teamwork.com

Product Roadmap

Q1 2026

Q4 2025

Recently released

Q4 2025

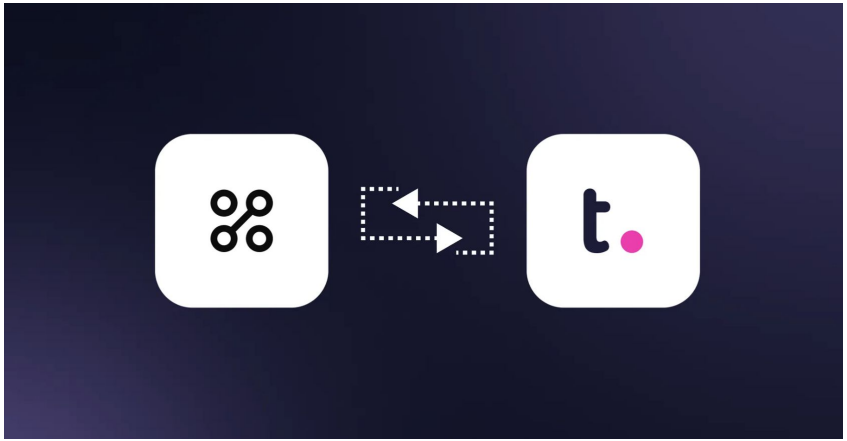
TeamworkAI

✨Teamwork.com-ChatGPT Connector

Securely bring your projects, tasks, and updates into ChatGPT, making it easier to plan, write, and collaborate without switching tabs.

Why you'll love it:

- Seamlessly access and use Teamwork.com data inside ChatGPT—no more switching between apps to plan, write, or collaborate.
- Use real project context to generate proposals, analyze resourcing options, summarize work, or draft deliverables with meaningful, data-driven responses.



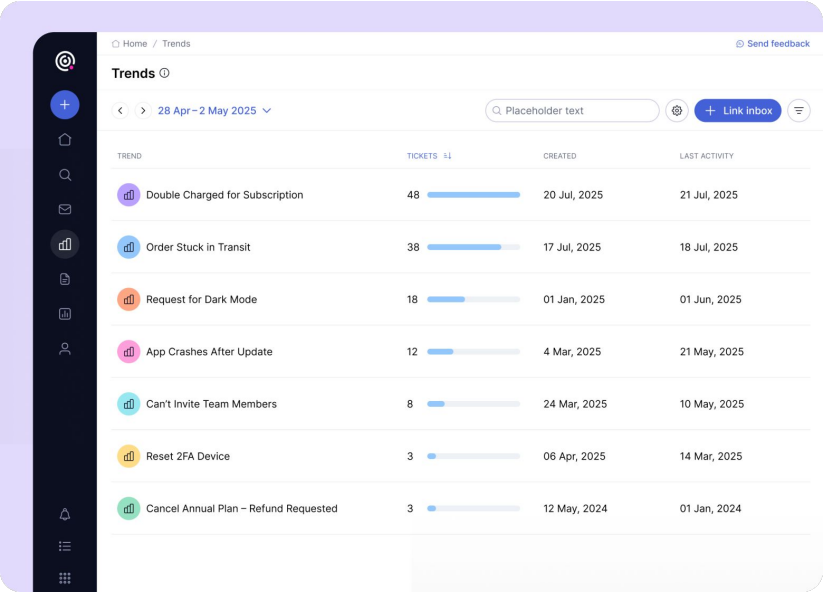
Status: (●) Live ( ) Coming Soon

✨Trends

Automatically group and summarize tickets into trends, so you can see what clients are really talking about and take action faster.

Why you'll love it:

- See top ticket trends at a glance to identify training gaps, documentation needs, or product issues.
- Turn recurring client pain points into proactive improvements across your organization.

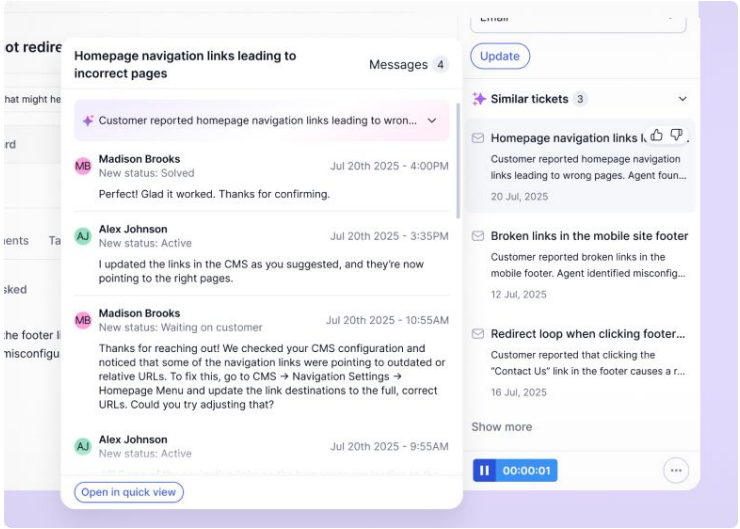


Status: Live Coming Soon

Desk

✨Similar Tickets

Surface previously resolved tickets that match your current query, so your team can respond faster, more confidently, and more consistently.



Why you'll love it:

- Instant answers from past experience—see up to five previously resolved tickets related to the one you're working on.
- Reply faster and more confidently—use proven responses from your own team to craft accurate, professional replies.
- Train new starts effortlessly—give your whole team access to your help desk's collective knowledge, right inside every ticket.

Status: Live Coming Soon

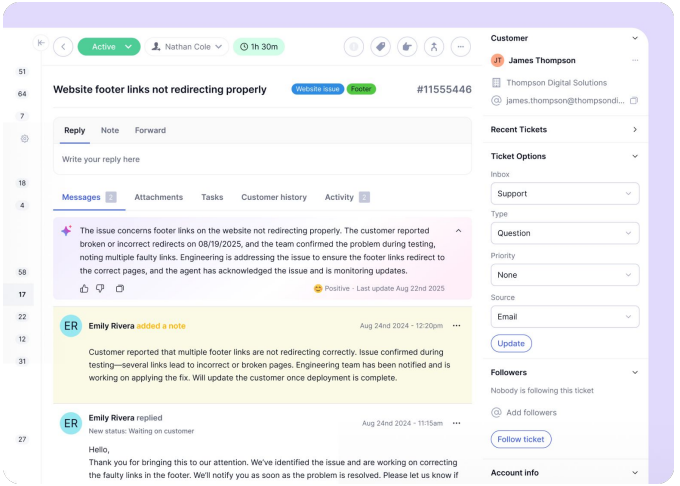
Desk

✨Ticket Summarization

When reviewing or handing off a ticket, Teamwork Desk automatically creates a smart summary of everything that's happened so far so you can understand the full context in seconds.

Why you'll love it:

- Catch up fast—quickly understand the ticket history without reading every message.
- Seamless handovers—easily pass tickets between teams with clear, AI-generated summaries.
- Save time and stay consistent—spend less time reading, more time resolving.



Status: Live Coming Soon

Desk

Q4 2025

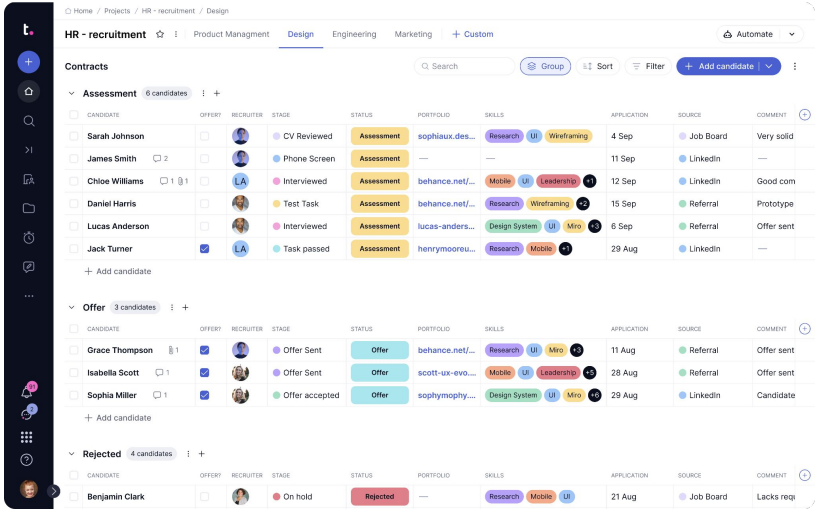
Manage client work

Custom Items

Manage more than tasks... much more! A brand new way to manage anything you need to within Teamwork.com.

Why you'll love it:

- Whether it's inventory, assets, employees, or contracts, you now have a way to capture and manage any items within Teamwork.com.
- Create views of custom items that don't fit "neatly" into tasks by leveraging custom fields, custom groupings, and advanced filters and sorting.
- Expand how you use Teamwork.com and ditch those Excel spreadsheets!



