

Speculation grows over service desk v9.4 architecture change

Following our inbox filling up this month, we took a closer look at the v9.4 service desk release. The vendor made a major change to the product architecture, and there is speculation across the community that it was not tested thoroughly before general availability.

Partners who manage these deployments for end customers have borne the brunt, fielding elevated ticket volumes through April and May. Several have been working closely with affected customers to contain the impact.

The encouraging sign: partners report that a patch is in progress and early indicators suggest the issue is being brought under control.