

Help desk software is essential for a growing company. Most businesses need an automated help desk to maintain positive relationships with their users and customers. Help Desk Software involves a variety of tasks, which are associated with varying costs. When choosing help desk software for your organization, there are some key factors to consider in order to ensure that the system fits your requirements. This comparison chart will help you quickly assess and select the best vendor for your needs.

**STANDARD FEATURES**

Features	Software	Software Edition	Price	License Type	Platform	Customization Features	Third-Party Integration	Request Tracking Mode	Industry Specialization	Support Type
Vendors										
<b>CLICKDESK CORP.</b>	<a href="#">ClickDesk</a>	Free (Up to 1 agent)	\$0	Subscription	Online	Offline chat form, eye-catchers (images placed above the chat bar)	Social media (Facebook & Twitter)	Email, phone, live chat, priority support	Online stores	Phone, email, FAQ, live chat, blog, help & support center
		LITE	\$12.99 per agent/month billed annually or \$19.99 per agent/month billed monthly	Subscription	Online	Color, images, language, widgets, offline chat form, eye-catchers (images placed above the chat bar)	Social media (Facebook & Twitter)			
		PRO	\$21.99 per agent/month billed annually or \$24.99 per agent/month billed monthly	Subscription	Online	Color, language, widgets, images, offline chat form, eye-catchers (images placed above the chat bar)	CRM, API, social media (Facebook & Twitter)			
<b>FRESHDESK INC.</b>	<a href="#">Freshdesk</a>	Sprout	\$0 per agent/month, (Up to 3 agents) \$15 per agent/month thereafter	Subscription	Online, On-premise	Customer portal	API, CRM	Email, phone, self-service portal	*N/A	Email, FAQ, forums, videos, help center, knowledge base, online self-service, user manual, phone, training, white papers, recorded demos, request form, webinars
		Blossom	\$16 per agent/month billed annually or \$19 per agent/month billed monthly	Subscription	Online, On-premise	Customer portal, domain mapping	API, CRM, legacy systems			
		Garden	\$25 per agent/month billed annually or \$29 per agent/month billed monthly	Subscription	Online, On-premise	Customer portal, domain mapping, CSS	API, CRM, legacy systems			
		Estate	\$40 per agent/month billed annually or \$49 per agent/month billed monthly	Subscription	Online, On-premise	Background, layout, button images, CSS, fields, fonts, templates, customer portal, domain mapping	API, CRM, legacy systems			
		Forest	\$70 per agent/month billed annually or \$79 per agent/month billed monthly	Subscription	Online, On-premise	Background, fields, templates, CSS, fonts, button images, layout, customer portal, domain mapping	API, CRM, legacy systems			

\*N/A: Data Not Available

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Vendors										
<b>FRESHDESK INC. (Cont'd)</b>	<a href="#">Freshservice</a>	Sprout	\$0 (Up to 3 agents)	Subscription	Online		API	Email, phone, self-service portal	*N/A	Blog, email, FAQ, forums, help desk, webinars, knowledge base, online self-service, user manual, phone, training, white papers
		Blossom	\$29 per agent/month billed annually	Subscription	Online	Domain mapping, fields, background	API			
		Garden	\$49 per agent/month billed annually	Subscription	Online	Domain mapping, agent roles, portal, fields, background	API			
		Estate	\$79 per agent/month billed annually	Subscription	Online	Domain mapping, agent roles, portal, templates, fields, background	API			
<b>JITBIT SOFTWARE</b>	<a href="#">Jitbit Helpdesk</a>	Freelancer (Up to 1 agent)	\$24.92 per agent/month billed annually or \$29 per agent/month billed monthly	Subscription	Online, On-premise	Background, templates, color, logo	Microsoft Outlook, API	Email, self-service portal	Information technology	Blog, email, FAQ, forums, help center, videos, request form, knowledge base, user manual, recorded demos
		Startup	\$58.25 per agent/month billed annually or \$69 per agent/month billed monthly	Subscription	Online, On-premise	Background, templates, color, logo	Microsoft Outlook, active directory, API			
		Company	\$108.25 per agent/month billed annually or \$129 per agent/month billed monthly	Subscription	Online, On-premise	Background, templates, color, logo, domain mapping	API, CRM, Microsoft Outlook, Microsoft Exchange, active directory			
<b>KAYAKO LTD.</b>	<a href="#">Kayako</a>	Case	\$24 per agent/month billed annually or \$29 per agent/month billed monthly	Subscription	Online, On-premise	Background, fields, button images, fonts, tables, templates, ticket workflow	API, CRM	Email, phone, self-service portal, live chat, voice (click-to-call & VOIP)	Banking & financial, education, non-profit, retail, internet, telecommunications, manufacturing & engineering, information technology, media & entertainment	Blog, email, phone, FAQ, forums, help center, videos, knowledge base
		Fusion	\$39 per agent/month billed annually or \$49 per agent/month billed monthly	Subscription	Online, On-premise	Background, fields, button images, fonts, tables, templates, color, ticket workflow	API, CRM, legacy systems			
		Engage	\$24 per agent/month billed annually or \$29 per agent/month billed monthly	Subscription	Online, On-premise	Background, color	API			

