KronoDesk®

C	Currently Supported	
P	Planned Functionality	
X	Not Applicable	
	Not Supported	

	KronoDesk	ZenDesk	Freshdesk	BMC Footprints	TechExcel ServiceWise	CA Service Desk Manager	Jira Service Desk
General Features							
Free upgrades and support for 1 year from date of purchase	C	C	C	C	C	C	C
Unlimited help desk tickets, support forums and knowledge base articles	C	C	C	C		C	C
Cross-browser web interface with highly responsive AJAX screens.	C	C	C	C		C	C
Support mobile devices including iOS, Android and Windows Phone.	C	C	C	C			C
Clean and powerful user interface	C	C	C	C	C	C	C
All editions allow unlimited customer user accounts	C	C	C	C		C	
Built-in screenshot capture capability	C	C	C	C		C	C
Full Unicode Extended Character Support	C	C	C	C		C	C
Support for Multiple Languages	C	C	C	C		C	C
Available on-premise as a server edition	C			C	C	C	
Available as a cloud-hosted SaaS service	C	C	C				C
WYSIWYG Rich Text Editing	C		C		C		
Web Services SOAP and REST APIs to enable integration with other tools/applications	C	C	C	C	C	C	C
Customer Dashboard							
Displays list of recent forum posts	C	C	C	C	C	C	
Displays list of most highly viewed knowledge base articles	C	C	C	C	C	C	
Displays list of recent knowledge base articles	C	C	C	C	C	C	
Provides convenient starting place for searching knowledge base, forums or submitting help desk ticket.	C	C	C	C	C	C	C
Integrated RSS newsreader lets you publish company/product news to customer support page.	C						
Support Agent Dashboard							
Consolidated view of information to make life easier for support agents.	C	C	C	C	C	C	
Displays list of agent's assigned tickets	C	C	C	C	C	C	C
Displays list of unassigned tickets that the agent can self-assign	C	C	C	C	C	C	
Displays list of recent forum posts that the agent may want to respond to	C	C	C	C	C	C	
Displays list of subscribed threads that the agent wants to actively monitor	C	C	C	C	C	C	
Integrated RSS newsreader lets you publish company/product news to support agents.	C						
Help Desk Ticketing							
Easy to use web-based help desk ticket submission page	C	C	C	C	C	C	C
Support for custom fields to help categorize incoming tickets	C	C	C	C	C	C	C
Ability to specify fields as being hidden, disabled and/or required depending on product selection	C				C	C	C

Feature							
Customer can attach documents, files, web links and screenshots to help desk tickets	C	C	C	C	C	C	C
Support for custom fields to help categorize incoming tickets	C	C	C	C	C	C	C
Support agents can sort, search and filter help desk tickets by different fields	C	C	C	C	C	C	C
Customizable workflow engine that lets you tailor the actions that agents can perform and the fields they can change.	C	C	C	C	C	C	C
Support agents can attach comments and notes to the support tickets to request more information and propose solutions.	C	C	C	C	C	C	C
Support agents can view the entire change history for a specific help desk ticket.	C	C	C	C	C	C	C
Customers can log new help desk tickets by simply sending a emails into the support email address, the help desk system will parse the email and create a new help desk ticket, including any attached documents.	C	C	C	C	C	C	C
Customers can reply to existing help desk tickets through email, with the help desk system intelligently reading the email and adding the comments/information to the appropriate tickets.	C	C	C	C	C	C	C
Email addresses CCed to the support email are automatically attached to the help desk ticket and included on all outbound email notifications.	C	C	C	C	C	C	
Support agents can add internal notes that are only seen by other support agents.	C	C	C			C	
Customer support agents can add additional CCed email addresses to existing support tickets.	C	C	C	C	C	C	
Ability to merge duplicate tickets into a single ticket with the combined message thread.	C	C	C		C	C	C
Ability to require electronic signature when moving tickets between certain statuses (needed for GxP scenarios)	C						
Support agents can create product defects in SpiraTeam linked to the current ticket.	C	C					C
Support Forums							
Ability to organize forums into different categories and link categories to different products	C	C	C				
Forums can contain an unlimited number of threads and messages	C	C	C				
Users can search or browse forums to find solutions to their issues.	C	C	C				
Registered users and customers can create new support forum threads and post replies to existing threads.	C	C	C				
Registered users and customers can subscribe to specific threads or forums	C	C	C				
Registered users and customers can view their subscribed items as an RSS newsfeed.	C	C	C				
The system automatically tracks which forums and threads the user has seen so that they can quickly and easily see which forums and threads contain new items.	C	C	C				
Forum and Thread URLs optimized for Search Engine Optimization (SEO).	C	C	C				
Knowledge Base							
Ability to organize knowledge base articles into different categories and link categories to different products	C	C	C	C	C	C	C
Articles can be shared amongst multiple categories.	C	C	C	C	C	C	C
Categories can be organized into a hierarchy with unlimited number of levels	C	C	C	C	C	C	C
Customers and support agents can search, sort and filter the knowledge base by any of the fields and by keyword	C	C	C	C	C	C	C
Tag cloud that displays the meta-tags associated with different articles and illustrates the number of articles associated with each tag.	C	C	C	C	C	C	C

