



HotScripts
<http://www.hotscripts.com>  **COM**

iDesk v1.5

Hits: 9,659

Description: iDesk is helpdesk software that allows you to process your daily support requests. It will help you to create a customer support center where you can facilitate eased communications and issue tracking between customers and support staff in one or more departments. iDesk not only provides general ticket handling, but also has POP3 processing, private messaging, announcements, job scheduler, knowledge base, download center, spam handling, statistics, predefined replies and much more.

Resource Specifications

Version:	1.5
Platform(s):	linux, windows, freebsd, osx, sun
Date Added:	Aug 25th, 2005
Last Updated:	Apr 3rd, 2008
Author:	NiceCoder

Average Visitor Rating:  **3.82** (out of 5)

Number of Ratings: 11 Votes

Average Member Rating:  **4.50** (out of 5)

Number of Reviews: 8 Reviews [Read Reviews...](#)

Other Links by This Member

[IndexU v5.4.0 - Web Directory Software, Link Indexing, SEO Improve !](#)

[Nicecoder INDEXU Lite](#)

[iDesk v1.5](#)

[IndexU v5.4.0 - Web Directory Software, Link Indexing, SEO Improve !](#)



Great first release, Sep 2nd, 2005

Reviewed By: mattegg

I have been using nicecoder.com's indexU software for sometime so was interested to see what their helpdesk software was like.

The Installation required virtually no input from me, the setup program connected to my ftp and uploaded all the files. Amazingly it all worked without any problems and it was running within 10minutes. I have tried other helpdesk programmes, and installation was a major problem for me.

Design of the software is clean, and hopefully easy to skin (not tried that yet)

The comprehensive admin area certainly does everything i need it to, with department management, automated email replies, stats - everything you would expect from a comprehensive helpdesk.

Although I have not used this in a commercial setting yet im considering replacing my existing helpdesk and using idesk. Where other helpdesk software tends to over complicate Idesk really goes "user friendly" for both your staff and customers.

Definitely the most polished nicecoder product yet.



A great looking support script and dead simple to use and install, Sep 3rd

Reviewed By: SimonT_78

I am quite new to the world of programming but right out of the box I found that iDesk was really easy to install and setup.

The developer has come up with a simple and fast way of installing the script. The installer is run from your local PC and connects via an inbuilt FTP client to your hosting

(option also to install on local PC). The install checks and makes sure your host meets all the requirements to run the script and then uploads all the files to the server. After this you run through a simple web install to finish setting up the server.

The layout of the support website is very clean and crisp and very easy to navigate. I found in just a few minutes I was able to setup a knowledgebase and download area and start accepting support tickets within about 30 minutes of having installed the script.



Installation a breeze!, Sep 4th, 2005

Reviewed By: lucaslim

I would like to start off by saying installation is a breeze for iDesk.. You download this application like software and the step by step wizard will guide u through uploading the files to your website. You don't even need a ftp software! Then you will be directed to setup your admin account.. So easy! The interface of iDesk is slick and simple. Yet packed with features to do many things.. The admin control panel is so beautiful, i just love it. Highly recommend everyone to use it!



Very great helpdesk system!, Sep 6th, 2005

Reviewed By: cschmied

I have tested a lot of helpdesk and ticket systems the last weeks, but there was no system that fits all our needs. iDesk is the first one I have seen with a very nice standard look and feel. Customers can submit a new ticket without to register and login, this is a very important feature, no customer want to register another account if he has a problem! The customer is able to view or update his ticket on the website. E-Mail Notifications are also working very well. The whole system is using smarty template engine, so a redesign ist no problem.

Another great features: Bulit in Knowledgebase, Download Section and Announcements. Even if the customer has lost his ticketnumber, this is no problem with iDesk.

Over all I'm very impressed of the features and functions of iDesk Support System.

Highly Recommended!



Idesk is the best application for Support, Sep 26th, 2005

Reviewed By: HelioFreitas

I really like this product. It has solved by ticket support problem. Before Idesk I have tested a lot of scripts. But nothing is so good as Idesk.

Thanks guys

Helio Freitas
Sao Paulo - Brazil



Fantastic HelpDesk Script, Nov 11th, 2005

Reviewed By: kmunro

After looking at several helpdesk/CRM solutions we decided to go with iDesk. This is a fantastic piece of software that delivers a very professional looking helpdesk solution that is easy to setup and administer. The developers are also very responsive to help requests. At this price point, you'll find it hard to buy a better CRM solution that iDesk.

Reviews for iDesk v1.5



poor script, Nov 20th, 2005

Reviewed By: 3xlinks

Install is impossiable, took 2 days to even get into the download area to download the script after i bought it, support sucks and after 4 days screwing with it tring to get it installed on my server and asking 4 times for them to install it i finally gave up and asked for a refund this script and service for this scripts is terriable.... DONT BUY IT!!!



Idesk is excellent, Mar 29th, 2008

Reviewed By: erickawhite

I have been an idesk user for a long time now and had stopped using it for a while. The new version has fixed all the previous problems I had and added so many new features it's like a new toy!

One of the greatest things about idesk is that it is simple to configure once installed and even easier to use.

I would recommend this help desk program to any one looking for a help desk. I even bought a second copy for another site because of a coupon they are offering!