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Request Tracker vs. Freshdesk vs. Zendesk

Is your Help Desk software getting you down? Here are the top 10 reasons why you should choose Request Tracker, the best tracking solution for an improved customer experience!

Get help solving customer service issues. Image courtesy Bruce Mars at Pexels.

Tracking Solutions to Run Your Help Desk

There comes a time when your business will need a robust and reliable customer support system. You could do it the old-fashioned way by advertising a 1-800 number on your website, but it can get expensive to try to maintain a 24/7 customer service department powered 100% by humans.

When a customer is having a problem with their service or order, they don't want to spend countless minutes, hours, or even days on hold waiting to speak with someone. That's where automated help desk solutions, such as Request Tracker, Freshdesk or Zendesk, come in handy.

Request Tracker Customer Service Tracking

Request Tracker (RT), from Best Practical Solutions, LLC, is an open-source enterprise grade ticketing system. RT is a server-side, database-backed web application which works with any internet browser and most mobile devices. The system is available as a managed hosting, self-hosted or cloud-based tracking solution. The email interface works with most email clients including Gmail, Outlook, Thunderbird and Apple Mail. To run it on your web server you'll need either a Linux or Unix-like operating system (such as Mac OS X), a SQL database, plus Perl (the language RT is written in).

RT is a great way to cut costs and deliver a better customer experience. The configurable automation solution helps you meet the needs of your customers through custom ticket life cycles, seamless email integration, detailed permissions and roles and more.

Freshdesk Helpdesk Solution

Freshdesk is a customer service tool which can streamline conversations across all channels including chat, phone, social media and email. Like RT, Freshdesk offers both on premise and cloud-based tracking solutions to help automate repetitive work and save you time. One drawback to this system is that it can be difficult and time-consuming to fully customize Freshdesk to meet your growing customer service support needs.

Zendesk Customer Relationship Management

Zendesk is one of the leading customer service software solutions that helps build and support customer relationships. The customer support ticket system and support platform are entirely run on the cloud, and there is no option for an on-premise, server-based solution. A major complaint of this service, which is also a bit ironic, is that it can be difficult to reach the Zendesk customer support department if you need help.

Can your business benefit from a reliable customer support system? Image courtesy [Pixabay](https://pixabay.com).

10 Reasons Why Request Tracker is the Best-Kept Tracking Secret

RT helps you keep track of conversations for an improved customer support experience. A few of the top features include:

1. **Personalized Email Notifications**

2. **Seamless Email Integration.** Use your existing email client.

3. **Effective Tracking of Queries and Feedback.** Full custom field support for any and all data you need to track.

4. **Multi-lingual Systems to Reference Tickets**. RT supports translation into 25 languages.

5. **Custom Ticket Visibility**. Create custom tickets for quick resolution of all issues.

6. **Multiple Search Options.** Choose from simple text, query builder or advanced searches.

7. **SLA Automation and Tracking.** Manage service level agreements in the customer support portal.

8. **Added Functionality and Features**. Choose from a variety of extensions including the ability to create PDFs from tickets, handling Microsoft Outlook email folders and writing documents for MS Word in HTML format.

9. **Deep Integration With Your Platform**. This feature allows you to create custom responses and reporting. For example, if a Shopify store has a customer who didn't get their product you can create a script that does a database lookup and replies to the customer with a custom response about their particular product. This is in direct contrast to what normally happens when a customer sends a customer support ticket.

10. **Save Money and Boost Productivity**

This last feature is key. When it comes to saving money customer tracking ticketing systems are normally quite expensive. Here is a typical scenario - a human has to take the time to first read the customer complaint before replying with a somewhat generic response that the issue is being handled. The customer service rep then has to spend time (and money) trying to figure out what the exact status is with the customer's specific issue.

The next step is to reach out to someone in the IT department or try to get ahold of someone in the fulfillment team who has to take the time to do a lookup to find out what's going on. Then the IT or fulfillment specialist replies back to the customer support rep who then has to take 10 minutes, or more, to write an email response to the customer.

That's a lot of steps to keep track of. That's why a server-based or cloud-based CRM software, like Request Tracker, offers the best solution for your customer service needs.

Delivering an Improved Customer Experience

The RT source code and API are completely free to download, modify and use. It integrates with a variety of apps and services and there are hundreds of extensions to choose from for even more customization options. So, if you are looking for the best, most reliable, feature-packed customer service software for your business, look no further. Request Tracker is the perfect solution to help run your help desk. It can help you cut costs while at the same time it delivers an improved customer experience.

Whether you are looking for a Software as a Service (SaaS) cloud computing or a server-based customer service solution, RT is the best option for businesses of all sizes. There are even a number of [hosting options](#) to choose from to help you run and support Request Tracker that offer you peace of mind and lower management overhead costs.

Organizations of all sizes are using Request Tracker to help them track and manage customer service requests, workflows and internal project tasks. Learn why RT is "the system you need to track the important tasks you can't afford to forget."

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