



Competitor: _____

<input checked="" type="checkbox"/> HelpDesk Ticketing System	<input type="checkbox"/>
<input checked="" type="checkbox"/> Live Chat	<input type="checkbox"/>
<input checked="" type="checkbox"/> HelpDesk Agent Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Email-to-Ticket	<input type="checkbox"/>
<input checked="" type="checkbox"/> Agent Communication	<input type="checkbox"/>
<input checked="" type="checkbox"/> Multiple Ways to Create Tickets	<input type="checkbox"/>
<input checked="" type="checkbox"/> Webforms	<input type="checkbox"/>
<input checked="" type="checkbox"/> Key Performance Indicator	<input type="checkbox"/>
<input checked="" type="checkbox"/> Track Time Spent on Tickets	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Feedback & Satisfaction	<input type="checkbox"/>
<input checked="" type="checkbox"/> Saved Replies	<input type="checkbox"/>
<input checked="" type="checkbox"/> Knowledgebase	<input type="checkbox"/>
<input checked="" type="checkbox"/> Ticket Auto-Routing	<input type="checkbox"/>
<input checked="" type="checkbox"/> Project Management Solution	<input type="checkbox"/>
<input checked="" type="checkbox"/> Project Portfolio Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Time Tracking	<input type="checkbox"/>
<input checked="" type="checkbox"/> Key Performance Indicator	<input type="checkbox"/>
<input checked="" type="checkbox"/> Data Exporting	<input type="checkbox"/>
<input checked="" type="checkbox"/> Team Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Task Scoring & Planning	<input type="checkbox"/>
<input checked="" type="checkbox"/> Assignment Management, Scheduling & Leveling	<input type="checkbox"/>
<input checked="" type="checkbox"/> Client Project Collaboration	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tracking Task Activity	<input type="checkbox"/>
<input checked="" type="checkbox"/> Reporting	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customizable & Shareable Work Views	<input type="checkbox"/>
<input checked="" type="checkbox"/> Agile Project Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Resource Allocation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Project Collaboration with Teams	<input type="checkbox"/>
<input checked="" type="checkbox"/> Team & Customer Communication	<input type="checkbox"/>
<input checked="" type="checkbox"/> Project Archiving	<input type="checkbox"/>
<input checked="" type="checkbox"/> Project Importing	<input type="checkbox"/>
<input checked="" type="checkbox"/> Administrative Roles/Capabilities	<input type="checkbox"/>
<input checked="" type="checkbox"/> Security Roles & Permissions	<input type="checkbox"/>
<input checked="" type="checkbox"/> Language	<input type="checkbox"/>
<input checked="" type="checkbox"/> Company Preferences	<input type="checkbox"/>
<input checked="" type="checkbox"/> Single Sign-On	<input type="checkbox"/>
<input checked="" type="checkbox"/> Two-Factor Authentication (2FA)	<input type="checkbox"/>
<input checked="" type="checkbox"/> On-Premise Option	<input type="checkbox"/>
<input checked="" type="checkbox"/> Cloud Option	<input type="checkbox"/>

OneDesk Features Comparison Checklist

<input checked="" type="checkbox"/> HIPAA Compliance	<input type="checkbox"/>
<input checked="" type="checkbox"/> Ticket Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tracking Work	<input type="checkbox"/>
<input checked="" type="checkbox"/> SLA Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Requests to Tickets	<input type="checkbox"/>
<input checked="" type="checkbox"/> Macros	<input type="checkbox"/>
<input checked="" type="checkbox"/> Dashboard Widget	<input type="checkbox"/>
<input checked="" type="checkbox"/> Linking Tickets	<input type="checkbox"/>

<input checked="" type="checkbox"/> Notifications	<input type="checkbox"/>
<input checked="" type="checkbox"/> Resource Allocation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tracking Ticket Activity	<input type="checkbox"/>
<input checked="" type="checkbox"/> Ticket Prioritization	<input type="checkbox"/>
<input checked="" type="checkbox"/> Ticket Detail Panel	<input type="checkbox"/>
<input checked="" type="checkbox"/> Reporting	<input type="checkbox"/>
<input checked="" type="checkbox"/> Configurable Work Views	<input type="checkbox"/>
<input checked="" type="checkbox"/> Subtasks	<input type="checkbox"/>
<input checked="" type="checkbox"/> Ticket Collaboration	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Satisfaction Scoring	<input type="checkbox"/>
<input checked="" type="checkbox"/> Printing Tickets	<input type="checkbox"/>
<input checked="" type="checkbox"/> Merging Tickets	<input type="checkbox"/>
<input checked="" type="checkbox"/> Configurable Ticket Types	<input type="checkbox"/>