Deliver Grow Scale

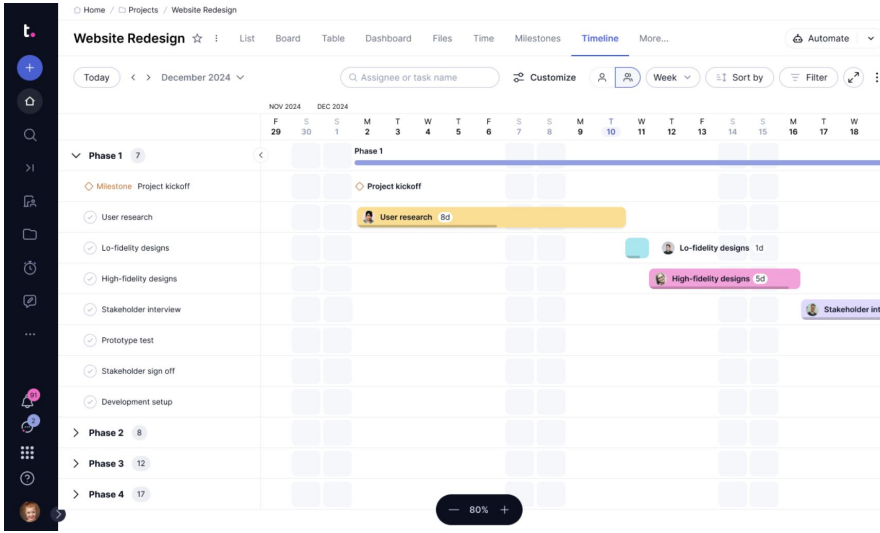
Status: Live Coming Soon

Timeline View

Introducing a modern, reliable, and visual project view that makes it easier than ever to see your tasks, milestones, and dependencies at a glance.

Why you'll love it:

- See how tasks and milestones connect over time.
- Spot and add dependencies to plan smarter.
- Easily adjust schedules with simple drag-and-drop controls.
- Designed to make project planning more intuitive and enjoyable.

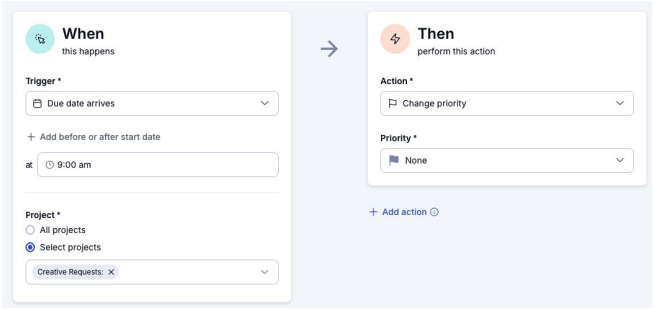


Deliver **Grow** **Scale**

Status: Live Coming Soon

Keep tickets and tasks in perfect sync

Now your Teamwork.com automations can update linked tickets automatically, keeping your client communication in sync with your project progress.



Why you'll love it:

- Stay up to date automatically, add a note to the linked ticket when a task is completed or updated.
- Respond faster to clients, trigger client updates directly from project actions, without intervention.
- Reduce manual effort, save time by removing repetitive updates between tasks and tickets

Deliver **Grow** **Scale**

Status: Live Coming Soon

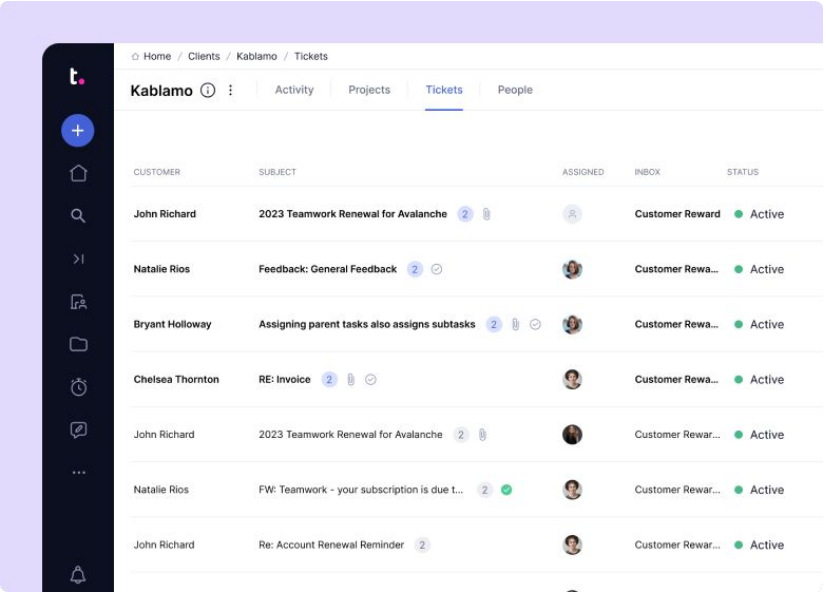
Desk

Connecting a Desk inbox to a project

Quickly connect tickets from a Desk inbox directly to a project. Save yourself and team time by setting it once!

Why you'll love it:

- Perfect for when tickets from an inbox need to be visible within a project.
- Create a single source of truth, with communication available directly in the project.
- Quickly reply to your clients, or collaborate using notes all within one place.



All Plans

Status: (●) Live ( ) Coming Soon

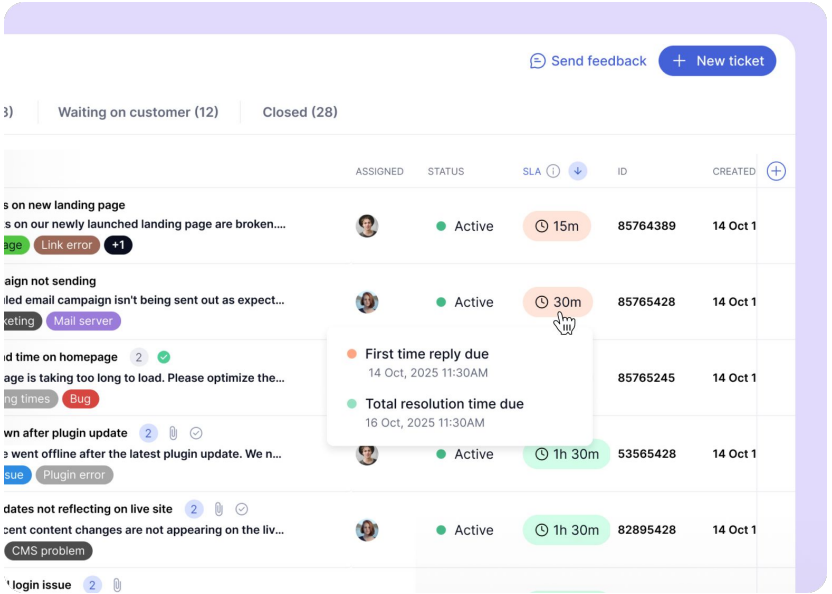
Desk

Service-Level Agreements (SLAs)

Now you can easily define, track, and meet your client response time commitments, all within Teamwork Desk.

Why you'll love it:

- Never miss a deadline again—define and track SLA targets so your team knows exactly which tickets need attention first.
- Deliver a more professional experience—consistent response times mean happier clients and stronger trust.
- Stay accountable and transparent—managers and agents can see SLA countdowns and team priorities at a glance.



Premium **Enterprise**

Status: Live Coming Soon

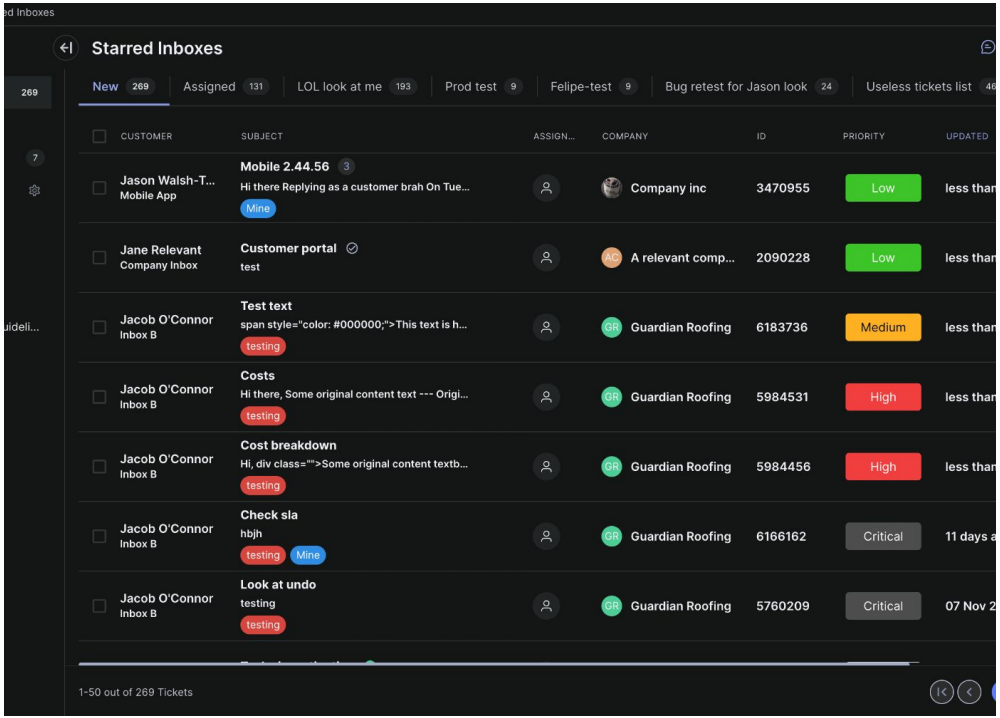
Desk

Desk Dark Mode

You asked, and we heard you! Dark Mode for Desk is out for early access.

