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Omnistar Live Customer Support Help Desk Hits: 25,479

Description: Omnistar live is a comprehensive web based php customer support solution that provides live chat, help desk ticket tracking, a customizable FAQ Knowledgebase and more. All of these integrated components help to provide a more effective customer support environment for your customers. Your customers will have the ability to easily submit helpdesk tickets through the user friendly interface or they may email inquires and have them automatically routed into the helpdesk. With our online chat software your support staff will also have the ability to chat directly with any customer or visitor to your web site via the live chat component. Through the private label online chat software component your staff will also be able to push web pages to visitors, save chat transcripts and get valuable information about site visitors such as last pages visited. The customer support software also includes a customizable troubleshooter tool that can contain step by step problem solving info.

Resource Specifications

Version:	8.0
Platform(s):	linux, windows
Price:	\$24.95/\$99.95
Date Added:	Jun 11th, 2003
Last Updated:	Apr 10th, 2008
Author:	Omnistar Interactive, LLC

Average Visitor Rating:  **4.02** (out of 5)

Number of Ratings: 45 Votes

Average Member Rating:  **5.00** (out of 5)

Number of Reviews: 1 Reviews *Read Reviews...*

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Omnistar Live Help Desk and More, Jan 23rd, 2004

Reviewed By: robinemcd

I am extremely impressed with OmniStart. After abandoning my first choice ticket system after 8 plus hours just trying to install it with no success, I was so happy when OmniStar offered to install their system for me at no charge. Functionally it is comprehensive and is very easy to set-up. Their support is excellent - very reponsive day and night and weekends. I now wonder why OmniStar wasn't my first choice to begin with :-) I am happy that this is the system I ended up with.