Digitize your Business

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Your Solution for Digital Processes

What is teamspace?

teamspace is an all-in-one software solution that enables small and medium-sized service companies to digitize their business processes. It unites smart solutions for CRM, time tracking, project management, finance and teamwork.

What does teamspace offer me?



Quick Introduction

With teamspace you get startet immediately! This way you can enjoy automated and paperless processes even faster

- ✓ Start immediately
- ✓ Transfer Data
- ✓ Use all Features



Easy to Use

teamspace is your digital business cockpit. Manage processes simply and intuitively. Smart links improve usability and save time in your daily work routine.

- Intuitive handling
- ✓ Central Dashboard
- ✓ Smart Links

Well-proven Processes



Use smart workflows that are used successfully by many companies. Bring your team together in the cloud and enjoy the benefits of limitless collaboration.

- ✓ Intelligent Workflows
- ✓ All in One System
- ✓ Complete Process Solutions

Which processes can I digitize with teamspace?

Smart Time Tracking

Track and book your working hours quickly, easily and reliably with teamspace. Check in online, mobile or at a terminal. Time tracking is easy and fast. You can track times in the office, at home or on the go. For customer projects they will also appear on the right invoice.

Efficient Teamwork

Teamwork is the be-all and end-all for your business success. With teamspace, collaboration works smoothly because even distributed teams always stay in touch through the cloud. Thanks to the integration of Microsoft Teams, you can work together even better and more efficiently.

Intelligent Project Management

Successful projects are no coincidence, but the result of good planning, management and execution. teamspace helps you with intelligent tools to make a success of your projects. Manage tasks and employees and keep an eye on all relevant information about your projects.



Professional Invoicing Software

In teamspace, you prepare offers, orders and invoices in no time – with your Corporate design, of course. You can invoice customer projects easily and automatically. Even complex invoicing rules or payment schedules are no problem with teamspace.

Successful CRM

Effective sales efforts ensure your company's success. Hence, it is important that smart software supports your sales team as effectively as possible. With teamspace CRM, you are always close to your customers and optimize your business relations.









How do I start with teamspace?

Start with your personal test account. Try out teamspace to its full extent for 14 days free of charge and without obligation. If you have any questions, our consulting team will be happy to help you at any time.





We transfer your data and set up the system for you.

Why can I rely on teamspace?

5 POINT AG offers companies an integrated solution for the digitization of their business processes. With more than 20 years of experience, we successfully advise and support service providers of all sizes and industries. Already more than 10,000 satisfied users benefit from increased efficiency and simpler workflows that our digital solutions provide.



We stand for digitization made in Germany. Our software is developed and hosted entirely in Germany. It also complies 100% with European Data Protection Acts.



How can I integrate other Tools into teamspace?



Microsoft Teams and teamspace are perfectly connected. Thus, your teamwork becomes smooth and even more efficient.

DΛΤΕV

With teamspace, you can transfer your financial accounting data quickly and easily to your tax consultant - e.g., via a DATEV compatible format



Edit files online with Microsoft Word, Excel or PowerPoint. Synchronize contacts and your calendar with Microsoft Outlook and your Smartphone.

API

Thanks to the teamspace API, you can easily integrate other tools that you need for your work, if desired.

Which Features does teamspace offer me?

teamspace comes in three different packages, that differ in their range of functions: light, office and enterprise. If requested, we also create a custom solution for your business. For this purpose, you find a complete overview of functions on the next page.

light	Track working hours and manage te
office	The standard software for compani
enterprise	The all-round carefree package for
projectfacts	Individual software solution accord

- teamwork in your company.
- nies that want to digitize their business processes.
- companies with complex workflows and processes.
- ling to your wishes with extended configuration

Overview of Functions

Functional packages: I = light, o = office, e = enterprise, p = projectfacts

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TIME TRACKING					
Attendance times (office, home office, mobile)	Total employee working hours per day (check-in times).	\checkmark	√	\checkmark	~
Vacation & sickness management	Submit, review and approve leave request. Submit sick leave request. Vacation and sick days are visible in the team calendar.	\checkmark	\checkmark	~	√
Check-in / Check-out	Start time tracking online at start of work and stop for breaks and end of work.	\checkmark	\checkmark	\checkmark	~
Breaktime rules	Monitor labor law requirements related to minimum break times.	\checkmark	\checkmark	\checkmark	\checkmark
Holiday calendar	Consideration of holidays according to the set up holiday calendar.	\checkmark	\checkmark	\checkmark	\checkmark
Project times	Employee working hours booked on projects.		\checkmark	\checkmark	\checkmark
Activity record	Automatically generated report with booked project times for an invoice.		\checkmark	\checkmark	~
Auditable timesheet	Individually compilable timesheet with check workflow.			\checkmark	\checkmark
Create your own project time categories	Categories for project times, e.g. to separate billable from internal times.				√
Advanced rules and checks for timesheets	Extended possibilities to configure rules and checks for timesheets yourself.				✓

