

DeskPro

Introduction:

- Deskpro is a comprehensive helpdesk and customer support software designed to empower businesses and organisations.
- Centralised platform that enables companies to deliver exceptional customer service, enhance stakeholder satisfaction, and streamline their support operations.
- Track, prioritise, and respond to customer tickets and inquiries.
- The software's intuitive interface and robust functionalities cater to the diverse needs of businesses across industries.

Features:

- Offers a self-service knowledge base and FAQs
- Support agents can organise and prioritise tickets using customizable queues.
- Customise ticket forms with specific fields and categories.
- Enables businesses to set and monitor Service Level Agreements (SLAs).
- Provide customer support in multiple languages.
- Create and use predefined responses.

Benefits for non-profit organisations:

- Allows NPOs to engage with their community across various communication channels.
- NPOs can create a self-service portal with FAQs and articles.
- Consistent and reliable support fosters long-term relationships with stakeholders.
- NPOs can use Deskpro to manage volunteer inquiries, feedback, and experiences.
- NPOs can use Deskpro's analytics to identify trends, pain points, and opportunities
- Collaboration tools extend to external partners, enabling NPOs to coordinate support efforts with partner organisations.

Pricing:

<h3>Team ★ Most Popular</h3> <p>All the features and tools you need to provide amazing support</p> <p>\$29 per agent/month</p> <p>Cloud: Min 3 agents, paid <i>monthly</i> or <i>annually</i> On-Premise: Min 10 agents, paid <i>annually</i></p> <p>Try for free or Buy/Quote</p>	<h3>Professional</h3> <p>Everything you need plus extended support and limits</p> <p>\$59 per agent/month</p> <p>Cloud: Min 10 agents, paid <i>monthly</i> or <i>annually</i> On-Premise: Min 10 agents, paid <i>annually</i></p> <p>Try for free or Buy/Quote</p>	<h3>Enterprise</h3> <p>Powerfully scale exactly to your needs with complete control</p> <p>\$99 per agent/month</p> <p>Cloud: Min 25 agents, paid <i>annually</i> On-Premise: Min 25 agents, paid <i>annually</i></p> <p>Try for free or Buy/Quote</p>
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<h3>Education</h3> <p>Support all your students, staff, faculty and alumni</p> <p>25% off</p> <p>Learn more</p>	<h3>Non-Profit</h3> <p>Help your community members with affordable helpdesk software</p> <p>40% off</p> <p>Learn more</p>
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Supported Database:

- MySQL
- PostgreSQL
- SQLite
- MsSQL
- Oracle
- Any system that supports ODBC.

Graphical Representation:

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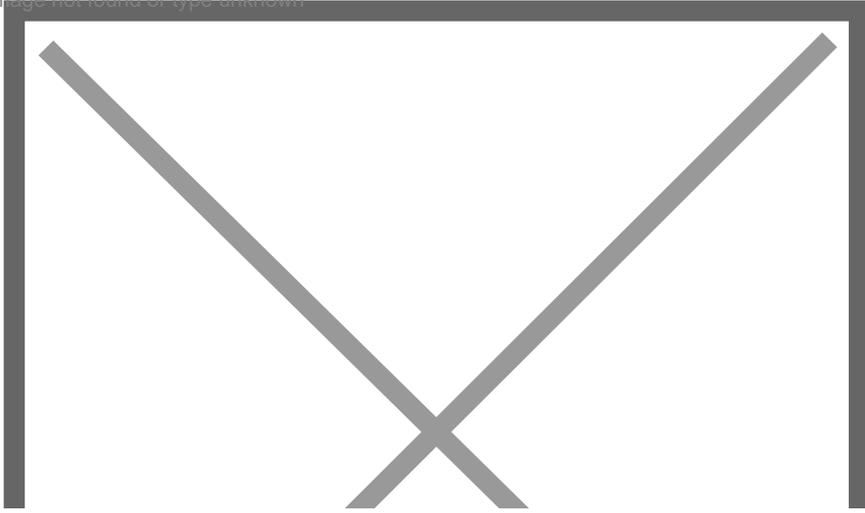


Figure 1.1: Ticketing system with different spaces for personnel and team management

