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ExoPHPDesk

Hits: 36,301

Description: ExoPHPDesk is a HelpDesk for Internet companies that require communicating with their customers. Includes Admin Area, Staff Area, Member Area. With a fast,easy template and Live chat system, it is the superior one. Add/Edit/Delete/Email Admins,Staff,Members. Create/Edit/Delete/Close/ Open Tickets. Send/View/Delete/Reply Private Messages. Add/Edit/Delete F.A.Q. in Integreted Knowledge Base. Fetch Mail through any Mail server and convert to tickets.

Ability to search tickets. ADD/EDit/Delete staff notes viewable by staff/admins.

IP Lookup feature to check the server status of specific ports.

Mail Piping, Unlimited Saved Responses, TroubleShooters. New mail piping supports multiple mail programs and is far more flexible. New version contains mySQL Toolbox with mySQL backup.

And Much Much More. Easy Web-Based Installation. 1.2.1 is much more secure now.

Resource Specifications

Version:	1.2.1
Platform(s):	linux, windows, freebsd
Price:	GPL
Date Added:	Nov 19th, 2003
Last Updated:	Feb 1st, 2006
Author:	Asad Niazi

Average Visitor Rating:  **4.45** (out of 5)

Number of Ratings: 147 Votes

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

Number of Reviews: 4 Reviews *Read Reviews...*

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ExoPHP Helpdesk, Jan 23rd, 2004

Reviewed By: MarshallT

This is one of the best free helpdesks out there. Has the look and feel of a professional helpdesk with an easy to use administration section. It also has different and customizable templates.



FAST, easy, and FREE, Jan 15th, 2005

Reviewed By: mairhart

This is the fastest PHP and MySQL application I have run. It is very easy to setup (I am a Redhat rookie). The interface is very clean looking, and customizable. It was an easy decision to select this as my Helpdesk solution for two different projects. Oh, and yes, it's free too!



Excellent Script, Feb 22nd, 2005

Reviewed By: kjavitz

I found this script to be extremely well coded, laid out, and easy to install. Great script, and has many nice features.



Pretty darn good for a free script, Aug 1st, 2005

Reviewed By: tarzanna

Have tried out several free customer support programs and this one is definitely the best I've come across so far.

Installation went smoothly. Email fetching (support tickets created from emails sent to specified email account) works great. The only problem I had with that was a looping that occurred when I tried to fetch emails from the same account I had the reply-to set as. My fault, I just misunderstood how it worked.

FAQ, Troubleshooter and other areas easy to set up. Still haven't tweaked the visuals yet...but I'm impressed with the ease of everything so far.