Product Retirement Notice

> ⚠ As of December 15, 2017, Pocket Desk iPhone app and Pocket Desk Connector for Jira are retired and archived. The server providing push notification services is taken down.

22 Nov 2017

Message from Igor Sereda, CEO of ALM Works:

We started Pocket Desk three and a half years ago, aiming to close a notification gap for Jira Service Desk agents. Unfortunately, over time, the product failed to gain any considerable traction. There are many things we might have done differently — include more features, include an Android version of the app, do more aggressive marketing — but in the end it seems that the market for this solution does not justify the effort needed to continue working on it.

With that in mind, we decided to discontinue working on Pocket Desk. It's not an easy decision, but I think it's best we call the things what they are and communicate the situation clearly to our customers. The product is going to be archived later this year.

I understand this might be disappointing to several our customers who have purchased a license, believing that this product is going to be further developed and improved. I sincerely apologize. We'll try to make it up to you.

You can request a refund for any Pocket Desk Connector license purchased during year 2017. To do so, please send an email to support@almworks.com with your license SEN number. Alternatively, if you're using other products from ALM Works, we can credit the amount paid for Pocket Desk license to your next purchase or renewal of a different product.

Going further, we're currently discussing making Pocket Desk open-source. If you're interested in access to the source code of both Jira and iPhone apps, please write me to sereda@almworks.com.

Thank you for understanding and feel free to write me if you have any questions or concerns.

Igor