How to Submit Feedback

General · https://coreel.ai/help/how-to-submit-feedback/

Feedback from users directly shapes what we build next. If you have an idea for a feature, a workflow improvement, or anything that would make coReel work better for you, send it our way through the in-app Feedback portal.

This article walks you through submitting feedback, what happens after you submit, and tips for writing feedback that gets traction.

Where to find Feedback

1. Sign in to coReel at app.coreel.ai.
2. Click **Feedback** in the navigation menu (often under your profile menu or in the main sidebar).
3. You'll land on the Feedback portal.

The Feedback portal has two main views:

- **Browse feedback** — see what other users have submitted and vote on items you also want.
- **Submit feedback** — create a new feedback item.

Submitting new feedback

1. From the Feedback portal, click **+ New Feedback** (or **Submit feedback**).
2. Fill in:
   - **Title** — a short, descriptive headline (e.g., "Allow longer video replies on watch page").
   - **Description** — describe the idea in detail. What problem does it solve? How would you use it? What's the current workaround? (See Tips below.)
   - **Category** (if shown) — pick the area of the product the feedback relates to.
3. Click **Submit**.

Your feedback is now visible to the team and other users.

What happens after you submit

Each feedback item moves through a status as the team reviews it:

- **New** — just submitted, not yet reviewed by the team
- **Under review** — the team is evaluating it
- **Planned** — accepted and on the roadmap
- **In progress** — being built right now
- **Shipped** — released to production
- **Declined** — won't be built (with a reason)

You'll see the current status on every feedback item in the portal. When the status of an item you've submitted or voted on changes, you'll get a notification (if notifications are enabled).

Voting on existing feedback

Before submitting new feedback, take a minute to **search the portal** — if someone has already requested the same thing, voting on the existing item helps it rise in priority more than a duplicate would.

See Voting on Feature Requests for the details.

Tips for feedback that gets traction

A few patterns separate feedback the team can act on from feedback that stalls:

1. Lead with the problem, not the solution. "I want X" is fine. "I'm stuck on Y, here's how I work around it today" is way better. The team often sees a different/better solution than the one the user originally proposes.

2. Be specific. "Make stats better" is hard to act on. "Show CTA click time per recipient on the My Emails detail view" is actionable.

3. Describe the workflow. What were you doing when this gap surfaced? Walking through a scenario gives the team enough context to design well.

4. One idea per submission. If you have three ideas, file three feedback items. Bundled requests are harder to vote on and harder to deliver in a clean way.

5. Include the "why." "Our team manages 20 sub-users and we need a way to..." beats "Add bulk user management." The why helps the team prioritize.

Is the Feedback portal the right place for...

Bug reports? No — for bugs, use the bug/support submission flow. See How to Submit a Bug or Support Ticket.

Urgent issues? No — same as bugs, use the support flow with **Bug** or **Urgent** selected.

Account/billing questions? No — see Billing FAQ or contact support directly.

Feature ideas, workflow improvements, "I wish it could..."? Yes — Feedback is the right place.

Troubleshooting

I can't find the Feedback link in the nav. It may be in the profile menu (top right) rather than the main sidebar. If you genuinely can't find it on your plan, contact support — some legacy plans may have it hidden.

My feedback was marked as Duplicate. The team merges duplicate feedback into a single canonical item so votes don't get split across copies. Your vote moves with the merge — you don't lose it. Click through to the merged item to follow updates.

My feedback was Declined — what now? Each declined item should include a reason. Sometimes a "Declined" is a redirect ("Already possible — see article X"). Other times it's a strategic decision. If you think the reason missed something important, you can comment on the feedback item to clarify.