Why you'll love it:

- Your team can choose which theme they prefer, so everybody can work through their tickets in comfort.
- Aligns with themes available in Teamwork.com to save you needing to adjust when switching between platforms.



Status: Live Coming Soon

Desk

Q4 2025

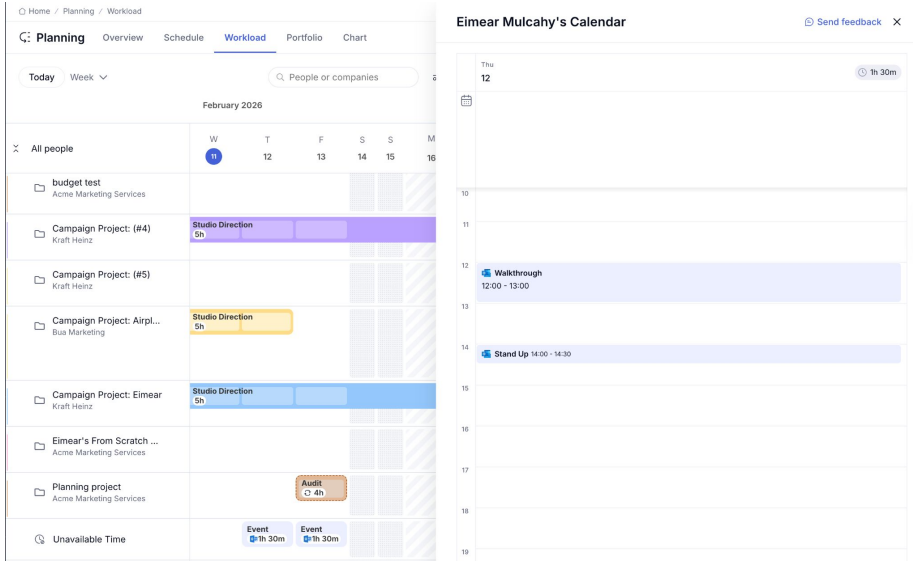
Plan resources

Outlook in Planning Views

Your team's commitments are now factored into their availability, giving you a more accurate view of capacity when scheduling work.

Why you'll love it:

- Meetings and OOO time from Outlook are now reflected in real time.
- Avoid double-booking by seeing the full picture of your team's capacity.
- Plan confidently with availability that actually reflects real-world capacity.



Deliver | Grow | Scale

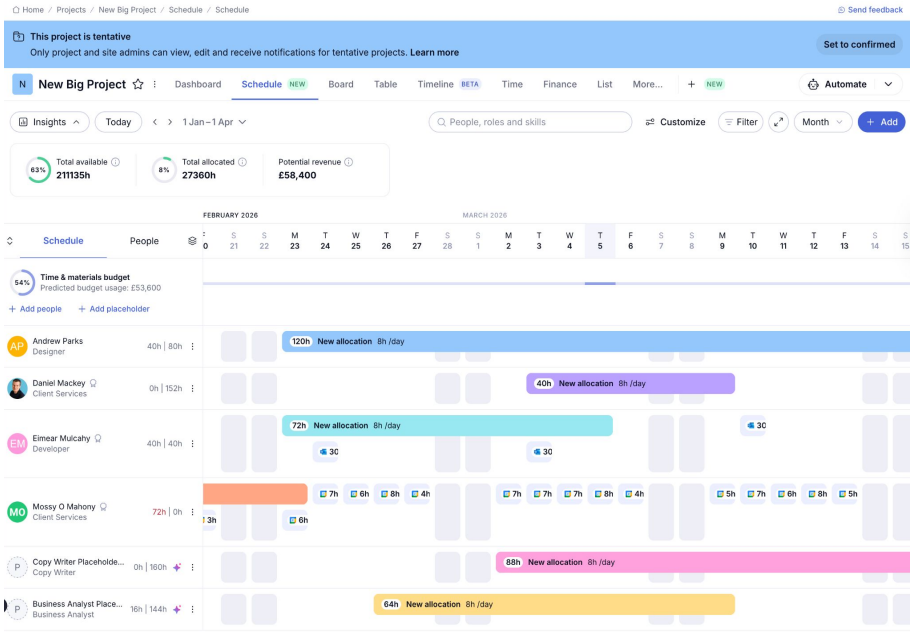
Status: (●) Live ( ) Coming Soon

Tentative Projects

Map out work before it's confirmed. Plan with flexibility, explore ideas, and prepare your team without committing to exact timelines or resources.

Why you'll love it:

- Create and update Tentative Projects from HubSpot
- Track and manage projects with a new field in the project creation process of "tentative" or "confirmed."
- Apply project templates when creating Tentative Projects.
- Have a project-level scheduler right within the project to tentatively plan allocations and placeholders.
- Create new project templates based on tentative projects with the populated Schedule tab.



Deliver Grow Scale

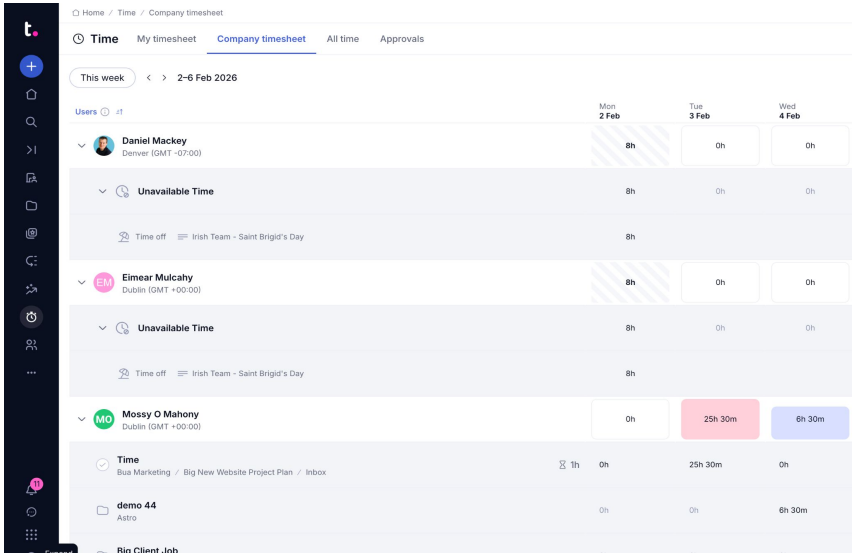
Status: Live Coming Soon

Time Off in Timesheets

Stop chasing hours that were never meant to be logged - Time off now live directly inside Timesheets!

Why you'll love it:

- No more chasing time on public holidays. If a public holiday is set globally, it now shows directly in Timesheets.
- More accurate time tracking: Logged hours are automatically contextualised with time off.
- Cleaner weekly reviews: Instantly understand why hours weren't logged.
- More trustworthy reporting: Time data now reflects reality, without manual checks.



