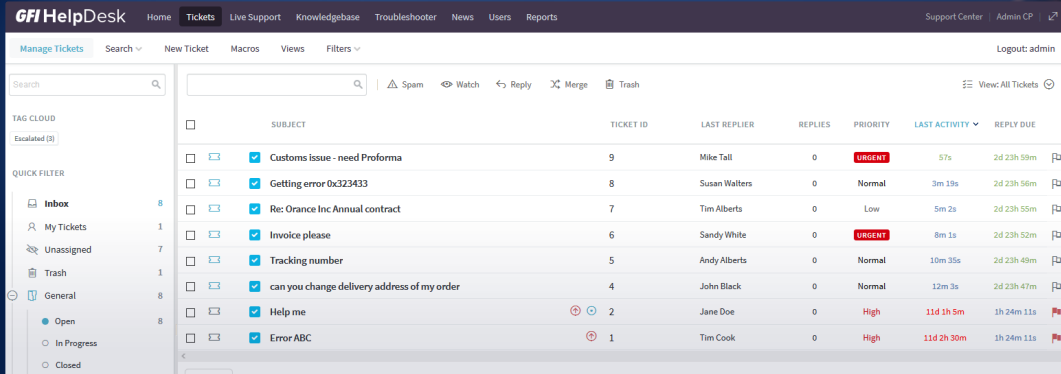


Comparing GFI HelpDesk with other support/ticketing solutions



Features	HelpDesk	OSticket	freshdesk	SysAid	JitBit	ManageEngine ServiceDesk Plus	Jira Service Desk
Ticket Management	✓	✓	✓	✓	✓	✓	✓
Alerts / Escalation	✓	✓	✓	✓	✓	✓	✗
Automated Routing	✓	✓	✓	✓	✓	✓	✓
SLA Management	✓	✓	✓	✓	✓	✓	✗
Interaction Tracking	✓	✗	✓	✓	✓	✓	✓
Email Integration	✓	✗	✓	✓	✓	✓	✓
Real-time Chat	✓	✗	✓	✓	✓	✓	✓
Connected Multi-channel conversations	✓	✓	✓	✓	✓	✓	✓
Twitter & Facebook (social integration)	✗	✗	✓	✗	✓	✓	✗
Customizable Branding	✓	✗	✓	✓	✓	✓	✓
Document Storage	✓	✗	✗	✓	✓	✓	✓
Knowledge Base Management	✓	✗	✓	✓	✓	✓	✓
Self-Service Portal	✓	✓	✓	✓	✓	✓	✓
Standard & customizable reporting	✓	✗	✓	✓	✓	✓	✓
Free	✗	✓	✗	✗	✗	✗	✗

[Try HelpDesk free for 30 days](#)

Why customers choose GFI HelpDesk



Ticket and case management

- **Integrated team collaboration:** Connect people across departments on customer issues and progression without complicated email or message chains.



Powerful fundamentals of support systems

- **Tickets and email:** Turn email from multiple sources into support tickets automatically
- **Time tracking:** Log and track the time your team spends working on each ticket
- **SLAs:** Create multiple SLAs and set different targets for metrics
- **Permission controls:** Manage different sets of granular permission controls.



Ticket management and reporting: Monitor and create SLAs based on:

- Overdue tickets
- Escalated tickets by department
- Average time to response
- Breakdown on tickets waiting for set periods of time
- Average time for tickets created in work hours, and outside set work hours, and more.

The screenshot shows the GFI HelpDesk interface for configuring SLA (Service Level Agreement) settings. The interface is divided into a left sidebar with navigation options and a main content area for configuration.

Navigation Sidebar (Left):

- Home
- Settings
- Search
- OPTIONS
 - Settings
 - REST API
 - Tag Generator
 - Templates
 - Languages
 - Custom Fields
 - GeoIP
 - Live Support
 - Email Parser
 - Tickets
 - User Consents
 - Workflow
 - Ratings
 - SLA
 - Settings
 - Plans
 - Schedules
 - Holidays
 - Import/Export
 - Escalations
 - Bayesian
 - Knowledgebase
 - News
 - Troubleshooter
 - Widgets
 - Apps
 - Logs
 - Scheduled Tasks
 - Database
 - Import
 - Diagnostics
 - Maintenance
- ONLINE STAFF
 - James Smith

Main Content Area (Right):

General Holidays

Update Delete Help

SLA plan title Default: 24 hour reply and 5 day res

For example, Support tickets standard SLA plan.

