

Zoho Desk VS Freshdesk

COMPARISON DOCUMENT



What is Zoho Desk?

Zoho Desk is the industry's first context-aware help desk software. It is designed to help customer service teams provide personalized support, promote self-service, improve agent productivity, and increase customer happiness.

Trusted by thousands of organizations across the globe, Zoho Desk

- Has been featured [in Gartner's Magic Quadrant](#) for CRM Customer Engagement Center (CEC) for two consecutive years.
- Was ranked as the #1 software for highest satisfaction by G2.com

What sets us apart?

Context.

About conversations, customers, and integrations. Every feature in Zoho Desk has been built from the ground up to give you plenty of information without you having to go look for it. The home screen, not only lists tickets, but also displays the assignee, the channel it came in from, when it is due, the number of threads in the ticket, and other essential information.

User experience.

Consistent user experience is key to excellent customer service. With our proprietary design philosophy, DOT (Design Optimization Thinking) Zoho Desk is designed to enhance user experience for both agents who use the product every day, and end-users. It is built on a multi-pronged approach that enables superior communication and navigation for agents while enhancing scalability without limiting flexibility for the management. This is also a step in the direction to make Zoho Desk a fully inclusive platform that is friendly for our differently-abled friends.

This UI design is not just limited to Zoho Desk but also works great with any integration or development done on the platform, to provide a seamless user experience.

What do customers like about Zoho Desk?

- Two-way sync with CRM software like Zoho CRM, Sales Cloud, and Pipedrive which keeps Sales and Support teams in sync at all times.
- Intuitive UI, Ease of use, implementation, and customization.
- Fits support teams of all sizes.
- Single transparent pricing, no hidden charges.
- 200+ integrations with other products (both Zoho and third-party).
- Hosted natively and not on third party infrastructure.

The comparison, in a nutshell

We've compared the Professional and Enterprise editions of Zoho Desk with the Estate and Forest editions of Freshdesk along the following parameters: [Ticket Management](#), [Automation](#), [Customization](#), [Insights And Impact](#), [Agent Productivity](#), [Self-Service](#), [Artificial Intelligence](#), and [Extensibility](#).

Here's a summary of the capabilities of the two products.

Zoho Desk			Freshdesk		
Pricing Plan			Pricing Plan		
	Billed Annually	Billed Monthly		Billed Annually	Billed Monthly
Free	\$0	\$0	Free	\$0	\$0
Standard	\$14	\$20	Growth	\$15	\$18
Professional	\$23	\$35	Pro	\$49	\$59
Enterprise	\$40	\$50	Enterprise	\$79	\$95
			Growth Omnichannel	\$29	\$35
			Pro Omnichannel	\$59	\$71
			Enterprise Omnichannel	\$99	\$119
Agent Limit			Agent Limit		
Pay for each license			Pay for each license		
Trial Period			Trial Period		
15 days			21 days		

*All information in the document is based on publicly available data.

Distinguishing capabilities

Process Management(Blueprint)
Sentiment-based triaging
Anomaly Detection
App dedicated for managers

Channels

Email, Phone
Built-in Chat
Social Media
Web Forms
API
Help Center
Community
Forums

Marquee Customers

McAfee, Daimler, Jaguar, Cleartrip

Support

Phone
Chat
Email

Platforms Supported

iOS
Android
Web

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Distinguishing capabilities

CSAT Surveys
Top Customer Analysis Reports
Automatic Sitemap Generation

Channels

Email, Phone
Built-in Chat
Social Media
Web Forms
API
Help Center
Community
Forums

Marquee Customers

Schneider Electric, Honda, HP, Cisco

Support

Phone
Chat
Email

Platforms Supported

iOS
Android
Web

Ticket Management

Better ticketing at its core



Both Zoho Desk and Freshdesk offer competitive ticket management capabilities. They excel in providing a seamless ticketing experience—collecting tickets received through multiple channels, allowing agents to look up past conversations and quickly reply to tickets, and letting managers track customer service metrics.

