**Project: Online IT Service Desk System**

**Review of Related Systems**

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|  | 1 | 2 | 3 | 4 |
| Name | HelpDesk | Zoho Desk | Zammad | HappyFox helpdesk |
| License | Subscription  Free: 14 days trial  Team: $29/user/month up to 5 teams  Business: $50/month per agent up to 100 teams | Subscription  Free: 3 users  Express: $7/user/month max of 5 users.  Standard: $14/user/month | Subscription  Hosted  Starter: €5/user/month max of 5 users, 10GB disk space  Professional: €15/user/month max of 15 users, 25GB disk space  Self-hosted  Business: €2,699/ annual  15 Consulting and development requests, bug escalation, service call & email support, 6hrs max response time  Enterprise: €5,699/ annual  45 Consulting and development requests, bug escalation, service call & email support, 4hr max response time | Subscription  Agent-based pricing  Basic: $9/user/month max of 5 users  Team: $39/user/month  Unlimited Agent  Growth: $1,599/month, 20,000 tickets per year.  Scale: $3,199/ month, 150,000 tickets per year. |
| Platform (Web/Mobile/Desktop) | Web | Web/ Mobile | Web | Web/ Mobile |
| Brief Description | A centralized platform that provides support, information, and solution to customers and employees | A web-based help desk software that manages customer requests via phone, email, social and web forms. | An open-source help desk and customer support software designed for managing and tracking support tickets | Single platform for omnichannel requests. Convert email, phone, chat, social media, and web requests into tickets. |
| Basic Functionalities | 1. Ticketing System: It consolidates customer service requests and tickets can be prioritized based on the urgency.  2. Multichannel assistance: support various communication channels like phone, email, live chat, social media and web portals.  3. Reporting and analytics  4. Knowledge management | 1. Ticket Management: the software pulls customer emails and lists them in a single place.  2. Automating essential and repeated task.  3. Reporting and analytics. | Ticket management, automated workflows, role-based permission, reporting tools and audit logs. | Software functions include ticket automation, a knowledge base, multi-channel support (email, chat, social media), SLA management, custom workflows, and reporting and analytics tools. |
| How is this related to your system? | The majority of the features will be part of the project like ticket creation, assignment and reporting. | | | |
| Can you use this system instead? Why? Why not? | No, it’s costly, functionality is based on subscribed plan and only the support team has system access. The process requires either the support team to manually enter concerns received by phone, or for clients to submit their issues via email. | No, Zoho Desk operates on a subscription model, which can become increasingly costly over time, particularly for large companies. Additionally, as a pre-built solution, it offers limited customization options, making it challenging to integrate with internal systems. | No, the hosted version limits users and storage capacity based on the subscription plan, which can become costly over time, especially since audit logs consume additional storage. In a self-hosted or on-premises setup, while software modifications and bug fixes can be requested, there is still an annual subscription fee in addition to the initial investment in servers and infrastructure. | No, HappyFox Helpdesk can be costly, even with an unlimited user subscription, as it includes additional ticket overage fees if ticket volumes exceed specified limits. |