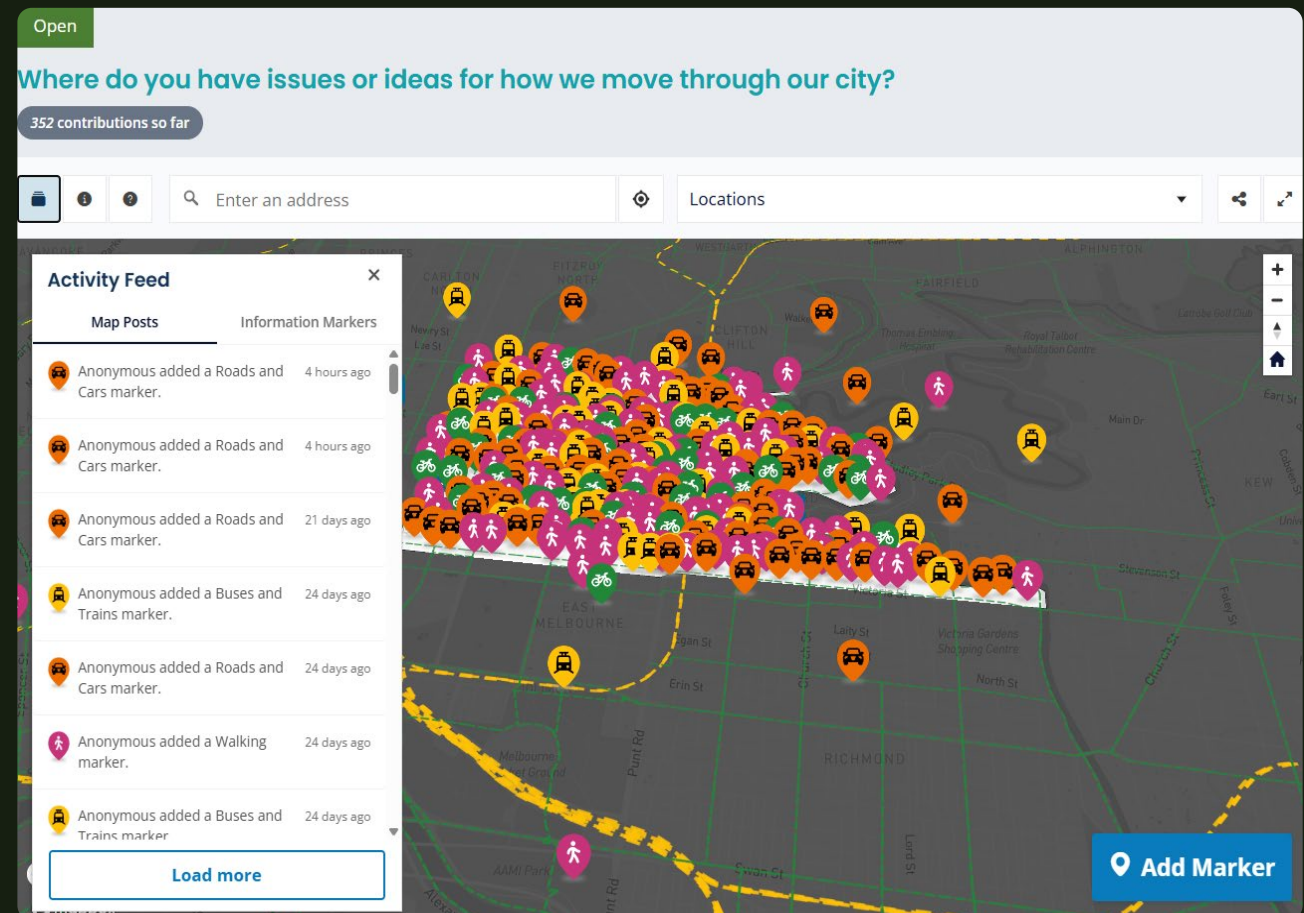
SOCIAL MAP – ACTIVITY FEED

Introduces an Activity Feed for the Social Map, giving users an accessible list view of all markers with full keyboard navigation and screen reader support — helping clients meet accessibility standards and legal compliance requirements.

Key benefits

- Browse all map markers in a structured list view, organised by type using a tabbed interface, with the map automatically focusing on whichever marker is selected.
- Navigate and interact with all marker information entirely via keyboard, with full screen reader compatibility.
- Improve accessibility ratings and support legal compliance for clients managing public-facing projects.

Access: Social Point, All plans



RELATIONAL REPORT

Introduction of advanced reporting capabilities that support matrix-style outputs across multiple entities, enabling deeper analysis of stakeholder relationships and activities.