CRM & SALES

Overview of all organizational customers and suppliers of the company.		\checkmark	\checkmark	\checkmark
Overview of all customers of the company.		\checkmark	\checkmark	\checkmark
Overview of all prospects of the company.		\checkmark	\checkmark	\checkmark
Overview of all suppliers of the company.		\checkmark	\checkmark	\checkmark
Contact management with data on all personal and organizational contacts.		\checkmark	\checkmark	√
History with tickets, documents etc. for personal and organizational contacts.		\checkmark	\checkmark	√
Task type for resubmissions of a specific item at a specific time.		\checkmark	\checkmark	\checkmark
Overview with all relevant information about a customer.		\checkmark	\checkmark	\checkmark
Synchronization of mails, contacts and calendar to Microsoft Outlook, Mac and smartphone.		\checkmark	\checkmark	√
Automatic recording of incoming and outgoing calls (also Microsoft Teams) and documentation of type, duration and call partners (requires separate setup).		~	~	√
Fixed contacts for key organizational customers with potentially extended access.		\checkmark	\checkmark	√
Tool to capture, score and follow up with prospects in the sales funnel.			✓	√
Customizable sales funnels with phases to close the sale.			\checkmark	\checkmark
Key personal contacts of the company (e.g. multipliers) with special support.			\checkmark	√
System for managing sales partners.			\checkmark	\checkmark
Prediction of future revenues based on sales funnel data.			\checkmark	\checkmark
Various reports and analysis tools to measure sales success.			\checkmark	\checkmark
Tool to plan and execute marketing and sales actions (e.g. mailings).			\checkmark	√
Set up layouts for letters yourself and manage external access for customers and partners.			\checkmark	√
Ability to configure sales phases and funnels yourself.				√
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PROJECT MANAGEMENT					
Main projects	Projects at the highest hierarchical level.		\checkmark	\checkmark	\checkmark
Subprojects	Sub-projects subordinate to a main project.		\checkmark	\checkmark	\checkmark
Project phases	Sections of a project that follow one another in time.		\checkmark	\checkmark	\checkmark
Work packages	Tasks to be completed within a project.		\checkmark	\checkmark	\checkmark
Time budgets	Time schedule for a project or a project component (subproject, work package).		\checkmark	\checkmark	\checkmark
Gantt charts	Graphical representation of the time sequence of project tasks.		\checkmark	\checkmark	\checkmark
Project time tracking	Recording of working times for a specific project.		\checkmark	\checkmark	\checkmark
Standard project roles	Predefined roles within a project with certain rights (e.g. editor, colleague).		✓	\checkmark	\checkmark
Individual project roles	Individually adjustable own roles within a project.		\checkmark	\checkmark	\checkmark
Milestones	Important milestone within a project. Milestones can be defined time- or event-dependent, locally and globally.		\checkmark	\checkmark	✓
Costs	Planning of target costs and recording of actual costs for a project.		\checkmark	\checkmark	\checkmark
Dynamic Resource Planning (DRP)	Dynamic allocation of resources to projects, e.g. taking into account sick days.		✓	\checkmark	\checkmark
Project directories	Folder structure for categorizing projects.		\checkmark	\checkmark	\checkmark
Project history	Overview of all activities in the course of the project so far.		\checkmark	\checkmark	\checkmark
Layouts for project reports	Create and manage layouts for different types of project reports.			\checkmark	\checkmark
Manage your own project roles, rights, etc.	Define your own project roles and manage rights yourself.				\checkmark
CAPACITY PLANNING					
Capacities	Capacity requirements and available capacity for scheduling and employee assignment.			\checkmark	\checkmark
Monthly capacities	Planning and evaluation of capacities on monthly level.			\checkmark	\checkmark
Daily capacities	Planning and evaluation of capacities at daily level.			\checkmark	\checkmark
Warning levels & warning system	Warning system with various target/actual comparisons and warning levels according to degree of deviation.			\checkmark	\checkmark
Utilization analyses	Analysis for the utilization of employees in the context of capacity planning.			\checkmark	\checkmark
Extended possibilities for own configuration	Additional setting options for configuring capacity planning.				\checkmark
QUALITY MANAGEMENT					
Idea Management	Document template and review workflow to collect and evaluate ideas.			✓	✓
Task lists	Document template and review workflow to collect tasks.			\checkmark	\checkmark
Project applications	Document template and review workflow for proposals within a project.			✓	\checkmark
Project status reports	Document template and review workflow for status reports within a project.			✓	\checkmark
Approvals	Document template and review workflow for approvals.			\checkmark	\checkmark
Acceptances	Document template and review workflow for acceptances.			\checkmark	\checkmark
Work instructions	Document template and review workflow for work instructions.			\checkmark	\checkmark
Process descriptions	Document template and review workflow for process descriptions.			\checkmark	\checkmark
Layouts for QM documents	Create and manage layouts for different types of QM documents.			\checkmark	\checkmark
Create and manage your own inspection workflows	Set up and manage your own review workflows for QM documents.				✓

