Invarosoft

IT SupportPanel **IT** NewsPanel **IT** AppsPanel

Our 2018 Roadmap

Invarosoft™ is committed to adding new features and enhancements which contribute to our MSP value proposition of improving the customer experience, reducing calls, increasing engineer productivity and increasing profit.

Q1

1. PSA Agnostic Version
This will enable any MSP or IT Department to use our product without the need for an API integration.

2. Custom Forms
Our custom forms will enable you to create unlimited forms and associate them per client and per ticket type. Perfect for setting up new users.

3. Mobile UI Updates
This will include the ability to hide 'affected user' field and other enhancements.

4. Screen Shot
This feature will enable end users to take a screen shot of the issue and attach it to the ticket to cooincide with our attachment option.

5. ITSP Logo Color Change (In App)
You will be able to change the color of the ITSupportPanel logo top right.
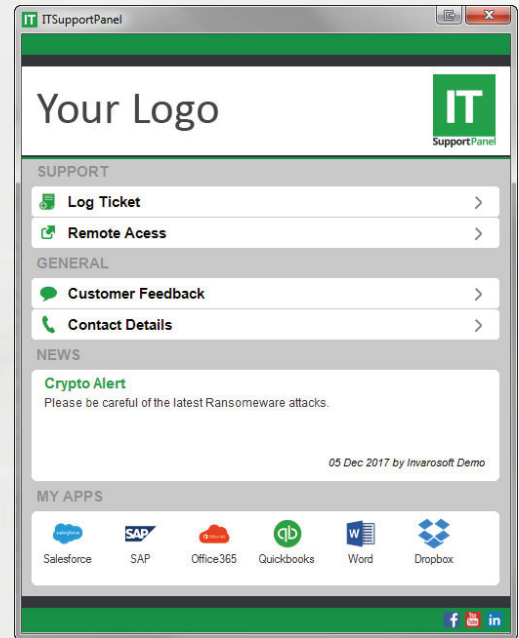
6. Hide Clients Not Active
Since our software syncronizes all companies from the PSA you will be able to select and hide companies in our portal.

7. Agent Updates
A new version of the Agent will be released to include new features and enhancements.

8. Ticket Type Manager
Our Ticket Type Manager can be configured to show or hide ticket types per client or globally.

Q2

1. Push Notifications
Push notifications will enable you to send pop up messages and notifications directly to the device per client, per user or per agent.

2. IT Glue Integration
This will enable you to associate IT Glue articles with clients and ticket types, so when the user logs a ticket, the ticket includes relevant IT Glue articles to greatly improve Engineer productivity.

3. RMM Integration
To integrate Config Data into the ticket for Autotask and ConnectWise.

Q3

1. Tigerpaw Integration
We will create an API integration with TigerPaw.

2. Ticket View Per User
We will build a native integration for users to see their own tickets and other advanced features.

Q4

1. Add More PSA Integrations
We will continue to add more PSA and ticketing system integrations.

ITSupportPanel

Your Logo IT SupportPanel

SUPPORT
- Log Ticket
- Remote Acess

GENERAL
- Customer Feedback
- Contact Details

NEWS

Crypto Alert
Please be careful of the latest Ransomeware attacks.

05 Dec 2017 by Invarosoft Demo

MY APPS

Salesforce | SAP | Office365 | Quickbooks | Word | Dropbox

Book Demo & Free Trial

Book a demo with Jessica Ross and learn how ITSupportPanel can benefit your MSP.

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