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Help Desk 6 by Expinion.net

Hits: 3,488

Description: * Not just a knowledgebase but a full customer support and ticket tracking system! Inexpensive, but never cheap.

* For visitors/clients there's an organized knowledgebase (unlimited categories, 3 levels), optional side panel, glossary word definitions, searching & sorting capabilities and the ability to ask questions (with suggested solutions shown).

* For the customer service professional – customizable HTML email notifications, WYSIWYG editor, customizable fields/field types, automatic issue history tracking, management reporting (by specified dates), custom security levels, an unlimited number of agents, & more.

* Some of the bonus features that help support personnel and their managers to share info online - anytime are: 'To Do' Lists, Contacts Book, Agent to Agent emailing, Upload manager (admin and user if desired), Agent Logs, statistics reporting per agent/category/user.


* 1000s of clients in over 140 countries. Only \$145, includes support, install and upgrade.

Resource Specifications

Version:	6.5
Platform(s):	windows
Price:	125
Date Added:	Jul 24th, 2003
Last Updated:	Jan 23rd, 2008
Author:	Expinion.net

Average Visitor Rating:  **4.34** (out of 5)

Number of Ratings: 41 Votes

Average Member Rating:  **0.00** (out of 5)

Number of Reviews: 0 Reviews

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