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PROJECT MANAGEMENT					
Main projects	Projects at the highest hierarchical level.		\checkmark	\checkmark	\checkmark
Subprojects	Sub-projects subordinate to a main project.		\checkmark	\checkmark	\checkmark
Project phases	Sections of a project that follow one another in time.		\checkmark	\checkmark	\checkmark
Work packages	Tasks to be completed within a project.		\checkmark	\checkmark	\checkmark
Time budgets	Time schedule for a project or a project component (subproject, work package).		\checkmark	\checkmark	\checkmark
Gantt charts	Graphical representation of the time sequence of project tasks.		\checkmark	\checkmark	\checkmark
Project time tracking	Recording of working times for a specific project.		\checkmark	\checkmark	\checkmark
Standard project roles	Predefined roles within a project with certain rights (e.g. editor, colleague).		✓	\checkmark	\checkmark
Individual project roles	Individually adjustable own roles within a project.		\checkmark	\checkmark	\checkmark
Milestones	Important milestone within a project. Milestones can be defined time- or event-dependent, locally and globally.		\checkmark	\checkmark	✓
Costs	Planning of target costs and recording of actual costs for a project.		\checkmark	\checkmark	\checkmark
Dynamic Resource Planning (DRP)	Dynamic allocation of resources to projects, e.g. taking into account sick days.		✓	\checkmark	\checkmark
Project directories	Folder structure for categorizing projects.		\checkmark	\checkmark	\checkmark
Project history	Overview of all activities in the course of the project so far.		\checkmark	\checkmark	\checkmark
Layouts for project reports	Create and manage layouts for different types of project reports.			\checkmark	\checkmark
Manage your own project roles, rights, etc.	Define your own project roles and manage rights yourself.				\checkmark
CAPACITY PLANNING					
Capacities	Capacity requirements and available capacity for scheduling and employee assignment.			\checkmark	\checkmark
Monthly capacities	Planning and evaluation of capacities on monthly level.			\checkmark	\checkmark
Daily capacities	Planning and evaluation of capacities at daily level.			\checkmark	\checkmark
Warning levels & warning system	Warning system with various target/actual comparisons and warning levels according to degree of deviation.			\checkmark	\checkmark
Utilization analyses	Analysis for the utilization of employees in the context of capacity planning.			✓	\checkmark
Extended possibilities for own configuration	Additional setting options for configuring capacity planning.				\checkmark
QUALITY MANAGEMENT					
Idea Management	Document template and review workflow to collect and evaluate ideas.			✓	✓
Task lists	Document template and review workflow to collect tasks.			\checkmark	\checkmark
Project applications	Document template and review workflow for proposals within a project.			✓	√
Project status reports	Document template and review workflow for status reports within a project.			√	√
Approvals	Document template and review workflow for approvals.			\checkmark	\checkmark
Acceptances	Document template and review workflow for acceptances.			√	✓ ✓
Work instructions	Document template and review workflow for work instructions.			√	 ✓
Process descriptions	Document template and review workflow for process descriptions.			√	\checkmark
Layouts for QM documents	Create and manage layouts for different types of QM documents.			\checkmark	\checkmark
Create and manage your own inspection workflows	Set up and manage your own review workflows for QM documents.				✓