However, if you look deeper, you’ll notice that some of the channels in Freshdesk are not built in. For example, channels like live chat and telephony require you to purchase additional apps, like Freshdesk contact center and Freshdesk messaging or their omnichannel helpdesk bundle which includes features of Freshdesk, Freshdesk contact center and Freshdesk messaging. Capabilities that boost your agents' efficiency such as adding ticket resolution notes to your KB instantly are not available in Freshdesk.

Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Email tickets	10 mail IDs		100 mail IDs	
Phone support		Freshdesk Contact Center		Freshdesk Contact Center
Built-in Chat		Freshdesk Messaging		Freshdesk Messaging

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Facebook	1 Brand		2 Brands (more on demand)	1Brand
Twitter	1 Brand		2 Brands (more on demand)	1Brand
Help Center				
In-app support				
APIs				
Community forums				
Website form	10		20	
Multi-department support tracking	10		Unlimited	
All-department ticket view				
Comment in ticket				
Ticket history				
Ticket resolution note				
Add resolution note to KB		--		--
Ticket tags	30 tags/ticket		50 tags/ticket	
Product-based ticket tracking				

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
CSAT Score	●	●	●	●
Suggested articles	●	●	●	●
Merge tickets	●	●	●	●
Split tickets	●	●	●	●
Ticket timeline	●	●	●	●
Omnichannel customer timeline	--	Omnichannel Pro	--	Omnichannel Enterprise
Omnichannel agent management	--	Omnichannel Pro	--	Omnichannel Enterprise
Time entry	●	●	●	●
Approvals	●	Workflow	●	Workflow
Ticket sharing	●	●	●	●
Team Ownership	●	●	●	●
Print tickets	●	●	●	●
Clone tickets	●	--	●	--
Field Service Management	--	Paid add-on	--	Paid add-on

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Agent Productivity

Agents do more, in less time



This is one area where Zoho Desk has a clear edge over Freshdesk. Usually, all the requests that your customers send to you are arranged and displayed as a list of tickets. Not in Zoho Desk though. In addition to a ticket list, Zoho Desk offers four different Work Modes: Status Mode, Priority Mode, Handshake Mode, and Countdown Mode. Pick any one and you'll notice that your tickets get rearranged into different columns based on either the ticket status, priority, customer type, or due time, depending on the mode you chose.

How does this benefit agents? By cutting down on the time they spend choosing the right tickets to work on. Work Modes prioritizes tickets for them so their focus can stay on one thing—work from the leftmost column to the rightmost column. Simple, isn't it?

At Zoho Desk, we've spent a lot of time observing how agents work on customer support software and have built features that help them, almost invisibly. Like Ticket Peek, which lets agents look at a preview of ticket conversations without having to open up a ticket, or like Reply Assistant, a bot that provides ready-to-use replies in your responses.

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Quick Ticket View	●	--	●	--
Macro actions	●	●	●	●
Custom views	●	●	●	●
Response editor with rich text support	●	●	●	●
Advanced search	●	●	●	●
Response Draft	●	●	●	●
Table View	●	●	●	●
Search Facet	●	●	●	●
Snippets for faster response	●	--	●	--
Dynamic Place Holders in Ticket Reply	●	●	●	●
Work Modes	●	--	●	--
Keyboard Shortcuts	●	●	●	●
Team Feeds	●	●	●	●
Agent Collision Detection	●	●	●	●
Solutions Auto-Suggest	●	●	●	●
Follow tickets	●	●	●	●

