

Road Map

Rob Alber
Technical Development Manager



Many Names for our Road Map

- 2020 List
- 2030 List
- Next Gen
- Backlog
- Road Map
- 650+ Issues
 - 150 New Features
 - 400 Enhancements

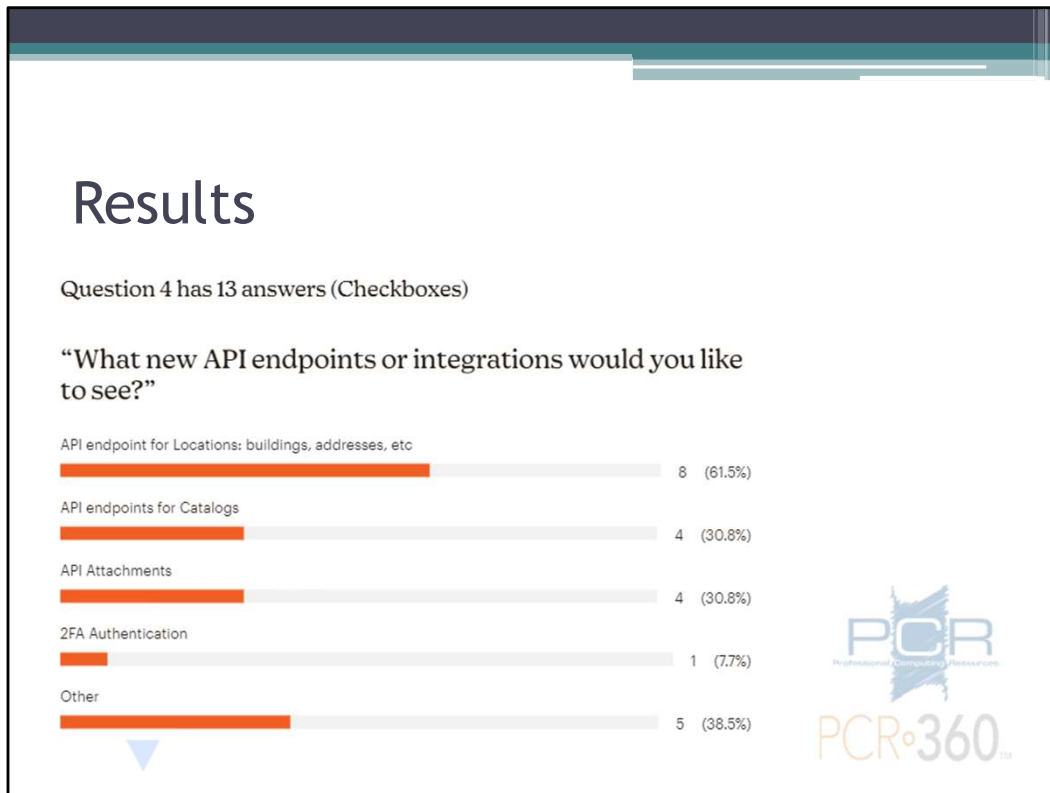


Survey

- **Mobile and Integrations Survey**
 - New API Endpoints
 - New Customization/Extensibility
 - Mobile Functionality