	C1	C2	C3	C4	C5	C6	C7
Support agents can attach documents, files, web links and screenshots to knowledge base articles.	C	C	C	C	C	C	C
Ability to view article details together with links to related articles.	C	C	C	C	C	C	C
Ability to auto-suggest articles when the user starts to enter a help desk ticket.	C		C				
Shortcuts that let support agents quickly insert KB article links into help desk tickets	C	C	C	C			C
Users, Groups and Organizations							
Users can be either external (customers) or internal (support agents) with internal users able to log new tickets on behalf of customers.	C	C	C			C	C
External users can be grouped into customer 'organizations' that allow supervisors to see all tickets in the organization, reassign tickets, and make updates to them.	C	C	C			C	C
Internal users can be assigned to 'employee groups' that let customer support managers assign tickets to either individual support agents or groups related to a specific product or team.	C	C	C			C	C
Customizable Reporting							
Library of standard graphical graphs including ticket creation/closure rates, cumulative ticket counts, ticket aging and turnaround times.	C	C	C	C	C	C	C
Custom ticket graphs that lets you pick the x-axis and group-by fields from any standard or custom field.	C	C	C	C	C	C	C
Ability to view the data-grid associated with any of the graphs and export to a CSV / Excel file.	C	C	C	C	C	C	C
Library of printable customer support reports including: help desk tickets, customer organizations, users, and knowledge base articles.	C	C	C	C	C	C	
Ability to customize the reports to include different types of information	C	C	C	C	C	C	
Ability to filter the reports by date ranges	C	C	C	C	C	C	
Ability to filter the reports by various parameters (e.g. display only open, high priority tickets)	C	C	C	C	C	C	
Multi-format reporting, including HTML, Acrobat PDF, or MS-Word narrative style and HTML or MS-Excel tabular style.	C	C	C	C	C	C	
Administration							
Ability to configure list of different product definitions, with associated workflows and categories.	C		C	C	C	C	
Ability to customize ticket priorities, statuses, types and resolutions	C		C	C	C	C	C
Ability to configure help desk ticket custom properties and custom lists.	C	C	C	C	C	C	C
Ability to customize the application text, colors and imagery to match your company's branding without any scripting or coding.	C		C	C	C	C	
Ability to setup different ticket workflows for different product types and customize ticket fields by workflow.	C	C	C	C	C	C	C
Ability to setup custom email templates to provide tailored information and to match company branding.	C	C	C	C	C	C	C
Integration							
Built-in integration with SpiraTeam® to allow support agents to log incidents in SpiraTeam from the help desk tickets.	C	C					C
Changes to linked SpiraTeam® incidents displayed in help desk system in real-time, providing support agents with real-time visibility of incident updates.	C	C					C

DISCLAIMER: All entries in the comparison table have been made on the basis of information available on respective product websites. The analysis and views expressed in this section and the information made available are purely those of Inflectra Corporation. It is possible that competing products have additional features not mentioned on the product websites.