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Contact de-duplication	●	--	●	--
Tasks	●	●	●	●
Events	●	--	●	--
Calls	--	Freshdesk Contact Center	●	Freshdesk Contact Center
Approvals	●	Workflow	●	Workflow
Time entry	●	--	●	--
Resolution	●	--	●	--
Ticket tagging	30 tags/ticket	●	50 tags/ticket	●
Manual time tracking	●	●	●	●
Auto time tracking	●	--	●	--
Activity time tracking	●	--	●	--
FSM Scheduling Dashboard	--	Paid add-on	--	Paid add-on
Native Mobile Apps for iOS and Android	●	●	●	●
Radar Mobile App for iOS and Android	●	--	●	--
Ticket templates	●	●	●	●

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Ticket Conversation History	●	●	●	●
Ticket Classification	●	●	●	●
Custom ticket status	●	●	●	●
Ticket Priority	●	●	●	●
Business Hours	1	●	100	●
Multiple Time Zones in Business Hours	--	●	●	●
Customer Happiness Ratings	●	●	●	●
Product-based Ticket tracking	●	●	●	●
Multi-level Escalations	●	●	●	●
In-product Call Notifications	●	●	●	●
Contacts and Account Management	●	●	●	●
Team Chat	●	●	●	●
Notification Center	●	●	●	●
Agent Shift Management	--	--	--	●

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Tag Colleagues	●	●	●	●
Attachments	20 MB	20 MB	20 MB	20 MB

Customization

Your help desk, tailor-made



Both the apps provide plenty of customization options like custom fields, domain mapping, and multi-language support. However, most of Freshdesk's offerings in this aspect are inclined to customizing the help center and ticket forms. On the other hand, Zoho Desk allows you to customize both your self-service portal and your help desk. Let's see how.

Zoho Desk lets you categorize agents under departments and teams while Freshdesk only allows you to use Groups. Zoho Desk lets you have department-specific layouts for your help desk. This means you get to customize the information you want to capture in each of your departments and teams under different modules, like tickets and contacts. End result? You have a help desk that houses information that is more organized, easy-to-consume for your agents and above all, pertinent to its departments.

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Custom Email Templates	●	●	●	●
Customize Tabs	●	--	●	--
Custom Views	●	●	●	●
Customize Form fields and Layouts	●	●	●	●
Custom Fields	150 fields/module	●	230 fields/module	●
Custom Ticket Status and Grouping	●	●	●	●
Field Dependencies	●	●	●	●
Teams	●	--	●	--
Ticket templates	●	●	●	●
Department specific layout	●	--	●	--
Multi-language support	●	●	●	●
Custom Domain Mapping	●	●	●	●
Remote Authentication	●	●	●	●

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Automation

Streamlining your internal processes



This is another aspect where Zoho Desk clearly leads the game. Both Zoho Desk and Freshdesk offer automation features like SLAs and Workflows, but in Freshdesk, a few basic features like round robin ticket assignment are available only in their higher plans.

Also, setting up these automations in Zoho Desk is easier. For instance, Zoho Desk displays a list of events for which you would like to be notified via email and SMS. If you want to set up notifications, all you have to do is use the toggle switch in the displayed list of events to enable or disable them. Whereas in Freshdesk, you have to create workflow, by setting criteria and a trigger to receive notifications.

Time tracking is another feature any organization would need. You'd be surprised to see that the Automatic Time Tracking feature of Freshdesk is the equivalent of Manual Time Tracking in Zoho Desk. Apart from these, Zoho Desk has a process automation feature called Blueprint. This lets you build flowcharts using States and Transitions on a drag-and-drop builder. With Blueprint, you can use Zoho Desk not only for your external customer service, but also for your internal service, like routing tickets to the HR department or managing your travel desk ticketing flow. Essentially, Zoho Desk can be your go-to software for all your service processes at no extra cost.

