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## Cerberus Helpdesk 4.0 (Cerb4)

Hits: 36,089

**Description:** Cerberus Helpdesk 4.0 (Cerb4) is the current result of over 6 years of continuous software evolution, aimed at improving both group e-mail in the browser and efficient PHP5/MySQL software design. Over the years, we've learned from many of our own mistakes; and we've also watched as plenty of "pretty interfaces" have faded into obscurity because they couldn't handle realistic volumes of e-mail. We've learned from their mistakes too. Our code has to stay fast -- we regularly throw 100,000+ messages at it while importing mail from other systems.

### Resource Specifications

<b>Version:</b>	4.0 (Build 809)
<b>Platform(s):</b>	linux, windows, freebsd, osx, sun
<b>Date Added:</b>	Mar 27th, 2002
<b>Last Updated:</b>	Nov 26th, 2008
<b>Author:</b>	WebGroup Media, LLC.

**Average Visitor Rating:**  **3.46** (out of 5)

Number of Ratings: 41 Votes

**Average Member Rating:**  **1.67** (out of 5)

Number of Reviews: 3 Reviews *Read Reviews...*

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### **Lots of problems, slow support**, Jun 27th, 2006

Reviewed By: texasgulclinic

I purchased the script 2 weeks ago. Paid for installation. It has been installed and does not work well so far. It is costing me a lot of hours to figure it out, sent emails for it to be fixed. It is becoming to expensive to fix what has not been done right the first time around.



### **We used Cerberus - but we had to stop with it**, Apr 24th, 2007

Reviewed By: 5mark

We had Cerberus more than 1.5 year. After we had to answer few hundreds of mails per day, it turned into night mare.

Simply Cerberus was too slow, search didn't worked, reindexing of tickets crashed every time, agents were not able to find tickets easilly.

After we had more than 60 000 mails in the system, it was so slow, that we waited for each page more than 15-30 seconds... really crazy

We switched to SupportCenter from Quality Unit. They have Ajax based user interface - really fast



### **Beware of hidden costs - better products availble**, Jun 17th, 2007

Reviewed By: dddeoliveira

I got Cerberus helpdesk last year. lots of problems with the script in the beging. Not very friendly to use. Have to go back several levels to go from one ticket to another. Now they are sending me invoices for an "yearly license". Definitely not worth with other options available. Not happy either with script or company.