Key benefits

- Users no longer need to export multiple entities and manually rebuild relationships. This reduces time spent on reporting and removes a high-risk, error-prone process.
- Directly supports regulatory requirements (e.g. environmental reporting) by allowing clear reporting on stakeholder relationships, engagement context, and linked entities in a single export.

Access: Open Point, Add On

The screenshot displays the 'New Relational Report' interface within the Open Point application. The top navigation bar includes the 'OPEN*POINT' logo, a dropdown menu for 'Anzac Square, Rail Project, Crossing...', and icons for Search, Tools, Workspace, Action Manager, Reports, and Communications. A '+ New' button is also present. The main heading is 'New Relational Report' with a subtext 'Generate a report that shows relationships between multiple entities'. Below this, a breadcrumb trail shows 'Reports / New Relational Report'. The interface is divided into three numbered steps: 1. Report Structure (Select the entities to report on), 2. Report Filter (Set the scope of data to generate your report from), and 3. Report Settings (Configure your report settings). The 'Report Structure' step is currently active. It features a section for 'ASSOCIATED PROJECTS' with a note 'Select Projects to filter the report by. Note: This check will apply to both the primary and secondary relationship records.' Below this, a dropdown menu shows 'Anzac Square, Rail Project, Crossing Removal Commerical St, Hillside Upgrade, Land Use Planning, ... (21)'. The 'PRIMARY ENTITY' section prompts the user to 'Choose the Primary Entity you are reporting on' and shows a dropdown menu with 'Stakeholder' selected. The 'RELATED ENTITY' section prompts the user to 'Choose the Secondary Entity you are reporting on' and shows a dropdown menu with 'Interaction' selected. A right-pointing arrow is positioned between the two entity dropdowns.



