Desk365.io

**Modern Helpdesk
for the
Microsoft 365 Workplace**

BUILT FOR MICROSOFT 365

Single Sign On through Azure AD

Built from the ground up for Microsoft 365 environments

Works seamlessly through Email, Microsoft Teams, Web Portal or Web Form

All the features needed for a modern helpdesk without the legacy features that aren't useful anymore

Desk365.io

POWERFUL TICKETING

Multiple Channels: Email, Portal, Teams, Web Form/Widget

Knowledge Base

Automation Rules, APIs, Web-hooks, Power Automate Connector

Service Level Agreements, Time Tracking, Customer Surveys

Custom Fields, Forms, Roles, Emails and more

Desk365.io

WORKS EQUALLY WELL FOR

Internal Use Cases

▶ ITSM

▶ IT Ops

▶ Sales Ops

▶ HR Ops

External Use Cases

▶ MSPs

▶ Saas

▶ B2C

▶ B2B

Desk365.io

ABOUT US

Rapid release of new features

Highly responsive to customer feedback

Experienced Engineering Team

Headquartered in San Francisco Bay Area

Offices in India

Desk365.io

Security, Safety and Compliance

SOC2

GDPR
COMPLIANT

SOC 2 Type 2 Certified

GDPR Compliant

HIPAA Compliant

Desk365.io

ALL INCLUSIVE PLAN

▶ **Single Plan**

▶ **Transparent pricing**

▶ **$10/agent/month billed yearly**

▶ **$14/agent/month billed monthly**

- ⊘ Microsoft Teams Ticketing
- ⊘ Email Ticketing
- ⊘ Customer Support Portal
- ⊘ Automations
- ⊘ Knowledge Base
- ⊘ Canned Responses
- ⊘ SLA Reminders & Escalations
- ⊘ Reports

- ⊘ Multiple Custom Emails
- ⊘ Custom Response Templates
- ⊘ Custom Ticket Fields
- ⊘ Custom Roles
- ⊘ Tasks/To-do Lists
- ⊘ Export Data
- ⊘ Time Tracking
- ⊘ Customer Surveys

Desk365.io

CHOOSE A PARTNER
THAT HELPS YOU SUCCEED

Capterra 4.9

"Great support. Make you feel they're part of your team"

Desk365 does what you expect from a much more expensive ticket system. The best thing however is the customer support. All questions about the software are answer quickly and completely and suggestions for improvement are treated seriously. They really make you feel they are part of your team.

Jeroen H
Scientist
Sensortechnologies
Biotechnology

★★★★★

Posted on
February 26, 2023

"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

Oil and energy

★★★★★

Posted on
February 22, 2023

"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. Knowledgebase is more than adequate and search functions work well.

Lonny L
IT Manager

Farming

★★★★★

Posted on
March14 , 2023

Desk365.io

TRUSTED BY THOUSANDS OF BUSINESSES

Desk365.io

CHECK IT OUT TODAY

Website: https://www.desk365.io

Contact: help@desk365.io