

KronoDesk

Development Roadmap

September 2017

KronoDesk is the highly acclaimed integrated customer support and help desk ticketing system from Inflectra. This roadmap document outlines the functionality currently planned for the next releases of the system. However we are responsive to customer feedback, and the exact composition of each release may vary from this roadmap as a result. If you have any feedback or suggestions regarding this release schedule, please send us an email at support@inflectra.com with comments.

Version 2.1 - Released

- Ability to group external users that belong to one customer organization
- Ability to see all of the tickets in this organization group
- Manage user roles based on external information from CRM systems
- Custom reporting, graphic with multiple visualizations
- Enhancements to the Administration user interface

Version 3.0 - Planned Features

- Ticket auto-routing and notifications
- Auto-escalation when tickets sit at a certain status longer than a configurable period
- Ability to manage different support tiers and escalation levels
- Ability to specify customer-specific SLAs and track actual response times against SLAs
- Ability to generate standard reports

Version 3.1 - Planned Features

- Ability to auto-create users from an external website
- Ability to authenticate a user from an external website
- Ability to choose role based on info from external website
- Integrated real-time chat capability
- Integration with Social Media Accounts

Version 3.2 - Planned Features

- Formal support for ITIL framework processes and procedures
- Ability to have separate KronoDesk instances for specific groups of customers
- Asset-management capabilities for managing internal IT assets and tracking by user
- Centralized document repository for admins