MARCH
RELEASES

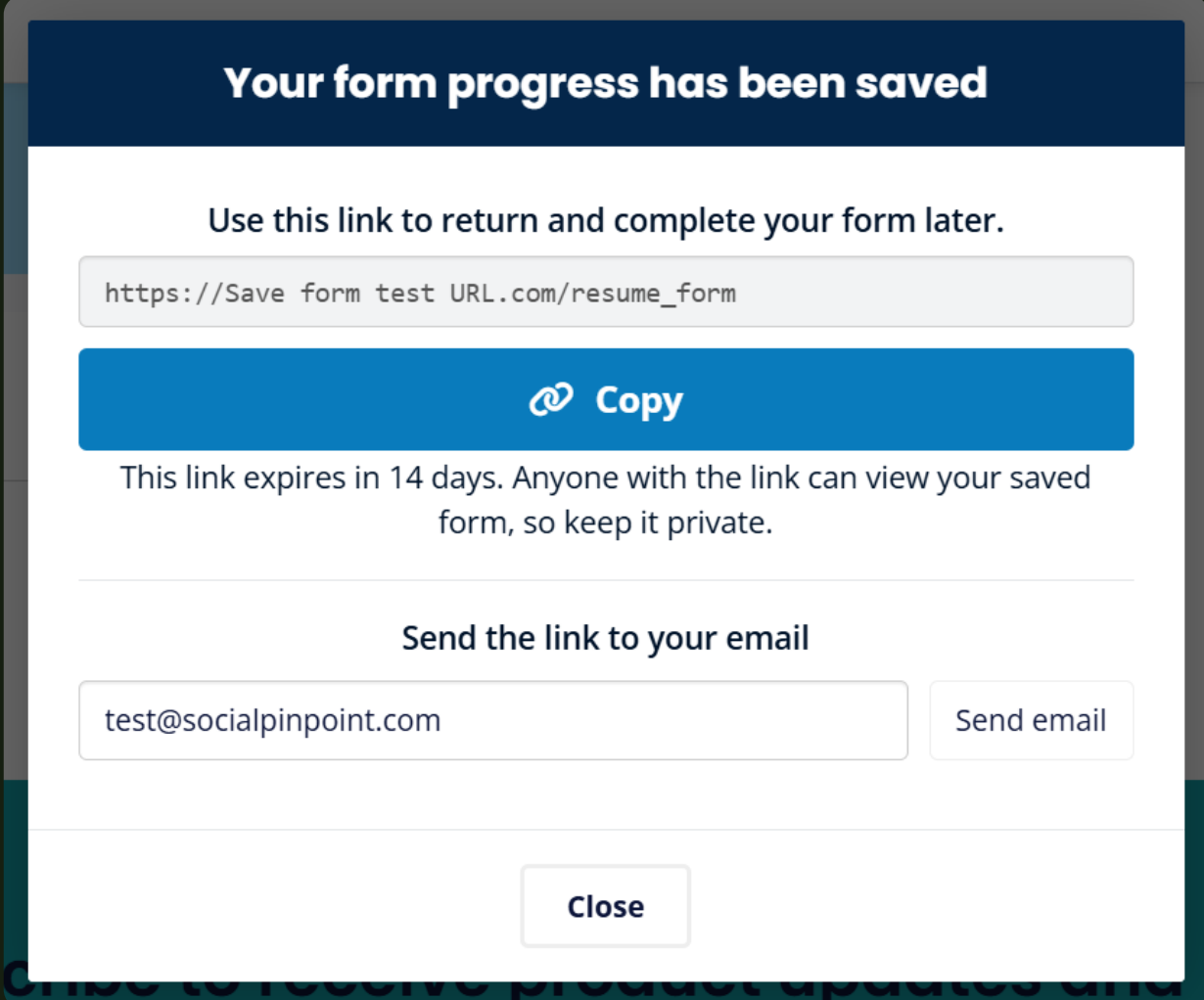
SAVE FORM PROGRESS

Allows users to save progress in incomplete surveys and return later to complete them. It addresses survey abandonment, particularly for long forms, and improves completion rates while preventing data loss.

Key benefits

- Save progress at any point and resume from where you left off, accessible via email or a provided link across any device.
- Reduce survey abandonment by giving respondents the flexibility to complete forms on their own time.

Access: Social Point, Enterprise/Premium plans



The screenshot shows a modal window with a dark blue header containing the text "Your form progress has been saved". Below the header, the text "Use this link to return and complete your form later." is displayed. A light gray text box contains the URL "https://Save form test URL.com/resume_form". A prominent blue button with a circular arrow icon and the text "Copy" is positioned below the URL. Underneath the button, a message states: "This link expires in 14 days. Anyone with the link can view your saved form, so keep it private." A horizontal line separates this section from the email section below. The email section is titled "Send the link to your email" and features a text input field with the email address "test@socialpinpoint.com" and a "Send email" button. At the bottom center of the modal is a "Close" button.

PAGE CLONING

Allows users to duplicate individual pages directly from the page itself and improves efficiency and consistency for teams managing recurring or templated content such as surveys, forms, and consultation pages.

Key benefits

- Clone individual pages without duplicating the entire project keeping projects clean and organised
- Save time and reduce effort by reusing existing page types, structures and content.
- Maintain consistency across similar pages by copying layout, content, and embedded tools accurately.

Access: Social Point, All plans

Clone Page

i All page layouts, content, media, and embedded tools will be duplicated into a draft page when you clone this page.