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Vendors										
<b>METADOT CORP.</b>	<a href="#">Mojo Helpdesk</a>	Plus	\$24 per agent/month billed annually/monthly	Subscription	Online	Background, fields, button images, templates, ticket forms	Google Apps, API	Email, phone, self-service portal	*N/A	Blog, phone, email, help center, training, recorded demos, FAQ, knowledge base
		Business	\$49 per agent/month billed annually/monthly	Subscription	Online	Background, fields, button images, templates, ticket forms, domain mapping	Google Apps, legacy system, API			
<b>SALESFORCE .COM INC.</b>	<a href="#">Desk.com</a>	Standard	\$30 per agent/month billed annually or \$35 per agent/month billed monthly	Subscription	Online, On-premise	Fields, email templates	API	Email, phone, live chat	Government & public administration, information technology, media & entertainment	Blog, library, brochures, email, phone, FAQ, forums, videos, knowledge base, online self-service, recorded demos, user manual
		Plus	\$50 per agent/month billed annually or \$65 per agent/month billed monthly	Subscription	Online, On-premise	Fields, email templates	API, CRM			
<b>SPICEWORKS IT SOFTWARE</b>	<a href="#">Spiceworks</a>		\$0		Online	Fields, tables, templates	API	Email, self-service portal	*N/A	FAQ, forums, help center, videos, knowledge base, online self-service, user manual, webinars, recorded demos, system upgrades, white papers
<b>USERVOICE INC.</b>	<a href="#">UserVoice</a>	Free (Up to 1 agent)	\$0		Online, On-premise	Logo, color	Google Analytics, Facebook	Email	Information technology	Articles, forums, videos, training, email, blog, phone, knowledge base
		Standard	\$15 per agent/month billed annually or \$20 per agent/month billed monthly	Subscription	Online, On-premise	Logo, color	Google Analytics, Microsoft Excel, Facebook			
		Enhanced	\$45 per agent/month billed annually or \$55 per agent/month billed monthly	Subscription	Online, On-premise	Logo, color, language	Google Analytics, Microsoft Excel, Facebook, SSO, active directory, CRM			
		Pro	\$85 per agent/month billed annually or \$95 per agent/month billed monthly	Subscription	Online, On-premise	Logo, color, language, HTML, CSS, labeling, terms of service	Google Analytics, Microsoft Excel, Facebook, SSO, active directory, CRM			

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Vendors										
<b>ZENDESK INC.</b>	<a href="#">Zendesk</a>	Starter	\$1 per agent/month billed annually or \$2 per agent/month billed monthly	Subscription	Online	Background, button images, fields, fonts, tables, templates	API, CRM	Email, phone, live chat	Information technology, retail	Best practices, blog, FAQ, webinars, article, videos, benchmarks, help center, training, email, phone, forums, podcasts, live chat, request form, knowledge base, recorded demos, system upgrades white papers
		Regular	\$25 per agent/month billed annually or \$29 per agent/month billed monthly	Subscription	Online	Background, button images, fields, fonts, tables, templates	API, CRM			
		Plus	\$49 per agent/month billed annually or \$59 per agent/month billed monthly	Subscription	Online	Background, button images, fields, fonts, tables, templates	API, CRM			
<b>ZOHO CORP.</b>	<a href="#">ServiceDesk Plus</a>	Standard	Free	Subscription	Online, On-premise	Templates	Active directory, LDAP, API	Email, phone, self-service portal	*N/A	24/5 live support, phone, email, brochure, user guide, FAQ, forums, known issues, submit support request, troubleshooting, videos, web conference, case studies, performance guide, white paper, newsletter
		Professional	\$20-25 per agent/month billed annually/monthly or Starting from \$395	Subscription, Perpetual	Online, On-premise	Templates, request form, reports	Active directory, LDAP, API			
	<a href="#">SupportCenter Plus</a>	Standard	Free	Subscription	Online	Dashboard, request form, reports, fields, logo, title	Microsoft Outlook, crystal reports, CTI (Asterisk & Avaya phone systems)	Email, phone, self-service portal	BPOs & services, energy, manufacturing, healthcare, telecom, consulting, government, financial, logistics, food processing, media & entertainment	Email, phone, live chat, FAQ, user forums, case studies, online request form, videos, quick links, road map, read me, training
		Professional	Starting from \$795 - \$1988 (Up to 2 support representatives with 3 business units)	Subscription, Perpetual	Online	Dashboard, request form, portal, reports, fields, logo, title	Microsoft Outlook, crystal reports, active directory, CTI (Asterisk & Avaya phone systems)			