<input checked="" type="checkbox"/> Task Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tracking Task Activity	<input type="checkbox"/>
<input checked="" type="checkbox"/> Task Detail Panel	<input type="checkbox"/>
<input checked="" type="checkbox"/> Dashboard Widget	<input type="checkbox"/>
<input checked="" type="checkbox"/> Linking Items & Linked Relationships	<input type="checkbox"/>
<input checked="" type="checkbox"/> Notifications	<input type="checkbox"/>
<input checked="" type="checkbox"/> Collaboration	<input type="checkbox"/>
<input checked="" type="checkbox"/> Resource Allocation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Custom Fields	<input type="checkbox"/>
<input checked="" type="checkbox"/> Configurable Statuses	<input type="checkbox"/>
<input checked="" type="checkbox"/> Task Prioritization	<input type="checkbox"/>
<input checked="" type="checkbox"/> Macros	<input type="checkbox"/>
<input checked="" type="checkbox"/> Configurable Work Views	<input type="checkbox"/>
<input checked="" type="checkbox"/> Subtasks	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tracking Work	<input type="checkbox"/>
<input checked="" type="checkbox"/> Reporting	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Communication	<input type="checkbox"/>
<input checked="" type="checkbox"/> Printing Tasks	<input type="checkbox"/>
<input checked="" type="checkbox"/> Merging Tasks	<input type="checkbox"/>
<input checked="" type="checkbox"/> Configurable Task Types	<input type="checkbox"/>
<input checked="" type="checkbox"/> Communication Channels	<input type="checkbox"/>

OneDesk Features Comparison Checklist

<input checked="" type="checkbox"/> Live Chat Messenger	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Portal	<input type="checkbox"/>
<input checked="" type="checkbox"/> Widget	<input type="checkbox"/>
<input checked="" type="checkbox"/> Notifications	<input type="checkbox"/>
<input checked="" type="checkbox"/> Team & Customer Communication	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Macros	<input type="checkbox"/>
<input checked="" type="checkbox"/> B2B Customer Service	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Relationship Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Website Widget	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Importing	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Agent Performance Monitoring	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Activity Tracking	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tracking Work & Timesheets	<input type="checkbox"/>
<input checked="" type="checkbox"/> Team Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Custom Views	<input type="checkbox"/>
<input checked="" type="checkbox"/> Custom Teams	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Analytics	<input type="checkbox"/>
<input checked="" type="checkbox"/> Email Management	<input type="checkbox"/>
<input checked="" type="checkbox"/> Email-to-Ticket	<input type="checkbox"/>
<input checked="" type="checkbox"/> Email Customization	<input type="checkbox"/>
<input checked="" type="checkbox"/> Email Tracking	<input type="checkbox"/>
<input checked="" type="checkbox"/> Use Own SMTP Server Option	<input type="checkbox"/>
<input checked="" type="checkbox"/> Custom Email Templates	<input type="checkbox"/>
<input checked="" type="checkbox"/> Email Queues	<input type="checkbox"/>
<input checked="" type="checkbox"/> Automation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Workflow Automation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Automated Emails	<input type="checkbox"/>
<input checked="" type="checkbox"/> Automated Bot Responses	<input type="checkbox"/>
<input checked="" type="checkbox"/> Create Tickets/Tasks Automatically	<input type="checkbox"/>
<input checked="" type="checkbox"/> Integrations	<input type="checkbox"/>
<input checked="" type="checkbox"/> Zapier Integrations	<input type="checkbox"/>
<input checked="" type="checkbox"/> API	<input type="checkbox"/>
<input checked="" type="checkbox"/> Mobile Solution	<input type="checkbox"/>
<input checked="" type="checkbox"/> iOS/Android App	<input type="checkbox"/>
<input checked="" type="checkbox"/> Mobile Browser App	<input type="checkbox"/>