Page Name Required

Cloned Project

Characters remaining: 56

Cancel

Clone

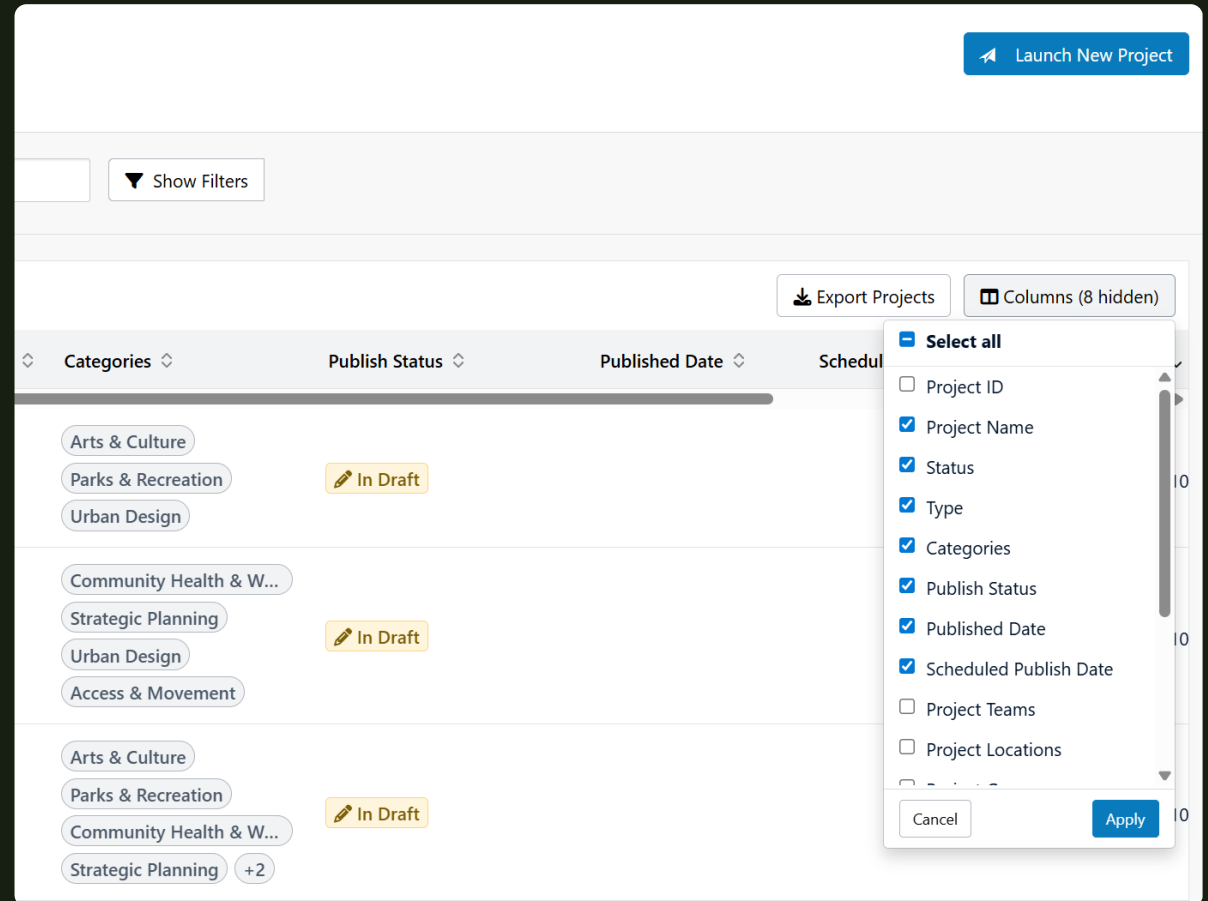
PROJECT DASHBOARD REBUILD

Modernizes the Projects dashboard providing a consistent, high-performance table experience that improves data visibility, usability, clarity, and efficiency.

Key benefits

- Scan and navigate projects faster with a responsive, standardised table design that performs reliably at scale.
- Filter by status, category, and date range, and sort by any column header to find projects quickly.
- Customise the table view by showing or hiding columns to focus on the data that matters most.

Access: Social Point, All plans



CLOSE DATE ON FORM TOOL

Provides control over when forms stop accepting feedback. It automates form closure and removes the need for manual reminders, improving survey management and compliance.

Key benefits

- Easy to set a specific date when a form will stop accepting submissions and ensure no late submissions are accepted.
- Improves client control and reduces manual intervention.
- Clear messaging and documentation to inform users about form deadlines

Access: Social Point, All plans

The screenshot displays the 'Close Date' configuration interface. At the top, the 'Close Date' label is accompanied by a help icon and a green toggle switch that is turned on. Below this, a date selection field shows '31/03/2026'. A descriptive text below the field states: 'The activity will stop accepting submissions at 11:59 PM on the selected date.' The bottom section of the interface features a green 'Open' button, a clock icon, and the text 'Open until 31/03/2026 at 11:59 pm'. Below this, there is a section for the form itself, with a blue 'Form Title' label, a placeholder for the 'Form description here.', and a green 'Start' button.



COMING SOON



ROADMAP DISCLAIMER

The following roadmap is indicative, not a commitment. Timelines and scope may evolve as we learn and prioritize.

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

Available: April 2026

The screenshot displays a stakeholder profile for Prof Joshua Abbis. The interface includes a header with a profile picture, a 'GLOBAL' button, and the stakeholder ID '250'. Below this, the name 'Prof Joshua Abbis' is shown, followed by his title 'Lecturer of Owners Corporation ABC' and the word 'PROJECTS'. A series of project tags are displayed: 'COMMERCIAL ROAD', 'TEST', 'SWEP', 'WATER LITERACY PROGRAM', 'PORTABLE WATER STATIONS', 'REFILL STATIONS', and 'NEWSTEAD ROADS'. The main content area is divided into two sections. The left section, titled 'Details', contains contact information (phone: 555-5553333, email: joshuaabbisabc@abc.comx, address: 30 Isabella Street, Pittsburgh, Pennsylvania 15212, United States), 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. The right section, titled 'Interactions', 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 negative.

