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SunnyScript's MessageSuite (plus)

Hits: 2,016

Description: Affordable feature-rich mail and trouble ticket (helpdesk) software to improve your customer relationship management, pre-sale and support inquiries or to organize your company's communication flow.

Some of the features: Online/offline communications supported; mail import and management via POP3 accounts; supports attachments; online chat for live support from your website; multiple staff members, topic categories and user groups; FAQ and Knowledgebase solutions powered by a fuzzy-logic search (reduces workload); advanced permission management; customizable staff panel and user lounge; auto-answering of incoming inquiries to relief support staff; and much more ! Please visit our website for detailed information.

Resource Specifications

Platform(s):	linux, windows, freebsd, osx, sun
Date Added:	Feb 1st, 2005
Last Updated:	Apr 7th, 2008
Author:	SunnyScript

Average Visitor Rating:  **4.85** (out of 5)

Number of Ratings: 26 Votes

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

Number of Reviews: 1 Reviews [Read Reviews...](#)

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Reviews for SunnyScript's MessageSuite (plus)



Very recommendable, Sep 29th, 2005

Reviewed By: jerrymc2

During my work as webmaster, I already use other products from Sunnyscript, but found this one being the best of all.

Installation went smoothly without problems, customization was an ease (frontend looks exactly like my client's website) and the features can compare to much more expensive solutions.

My client had some support inquiries sent directly to them (how to use the web-frontend, etc.) and they became answered quickly within one day.

Finally, I'm very satisfied.