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ADDITIONAL FEATURES

Features	Software Name	Software Edition	Asset Management	Email Integration	Change Management	Incident Management	Problem Management	Customer Survey	Multi-Channel Support	Service Level Agreement	Reporting	Mobile Compatibility	Canned Responses	Free Trial Available	
Vendors															
CLICKDESK CORP.	<a href="#">ClickDesk</a>	Free (Up to 1 agent)		✓				✓	✓		✓	✓	✓		
		LITE		✓				✓	✓	✓	✓	✓	✓		
		PRO		✓				✓	✓	✓	✓	✓	✓		
FRESHDESK INC.	<a href="#">Freshdesk</a>	Sprout		✓					✓		✓	✓	✓	✓	
		Blossom		✓				✓	✓	✓	✓	✓	✓	✓	
		Garden		✓				✓	✓	✓	✓	✓	✓	✓	
		Estate		✓				✓	✓	✓	✓	✓	✓	✓	
	<a href="#">Freshservice</a>	Sprout	✓	✓			✓			✓	✓	✓			✓
		Blossom	✓	✓			✓		✓	✓	✓	✓			✓
		Garden	✓	✓		✓	✓	✓	✓	✓	✓	✓			✓
		Estate	✓	✓		✓	✓	✓	✓	✓	✓	✓			✓
JITBIT SOFTWARE	<a href="#">Jitbit Helpdesk</a>	Freelancer (Up to 1 agent)		✓					✓	✓	✓	✓		✓	
		Startup		✓					✓	✓	✓	✓	✓	✓	
		Company		✓					✓	✓	✓	✓	✓	✓	
KAYAKO LTD.	<a href="#">Kayako</a>	Case		✓				✓	✓	✓	✓	✓		✓	
		Fusion		✓				✓	✓	✓	✓	✓	✓	✓	
		Engage		✓				✓	✓		✓		✓	✓	
METADOT CORP.	<a href="#">Mojo Helpdesk</a>	Plus		✓				✓	✓	✓	✓	✓		✓	
		Business		✓				✓	✓	✓	✓	✓		✓	
SALESFORCE .COM INC.	<a href="#">Desk.com</a>	Standard		✓				*N/A	✓		✓	✓		✓	
		Plus		✓	✓	✓	✓	*N/A	✓	✓	✓	✓		✓	
SPICEWORKS IT SOFTWARE	<a href="#">Spiceworks</a>		✓	✓		✓	✓		✓		✓	✓		✓	

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Features	Software Name	Software Edition	Asset Management	Email Integration	Change Management	Incident Management	Problem Management	Customer Survey	Multi-Channel Support	Service Level Agreement	Reporting	Mobile Compatibility	Canned Responses	Free Trial Available
Vendors														
USERVOICE INC.	<a href="#">UserVoice</a>	Free (Up to 1 agent)		✓				✓	✓		✓	✓	✓	✓
		Standard		✓				✓	✓		✓	✓	✓	✓
		Enhanced		✓	✓			✓	✓		✓	✓	✓	✓
		Pro		✓	✓			✓	✓		✓	✓	✓	✓
ZENDESK INC.	<a href="#">Zendesk</a>	Starter		✓					✓		✓	✓	✓	
		Regular		✓				✓	✓	✓	✓	✓	✓	
		Plus		✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
ZOHO CORP.	<a href="#">ServiceDesk Plus</a>	Standard		✓	✓			✓	✓	✓	✓			✓
		Professional	✓	✓	✓	>\$	>\$	✓	✓	✓	✓			✓
	<a href="#">SupportCenter Plus</a>	Standard		✓					✓	✓	✓	✓	✓	✓
		Professional		✓					✓	✓	✓	✓	✓	✓

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