STAKEHOLDER ID: 250
Prof Joshua Abbis
Lecturer of Owners Corporation ABC
PROJECTS

COMMERCIAL ROAD **TEST** **SWEP** **WATER LITERACY PROGRAM** **PORTABLE WATER STATIONS**
REFILL STATIONS **NEWSTEAD ROADS** **+8**

Details

PHONE
555-5553333

EMAIL
joshuaabbisabc@abc.comx

ADDRESS
30 Isabella Street, Pittsburgh, Pennsylvania 15212, United States

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

NOTES
My notes

ADDITIONAL DETAILS

Interactions **12** **Tasks** **6** **Properties** **3** **Users** **2** **Documents** **2** **Organisations**

INTERACTIONS **12**

Search Interactions

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

Available: April 2026

The screenshot displays the Engagement Timeline interface. At the top, there are two tabs: 'DIAGON ALLEY COBBLESTONE RESURFACE CLONED' and 'CUP LAND RENTAL'. Below the tabs is a navigation bar with the following items: 'Timeline' (selected), 'Interactions 1', 'Actions 1', 'Properties 1', 'Users', 'Documents', and 'Complaints'. The main content area is titled 'Timeline' and shows a list of activities for 'THIS WEEK'. The activities are as follows:

- MySite Support** added a **property** 117 Brisbane Road Warner Queensland Ownership: Business Owner • 23/03/2026
- MySite Support** added an **Action** for 23/03/2026 09:12 AM • 23/03/2026
Provide Jane a closure schedule
- MySite Support** added an **Uncategorised Email** • 23/03/2026
Jane emailed us about changes impacting her small business.
Stakeholder Comments Hi Team, please explain how the road closure will impact my small business.
Team Response Hi Jane, Thanks for your enquiry...
- MySite Support** created **Jane Doe** • 23/03/2026

PROJECT PAGES VIEW (PROJECT DASHBOARD)

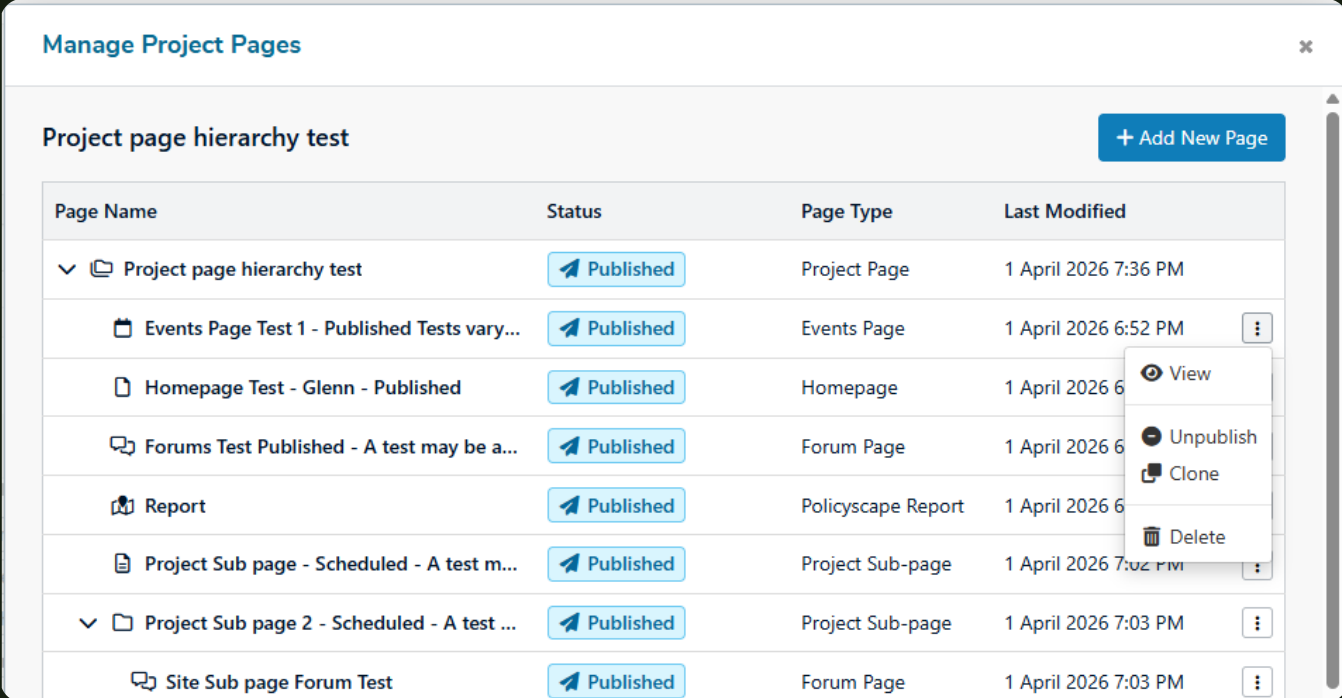
Provides centralised control over pages directly from the Project Dashboard. It streamlines page management and removes the need to navigate to the sitemap for common tasks, improving workflow efficiency and consistency.

