



HotScripts  
<http://www.hotscripts.com>  COM

## WSS Customer Service Helpdesk

Hits: 281

**Description:** A Customer Support email based helpdesk system that is entirely hosted for you. Emails are collected from your own POP3 mailbox and appear as "tickets". Once responded to tickets are then marked as closed (nothing ever gets deleted). Responses from Customers are dealt with automatically and are appended to the appropriate ticket, which is then reopened. Features: multiple queues (each queue can have its own email address), multiple operators (which can be limited to specific queues), six different statuses for tickets (NEW, REOPENED, CLOSED, BOGUS, SPAM and DELETED), statistics (including user specified reports), predefined response templates, HTML code generated for you and optional notifications of new tickets.

### Resource Specifications

<b>Version:</b>	1
<b>Platform(s):</b>	linux, windows, freebsd, osx, sun
<b>Date Added:</b>	Feb 3rd, 2008
<b>Last Updated:</b>	Feb 25th, 2008
<b>Author:</b>	Web Support Solutions

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

Number of Ratings: 0 Votes

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

Number of Reviews: 0 Reviews

### Other Links by This Member

[WSS Knowledge Base](#)

[WSS Customer Service Helpdesk](#)

[WSS Knowledge Base](#)

[WSS Customer Service Helpdesk](#)

[Richard Heyes](#)

