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Green Desktiny - Customer Support Helpdesk

Hits: 7,320

Description: Green Desktiny is a web based helpdesk software that professionally designed for your daily customer support. New version 2.3.1 has come with many added features and enhancements. Browsing tickets are now provide many filter options, Quick Filter, Multi Quick Reply (with predefined reply), Flag, Close, Lock, Move Department, Merge Tickets, Purge Attachments and Move Trash. All these actions available inside this Tickets Browse with an excellent AJAX capability. Handling your customers tickets are now so much easier and faster. The Knowledgebase now provide keywords that can be used to give suggestions when customer is about submitting a ticket. You may use the simple CMS to provide News, Headline Text and Right Menu inside this helpdesk. Staff can add their own tasks or add Internal News for others who use the helpdesk.

Resource Specifications

Version:	2.3.1
Platform(s):	linux, windows, freebsd, sun
Date Added:	Mar 22nd, 2006
Last Updated:	Aug 26th, 2008
Author:	GreenDesktiny.com

Average Visitor Rating:  **4.33** (out of 5)

Number of Ratings: 9 Votes

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

Number of Reviews: 3 Reviews [Read Reviews...](#)

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Excellent Support System, May 10th, 2006

Reviewed By: DogTags

I have used quite a few helpdesks both perl and php, and I must say that I am truly impressed with Green Desktiny. This is a mature, well-conceived support solution that is actively being developed and that has a very reasonable price. It's fast, installs very easily, utilizes smarty templates for both user and admin sides, and has an excellent feature list, with a new version due out soon that I can't wait to see. Try the full-powered trial version to see the features and easy navigation.



Well thought out, well designed for both function and ease of use, Nov 3rd, 2006

Reviewed By: BillWill

I've spent the better part of two weeks exploring the various support scripts out there, and this one, is the best for me. It is well-thought out, and has clear, a quick-to-grasp layout and navigation for both admin and users. (After all, a helpdesk is there to solve problems, not create new ones.) I highly recommend downloading the trial yourself and be amazed.



Excellent Workhorse, May 13th, 2008

Reviewed By: scanreg

The latest GreenDeskTiny (2.3.0) is a real workhorse. The Multiple Quick Reply feature alone is well worth the money. It allows a single staff person to respond to multiple tickets, each with a custom reply, all with one click. It's great. There is a complex set of features, including ticket merge, internal departments, search db B4 submit, and lots of ticket filtering, and many bulk actions that allow one support person to do tons of work. This is now an indispensable part of our business.