

writing) or the Enterprise plan (\$49 per month, as of this writing). **Remember:** The cost is per help-desk team member, not per end user. Zendesk is consistently one of the top-ranked help-desk solution providers, so it should be one that you carefully consider.

- » **RescueAssist Service Desk** (<http://get.gotoassist.com>): A comprehensive help desk solution that includes powerful remote assistance, from the makers of the popular GoToMeeting conferencing software.
- » **Salesforce** (www.salesforce.com): If your company is already a Salesforce customer, consider using its help desk features to automate your help desk.