



Zendesk

# Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

---

## Review by a Real User

Verified by IT Central Station



Google Apps deployment Specialist and Support Manager at a tech services company with 501-1,000 employees

it\_user245439

### WHAT IS MOST VALUABLE?

Merging similar incident tickets into one ticket as a problem ticket APIs to integrate with other CRM solutions like Remedy and RemedyForce

### HOW HAS IT HELPED MY ORGANIZATION?

Handling tickets within the SLA Smart search of archived tickets for auditing purposes Support metrics to analyse the work done by the support team during certain period of time.

### WHAT NEEDS IMPROVEMENT?

The reports could be more fine tuned to enable better handling of tickets by individual agents and teams.

### FOR HOW LONG HAVE I USED THE SOLUTION?

I've used the webportal and the Android App for two years.

### WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

No this is a simple online portal hosted on a cloud platform.

### WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No issues encountered.

### WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No issues encountered.



[Read 0 reviews of Zendesk](#)

**HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Zendesk tech support is done via a forum, but the knowledge base contains most of the technical knowledge.

**WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

No previous solution was used.

**HOW WAS THE INITIAL SETUP?**

It's straightforward.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

It was done in-house.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

Remedy RemedyForce

**WHAT OTHER ADVICE DO I HAVE?**

This is one of the better solutions on the market for SMBs. It's good if your main concentration is tickets. It lacks features for attaching enough information in the ticket.

Learn more: [Read 0 reviews of Zendesk](#)