



HotScripts
<http://www.hotscripts.com>  COM

eSupport

Hits: 33,683

Description: eSupport is a robust and flexible support solution. Features a stable email > helpdesk routine, department handling, unlimited staff members with ability to set specific permissions, complete ticket management, FAQ management, SMS forwarding, Personalization (Seperate Calendar and Addressbook for staff), A comprehensive web based interface for customers, Your customers can create tickets via either web based interface or through email, private messaging between staff members, ticket grouping based on priorities and status, predefined replies ability, template based, ticket locking to prevent duplicate replies, backup system, IP+Email banning, ticket notes, ticket flagging, ability to specify custom fields, printable version, multi language support, popup predefined replies and a professional interface, ability to reply directly via email client, ability to track emails, email actions, flood protection. Also comes with MS Outlook Integration and SLA's & Escalations!

Resource Specifications

Version:	3.00.13
Platform(s):	linux, windows, freebsd, osx, sun
Price:	\$14.95/\$99/\$199/\$349
Date Added:	Nov 14th, 2001
Last Updated:	Nov 2nd, 2005

Average Visitor Rating:  **3.04** (out of 5)

Number of Ratings: 49 Votes

Average Member Rating:  **2.83** (out of 5)

Number of Reviews: 6 Reviews *Read Reviews...*

Other Links by This Member

[eSupport](#)

[LiveResponse](#)



Excellent Product, Mar 17th, 2002

Reviewed By: ZeonHost

We tried other help desks, but none could compare to eSupport. eSupport has a very advanced administration center which makes it very easy to manage incoming tickets. The e-mail integration saves a lot of time by letting multiple technicians answer an e-mail. It has a complete user-template system so you can customize the user-interface to match your site. If you're looking for a powerful help desk, you've found it!



worst support ever!, Mar 30th, 2005

Reviewed By: chrystl

Tried to buy this program, but after 3 weeks I did not received it. A discussion on their helpdesk turned out that they first want to call me, then that they could not call me and that they are returning my money??? (did not received my money back either)



Great product, Jun 15th, 2005

Reviewed By: belopoity

I've been using Kayako esupport for about 6 months and I honestly don't know how i lived without it. Great product!



Good Product, Aug 31st, 2006

Reviewed By: fstaff

eSupport is a pretty complicated product and customization is virtually endless. It has been running flawless on my site for months now. I would recommend it to anyone, but make sure you read the documentation (a little scarce) before trashing it. It's not quite an install and forget it script. Support could be a little better.



Do not buy this - finger away!, Oct 11th, 2006

Reviewed By: treer80

I used the Kayako support Suite exactly one week long. Both in hosted and in leased the version errors arose. The support was not to be achieved. One promised to get me then in the live-support my money back, nothing passed. Finger away!



Wow, don't get taken by these guys., Feb 21st, 2007

Reviewed By: tgiovanni

If you need a serious system, this one lacks some fundamentals. The company offers the worst support I have ever seen. Read their forums before you buy. They don't fix the bugs, they don't really care what their customers want, and they wait 24 hours to reply to a ticket that is just a stall tactic so they don't have to address your issue. BE WARY.