Deliver | Grow | Scale

Status: Live | Coming Soon

Q4 2025

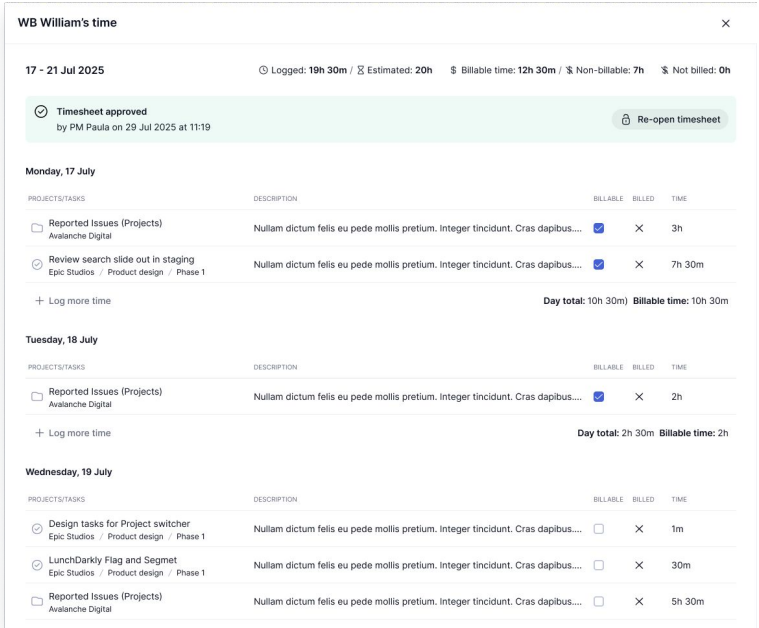
Make projects profitable

Time Approvals V2

More effectively and efficiently review, manage, and approve your teams' timesheets to ensure the correct balance of billable client work.

Why you'll love it:

- Less clutter, more clarity: The capability to only see, review and approve only the timesheets for those that report to you.
- Timesheet locking: You'll soon have the option to lock the timesheets you've already approved to prevent further unwanted amendments.



Deliver Grow Scale

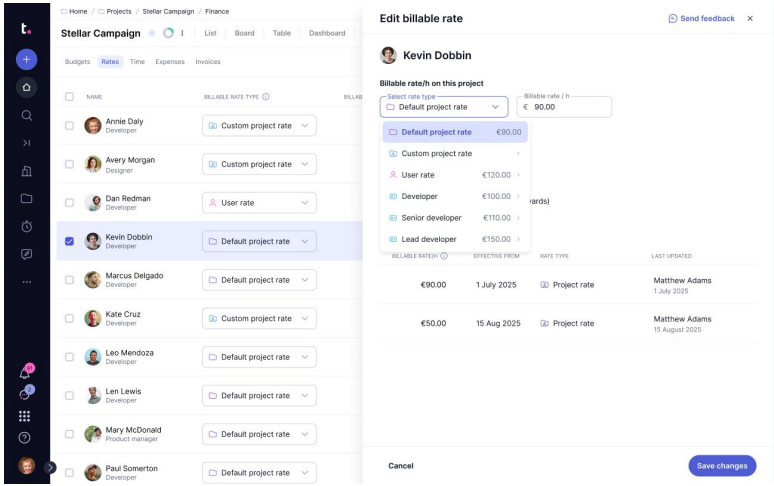
Status: Live Coming Soon

Role-Based Rates

Set and manage rates for each and every role in your organization.

Why you'll love it:

- Set representative cost rates for each role to assist in project planning and profitability forecasting.
- Set specific billable rates for each role in your organization to elevate your planning game (with placeholders) and ensure easy to manage, more accurate billing practices.
- Enjoy increased flexibility with the ability to choose the preferred rate type to suit any situation; individual rates, role rates, custom project rates or a hybrid if the case demands it.



Deliver Grow Scale

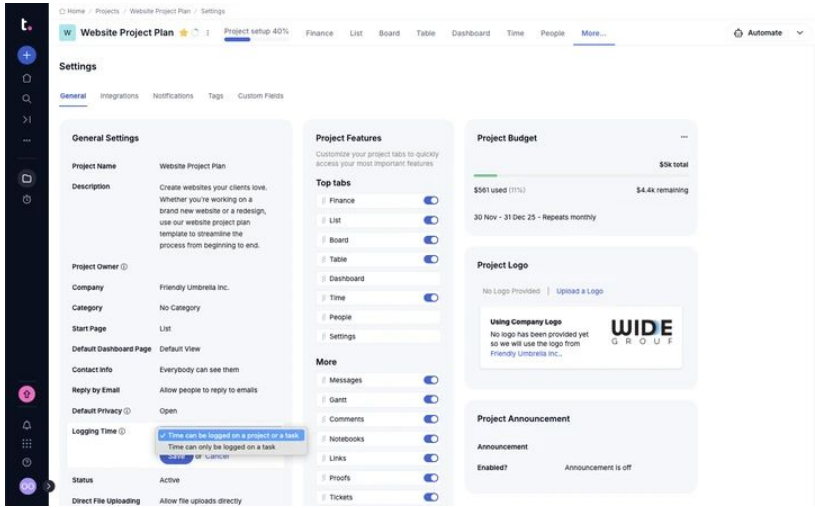
Status: Live Coming Soon

Make task selection mandatory when logging time

Now you have the option to mandate that a task needs to be included in every single time log.

Why you'll love it:

- Help with specificity, and ensure time logs are affiliated with actual, unique tasks.
- More granular time logging control and rules to better understand your team's time.
- Manage these preferences project-by-project for utmost flexibility



Deliver | Grow | Scale

Status: Live Coming Soon

Q4 2025

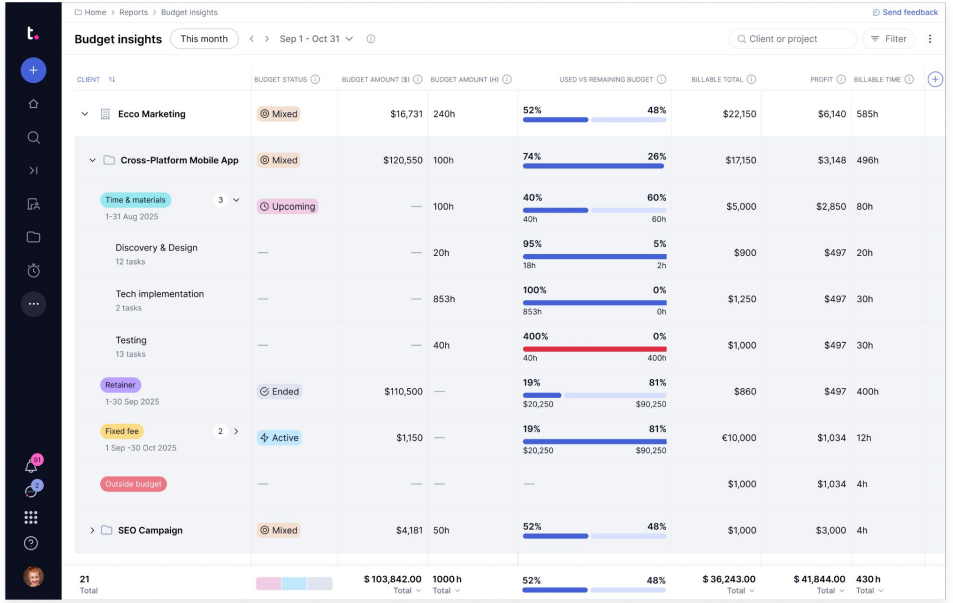
Track performance

Budget Insights Report

Now you can track all your project budgets in one place, including total amounts, usage, and remaining balances.

Why you'll love it:

- Drill down from the client level to see total project budgets, individual budgets, and associated task list budgets.
- View active, ended, and upcoming budgets based on your selected date range.
- Quickly identify any expenses or time logs that aren't linked to a budget.



Deliver Grow Scale

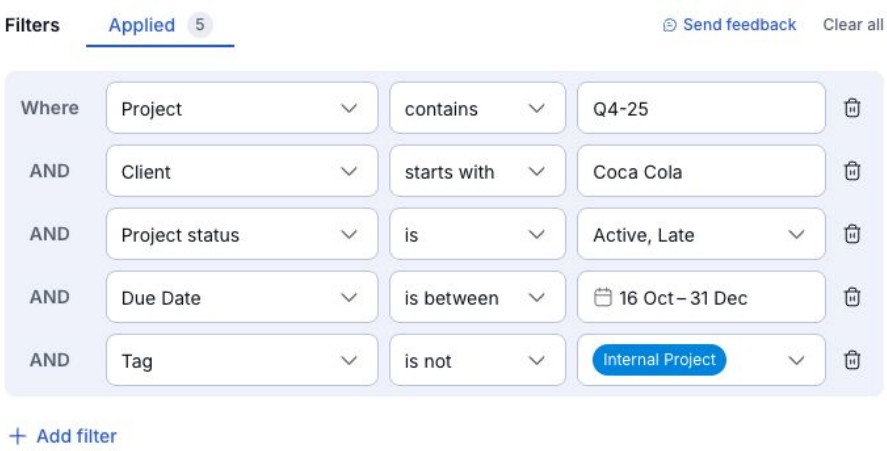
Status: Live Coming Soon

Advanced Filtering

Get more control over how data is surfaced in your Custom Reports and the Budget Insights Report.