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Overview of Functions

Functional packages: I = light, o = office, e = enterprise, p = projectfacts

		Ι	ο	е	Р
HR					
Vacation	Manage leave accounts. Review and approve vacation requests.	\checkmark	\checkmark	\checkmark	~
Sick leave	Document sick leave and display sick days in the overview.	\checkmark	~	\checkmark	~
Overtime	Document, display and manage overtime (compensatory time off, payment, etc.).	\checkmark	\checkmark	\checkmark	~
Employment contract data	Digitally store employee contract data.	\checkmark	\checkmark	\checkmark	~
Protection classes	Different security levels for accessing personnel data.	\checkmark	\checkmark	\checkmark	~
Contracts	Store contracts in the system.	\checkmark	\checkmark	\checkmark	~
Skill management	Document and evaluate employee skills in the categories of professional, language and social skills.		\checkmark	\checkmark	~
Commissions	System for provisioning employees according to different benchmarks.		✓	\checkmark	V
Annual goals	Set goals for employees for the year and review goal achievement.		✓	✓	V
Employee reviews	Plan and document employee appraisals.		\checkmark	\checkmark	V
Employee payments	Overview of payments to employees (travel expenses, commissions, etc.).		\checkmark	\checkmark	V
Meal per diems	Consideration of standard lump sums for the crediting of meals.		\checkmark	\checkmark	•
KPIs	Key figures on employee productivity.		\checkmark	\checkmark	•
Employee alert system	Warning system for deviating workloads or time bookings of employees.		\checkmark	\checkmark	`
FINANCE					
Offers	Generate and track offers for customers using templates, CRM data, and item master.		✓	\checkmark	`
Orders	Generate order confirmations for offers, manage orders, and manage billing.		✓	√	×
Invoices/ Cancellations	Generate, cancel and dun invoices (e.g. according to payment plan or billing rules).		✓	\checkmark	~
Inquiries	Document inquiries to suppliers in the system.		\checkmark	\checkmark	×
Orders	Document purchase orders with suppliers in the system and generate purchase order sheets.		✓	✓	×
Incoming invoices	Document incoming invoices from suppliers in the system and release them for payment.		✓	√	N
Financial accounting export	Export financial accounting data for further processing.		\checkmark	\checkmark	×
Checks	Audit workflow for the release of documents.		\checkmark	\checkmark	•
Material	Book material costs, take them into account for controlling and, if necessary, allocate them further.		✓	\checkmark	~
Travel expenses	Document travel expenses, book them and release them for payment to the employee.		✓	\checkmark	v
Accounting transactions	Linking of monetary amounts e.g. to a project, employee or cost center for analysis and further allocation.		✓	\checkmark	`
Cost types, cost centers	Classification of costs according to cost types and cost centers.		\checkmark	\checkmark	•
Calculations	Invoice-related summary of costs for cost units.		\checkmark	\checkmark	•
Cost center planning	Plan figures for a specific cost center for the planning period.		\checkmark	\checkmark	N
Monthly statements	Collecting settlement amounts for monthly settlement.		\checkmark	\checkmark	V
Surcharges and commissions	Surcharges and commissions can be set up in the system and are calculated automatically.		✓	\checkmark	~
Contribution margin analyses	Comparison of revenues and expenses and calculation of contribution margin.		✓	✓	
Audit workflow for records	Workflow for submitting, checking and approving receipts in the system.			\checkmark	~
Manage price lists and layouts yourself	Create and manage layouts and price lists yourself.			\checkmark	~

