Voting on Feature Requests

General · https://coreel.ai/help/voting-on-feature-requests/

The Feedback portal shows you what other users have asked for. Voting on existing requests tells us which ideas have broad demand — and demand is one of the biggest factors in what we build next.

This article covers how voting works and how to use it well.

How voting works

Every feedback item has a vote count next to it. When you click the **upvote** icon on an item, you've added your vote — meaning "I also want this."

We use vote counts (alongside strategic fit, complexity, and customer-tier factors) to decide which items to prioritize. An item with 80 votes is going to get more attention than one with 3.

You can vote on as many items as you want — there's no daily limit or cap. Vote for everything that would make your work better.

Voting on an item

1. Sign in to coReel at app.coreel.ai.
2. Go to **Feedback** in the menu.
3. Browse the list of feature requests, or use the search bar to find a specific idea.
4. When you find one you want, click the **upvote icon** (usually a thumbs-up or up-arrow next to the vote count).
5. The count increments by 1, and the icon highlights to show you've voted.

To remove your vote, click the same icon again. The count drops by 1.

Success Check: The vote icon should change appearance (filled vs. outlined, or change color) when you've voted on an item.

Searching before you submit new feedback

Before filing a new feedback item, **always search** the portal first.

1. Use the search bar at the top of the Feedback portal.
2. Try a couple of different keywords for your idea (e.g., "captions," "subtitles," "transcript" — they might exist under any of these).
3. Browse a few results to see if anyone has filed something similar.

If you find a match, **vote it up** rather than filing a duplicate. Duplicates get merged anyway, but voting on the canonical item is more efficient and gives the existing item more visibility immediately.

Filtering and sorting

The Feedback portal usually lets you filter by:

- **Status** — New, Under review, Planned, In progress, Shipped, Declined
- **Category** — area of the product (Recording, Sending, Integrations, etc.)
- **Sort** — Most voted, Newest, Recently active

Sorting by **Most voted** is a quick way to see what other users care about most. Sorting by **Recently active** surfaces items that recently received votes or comments.

Following items you voted on

When you vote on an item, you're automatically following it. That means you'll be notified when:

- The status changes (e.g., "New" → "Planned")
- The team posts an update or response
- It ships

You can unfollow an item by removing your vote.

Comments

In addition to voting, many feedback items have a **comment thread** where users discuss the idea, share specific workflows, and the team posts updates.

Adding a comment is a powerful way to strengthen a feedback item — especially if you can describe the specific use case or workflow that would benefit. Comments give the team context that the original submission may have lacked.

To comment:

1. Open the feedback item.
2. Scroll to the comment thread.
3. Type your comment and click **Post**.

Be respectful and stay on topic. Comment threads aren't the place to vent — they're where the team and users build on an idea together.

Why vote counts can shift

Vote counts can change for a few reasons:

- **Other users vote or unvote** the item
- **Duplicates are merged** — votes from a merged item move to the canonical one
- **Spam votes are removed** — we periodically clean up obvious gaming attempts

If you see a number drop, that's typically why.

Voting and prioritization

A common question: "If I vote, does that guarantee it'll get built?"

No. Vote counts are **one of many inputs** into prioritization. The team also considers:

- **Strategic fit** — does this advance the product direction we've committed to?
- **Complexity** — what's the effort to build, and what would it displace?
- **Customer tier** — are higher-tier customers asking for this?
- **Adjacency** — does this fit naturally with other in-progress work?

That said, items with strong vote counts and clear use cases consistently rise to the top. If you want a feature, vote — and comment with your specific use case.

Troubleshooting

My vote doesn't seem to register. Reload the page. If the vote count doesn't update, sign out and back in. If it still doesn't, contact support.

I voted on something months ago and never heard back. Items in **New** or **Under review** are still being evaluated. Items in **Planned** are accepted but not yet in development. Big features sometimes spend months in these states while the team works through higher-priority items. Following the item ensures you'll get notified when the status changes.

I want to retract a vote. Click the upvote icon again. The vote is removed and the count decreases.