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swDesk - Online Support System

Hits: 2,919

Description: The swDesk Online Help Desk software is an innovative ticket system designed to manage customer requests with greater efficiency and accuracy. An advanced Customer Relationship Management (CRM) application with a wide range of features, swDesk ensures that your company delivers the highest level of customer service and support. Features include a powerful knowledge base, unlimited number of tickets and departments allowed, support for attachments, fully customizable web interface and/or email interface, detailed reports and statistics, performance tracking, support for multiple languages, advanced permission settings and more. Additional features include a canned responses tool, tasks manager, reminders, and private messaging. Built on a solid PHP & MySQL platform, swDesk is also an open source application. This is a high end, yet affordable, Help Desk Ticket System that enables your company to provide quality customer service while supporting a high volume of requests.

Resource Specifications

Version:	1.1
Platform(s):	linux, windows, freebsd, osx, sun
Date Added:	Jan 4th, 2006
Last Updated:	Nov 8th, 2007
Author:	swDesk LLC

Average Visitor Rating:  **4.17** (out of 5)

Number of Ratings: 6 Votes

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

Number of Reviews: 0 Reviews

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