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## Support Center

Hits: 8,281

**Description:** You will love user interface of SupportCenter from first time you will try it. Support Center is help desk software that will handle multiple POP3 accounts, automatically turn customer emails into trouble tickets that can be efficiently managed based on status, queue assignment, support agents, priority etc. SEO friendly Knowledgebase module will help your customer before they submit new tickets. Automatize whole process with powerful email parser, escalation rules, predefined messages, custom fields, statuses, priorities and customize mail templates, manage support staff according to real-time statistics and bill support time to your customers. Support Center is software with multilingual support, branding options (template based) and no limitations on number of support agents or departments. Support Center is easy to use with intuitive and fast AJAX interface for convenience of support staff. Very reasonably priced package available also for one-time fee! Try our FREE version now !

### Resource Specifications

<b>Version:</b>	2.7.2
<b>Platform(s):</b>	linux, windows, freebsd, osx, sun
<b>Date Added:</b>	Mar 22nd, 2007
<b>Last Updated:</b>	Apr 7th, 2008
<b>Author:</b>	www.QualityUnit.com

**Average Visitor Rating:**  **4.69** (out of 5)

Number of Ratings: 16 Votes

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

Number of Reviews: 3 Reviews *Read Reviews...*

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### **Gmail like supportcenter**, Mar 22nd, 2007

Reviewed By: vzeman

Hello.

We use in company supportcenter few weeks and it is a big difference from helpdesk software we used in the past.

It is fast and really simple for agents.

Every information is just one click from you and all on the right place.

This is what support agents needs: Fast, simple, intuitive, full of features

I hope this input will help somebody to decide.



### **Great and efficient UI**, Apr 24th, 2007

Reviewed By: 5mark

SupportCenter has User Interface, about which dream all support agents.

Fast, efficient, full of features you can't find in other helpdesk softwares.



### **High performance Helpdesk is here**, Apr 27th, 2007

Reviewed By: martinkadoma

This is exactly what we needed.

We used other vendor helpdesk, but it was too slow, too big, too expensive.

Your application cost nearly nothing comparing to your competition and we have no problems to process 5 times more emails/tickets as we did before. Great work.

Also development plans are promissing and the best is, that all of these features I will get for free :-)

Just keep rolling