

DUVEKA.MODULE

# Bring your development backlog into Business Central.

duveka Ticket System connects your team's feature requests, bug reports and implementation tasks to the duveka development team without leaving Microsoft Dynamics 365 Business Central.

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## Tickets created where the work happens.

When a Business Central key user spots a missing feature or hits a bug, the natural place to flag it is the system they are sitting in. duveka Ticket System lets your team open and track tickets directly from Business Central. The development context is captured automatically, the back and forth happens in one place, and nothing gets lost in a side channel of emails.

## Status, releases and roadmap visibility.

Once a ticket is in flight, the question is when it lands. duveka Ticket System shows the current status of every request, the release it is targeted for and the roadmap of upcoming improvements. Your team finally sees what is coming, what is in progress and what is already in their next update.

## Feedback and quality kept inside the loop.

After delivery, your team can send structured feedback on completed tickets. The development team uses that feedback to improve future releases, and your role centre keeps the latest ticket activity always one click away. The result is a tighter loop between you and us, with less noise and more delivered value.

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## Why we built duveka Ticket System.

Modern ERP partnerships need an agreed channel for change requests. duveka Ticket System is that channel, embedded in the system itself.

- o Open and track tickets from inside BC
- o Status, release and roadmap transparency
- o Structured feedback after delivery
- o Role centre integration for quick access
- o Clean separation between operations and development

## Who benefits from a structured ticket flow.

Customers running duveka modules in production who keep finding new ideas. Partner organisations that manage Business Central tenants for end users. Internal IT teams that want a single, professional channel between business users and the development partner. duveka Ticket System replaces email threads with traceable work.

**power on your business.**

Contact us for a no-obligation consultation.

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