Why you'll love it:

- Combine conditions like "is," "is not," "is between," "is after," and more to zero-in on the data you need.
- Layer multiple filters to narrow your data and highlight what matters most.
- Instantly surface insights without needing to open a spreadsheet.



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Status: (●) Live ( ) Coming Soon

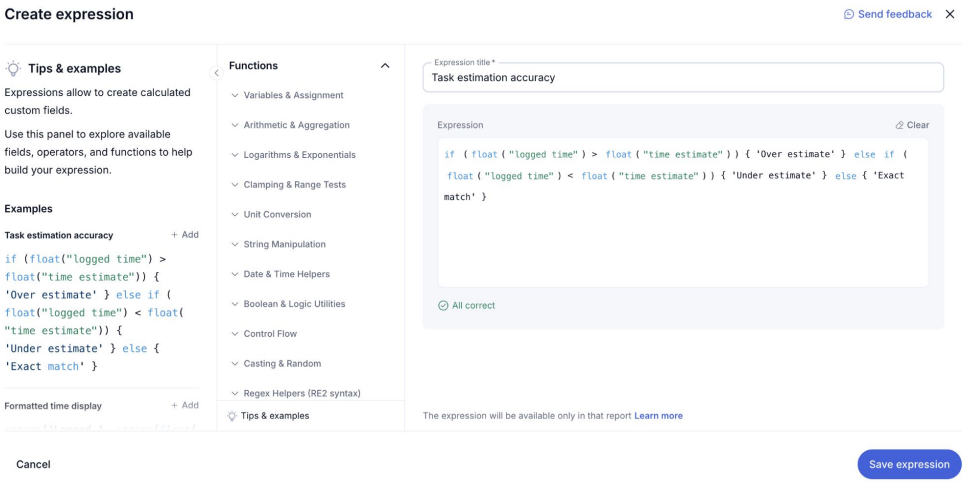
**Advanced filtering will be extended to remaining pre-canned reports in the coming months*

Expression Builder

Create calculated fields directly in your reports so you can turn raw project data into meaningful, customized insights without leaving the reporting experience.

Why you'll love it:

- Build custom expressions using existing fields, operators, and functions with a more intuitive UI.
- Explore guided tips, examples, and functions to create calculations with confidence.
- Tailor reports to match how your team measures success.



Deliver Grow Scale

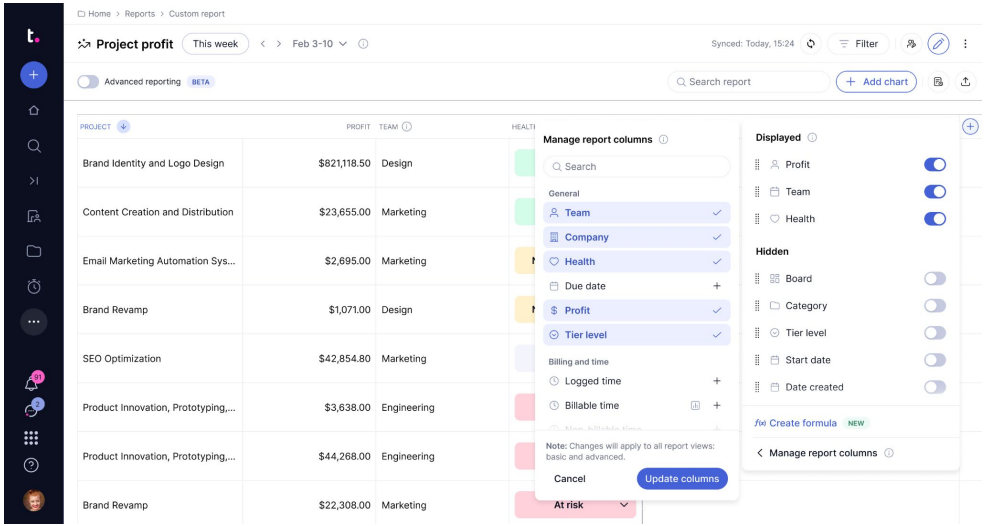
Status: Live Coming Soon

Custom Reports management

Now it’s easier than ever to manage your custom reports with improved editing options!

Why you’ll love it:

- Faster edits in real time: reorder and toggle existing columns on/off with speed.
- Clear visibility into the lastest sync, so you know the last time the data was updated
- Quick access to the Formula Builder for Scale accounts.
- Extended access: Custom Reports now offer 3 years range.



Deliver Grow Scale

Status: Live Coming Soon

Q1+

Coming soon

Early access:

- New navigation
- Task details layout
- Emailing comments from tasks
- Project Health insights panel

Q1+ 2026

TeamworkAI

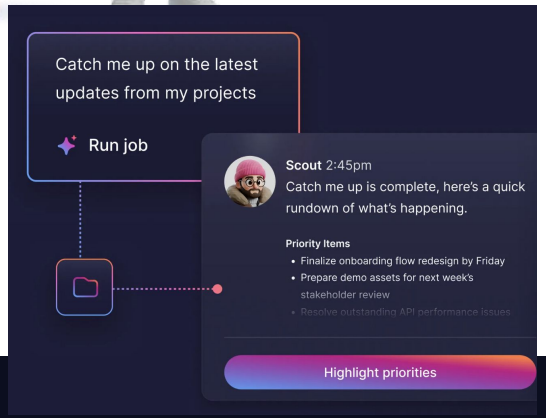
Brand new feature Enhancement

AI Teammates

AI Teammates are pre-built into Teamwork.com, helping you plan and prioritize smarter, execute faster, and deliver more profitably.

Why you'll love them:

- **Scout**—your personal assistant—can catch you up on important project activity and required actions, summarize your notifications, join your meetings and take notes, plan your week, and more!
- **Flo**—your project management assistant—can conduct project health checks, alert you to risks, create client-facing updates, and more.
- Plus, many more AI Teammates are coming in the next quarter—including assistants for resource management, financial management, and even a custom assistant to cater for custom jobs and workflows.



Deliver Grow Scale

Status: ○ Live ◉ Coming Soon

Q1+ 2026

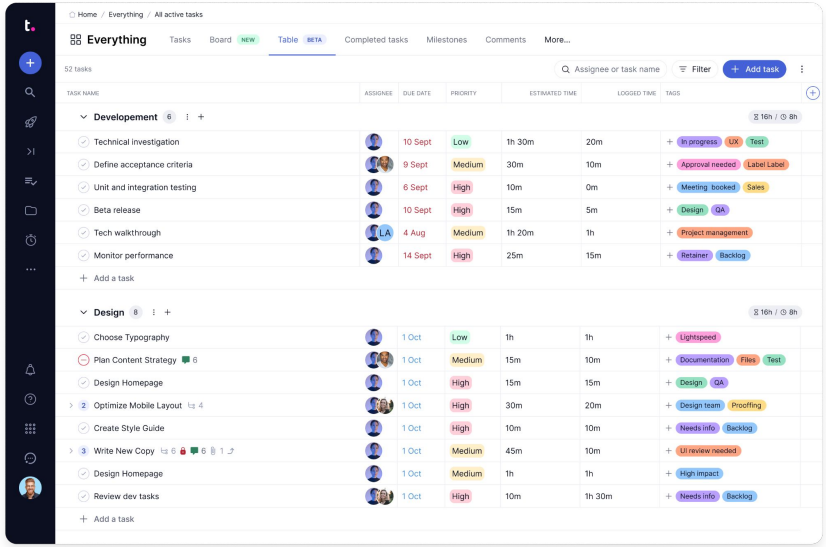
Manage client work

New Table View experience

An improved Table View experience for the Everything area of Teamwork.com.

Why you'll love it:

- A beautiful new Table View with swift cell interactions.
- Improved consistency with our other task views
- Introducing new functionality (such as "Group by") to allow you to group by task attributes outside of "Date" and "Task List."



Deliver **Grow** **Scale**

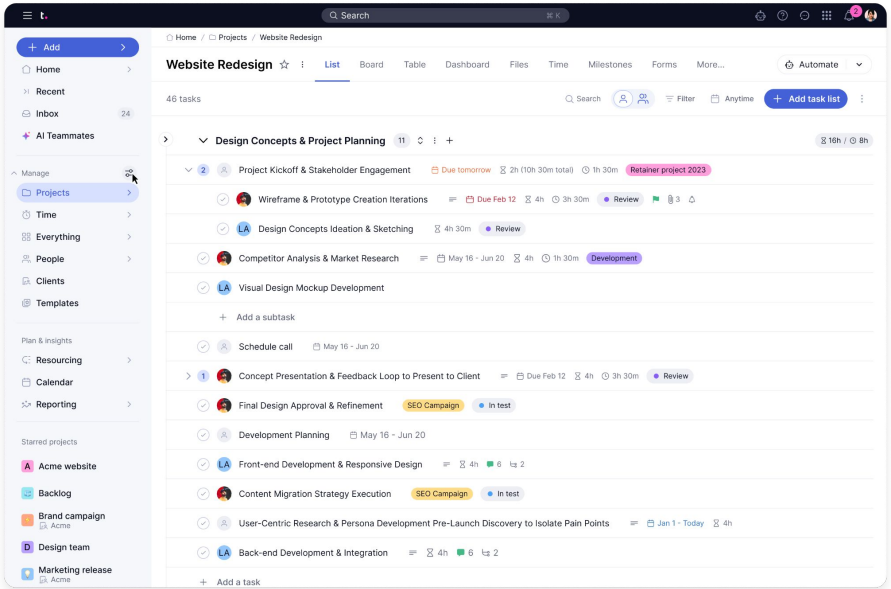
Status: ○ Live ◉ Coming Soon

Navigation updates

A simpler, more focused navigation experience to get you where you need to go faster.

