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Omni Help Desk Pro2.1

Hits: 10,606

Description: Bells and whistles don't make a great software. But a solid ticket support system with integrated live chat and anchored in the technical and customer support you rightly deserve before, during and after the handshake does. We understand that.

Enter Omni Help Desk, a no-nonsense software that quickly and easily allows you to manage, monitor & maintain unlimited agents, departments and tickets via: A lightning-fast interface + Website integration + A knowledge base extractable in whole or part to your customer tickets + POP3 email piping + Auto-refresh every 30 sec + Unique ticket category creator + Customizable canned email. There are no hidden charges or setup fees at Omni. Drive our demo while a tech conducts an instant compatibility check of your server, and remember, if you need it managed, monitored and maintained absolutely right from the get-go, power it with Omni Help Desk. Ask for a 10-day FREE trial, FREE installation! FREE when you purchase OSS Del5!

Resource Specifications

Version:	1.0
Platform(s):	linux, windows, freebsd, osx, sun
Date Added:	Feb 2nd, 2006
Last Updated:	May 27th, 2006
Author:	Jon Hoffman

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

Number of Ratings: 12 Votes

Average Member Rating:  **3.20** (out of 5)

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I realy like OHD!, Feb 2nd, 2006

Reviewed By: CarminaDeBusse

I had a feeling from the instant I opened the Free Trial of Omni Help Desk I was going to like it. Sure enough, I find it solid, no frills, no fanfare. The email piping feature is slick. The interface is blue and green which I especially loved, because I've worked with loud and busy ticket systems before and they can be a real distraction.

The customer service seems to be pretty solid and the Tutorial has pretty cool graphics.

It's worth the asking price for sure.

Thanks, Carmina DeBusse.



really good software, Feb 17th, 2006

Reviewed By: viperawa

What a very nice software. I tried 2 others first. The other 2 were more expensive and neither had as many features. What I mostly like is the navigation. The interface is very fast and easy to customize. You can use this software pretty much without having to refer to the manual. I'm no reader, so that appealed. POP3 email piping set up was a breeze. Solid little software.

J.B., Real Estate Broker



Bug Invested, Aug 16th, 2006

Reviewed By: thegolfer

This program is completely bug invested. What a joke of a program. Do not waste your money. it does not even qualify as a beta release. I can't belwive they are even selling this. Buyer beware!



Highly Recommended and Awesome Customer Service, Jan 9th, 2007

Reviewed By: hodgkinsc

From the begining I have been impressed with Omi HelpDesk. It met all the needs of our company and more. What really impressed me was the excellent technical support who is ready to help with anything you need to have done. I would highly recommend this software.

It is a great package and worth every penny. We have been able to stream line all our projects as well as support our customers in a very professional manner.

I highly recommend this package!



This is corrupt and doesn't work, Mar 14th, 2008

Reviewed By: tomdorrian

Please be warned I uploaded this file to my website and when I went through the install process found that the files are corrupted and won't work the way they should. DO NOT DOWNLOAD