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

Available: April 2026



The screenshot displays the 'Manage Project Pages' interface. At the top, there's a title 'Manage Project Pages' and a close button. Below it, a section titled 'Project page hierarchy test' includes a '+ Add New Page' button. The main area is a table with columns: Page Name, Status, Page Type, and Last Modified. The table lists several pages, all with a 'Published' status. A context menu is open over the 'Homepage Test - Glenn - Published' row, showing options: View, Unpublish, Clone, and Delete.

Page Name	Status	Page Type	Last Modified
✓ Project page hierarchy test	Published	Project Page	1 April 2026 7:36 PM
📅 Events Page Test 1 - Published Tests vary...	Published	Events Page	1 April 2026 6:52 PM
📄 Homepage Test - Glenn - Published	Published	Homepage	1 April 2026 6:52 PM
🗨️ Forums Test Published - A test may be a...	Published	Forum Page	1 April 2026 6:52 PM
👤 Report	Published	Polycscape Report	1 April 2026 6:52 PM
📄 Project Sub page - Scheduled - A test m...	Published	Project Sub-page	1 April 2026 7:02 PM
✓ Project Sub page 2 - Scheduled - A test ...	Published	Project Sub-page	1 April 2026 7:03 PM
🗨️ Site Sub page Forum Test	Published	Forum Page	1 April 2026 7:03 PM

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

Available: May 2026

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
Project 2	Project Author
Project 3	Project Lead
	View Project Permitted Users
	View Project Permitted Users
	View Project Permitted Users
Group	
User Groups	None

DELETE FEEDBACK (INDIVIDUAL SUBMISSIONS) DATA

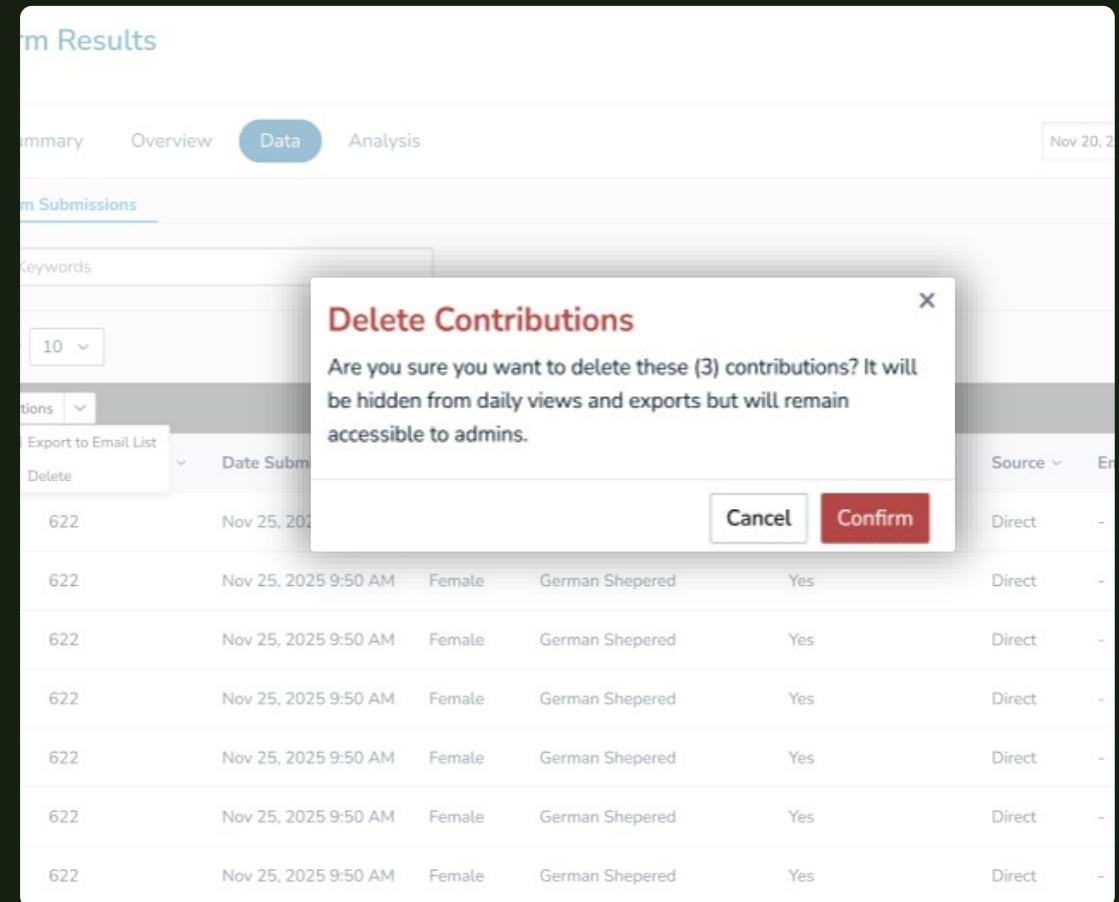
Improves data quality by allowing site admins to delete individual feedback submissions, removing them from reports, exports, and results. All deletion actions are logged for accountability.