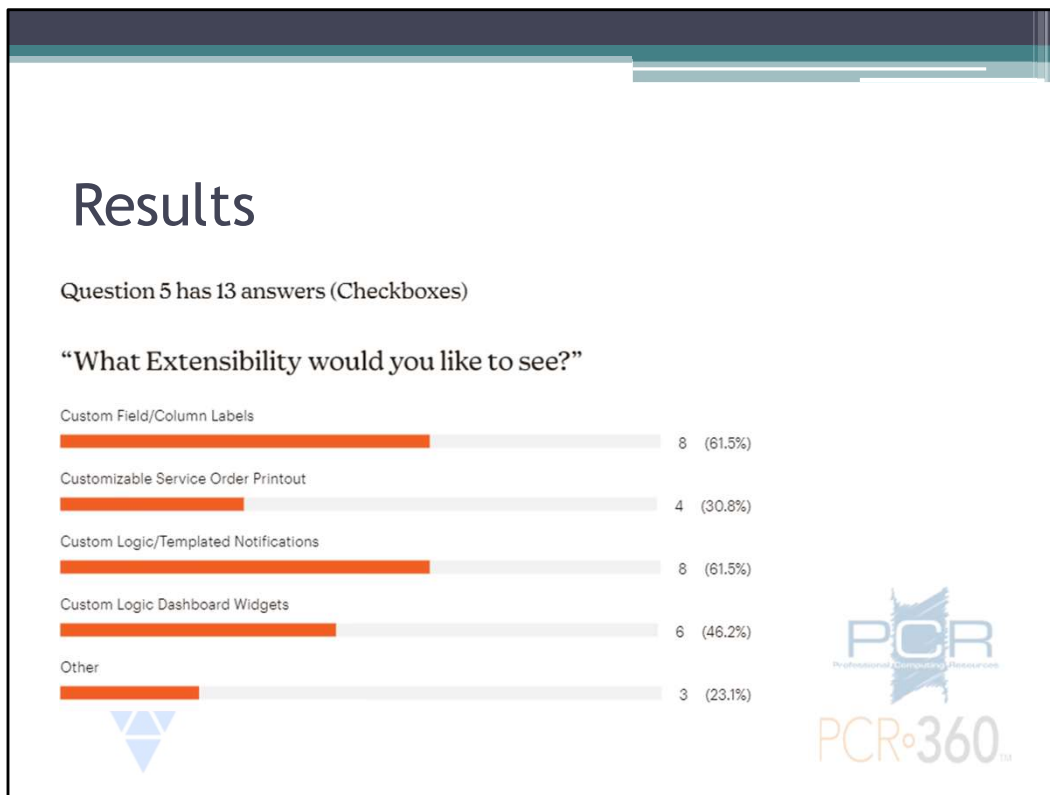


13 Respondants



Other Requests

- Zoom Phones integration
- Get names out of our Clearspan/HVS phone system and add to reports/billing statements
- Customer API access to circuit drawings w/ option to D/L.
- API endpoints for Jacks and cable paths image display
- Workday - Matching Workday Purchase Orders to PCR-360 Purchase Orders. Budget Updates (Status and Signature Authority).



Other

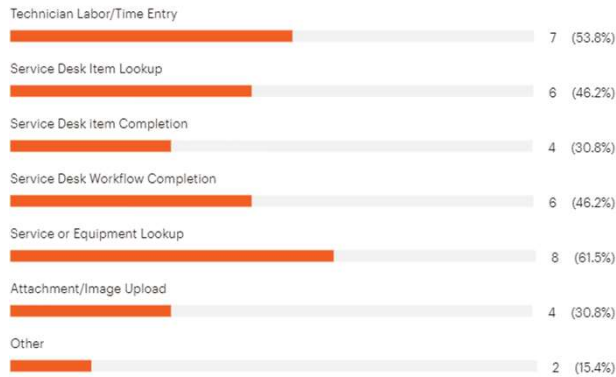
Mechanism to display circuit diagrams in pdf format (noneditable) for customers to access. Tab for access to test results (if appropriate).

Under Main>Services>Phones - When looking up Charges for a number, all closed charges for the number would beat the bottom of the list. For us, look at 3149355004, I would like the open charges to be on top. Right now, the charges are sorted by beginning date. Unless, there is a way to do this and I haven't found it yet."

Results

Question 6 has 13 answers (Checkboxes)

“What features would you like to see in a mobile version?”



Other

- Not interested in mobile version. Would request a monthly audit log identifying date/time - start/stop whenever PCR tech support accesses our network and description of activity.
- Inventory Staging & pick-up.

2025.1

- Release ~ 1st Quarter
- MySQL v8.4
- API
 - REST Refactoring
 - Service & Equipment Attachments
 - Service Catalog & Equipment Catalog
 - Purchase Orders
- Custom Report Writer Phase 3
- Adhoc Import/Export
- Adhoc Parameters



MySQL – requires certificate authentication

REST: standardizing REST endpoints GET, PUT, DELETE
Adding DELETE functionality

Swagger API documentation tool

Custom Report Phase 3

- Billing Coordinator Emails
- Retention Settings for Saved Reports
- Crystal Historical Conversion
- Service Desk Printout Conversion



2025.2

- Release ~ 3rd or 4th Quarter 2025
- LTS Release



2025.2 Mobile Version

- **Mobile Version**
 - Service Desk Lookup
 - Technician Labor/Time Entry
 - Service/Equipment Lookup
 - Workflow Completion
 - Service Desk Item Completion



2025.2 Misc.

- Service Desk Charge Modification after Finalize
- Service Desk Charges Import
- Custom Field Labels/Columns
- Custom Logic Notifications/Escalations
- Configuration Options in Database



2026

- Imports Conditional Logic to Custom Logic
- Custom Dashboard Widgets
- Inventory Aging
- Inventory / Service Sync
- All Email Log
- Retention Settings



Input, Feedback, Changes?

- What should we move up?
- What should we move back?



These are the Jokes



Dad Jokes
@Dadsaysjokes

My wife's mad at me because she said I never buy her flowers.

I honestly didn't even know she sold flowers.

I am gunna tell my kids...



...these wires went to the fridge, for the ketchup, mayonnaise, and mustard dispenser.



Professional Computer Resources
PCR°360™

More Jokes...

