

Pandora Community

Feature Request & Feedback Policy FAQ



Pandora
Community

Policy

FAQ

New Feature Request

Thank you for visiting the Pandora Community!
We're always excited to hear from the members of the community.

Any Feedback you submit to Pandora is governed by and subject to the Pandora Terms of Use. This Feature Requests and Feedback Policy (the "Policy") is intended to supplement the Pandora Terms of Use. In the event of any conflict between this Policy and the Pandora Terms of Use, the Pandora Terms of Use will govern.

Feature Request FAQ

What is the Pandora Community Feature Request Board?

The Community Feature Request board is a place where registered community members can share what they would like to see on Pandora. It's a place where members can discuss, suggest, and vote on features and ideas, as well as see what the rest of the community thinks.

Why is Pandora collecting community feature requests?

We value your viewpoint! Our objective is to incorporate community feedback into the development process in order to assist us in considering and prioritizing features. This includes listening to, organizing, and collaborating with you on your suggestions, as well as representing them to the rest of the organization. Pandora values collaboration and considers the community to be an integral part of that process.



How do I post a new Feature Request, vote or subscribe to updates?

To post a new Feature Request:

1. Go to the Feature Requests board here
2. On the right, under labels, click the blue button that reads '+ New Request'.
3. Clearly explain your idea following instructions from 'What does an ideal posting for a Feature Request look like' which you can find below.
4. Choose the most relevant label.
5. When you're ready to publish, click 'Post'.

To vote:

Click on the heart icon next to a post. If, at any point in the future, you change your mind, you have the option of revoking your votes by clicking the heart icon again. Note that you can't vote on comments made by other users, just the initial post containing the original idea.

To comment:

Scroll to the bottom of the page until you see the comment box.

To subscribe:

- Navigate to the Feature Suggestion or board you want to follow and click on the ellipsis on the right (the three dots).
- Select 'Subscribe to RSS feed' from the drop-down menu.
- Keep in mind, voting on an idea will automatically subscribe you.
- Subscribing will notify you of new comments and changes to the Feature Suggestion.





What does an ideal posting for a Feature Suggestion look like?

- Clear subject - it's succinct, clear, and accurately summarizes your request.
- One suggestion per post - if you have multiple ideas, please write a post for each idea so we can be clear about updates/status.
- Unique - if a similar idea has already been published, please vote and comment on that idea instead of publishing a duplicate
- Accurate label - add the one most relevant label per suggestion.
- Elaborate - explain your idea fully and clearly e.g., avoid generalities like 'more customization', and instead detail exactly what customizations and functionality you're interested in having on your device or in the app.

What does each status mean?

Request Status:

- New: a new idea! Vote and comment if you like it
- Open: Your suggestion has been read by a Pandora moderator
- Closed: This idea was released in a Pandora product
- Archived: This idea didn't pick up momentum or is no longer applicable

What happens with Community Feature Requests?

We do our best to read every community post and respond in a timely manner.

Our goal is to categorize and respond to new suggestions within 3 days. There are processes we need to go through internally to discuss or research the idea and evaluate its viability and value for our community. Please be patient as we go through this process.

Each suggestion is read by a moderator who may:

- Merge the idea (if it already exists) into the relevant conversation, so that we can consolidate the discussion and get an accurate number of votes.
- Clarify the title, so users can better understand what it's about.
- Check that the selected label(s) makes sense.



The Community Team will also:

- Analyze statistics and data, including which ideas got the most traffic, which had the most votes, and which had the most comments. This information is reported, circulated, and discussed internally on a monthly basis.

Please note: We reserve the right to remove or modify any post that does not comply with our Community and Content Policy.

Do Feature Suggestions end up in Pandora products?

Yes, they can! While we can't guarantee that any given Feature Suggestion will be implemented, some of our favorite features have been championed by our community, including I'm Tired of this Track, Dark Mode, and iOS Widgets. You can view more features which have been labeled as Closed [here](#).

Why don't you update Feature Suggestions more often or with more detail?

Because some of the reasoning behind our decisions is proprietary, we may not always be able to share the entire picture with you, but we strive to share what we can.

We hope you understand how seriously we take community feedback and how your ideas fuel numerous internal discussions about how we advance our product and service offerings.



What are your development timelines?

The development cycle varies based on whether it's for software, mobile, web application, etc. During the early phase of development, a significant amount of research and planning is performed, in advance of any feature release.

I see Feature Requests with hundreds of votes and nothing seems to have happened?

It takes time to progress suggestions through appropriate teams and onto our product development roadmap. Our product development cycle varies depending on a variety of factors and typically includes an internal planning phase, which helps to explain why new features may not appear as quickly as you would like. As a reminder, we can't implement all Feature Requests, even if they are popular requests, and we strive to update Feature Request statuses regularly.


A Feature Request was released on a new version, and I want it on an older device or version

Pandora is constantly striving to improve our products and service, which means we're always innovating and creating new devices with additional capabilities, technology and features. These new capabilities may not be something we're able to release on our previous models. We use community feedback and learnings from existing products, to build and develop new ones. We value all of our listeners and strive to ensure we have a range of product offerings in terms of capability and design.

Do you archive Feature Requests?

We regularly archive suggestions with five or fewer votes and older than six months. Additionally, we archive suggestions for devices that are no longer supported on a periodic basis. This helps us organize the Feature Request board and makes it easier to find and process the most popular ideas. If you submitted a suggestion and it is no longer visible, it was most likely archived.





Thanks for being
part of
Pandora Community!