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: May 2026





WHAT WE'RE
EXPLORING NOW

PLATFORM CONNECTOR

Improved integration that connects SP (engagement) and OP (stakeholder management) into a single, continuous engagement platform.

- Stakeholders, projects, and engagement activity become continuous and unified
- OP becomes the system of record for stakeholders and reporting
- SP remains the engagement capture layer

 **Need:** Solution feedback and early adopters

High-level experience

Data

- Integration configuration is managed by Open Point team
- Link SP Project to OP Project (Many:1)
- Data flowing from SP to OP for Events
- Data flowing from SP to OP for Stakeholders

User flows

- Deep links from OP to SP
- Linked Projects
- Linked Events to Submissions
- Linked Stakeholders to Members

VOICEMAIL HOTLINE

A phone-based voice feedback tool allowing community members to call a dedicated number, leave recorded feedback, and have submissions automatically transcribed and stored as engagement records in Social Point. Enables organizations to engage equitably and reach people who cannot or will not provide feedback through online channels.

 **Product:** Social Point

 **Need:** Solution feedback and early adopters

High-level experience

- Caller dials a published phone number
- Language selection (if multiple languages configured)
- Welcome message (if set)
- Pre-category instructions (if set and only available if categories are set up)
- Category selection (if configured)
- Post-category instructions (how to leave feedback)
- Caller leaves a voice message
- Recording is saved, transcribed, and linked to the tool in SP
- Caller receives an audio confirmation that their feedback was received

HYBRID MEETINGS

An integrated virtual and hybrid meeting tool allowing organizations to publish meeting details, manage registration, and capture meeting artefacts as part of the official engagement record in Social Point and Open Point.

 **Product:** Social Point and Open Point

 **Need:** Solution feedback and early adopters

High-level experience

Microsoft Teams first, Zoom later

Pre-meeting:

- Site admin configures Teams app credentials
- Meeting block is published on the SP page or embedded on an external site
- Community members view meeting details, register (optional or required), and receive a confirmation email with the join link

During meeting:

- Users join via native Teams experience

Post-meeting:

- SP automatically captures available artefacts in the background — transcripts, recordings, attendance, chat
- Registration and meeting data visible in Meetings reporting section under Overview
- If SP-to-OP push toggle is enabled, OP can pull meeting data via SP API

THEMATIC ANALYSIS

Qualitative questions yield the richest community insights — but when responses reach the hundreds or thousands, analysing them becomes a barrier to asking them at all.

AI, applied thoughtfully, can change that. Social Point's thematic analysis generates topics from qualitative responses and tags each automatically — reducing manual effort while improving consistency.

Human review is central: you approve topics before tagging begins, and every tag can be adjusted or removed.

Built on peer-reviewed research and validated by practitioners, results are reliable even at scale.

Your data is never used for training, and AI features can be switched off.



Product: Social Point

High-level experience

From the Analysis tab in Social Point Forms:

- Navigate to the Analysis tab for any Form with qualitative questions
- Select "Generate themes" to initiate AI analysis
- Review and edit suggested topics before any tagging begins
- Confirm topics - each response is automatically tagged
- Adjust or remove individual tags at any time

Behind the scenes: statistical clustering combined with LLM evaluation produces consistent, reliable results - even across thousands of responses.

BENCHMARKING

“Is that good?”

It's the question councillors and city managers ask most when engagement results come in. Until now, there's been no easy way to answer it.

Social Point powers digital engagement for more government organisations than any other platform in the world - giving us the largest pool of community engagement data anywhere.

Our Benchmarking service shows how your performance compares to similar organisations - matched by size, region, and type.

You'll see where you lead, where you can improve, and what high-performing organisations do differently.