Why you'll love it:

- A streamlined UI that surfaces what matters most, with navigation organized around the things you come to Teamwork.com to do.
- Customize your sidebar to fit your workflow—keep key items visible, move others to the *More* menu, or turn them off completely.
- Quicker access to recent work, active tasks/projects, and information you use every day.



Deliver Grow Scale

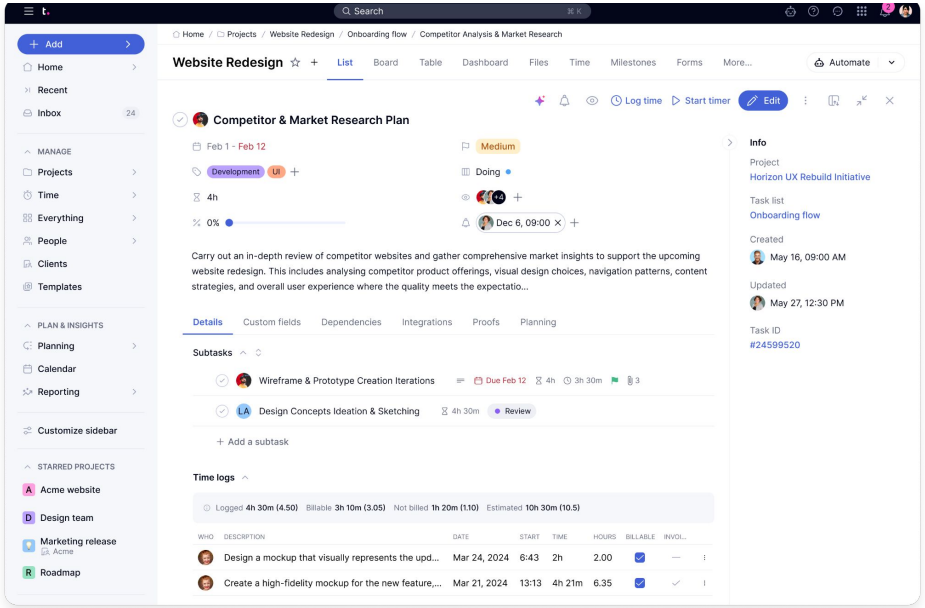
Status: ○ Live ◉ Coming Soon

Improved Task Details layout

A cleaner Task Details experience that helps you focus on the work, not the UI.

Why you'll love it:

- More intuitive experience that's faster to use and simpler for new teammates to learn.
- Key task details are shown upfront with extra information tucked away until you need it.
- A clearer layout, better spacing, and improved text make tasks easier to read at a glance.



Deliver **Grow** **Scale**

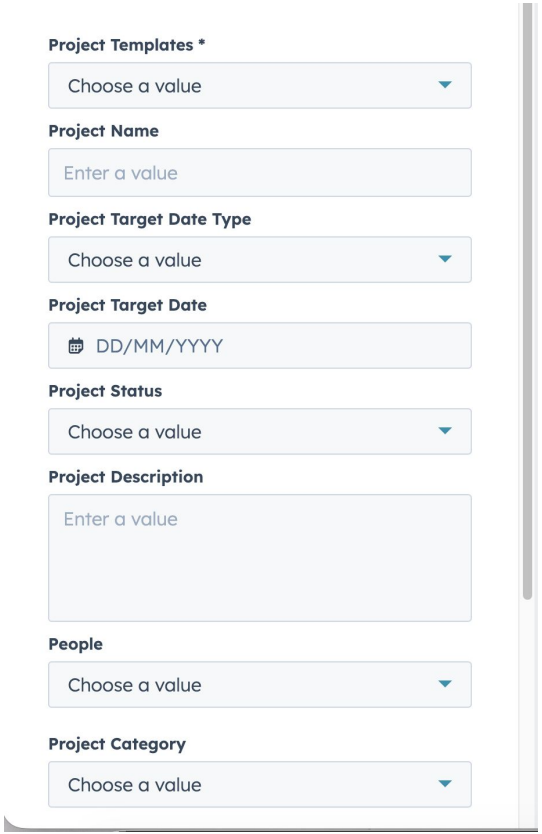
Status: ○ Live ● Coming Soon

HubSpot app updates

These enhancements to your workflow action make project setup faster, more structured, and fully aligned with how you plan work.

Why you'll love it:

- Set project budgets at creation for better forecasting and profitability.
- Define start/end dates to keep delivery on track (highly requested!).
- Instantly create new clients when the project is created and link to the project.



Deliver | Grow | Scale

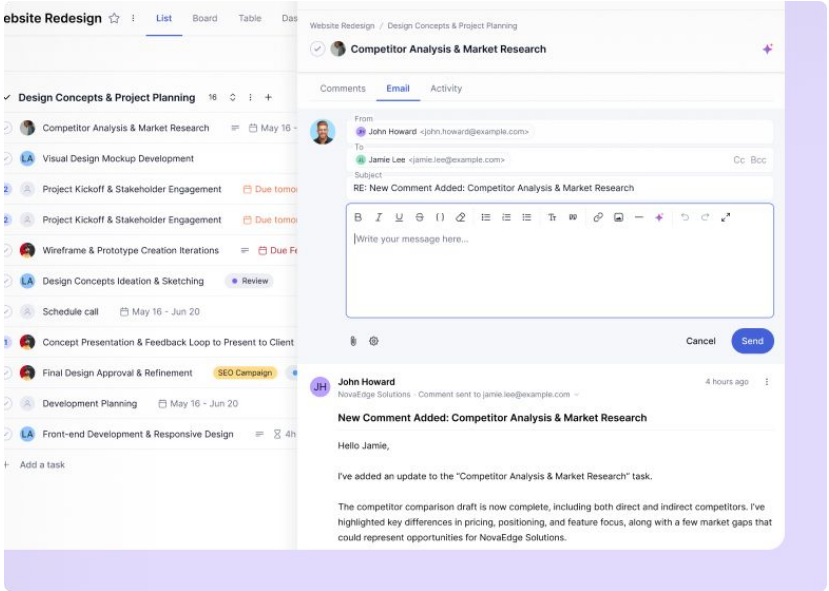
Status: ○ Live ◉ Coming Soon

Task email integration

Email clients directly from the task with an all new email integration for Outlook and Gmail!

Why you'll love it:

- Controlled at a site level.
- Keep email and internal comments separate to enhance existing workflows.
- Bring visibility to client communication regarding the task keeping your whole team aligned.



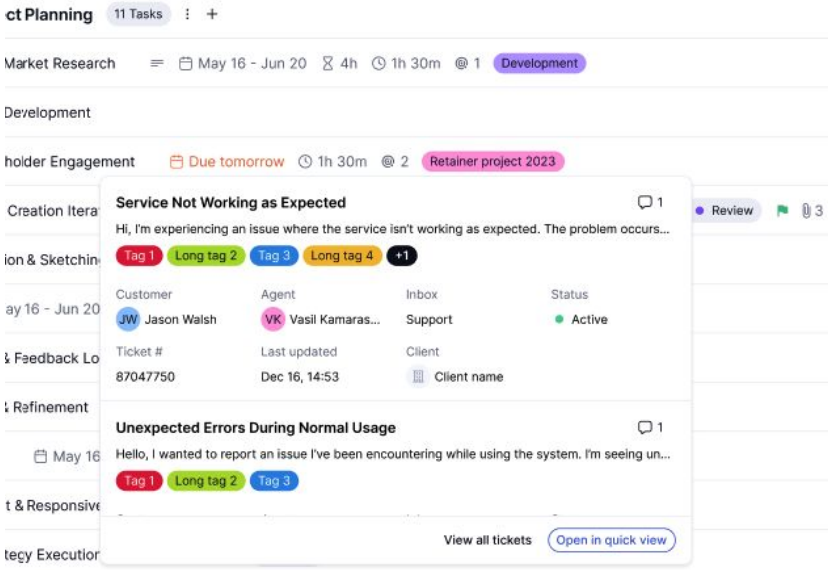
Status: ○ Live ● Coming Soon

Improved view of tickets in tasks

We're improving how tickets are surfaced in both Task Details and in task list views.

