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## Call Center help desk style application - Hits: 8,244 Free

**Description:** This free software is used to quickly log trouble ticket calls. It is designed to be used as a call center but also could easily be used as a help desk “help desk” application. The software has three primary functions, input new support calls, enter resolutions to existing support calls, organize and access old help desk calls through the built in knowledge base or archives. Installation is fast and does not require any code modification. The call center software allows you to choose from either a M.S. Access or MySQL backend database, which is used to store all the data collected in the call center. Minimal configuration is required for the database setup. This software call center help desk software is totally free.

### Resource Specifications

<b>Version:</b>	60kb
<b>Platform(s):</b>	windows
<b>Price:</b>	Freeware, GPL
<b>Date Added:</b>	Aug 23rd, 2004
<b>Last Updated:</b>	Apr 19th, 2005
<b>Author:</b>	ACC

**Average Visitor Rating:**  **3.87** (out of 5)

Number of Ratings: 23 Votes

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

Number of Reviews: 0 Reviews

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