**Top 8 Best SaaS Ticketing System In India.**

1. **Freshdesk (now Freshservice):**
   * **Key Features:** Freshdesk, now rebranded as Freshservice, offers a user-friendly interface with features such as ticketing, knowledge base, automation, and multi-channel support. It caters to businesses of all sizes.
2. **Zendesk:**
   * **Key Features:** Zendesk is known for its suite of customer support and engagement tools, including ticketing, live chat, and self-service options. It provides a unified platform for managing customer interactions.
3. **Helpdesk365:**

**Key Features:** SharePoint ticketing system is a Microsoft [ticketing system](https://www.hr365.us/sharepoint-ticketing-system-hr-helpdesk-ms-teams-365/) that is simple and customizable. This trouble ticket system ensures org to handle every issue within a set time frame. Assign every ticket to a specific team and have no confusion about which team should be working on it

1. **Zoho Desk:**
   * **Key Features:** Zoho Desk is part of the broader Zoho suite and offers a comprehensive customer support solution with features like ticketing, knowledge base, and automation.
2. **ServiceNow:**
   * **Key Features:** Initially known for IT service management, ServiceNow has expanded to offer ticketing and workflow solutions for various business processes.
3. **Jira Service Management:**
   * **Key Features:** A product of Atlassian, Jira Service Management is widely used for IT and service management. It combines ticketing with agile project management.
4. **HappyFox:**
   * **Key Features:** HappyFox provides ticketing, knowledge base, and self-service features. It is designed to streamline customer support operations.

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1. **Kayako:**
   * **Key Features:** Kayako offers helpdesk and customer service solutions with features such as ticketing, live chat, and customer insights.