


Business Feature Roadmap

This roadmap shows features within the Engagement capability that will be enabled to assist business and technical stakeholders with planning.

 Low Code

 Personalization

 Pro Code

 Mobile-Enabled

 Privacy

 AI

January

February

March

April

May

June



Engagement

Start: January 15

End: June 10



Portal Pages and Navigation

Start Date: January 15

End Date: May 15

Dependencies: None



Authentication

Start Date: February 15

End Date: March 15

Dependencies: Engagement



Case Intake

Start Date: March 15

End Date: May 10

Dependencies: Engagement



Case Reporting

Start Date: May 10

End Date: June 10

Dependencies: Portal



Live Chat

Start Date: March 15

End Date: April 30

Dependencies: Portal



Bots

Start Date: May 1

End Date: June 10

Dependencies: Engagement