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FINANCE					
Create your own cost centers and cost types	Set up and maintain cost centers and cost types for postings yourself.				✓
Manage articles, posting ac- counts, currencies, etc. yourself	Manage item master, transaction accounts, and other financial options yourself.				~
TICKET SYSTEM					
Standard ticket system	System for process management. Incoming and outgoing communication is assigned an ID and collects all related processing operations.		~	~	\checkmark
Automatic responses	Automatic messages when mails are received in the ticket system.		\checkmark	\checkmark	\checkmark
Channel splitting	Different channels for structuring incoming ticket requests.		\checkmark	\checkmark	\checkmark
Escalation	Optional change of agent or channel for tickets that remain unanswered for a longer period of time.		\checkmark	\checkmark	\checkmark
Ticket alerts	Automatic notifications for individual tickets at a specific time.		\checkmark	\checkmark	\checkmark
Use SLAs	SLA response times and automatic notifications can be used.		\checkmark	\checkmark	\checkmark
Create SLAs yourself	Define and set up your own Service Level Agreements.				\checkmark
CALENDAR					
Calendar entries	Overview with appointments, vacation, illness and other info for the entire team.	\checkmark	\checkmark	\checkmark	\checkmark
Synchronization with Outlook, Mac & Smartphone	Synchronization of mails, contacts and calendar to Microsoft Outlook, Mac and smartphone.	✓	\checkmark	\checkmark	~
Alarms	General reminder with short description as popup, mail or similar.	\checkmark	\checkmark	\checkmark	\checkmark
Smart alarms	Reminder for a specific item within the system.	\checkmark	\checkmark	\checkmark	\checkmark
Create your own appointment types	Define own types for appointments and manage them yourself.				\checkmark
Advanced options for own configuration	Additional setting options for configuring the team calendar.				\checkmark
DESK SHARING SYSTEM					
Workplace management	Create, view and reserve workspaces in the company.	\checkmark	\checkmark	\checkmark	\checkmark
Parking management	Create, view and reserve parking spaces in the company.	\checkmark	\checkmark	\checkmark	\checkmark
Booking system	System for booking work spaces and parking spaces for employees.	\checkmark	\checkmark	\checkmark	\checkmark
Standard planning	A standard schedule can be created for recurring use.	\checkmark	\checkmark	\checkmark	\checkmark
Employee overview	Employees can see free work and parking spaces and colleagues' bookings at a glance.	\checkmark	\checkmark	\checkmark	\checkmark
TO DOS					
To-dos	Digital notes to document ideas, tasks, etc. and to provide additional information.	\checkmark	\checkmark	\checkmark	\checkmark
To-do lists	List of to-dos, e.g. as a protocol with tasks to be processed.	\checkmark	\checkmark	\checkmark	\checkmark
Synchronization with Outlook, Mac & Smartphone	Synchronization of to-dos to Microsoft Outlook, Mac and smartphone.	\checkmark	\checkmark	\checkmark	\checkmark
Session logs	Logging of to-do lists with time stamp.	\checkmark	\checkmark	\checkmark	\checkmark
Extended possibilities for own configuration	Additional settings for configuration of to-dos.				\checkmark

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FINANCE					
Create your own cost centers and cost types	Set up and maintain cost centers and cost types for postings yourself.				~
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Advanced options for own configuration	Additional setting options for configuring the team calendar.				✓
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TODOS					
To-dos	Digital notes to document ideas, tasks, etc. and to provide additional information.	\checkmark	\checkmark	\checkmark	\checkmark
To-do lists	List of to-dos, e.g. as a protocol with tasks to be processed.	\checkmark	\checkmark	\checkmark	\checkmark
Synchronization with Outlook, Mac & Smartphone	Synchronization of to-dos to Microsoft Outlook, Mac and smartphone.	\checkmark	\checkmark	\checkmark	~
Session logs	Logging of to-do lists with time stamp.	\checkmark	\checkmark	\checkmark	\checkmark
Extended possibilities for own configuration	Additional settings for configuration of to-dos.				~

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FINANCE					
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Extended possibilities for own configuration	Additional settings for configuration of to-dos.				~

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Parking management	Create, view and reserve parking spaces in the company.	\checkmark	\checkmark	\checkmark	\checkmark
Booking system	System for booking work spaces and parking spaces for employees.	✓	\checkmark	\checkmark	\checkmark
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Extended possibilities for own configuration	Additional settings for configuration of to-dos.				✓

		I	ο	e	Ρ
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Alarms	General reminder with short description as popup, mail or similar.	\checkmark	\checkmark	\checkmark	\checkmark
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TODOS					
To-dos	Digital notes to document ideas, tasks, etc. and to provide additional information.	\checkmark	\checkmark	\checkmark	✓
To-do lists	List of to-dos, e.g. as a protocol with tasks to be processed.	\checkmark	\checkmark	\checkmark	\checkmark
Synchronization with Outlook, Mac & Smartphone	Synchronization of to-dos to Microsoft Outlook, Mac and smartphone.	\checkmark	\checkmark	\checkmark	\checkmark
Session logs	Logging of to-do lists with time stamp.	\checkmark	\checkmark	\checkmark	\checkmark
Extended possibilities for own configuration	Additional settings for configuration of to-dos.				\checkmark

