Roadmap 2025

On this page you will find selected functionalities, improvements, and changes that we plan to incorporate in future versions of the Requestor application. The release dates and the included functionalities are indicative and may change over time.

Requestor 6.0   Released

Release date: 5/6/2025 | release notes

- **Creation of Custom Request Types**
  In addition to the standard request and incident types, you can define custom request types to better reflect what the requests are about.
  [REQ-007840](REQ-007840) ⚡Top voted!

- **Custom Statuses and Workflow**
  The ability to create a custom workflow that can also include optional statuses. Custom workflows can completely replace predefined workflows.
  [REQ-014430](REQ-014430)

- **WhatsApp and SMS Integration**
  Development of new integrations that enable receiving and sending short text messages (SMS) and WhatsApp messages. These messages can be part of the communication within a request.
  [REQ-007176](REQ-007176), [REQ-014259](REQ-014259)

- **Native Dark Mode**
  Implementing dark mode will allow users to choose between light and dark modes. The setting will not affect other users.
  [REQ-007511](REQ-007511)

- **Requestor AI**
  A comprehensive integration of artificial intelligence (AI) that will offer request summarization, automatic tagging, a writing assistant, suggested responses, sentiment analysis, translation of knowledge base articles, request translation, or suggestions for prepared responses and articles.
  [REQ-008485](REQ-008485) ⚡Top voted!

Requestor 6.1   In development

Planned release date: Q3 2025

- **RequestorBot**   In development
  RequestorBot is powered by generative artificial intelligence (AI). These features utilize extensive language models (LLM) developed by third-party providers (Open AI), which are integrated with Requestor.
  [REQ-014600](REQ-014600) ⚡Top voted!

- **Facebook Messenger Integration**   In development
  Implementation of integration with Facebook Messenger.
  [REQ-014759](REQ-014759)

- **Request Bin**
  The ability to move requests to the trash instead of permanently deleting them. Requests in the trash can be restored.
  [REQ-014244](REQ-014244)

- **Microsoft Teams Integration**   In design
  Microsoft Teams integration enabling notifications and control of request statuses, including responses, directly from Teams.
  [NFN-011597](NFN-011597) ⚡Top voted!

Requestor 6.2

Planned release date: Q4 2025

- **Extension of the Reporting Module to Include Contractual Hour Counts**
  Allow defining a contractual number of hours, which will then be reflected in the monthly activity reporting, thereby facilitating the calculation of hours that are, for example, included in a contract and should be billed additionally.
  ⚡Top voted!

- **Slack Integration**
  Slack integration enabling notifications and control of request statuses, including responses, directly from Slack.
  [NFN-013877](NFN-013877)

Functionalities We Are Considering

Functionalities that we would like to implement, or that we are currently considering or have not yet scheduled for development. If any of the functionalities listed below is important to you, please let us know; we will try to take it into account in our planning.

- **GitHub Integration**   Considering
  Integration with GitHub that would enable linking and synchronizing requests and statuses, including creating them directly from the Requestor application.