

AI-powered ticketing for teams of all sizes



Tickets> All Tickets

Free trial end

Views

All tickets84

My open and pending0

Unassigned and my open34

All Unresolved6

Spam5

Trash65

Custom View

Apply a filter of your choice and save it as a custom view

New view

Custom view 145

Sort by :
Created Time

Search Tickets

	CHANNEL	SUBJECT	CONTACT
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Trusted by 7,000+ customers across 61+ countries



About us



Founded in 2020



Customer-centric and product-led vision



Headed by product leaders
with 25+ years of success



Headquartered in San Francisco Bay
Area with offices in two countries

A full-featured, AI-powered, ticketing platform



AI to automate your workload

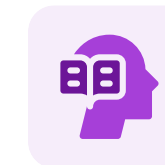
Generate responses to tickets and draft with AI. Desk365's AI works in the background to reduce workload and stand-in to automate repetitive tasks so agents can do what they do best – be human.



Omni-channel ticketing

Help your customers raise tickets from any channel they prefer. Empower your agents to resolve them effortlessly.

Email, Microsoft Teams, Support Portal, web-widget, web forms, there's a easy way to raise and resolve tickets from anywhere.



Knowledge-base

Enable users to self-serve with an easy-to-configure knowledge base and support portal. **Create and share solution articles. Collaborate with other agents to review and publish.** Pick and choose the folders to be public so that customers can view on the support portal.



Customizations

Customize your entire helpdesk from support portal, to custom roles/ fields/ forms, and more so that your helpdesk looks and functions the way you want .



Integrations

Desk365 integrates seamlessly with **Microsoft Teams, Entra AD, Jira, Asana**, or any other tools you already use. A helpdesk so extensive, it works to enhance collaboration and streamlines your existing workflow.

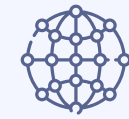
and more...

Round robin, SLAs, Unified Inbox, a mobile app, you name it, we probably have it. Desk365 is a robust full featured ticketing platform that grows with you.

What does Desk365 solve for



Internal Use Cases



ITSM



IT Ops



Sales Ops



HR Ops



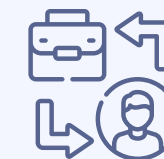
External Use Cases



MSPs



SaaS



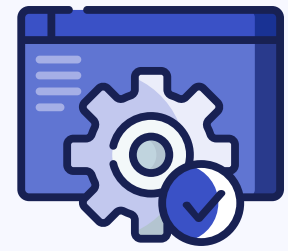
B2C



B2B

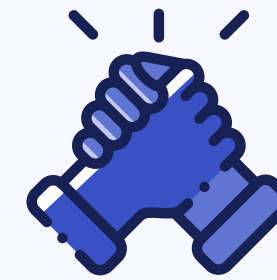
Why choose Desk365

Customers that choose Desk365 feel the difference. Built for and by customers, every feature, every detail is crafted so our users' lives are simplified.



Set up in 5 minutes

Migrate, onboard, and get started with your new helpdesk almost instantly.



Support that goes the extra mile

Have questions? Need help? Desk365 is committed to real human support and providing true resolution.



Easy to use

Intuitive software your teams can pick-up in no-time. Ensure a smooth experience for both your agents and your customers.



Highest ROI and product value

Reduce costs and increase agent productivity from day 1 so your business sustains growth.

Security, Safety and Compliance



SOC 2 TYPE 2
CERTIFIED



GDPR
COMPLIANT



HIPAA
COMPLIANT

Pricing

Save up to **24%** with yearly plans



Plans that scale with you



Transparent pricing



Get billed monthly or annually



Two plans suited to your needs

STANDARD

\$12 /agent/month,
billed annually

\$16 /agent/month,
billed monthly

Ticketing

- ◆ Email
- ◆ Microsoft Teams
- ◆ Support Portal
- ◆ Web Form, Web Widget
- ◆ Knowledge base

Automation and Productivity

- ◆ Workflow automation
- ◆ SLA Reminders & Escalations
- ◆ **Draft with AI**

Customizations

- ◆ Custom ticket fields
- ◆ Custom ticket forms
- ◆ Custom domain
- ◆ Custom Roles
- ◆ Custom Reports

PLUS

\$20 /agent/month,
billed annually

\$25 /agent/month,
billed monthly

Everything in Standard +

- ◆ Change/Approval Management
- ◆ Round Robin Ticket Assignments
- ◆ Load Based Ticket Assignments
- ◆ Ticket Watchers
- ◆ 'Share To' Tickets
- ◆ Time Tracking
- ◆ Tasks To Do
- ◆ Advanced Ticket Fields
- ◆ Scheduled Reports
- ◆ Microsoft Entra ID Sync
- ◆ Time Based Automations
- ◆ Multiple Business Hours
- ◆ CSAT Surveys
- ◆ Ticket Closure Rules
- ◆ **AI Agent Add-On**

Choose a partner that helps you succeed



☆☆☆☆☆



"Great Support Desk software for the price"

Super quick to set up, very cost effective, very flexible, great for automation and assigning tickets to the right queue. Customer support is very quick to respond if you need them. We were able to integrate this very easily and had this up and running within the day, no hesitation in recommending.

Marc w
Snr IT Director

☆☆☆☆☆



"We LOVE Desk365! Former Zendesk Client"

Desk365 can be customized to your absolute liking. You can pull granular reporting, view and sort your tickets with ease and stay organized. There is so much automation, it's very user friendly and easy to set up. We are so glad to have made the switch from Zendesk and we would not go back!!

Robin B
Business Administration
Management

☆☆☆☆☆



"The helpdesk system everyone should know about"

Performance, Support, Easy-to-use. The Performance is incredible - one of the fastest Helpdesk systems i have ever worked with. The Support is just amazing. Any inquiries will be answered quickly and professionally. Easy-to-use: almost no one, from our ~100 employees, needed any training. It's self-explanatory.

Mirko B
System & Network Administrator

☆☆☆☆☆



"Desk365 works with Teams!"

Teams integration is fantastic and has improved user interaction by at least 500%. Tech team is notified in Teams when tickets come in. Users see tech questions and comments in their teams. Automation features are great. Knowledge base is more than adequate and search functions work well.

Lonny L
IT Manager

 **Desk365.io**

Check it out today

 Website

www.desk365.io

 Email

help@desk365.io