Making Znuny work for you

With our many years of experience in helpdesk and customer service, there is no challenge for which we are not prepared. We make impossible functions possible.

Find out if Znuny is the right animal for you.

Our team consists of consultants with at least 5 years of experience in Znuny, OTRS and ((OTRS)) Community Edition. We offer you a tailor-made workshop for every situation. Which one do you need? No matter if you need a complex ITIL compliant solution, a powerful service management tool or a customer support configuration: you'll get the setup that suits your needs.

Workshop for conceptual design

During the design phase, your organization will work closely with our consultant to develop the best specification for your implementation.
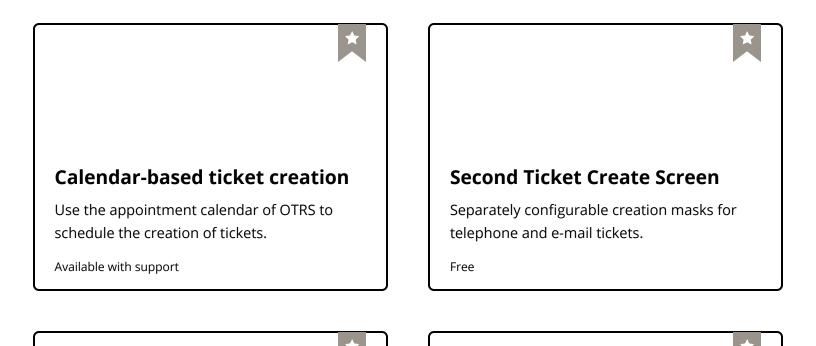
More about the workshop >

Migration workshop

We upgrade Znuny or the ((OTRS)) Community Edition from every version to the latest version of Znuny LTS or Znuny.

More about the workshop >

Feature add-ons

With one of our support contracts you get full access and support to our feature add-ons, which make your system even more effective.

Calendar-based ticket creation

Use the appointment calendar of OTRS to schedule the creation of tickets.

Available with support

Second Ticket Create Screen

Separately configurable creation masks for telephone and e-mail tickets.

Free

Ticket Unseen

Mark single articles or whole tickets as unread or read.

Free

Znuny Repository

Get convenient access to more add-ons via the package manager.

Free

Ticket checklist

Whenever you perform the same tasks multiple times, this feature addon supports you. Create individual checklists for repetitive jobs and assign them to tickets.

Available with support

Dynamic Field Groups

Special fields for a special customer? Hide and show dynamic fields based on certain criteria is now possible in OTRS.

Available with support

Translations

Create and manage translations via the admin menu.

Available with support

Search profiles on the dashbo...

Use search profiles to show customized search results in a new dashboard widget and share them with others.

Available with support

Master ((OTRS)) Community Edition

in ~~no~~ very little time

We conduct public trainings with our training partner. Current courses can be found on the website of the Linuxhotel in Essen. Or have your own training.

Our company

Contact

Jobs

Data protection policy

Imprint

Our Services

Consulting

Training

Support

Add-ons

Development

Advisories

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