Why you'll love it:

- Include more of the information you need at a glance from the task list view.
- Return ticket ids and number of tickets—including in Task List Reports to help you prioritize faster.
- Improve visibility of multiple tickets attached to a task so you can quickly see the status of each, and take action faster.



Deliver **Grow** **Scale**

Status: ○ Live ◉ Coming Soon

Q1+ 2026

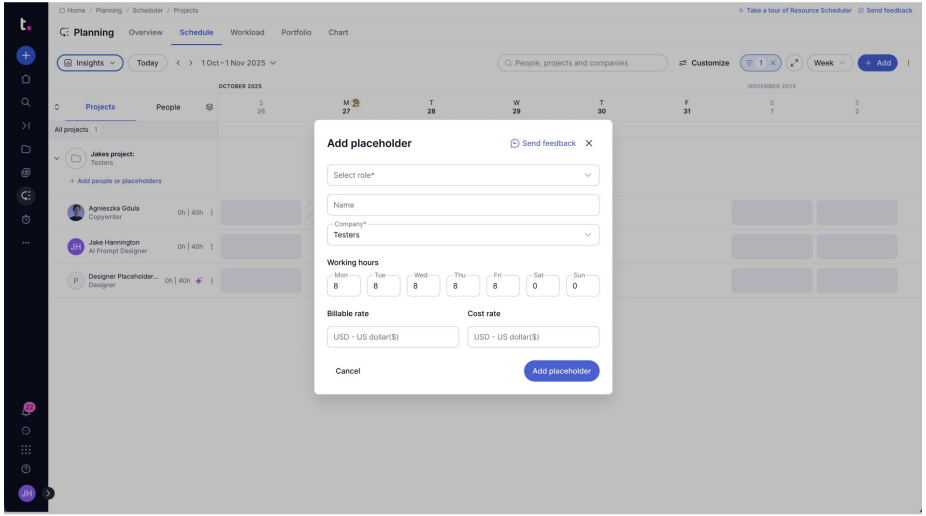
Plan resources

Placeholder Users

Placeholders are getting an upgrade to reflect real world scheduling!

Why you'll love it:

- Add the same placeholder across multiple projects
- Plan future hires more realistically
- Model project schedules before roles are filled
- Identify true headcount gaps earlier
- Schedule with working hours, cost & billable rates



Deliver | Grow | Scale

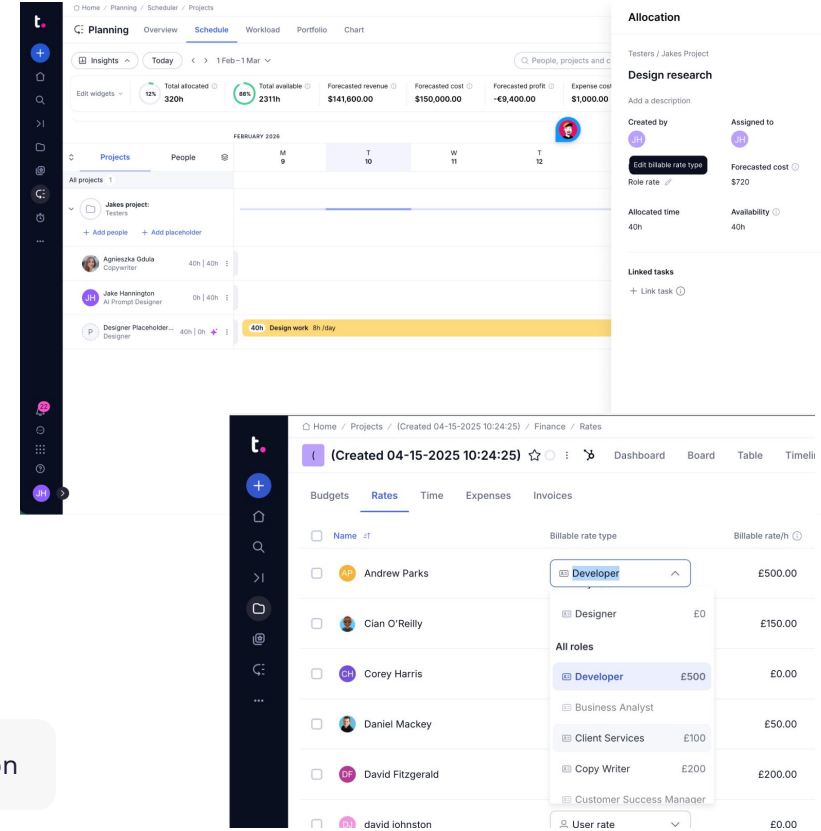
Status: ○ Live ● Coming Soon

Multiple Roles per User

Let your team wear different hats...per project.

Why you'll love it:

- Assign a different role per project
- Billable rates follow that role
- Allows for reflect real-world team flexibility
- Less work: No more duplicate users or manual rate overrides



Deliver | Grow | Scale

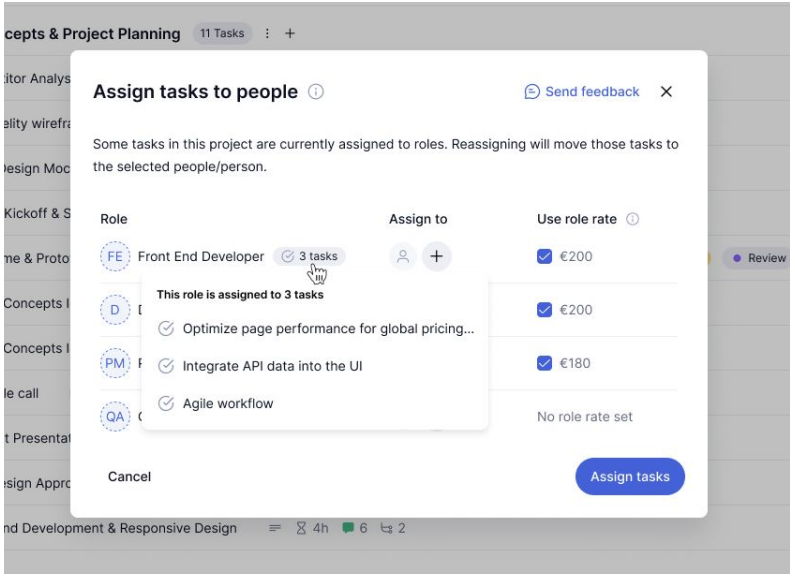
Status: ○ Live ● Coming Soon

Role-Based Task Assignment

Assign project tasks to roles. This allows teams to plan, and schedule work before staffing is confirmed, then seamlessly reassign to real users.

Why you'll love it:

- **Plan earlier with confidence:** Build full project plans without waiting for final staffing.
- **Quote and budget more accurately:** Use role-based rates for reliable early-stage pricing.
- **Reduce rework:** Easily reassign work from roles to real users via bulk task reassignment.



Deliver Grow Scale

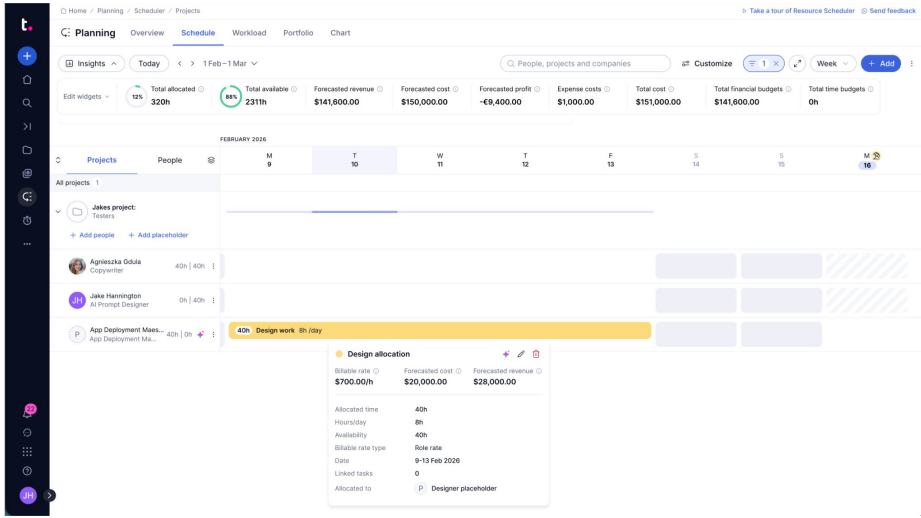
Status: ◯ Live ◉ Coming Soon

Roles Based Rates in Scheduler

Understand financial impact while you schedule.