Overview of Functions

Functional packages: I = light, o = office, e = enterprise, p = projectfacts

		I	о	e	Р
WIKI					
Wiki pages	Knowledge pages linked to each other and editable by team members, based on the Wikipedia model.	~	~	\checkmark	\checkmark
Dynamic wiki pages	Wiki pages whose content is dynamically based on specific reports, contacts, or the like.	\checkmark	\checkmark	~	\checkmark
Extended possibilities for own configuration	Additional settings options for configuring wikis.				✓
BOARDS					
Standard Boards	Individually configurable board for sharing and moving notes and other system elements.	\checkmark	\checkmark	\checkmark	\checkmark
Scrum Boards	Board preconfigured according to the Scrum concept.	\checkmark	\checkmark	\checkmark	\checkmark
Kanban Boards	Board preconfigured according to the Kanban concept.	\checkmark	\checkmark	\checkmark	\checkmark
Extended possibilities for own configuration	Additional setting options for configuring boards.				\checkmark
FORUM					
Forum	Platform for the exchange of team members. Forums can be set up in general or for specific elements.	\checkmark	✓	✓	\checkmark
News section	Dedicated area to share news within the company.	\checkmark	\checkmark	\checkmark	\checkmark
Editorial area	Area for editorial content creation, e.g. for a company newspaper.	\checkmark	\checkmark	\checkmark	\checkmark
Extended possibilities for own configuration	Additional settings options for configuring forums.				\checkmark
MESSAGES					
Chat	Possibility of direct exchange with other team members.	\checkmark	\checkmark	\checkmark	\checkmark
Inbox	Inbox for messages and SMS sent within the company.	\checkmark	\checkmark	\checkmark	\checkmark
Outbox	Outbox for messages and SMS sent within the company.	\checkmark	\checkmark	\checkmark	\checkmark
Internal messages	Create and send internal messages.	\checkmark	\checkmark	\checkmark	\checkmark
Imports	Module for importing mails.	\checkmark	\checkmark	\checkmark	\checkmark
SMS	Module for receiving and sending SMS.	\checkmark	\checkmark	\checkmark	\checkmark
Employee agreements	Sending agreements to employees and marking them after they have been acknowledged.	✓	✓	✓	\checkmark
Extended possibilities for own configuration	Additional settings for configuring messages.				√
FILE MANAGEMENT					
Default File Storage 8 Directories	Company internal folder structure and file storage option.	\checkmark	✓	✓	\checkmark
Private file directory	Personal file storage location.	\checkmark	\checkmark	\checkmark	\checkmark
Version management	Version control allows access to older file versions.	\checkmark	\checkmark	\checkmark	\checkmark
Public shares	Share files and folders publicly.	\checkmark	\checkmark	\checkmark	\checkmark
WebDAV connection	System for integrating system directories into the company's file manager.	✓	✓	✓	\checkmark
Permissions	Assign read and write permissions by user groups in the system.	\checkmark	\checkmark	\checkmark	\checkmark
Protection classes	Different security levels for access to directories.	\checkmark	\checkmark	\checkmark	\checkmark
Automatic directory structures for new items	Automatically created folders for filing new items.	\checkmark	\checkmark	\checkmark	\checkmark
Alerts on modifications	Automatic notification of directory changes.	\checkmark	\checkmark	\checkmark	\checkmark
Extended possibilities for own configuration	Additional setting options for configuring file management.				~

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GENERAL					
Progressive Web App	teamspace can be used as an online application with advanced app features outside the browser.	\checkmark	\checkmark	\checkmark	\checkmark
Custom Fields	Customizable fields to use for lists and elements.	\checkmark	\checkmark	\checkmark	\checkmark
Color markers	Free color coding to distinguish elements, e.g. appointments.				
Categories / Groups	System-wide usable fields to categorize and group elements.	\checkmark	\checkmark	\checkmark	\checkmark
Additional element fields	Additional element fields that can be made visible if required.	\checkmark	\checkmark	\checkmark	\checkmark
Pinboard / Top pinboard entry	Special board for own use. Priority and number of entries are displayed in the status bar.	\checkmark	\checkmark	\checkmark	\checkmark
API	Programming interface for the connection of external systems.	\checkmark	\checkmark	\checkmark	\checkmark
Manage bookmarks and text modules	Manage bookmarks of employees and text modules in the system.		\checkmark	\checkmark	\checkmark
Create custom fields	Define and manage own custom fields.			\checkmark	\checkmark
Set up own menus and interfaces	Create and manage own menus and interfaces for the system itself.				\checkmark
Advanced rights management for users (groups)	Extended rights management for individual users or user groups in the system.				\checkmark
EXTERNAL ACCESS					
Tickets	Customer access to own tickets or tickets of the company.		\checkmark	\checkmark	\checkmark
Invoices	Customer access to invoices issued.		\checkmark	\checkmark	\checkmark
Files	Customer access to the company's file module.		\checkmark	\checkmark	\checkmark

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Files	Customer access to the company's file module.		\checkmark	\checkmark	\checkmark	

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