Reply deadline 24

The number of hours by which a ticket should be replied to (following a reply from an end user). Please type the number of hours and minutes separated by a decimal point (i.e 1.30 becomes 1 hour and 30 minutes)

Resolution due deadline 72

The number of hours by which tickets which have been assigned this SLA plan should be resolved (set to a resolved type status). Please type the number of hours and minutes separated by a decimal point (i.e 1.30 becomes 1 hour and 30 minutes)

SLA schedule Default: working hours schedule

Specify the working hours schedule which this SLA will use to calculate when tickets go overdue.

SLA plan enabled Yes No

Whether or not this SLA plan is enabled.

SLA plan sort order 1

Multiple SLA plans may match a particular ticket depending on the criteria you specify below. The sort order determines which rules are executed first, smallest to largest (sort order 1 will execute before sort order 5).

Insert Criteria

Is resolved Equal to False AND

Searches for tickets that have been resolved (set to a resolved status, as opposed to a open status).



Connected communication channels

- **Integrated multichannel communications:** Rather than logging phone calls separate from monitoring shared email boxes, GFI HelpDesk brings all the methods you extend to customers for support:
 - Phone
 - Email
 - Chat
 - Support widget on site
 - Customer self-service on your knowledgebase
- **App integration and open API system:** Pull data from other tools/apps that customers use into GFI HelpDesk for a consolidated picture.



GFI HelpDesk Platform

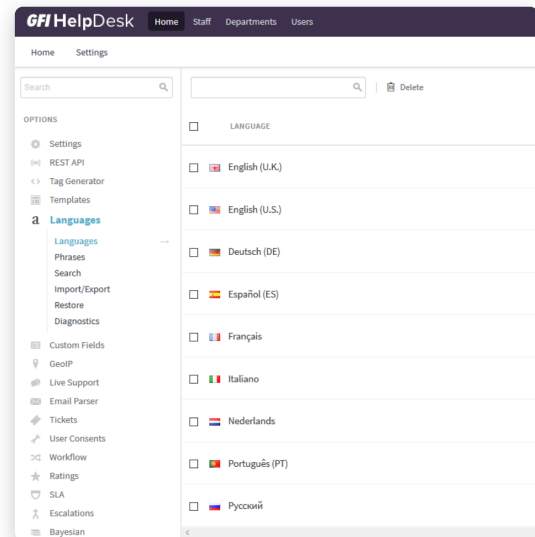
- **Multilingual:** GFI HelpDesk is translated and available in French, German, Italian, Russian, Dutch, Spanish, Portuguese as well as UK and US English.
- **Mobile access:** Extend your reach by placing GFI HelpDesk on your mobile apps or as a widget on your mobile-accessible website
- **Mobile response:** Monitor and manage tickets by logging into GFI HelpDesk on your mobile device.
- **Customizable:** Customize the content and user experience of ticket forms, user and organization profile. Create custom reports using the Kayako Query Language
- **Automation:** Automate ticket routing, notifications and escalations. Create macros for common responses to standardize your approach and save time
- **Document storage:** Store and retrieve files related to customer questions and cases.



Reporting and analytics: GFI Helpdesk comes out of the box with a full complement of standard reports covering the following topics.

- **Time tracking:** measure time spent on tickets across all agents for productivity and billing management
- **Call statistics:** understand your call volumes and routing management
- **Chat routing and handled:** understand your chat routing and chat interactions.
- **Escalations** - measure escalations frequency by customer, agent, topic and more
- **Satisfaction:** understand how customers rate your communication and experience
- **Ticket management:** deep insights into your ticket management and identify improvements to quality and productivity

- **Response time:** Gain insights into the customer experience and your team's ability to field requests.
- **Resolution time:** understand and manage backlog and seek ways to speed up resolution
- **Agent reporting:** Know who is performing and who is lagging behind
- **Audit logs:** Ensure Access activity on tickets are managed for compliance and productivity.



These reports can then be further customized using KQL--an easy-to-use query language, to gain deeper insights and/or integrate into your larger data analytics strategy.



Self-service/Community

- **Customer self-service:** Create a library to help customers answer their own questions with standard information, how-to's, and instructions. Studies show that the majority of customers prefer to address problems through a searchable knowledgebase
- **Use your content:** Make your technical blog a valuable resource and gather multiple product FAQs into one place
- **Build your success:** GFI HelpDesk clients have grown theirs into extensive libraries by adding just one to two articles at a time.



Cost

- **Fits your budget:** GFI HelpDesk is available for under \$10 per agent, per month, making it one of the most reasonable full-featured helpdesk applications
- **Save more with Unlimited:** Purchasing GFI HelpDesk (Fusion edition) through GFI Unlimited leads to additional savings. GFI Unlimited customers are eligible for a number of HelpDesk seats based on the Unlimited license numbers, for free.