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## Escon SupportPortal

Hits: 2,597

**Description:** Escon SupportPortal is AJAX/PHP web-based customer support solution with Request/Ticket Management, Knowledge Management, Live support chat, Product Catalog, News management and Support Forum and in one low-cost collaborative package intended to use in B2B or B2C. SupportPortal is easily tailored to meet your needs, whether as an internal help desk or an external customer support desk or call center:

- Track and manage support issues effectively to ensure customer satisfaction
- Allow end users and specialists to share experience through Support Forum.
- Keep your customers informed about new product's features through News Engine
- Live support Chat gives your customers answers to their questions on the spot in real-time
- Make new products versions and documentation always available to right person at right time
- Comprehensive Knowledge Base and procedures
- Manage SLA and get reports on support load and performance.

### Resource Specifications

|                      |                              |
|----------------------|------------------------------|
| <b>Version:</b>      | 2.5                          |
| <b>Platform(s):</b>  | linux, windows               |
| <b>Date Added:</b>   | Sep 1st, 2007                |
| <b>Last Updated:</b> | May 11th, 2008               |
| <b>Author:</b>       | Escon Information Consulting |

**Average Visitor Rating:**  **4.00** (out of 5)

Number of Ratings: 1 Votes

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

Number of Reviews: 0 Reviews

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