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## HdeskOnClick (formerly h2desk)

Hits: 21,477

**Description:** HdeskOnClick is the powerful way to provide online support to your customers. Create, manage, and overlook unlimited staff members, departments, and tickets. Configure powerful auto-replies and populate the built-in knowledge base. Generate ticket statistics by departments and users. Manage your emails by importing automatically from multiple POP3/IMAP addresses. Populate the file library with commonly distributed downloads. Manage a troubleshooter to guide users through a series of steps to solve common problems. Keep track of tasks with personal and global calendar reminder systems. Overlook performance with the simple ticket rating system. Intercept common ticket issues by offering solutions from the knowledge base. Seamlessly integrate the system into your web site. Download your free trial today.

### Resource Specifications

<b>Version:</b>	3.3.4.2
<b>Platform(s):</b>	linux, windows, freebsd, osx, sun
<b>Price:</b>	Free Trial/149.99/199.99
<b>Date Added:</b>	Apr 22nd, 2004
<b>Last Updated:</b>	Oct 19th, 2008
<b>Author:</b>	OnClick Solutions Ltd

**Average Visitor Rating:**  **4.27** (out of 5)

Number of Ratings: 48 Votes

**Average Member Rating:**  **3.67** (out of 5)

Number of Reviews: 3 Reviews [Read Reviews...](#)

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**Poor support, slow development**, Jan 4th, 2005

Reviewed By: twighting9275

A year and a half after php5 is announced and released into "beta", and this product is nowhere near ready. Unfortunately, that means the development team just has no concern for their clients. I mean, a YEAR and a HALF. I could see if it was 6 months since the betas had been released, and was still in rc state, but it's been STABLE for 6 months now!

F-



**H2 Desk Makes Our Day!**, Aug 30th, 2005

Reviewed By: anthropod

I normally don't review many products, but I felt compelled to review H2 Helpdesk. We are a small K-12 School District with 5 schools. As you can guess, because of our size our money situation is typically grim. We look for a lot of free, or inexpensive solutions to our various business problems. (Basically we can't spend much money to make our life easier, we need to spend the money on the children.) We work looking for a simple but powerful solution for doing work orders. After trying to make our own (it got too complex) and trying countless other solutions (including just e-mail routing) we stumbled upon H2 Helpdesk. It is perfect for our needs. It will make our life better, and because of its low cost, it won't hurt budget for putting technology in the hands of kids.

We have it installed on a Mac Mini. It has been the perfect server. It took us about 2 hours to get it up and going. (Installing PHP, MYSQL, and configuring POSTFIX.)

So for under \$800.00 server and all, we got a professional solution with out the cost and without the wasted time of a DIY solution.

Thanks heathco!



**Great support engine**, Oct 21st, 2005

Reviewed By: anaxamaxan

h2desk is a very nice solution for support. It's quite customizable, has most all the features available is other much more expensive solutions, and is very fast. We use it to create tickets from email help requests, and it works very well for this, allowing our support team to collaborate while allowing customers to use their familiar email client. The app is template-based, and can be customized to your look/feel easily. There is also a published API for integrating with your own apps.