

What do I do if I need a specific feature?

Chris Padfield - 2018-03-14 - Comments (0) - Additional Services FAQs

Deskpro is a powerful product with an extensive feature set, but there are an infinite number of good ideas for features that would provide value to our customers. Deskpro is in continuous active development with [multiple releases](#) each month improving the product.

If there is a specific feature you are looking for, we recommend you search our [feedback system](#) where we collect user suggestions - and if the feature has not been suggested before, then please do 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 an integration into your CRM system; or alternatively adding a feature to the core of Deskpro. When adding a feature to DeskPRO's core - we are taking responsibility to manage and support this feature, so we can only take on features that will add value to a significant portion of Deskpro's customer base. Typical costs for consultancy work range from \$2,000 to \$20,000. If you have something in mind - please do 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.

Tags

2018