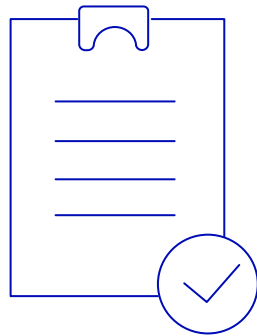# New Feature Enablement Best Practice Guide
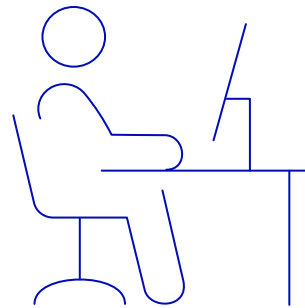
Benchling

What are New Features and where can we find them?

Benchling consistently releases new features to enhance our platform
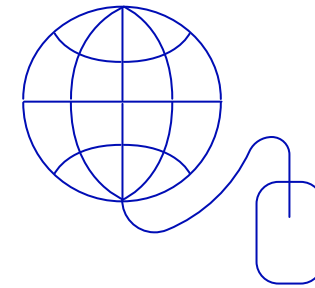
Product Release Notes

These release notes summarize **all** product updates from the previous month.

Feature Release Highlights

Customer Success Team releases Feature Release Highlights to showcase the **key features** from each month and demonstrate the value in a video format.

Benchling Community

Online Community where Benchling users can actively **discuss** their use cases and **ask questions** on new features.

Why is it important to be up to date on the latest features?

Staying up to date on the latest features ensures you and your team are equipped with the **most advanced** version of Benchling, enabling you to keep pace with the rapid advancements in science and **maintain optimal productivity and security.**

Submit your ideas!

- Many of our features root from a customer's idea/suggestion.

- You can be part of this process by simply submitting your idea on Benchling Community!

- Once your idea gets over 25 votes, our Product Team will review your idea and update the status*

Submit your ideas here!

*Ideas submitted on Benchling Community are reviewed on a quarterly basis

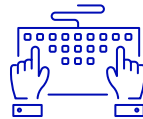# When reviewing new features, it's important to consider the following:

Understanding the Feature

- Understand the primary purpose and value of the new functionality

- Not all features will be useful for you and your team, implement what works best for your team and your scientific process

Training and Familiarization

- Identify if additional training is required for your team to fully understand the new feature

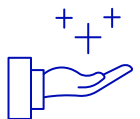- Utilize available resources such as Help Center articles and Benchling Learning Labs*

Adoption Strategy

- Consider implementing more complicated features in phases to manage the transition smoothly

- Encourage end users to test the new feature and provide feedback

- Update your onboarding materials with new features
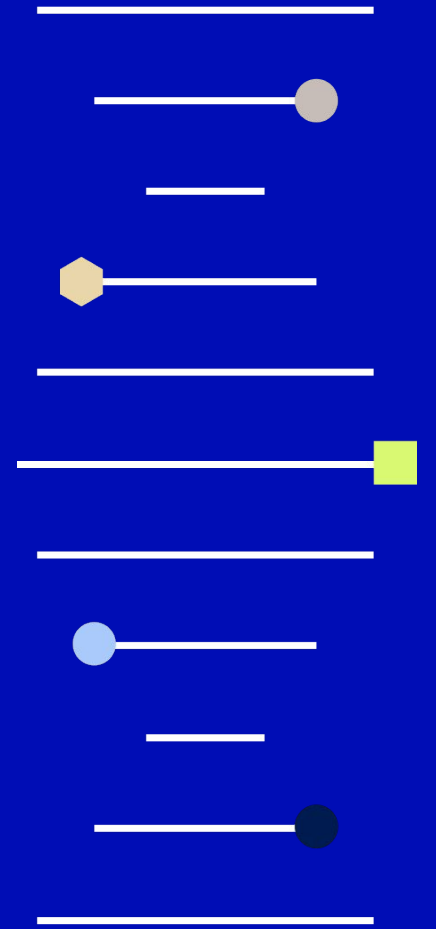
Support and Troubleshooting

- Know where to seek help if you encounter issues – support@benchling.com or in-app support is a perfect starting point

*Benchling Learning Labs is updated on a quarterly basis with new feature contents

Enablement
Best Practices

Schedule a Monthly New Feature Release Team Meeting

Dedicate part of your regular lab meetings to discuss new Benchling features

Benefits

- Provides a collaborative environment for immediate feedback and practical application
- Encourages team-wide understanding and discussion of new features

Considerations

- Ensure meetings are scheduled to accommodate all team members and allocate enough time for in-depth discussion
- Allocate sufficient time for in-depth discussion
  - Expand your discussion on Benchling Community where you can receive inputs from other Benchling scientists!