Why you'll love it:

- Role rates reflected directly in the Insights bar
- Forecasted cost and revenue shown per allocation for both users and placeholders
- See financial impact from day one, even when planning tentatively using templates



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Status: ○ Live ● Coming Soon

Financial Insights in Scheduler

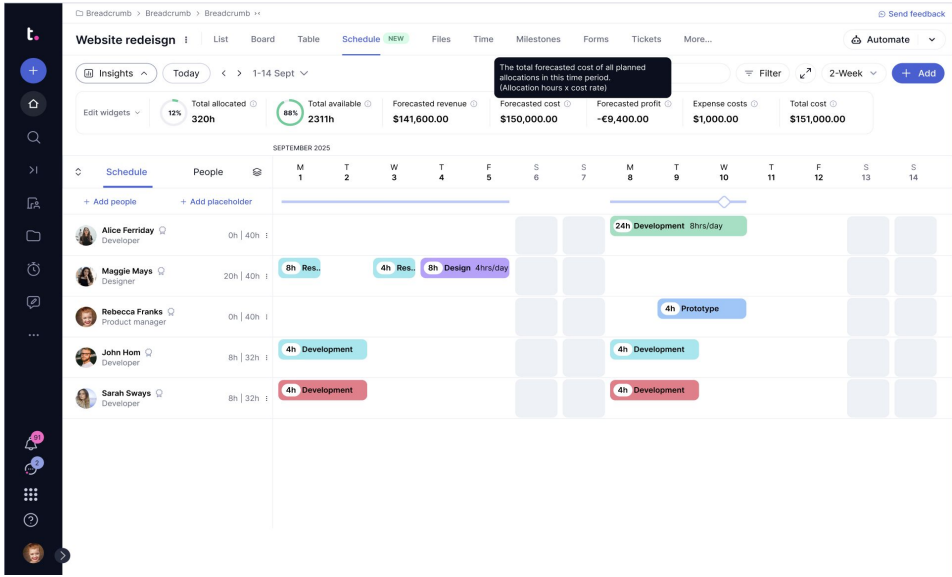
Understand cost and profit impact while scheduling

Why you'll love it:

4 new widgets inside a customisable insights bar

- Forecasted cost
- Expense costs
- Total cost
- Forecasted profit

No switching views, financial visibility directly in your planning workflow!



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Status: ○ Live ◉ Coming Soon

Q1+ 2026

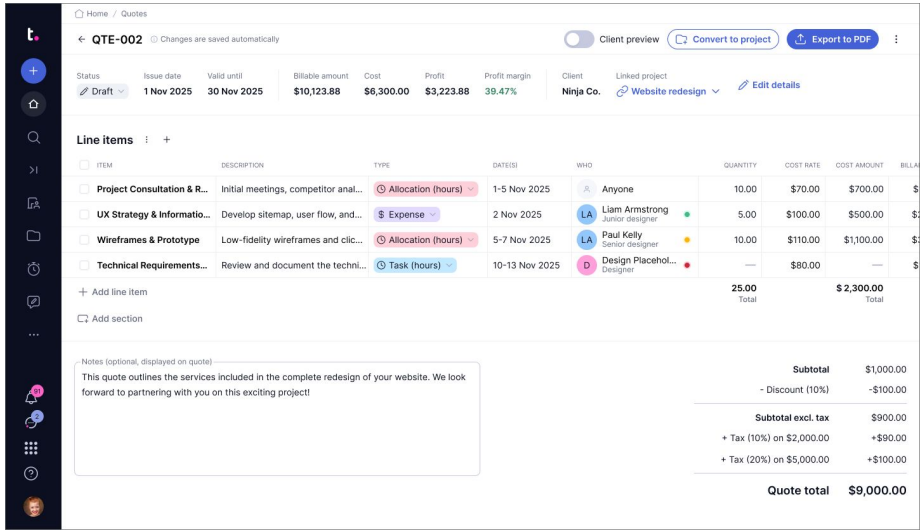
Make projects profitable

Quotes V3

Have more control over line items to create even more customizable Quotes. Understand your margins as you build to ensure a profitable project.

Why you'll love it:

- Line item specificity—add tax or discount per line item for more granular control.
- Add line item categories to better group and organize your Quote.
- See gross margin and net margin per line (keep this internal only).
- Create a tentative or confirmed project directly from your Quote, mapping your line items to allocations, tasks or expenses.



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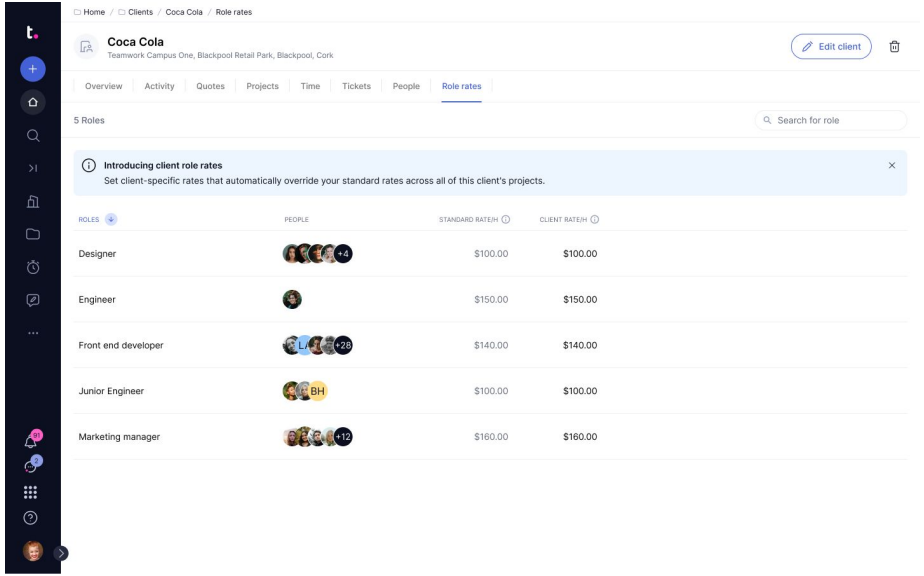
Status: ○ Live ◉ Coming Soon

Client based rates

Set and manage specific client base rates for each and every role in your organization.

Why you'll love it:

- Set specific billable rates for each role in your organization at the client level.
- Enjoy increased flexibility on client projects to choose whether a person's logged time is charged out using their standard rate, project rate, role based rate or client based rate.



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Status: ○ Live ◉ Coming Soon

Q1+ 2026

Track performance

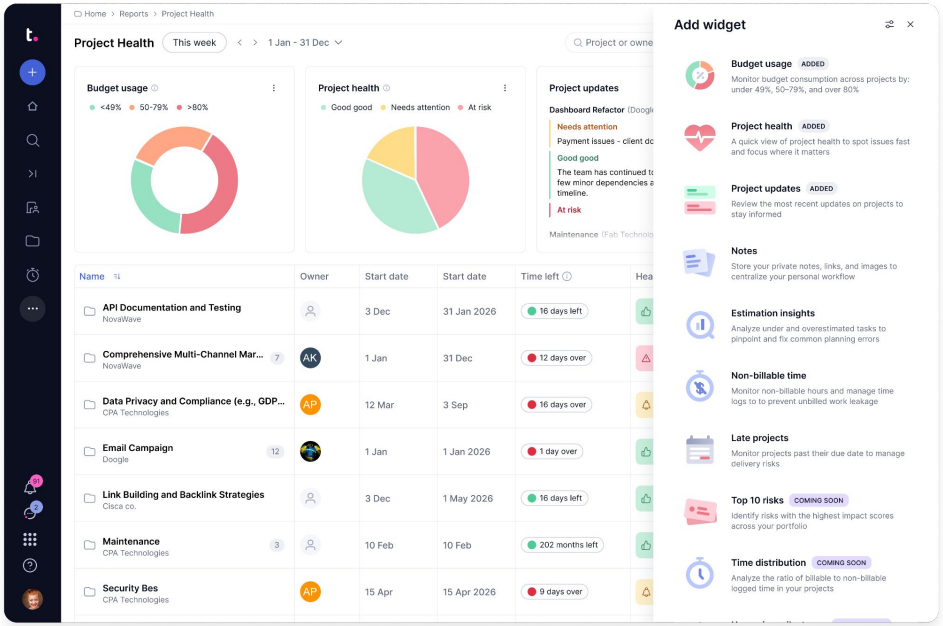
Project Health Insights

Soon you'll gain deeper visibility into your projects with a brand-new Insights panel in the Project Health Report!

Why you'll love it:

- Add widgets for estimation insights, budget usage, time distribution, and more.
- Customize widgets with visualizations and threshold-based colors.
- View key insights layered on top of your existing Project Health Report.

**Widget availability based on subscription plan.



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Status: ○ Live ◉ Coming Soon

Thank You!