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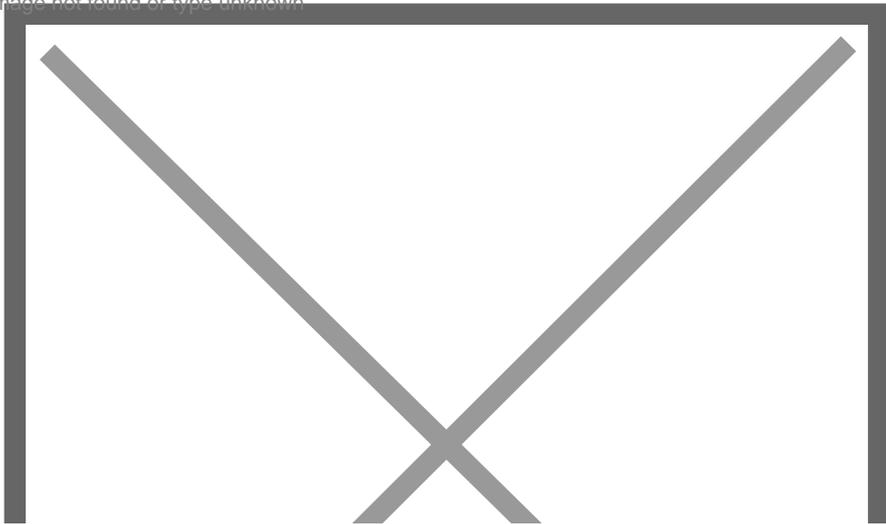


Figure 1.2: Visualised data of the ticketing system w.r.t. team, department, and source

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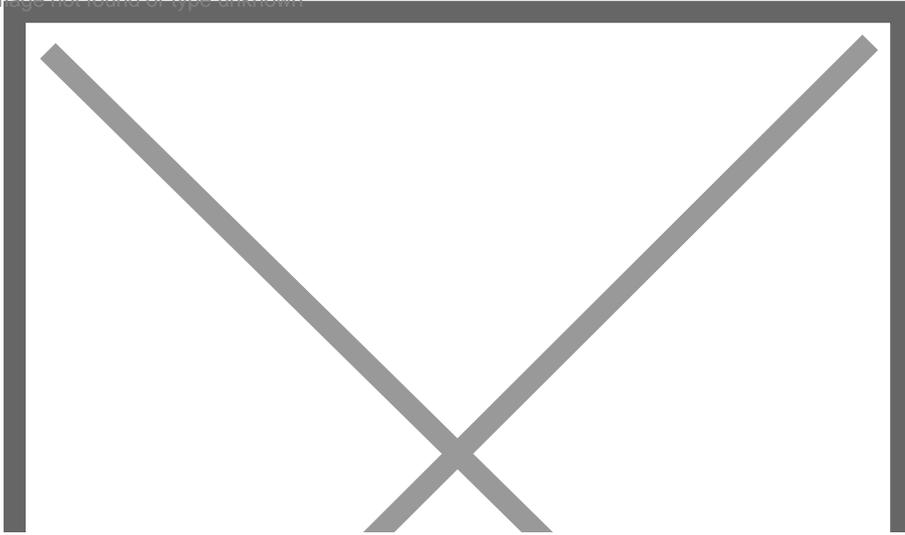


Figure 1.3: Help Center dashboard for generating reports

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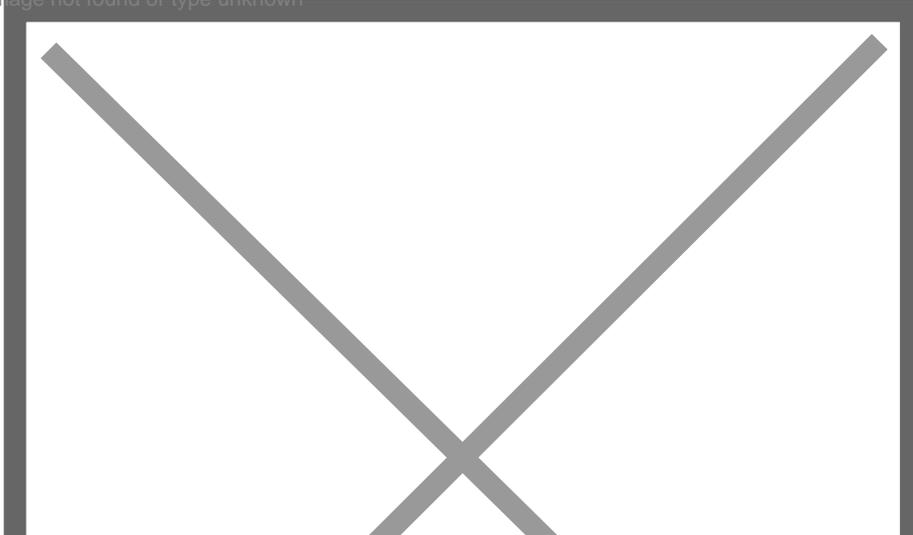


Figure 1.4: Kanban presentation of the schedule planned and worked on

Limitations:

- Automation Complexity
- Limited Knowledge Base Features
- Email Integration Challenges
- Lack of Multilingual Support
- Data Migration Challenges
- Limited Social Media Integration
- Reporting Customization Challenges

Revision #1

Created 13 September 2023 09:48:50 by Akhila

Updated 13 September 2023 11:30:21 by Akhila