Example Agenda
For Monthly New Feature Release Team Meeting

1. Recap of Last Month's Updates

   a. Discussion on the adoption and feedback from others

2. Overview of This Month's New Features

   a. Review Feature Release Highlights as a Team **or** Watch in advance and dive deeper in your team meeting

   b. Highlight any critical updates or changes that users should be aware of

   c. Discuss any change management considerations for your current processes

3. User Feedback and Suggestions

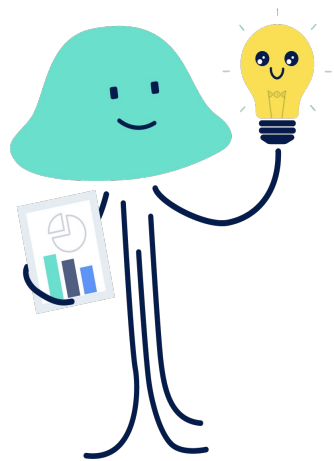   a. Collect initial feedback from team on the new features

Designate Benchling Champions

*Appoint experienced team members as **"Benchling Champions"** to become experts on new releases*

Benefits

- Ensures a knowledgeable resource within the team
- Fosters peer learning and collaborative atmosphere
- Keeps your end-users invested in the "why" behind your Benchling set-up

Considerations

- Select someone who is enthusiastic about new features and willing to support their colleagues
- Consider choosing someone who can attend future meetings with a Benchling representative (if applicable) as they can ask questions that their team had
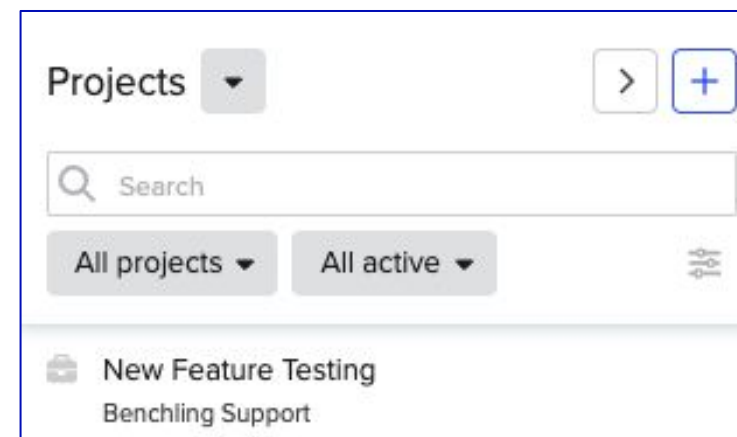
Run Interactive Hands-On Workshops

*Organize workshops where scientists can use new features in a **controlled environment***

Benefits

- Provides practical, hands-on experience
- Helps users quickly integrate new tools into their workflows
- Users can make mistakes without the risk of impacting real data

Considerations

- Utilize a Test tenant or create Project/Folder structure specific for these workshops to avoid data mix up
- Use real data and scenarios from the lab to make training relevant

*Consider creating a separate Project/Folder structure for workshop purposes only.
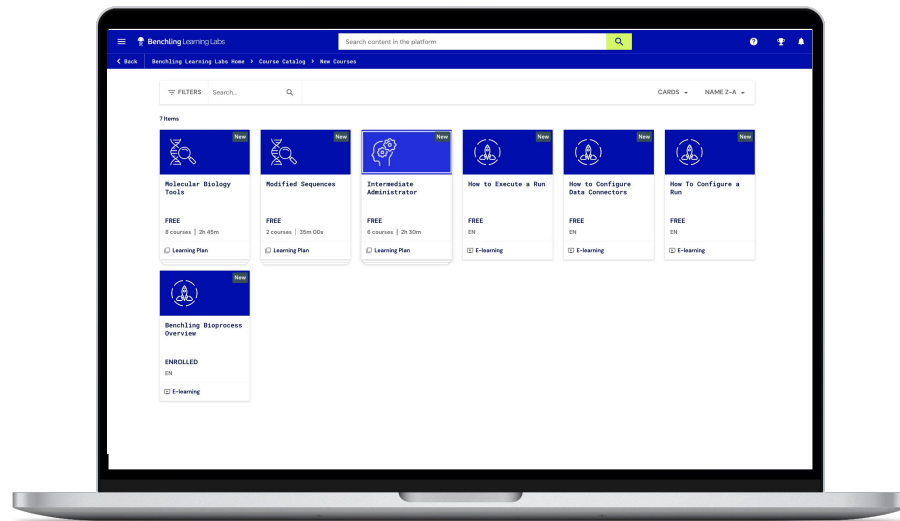
Assign Benchling Learning Labs

Encourage scientists to complete new content in Benchling Learning Labs to stay up to date on new features

Benefits

- Offers a **structured learning environment** with up-to-date content

- Supports self-paced learning on new features

Considerations

- Schedule regular intervals for Learning Lab activities; Benchling Learning Labs content is updated on a **quarterly basis** with selected new features

- Encourage team discussions about new learnings to reinforce the material and gather feedback

Collect and Act on Feedback

*Regularly **collect feedback on new features** to bring them up during your check in with Benchling representatives and post your ideas in the Online Community*

Benefits

- Provides insights into user satisfaction and areas to submit as a feature request
- Helps reflect on current enablement process

Considerations

- Highlight both positive and negative feedback to get a balanced understanding of user experiences
- Address any challenges during meetings with Benchling representatives to discuss potential solutions and gather additional input

Utilize Benchling Community

*Participate in **Benchling Community** to stay informed about how others are leveraging new features*

Benefits

- Access to a wide range of experiences and solutions from other users
- Opportunity to network with peers and gain new perspectives on using Benchling effectively
- See in depth guides written by the Benchling Product team about large-scale releases
- Stay up to date with every new release and idea coming to Benchling

Considerations

- Share your own experiences and solutions to contribute to the collective knowledge as others can benefit from your use case as well
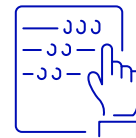
Click to Learn

Resources for New Feature Enablement

[Monthly Release Notes](#)

[Benchling Support](#)

[Benchling Learning Labs](#)

[Benchling Community](#)