

What do I do if I need a specific feature?

Chris Padfield - 2023-03-30 - Коментари (0) - Additional Services FAQs

Deskpro is a powerful product with an extensive feature set, and there are infinite good ideas for features that would provide value to our customers. Our team is actively developing our product, with [weekly releases](#) to improve our software.

If there is a specific feature you are looking for, we recommend you search [Community](#), where we collect user suggestions - and if the feature has not been suggested before then please submit your idea.

If you have an urgent requirement for a new feature, our consultancy team can sometimes help. There are two approaches:

- Delivering a solution as a Deskpro "app". e.g., for integration into your CRM system.
- Building a feature into the core feature set of Deskpro.

When adding a feature to Deskpro's core - we are taking responsibility for managing and supporting this feature, so we can only take on features that will add value to a significant portion of Deskpro's customer base. Typically costs for consultancy work range from \$2,000 to \$20,000. If you have something in mind, please contact our [sales team](#).

Alternatively, if you are using Deskpro On-Premise, you have access to the Deskpro source code and can make any modifications you wish.