Top Basic Features You Should Have with Help Desk Software

This is an extra resource to go along with the original article:
Looking for Zendesk Competitors? Here are some Great Options.

Ticket Automation
Every support team has repetitive tasks, which is why it's so important to get a help desk software with ticket automation. If you have ticket automation, the time that your support used to spend sending basic replies, manually assigning tickets, and setting due dates can be used for more productive endeavors. Don't bog your support team down by skipping ticket automation - in this industry, it's almost a necessity.

Ticket Tags
You need an easy, efficient way to categorize and identify your tickets. That's why you need a help desk software with ticket tags. Without them, the support staff will have to spend extra time digging around in the ticket itself to determine its status, priority, etc. Make it easy for them by making sure your software comes with ticket tags.

SLA Implementation
SLAs, or Service Level Agreements are agreements between your customer and your support team about what customers can expect regarding things like support response time, task management, etc. Many help desk software tools have automatic implementation of SLAs, so your team and team admin will be notified if any tickets violate your SLA.

Self-Serve Options
While many customers will contact your support team for help, you still want to give them the option of answering their own questions. This can cut down on ticket volume and make customers who would rather solve their own problems happier. Many help desk software offer knowledge bases as an added feature, which can not only help your customers who would prefer self-serve but can also be linked to by your support staff to give customers more information about a process or topic.

Reports
Make sure your prospective help desk software has a reporting system. That way, you can check your support team's response speed, resolution time, etc.