Product: Social Point. Available as a professional services add-on

High-level experience

What's included:

- Peer comparison matched by size, region, and engagement type
- Benchmarks across key metrics: member growth, visitors, participation rate, attention, and tool view of where you lead and where opportunity exists
- Guidance on what high-performing organisations do differently
- Practical improvement recommendations
- All comparison data fully anonymised and aggregated

Delivered as a periodic report by the Open Point Enablement team.

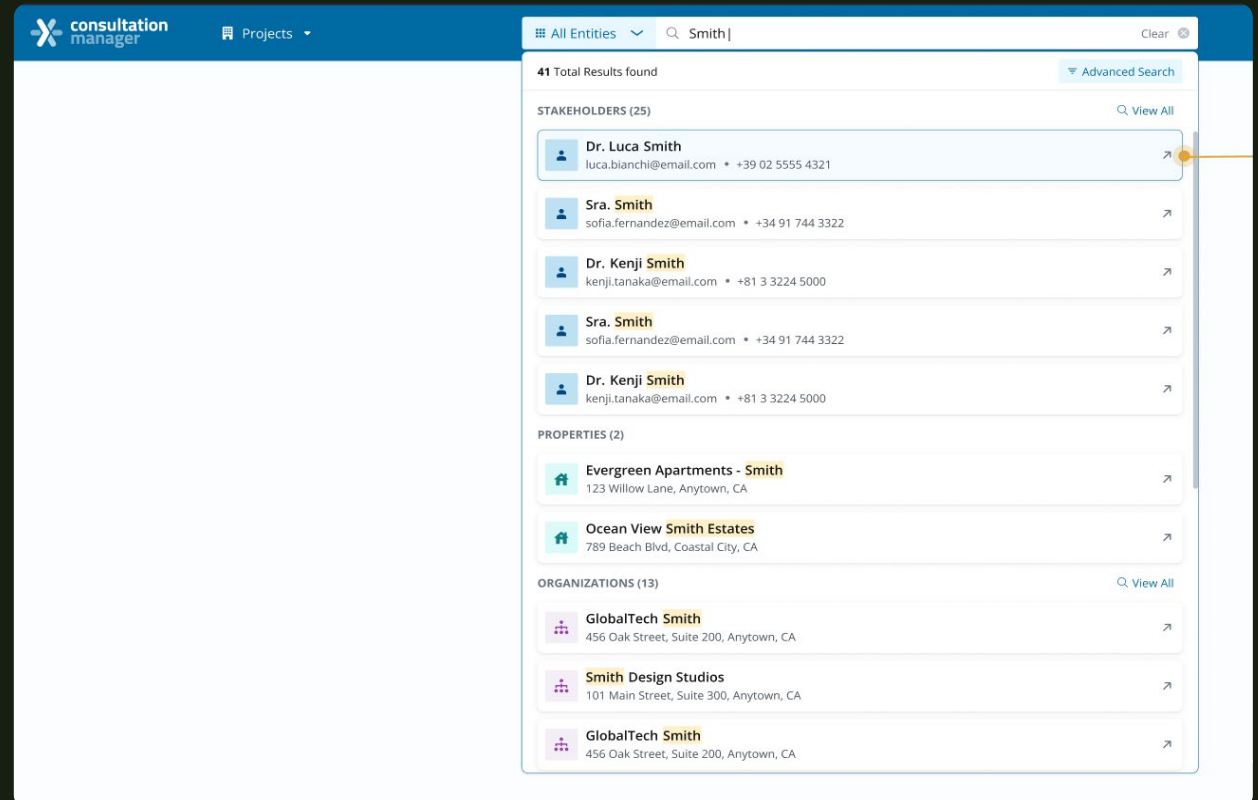
GLOBAL SEARCH

Open Point's reliance on Advanced Search makes simple lookups slow and complex, requiring users to understand entity structures before finding information. This increases effort, reduces discoverability, and limits how search can be embedded into key workflows. Introducing a fast, intuitive Global Search addresses this by enabling quick, system-wide lookup without requiring knowledge of the data model.

Key benefits:

- Faster record retrieval across all entities
- Reduced reliance on Advanced Search for simple lookups
- Lower cognitive load for new and infrequent users

Product: Open Point





AREAS OF OPPORTUNITY

AREAS OF OPPORTUNITY

AI & Intelligent
Automation

Survey & Form
Enhancements

Email &
Communications

Branding &
Customisation

Reporting & Analytics

Map & Spatial Tools

Integrations & API

Authentication & SSO

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.



OPEN * POINT

With You From Input to Insight to Impact