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Direct Ticket Ownership Assignment	15	●	30	●
Assign tickets to Teams	●	●	●	●
Assign ticket ownership across Departments	●	●	●	●
Round-Robin Ticket Assignment	10/department	●	15/department	●
Workflows	15/department/module	●	30/department/module	●
Custom functions in Workflows	--	--	●	--
Blueprint	1/department	--	20/department	--
Number of SLAs	10/department	●	20/department	●
Stop the SLA Clock (On Hold State)	●	●	●	●
Multi-level Escalations	●	●	●	●
Customer based SLA	●	●	●	●

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Contract Management in SLA	--	--	●	--
Manual Ticket Time Tracking	●	●	●	●
Auto Ticket Time Tracking	●	--	●	--
Activity Time Tracking	●	--	●	--
Billing Preferences	●	--	●	--
Notification Rules	●	●	●	●
Macros	15/department	●	30/department	●
Supervisor (Time-based) Rules	15/department	●	30/department	●
FSM Automations	--	Paid add-on	--	Paid add-on
Skill-based routing	--	--	●	Beta
Out of Office Scheduler	--	●	--	●

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Self-Service

Answers at your fingertips, now with A.I.



Both the apps offer an array of self-service options to configure and customize the online self-service portal, a.k.a Help Center. The Help Centers in both apps allow customers to read through Knowledge Base articles, interact with other customers through forums, and raise support requests. In addition to this, both apps allow your end users to chat with AI-powered bots to find answers to your questions.

However, Zoho Desk has a unique capability called ASAP that lets you embed your help center in your website. This makes it easy for your customers to access your help center for searching through your Knowledge base and community, raising tickets or chat with contextual A.I. bot from wherever they are on your website.

Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Private Knowledge Base for Agents	●	●	●	●
Knowledge Base (KB)	●	●	●	●
Multilingual KB	●	●	●	●
Article Categories	●	●	●	●

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
KnowledgeBase Dashboards	●	●	●	●
Community	●	●	●	●
Community Dashboards	●	--	●	--
Default Themes	●	●	●	●
Article Versioning	●	●	●	●
301 Redirection	●	--	●	--
ASAP	●	Bot and KB only	●	Bot and KB only
Google Analytics Integration	●	●	●	●
Themes Gallery	●	●	●	●
CSS Customization	●	●	●	●
Custom Widgets	●	●	●	●
Multi-brand Help Center	--	●	●	●
Complete Theme Customization	--	●	●	●
SEO for Help Center	●	●	●	●

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Forum post types	●	●	●	●
Assign labels to end users in Help Center	●	--	●	--
Multiple Departments in Help Center	●	●	●	●
User groups for Help Center	●	--	●	--
Search through KB and Community	●	●	●	●
Built-in Live Chat	--	Freshdesk messaging	●	Freshdesk messaging
In-app customer service for mobile	●	●	●	●
In-app customer service for web	●	●	●	●
Domain mapping	●	●	●	●
Article editor with rich formatting	●	●	●	●
Article Templates	--	●	--	●
Pinned posts in forums	●	●	●	●
Article Review	●	●	●	●
Article Tagging	●	●	●	●

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A.I.

Introducing Zia and Freddy for customer service



Zia is Zoho Desk's conversational A.I. and Freddy is Freshdesk's A.I. Engine. Both apps offer highly competitive AI capabilities for every stakeholder, be it the manager, agent, or customer. These AI models include chatbots, analyze the sentiment of a ticket and help support agents find relevant KB articles and respond to tickets faster. Managers can get notified of anomalies in the ticket traffic.

Freddy Self-Service is avaiable as a paid add-on to all Freshdesk plans. Freshdesk Forest and Forest Omnichannel plans get the AI bot for free (Freddy Starter) and are also eligible to purchase the Freddy Ultimate add-on if they want to up their AI game, On the other hand, Zoho Desk's Zia offers almost all the capabilities at no additional cost with the Enterprise plan.

Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Reply Assistant	--	--	●	Paid add-on
Sentiment Predictions	--	Paid add-on	●	Paid add-on
Ticket Auto-Tagging	--	--	●	Paid add-on
Anomaly Notifications	--	--	●	--

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Agent Scripts	--	--	--	Paid add-on
Thank You Detector	--	--	--	Paid add-on
KB Conversation Assistant (in ASAP) Voice and Skill Builder	--	Paid add-on	●	Paid add-on
AI Dashboard	--	Paid add-on	●	Paid add-on
	--	Paid add-on	●	Paid add-on

Insights and Impact

Work. Measure. Improve. Delight.



There are plenty of reporting options in both apps. Zoho Desk gives you a set of built-in reports and dashboards for almost every help desk metric you'd want to keep an eye on. Some built-in dashboards—in addition to basic ones like Agent and Ticket overview dashboards—are Knowledge Base, Community, SLA, Time Tracking, and Zia Dashboards. Freshdesk, on the other hand, has built-in dashboards only for very basic metrics. You may think you can create custom dashboards to track other metrics, but here's the catch: you can only create 15 dashboards that may not meet your requirements.

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Another important aspect in which Zoho Desk takes an edge over Freshdesk is with Custom Reports. Zoho Desk allows you to create custom reports within your help desk in any format of your choice very easily. Creating custom reports in Freshdesk requires you to export all of your help desk data as a JSON file and create specific reports in your BI tools. Managing your data in multiple databases is quite a hassle, isn't it?

Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Agent Dashboard	●	●	●	●
Standard Reports	●	●	●	●
Custom Reports	●	--	●	--
Export reports to CSV, XLS or PDF	●	●	●	●
Custom Dashboards	●	●	●	max 15/ account
Ticket Overview Dashboard	●	●	●	●
Ticket Volume and Team Dashboard (The HQ)	●	●	●	●

*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Response, Resolution and FCR Dashboards	●	●	●	●
Ticket Status Dashboard	●	●	●	●
Customer Happiness Dashboard	●	--	●	--
Knowledge Base Dashboards	●	●	●	●
Community Dashboard	●	--	●	--
Calls Dashboard	●	--	●	--
SLA Dashboards	●	●	●	●
Telephony Agent Availability	●	--	●	--
AI Dashboard	--	Paid add-on	●	Paid add-on
Global Analytics (All Departments)	--	●	●	●
Prepopulated Reports	●	●	●	●
Blueprint Dashboard	--	--	●	--
Radar Mobile App (for managers) for iOS and Android	●	--	●	--

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Extensibility

50+ apps and counting



Freshdesk leads us in terms of the number of add-ons, but we are quickly catching up. We launched Marketplace for Zoho Desk very recently, and have already reached close to 55 apps. We’re looking to quickly grow this number with a dedicated team that’s focussed on bringing in more apps for Zoho Desk.

Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Two-way sync with Zoho CRM	●	One-way sync	●	One-way sync
Two-way sync with Salesforce	●	●	●	●
Integration with Zoho Pagesense	●	--	●	--
Integration with Zoho Analytics	●	--	●	--
Integration with Zoho BugTracker	●	--	●	--

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Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Integration with Zoho Books	●	●	●	●
Integration with Zoho Invoice	●	●	●	●
Integration with Zoho Cliq	●	●	●	●
Integration with Zoho SalesIQ	●	●	●	●
Remote support with Zoho Assist	1 Free User	●	1 Free User	●
SMS Add-on	●	●	●	●
PhoneBridge for Call Centers	●	Freshdesk Contact Center	●	Freshdesk Contact Center
Integration with Atlassian Jira	●	●	●	●
Integration with GSuite	●	●	●	●
Integration with WhatsApp	Beta	●	Beta	●
Integration with Slack	●	●	●	●

*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Freshdesk Estate	Zoho Desk Enterprise	Freshdesk Enterprise
Integration with Unbabel	●	●	●	●
Integration with Active Directory	●	●	●	●
Integration with Zapier	●	●	●	●
Zoho Marketplace for Zoho Desk				
Public Extensions	●	●	●	●
Private Extensions	●	●	●	●
Zwitch (Switch to Zoho Desk from other Help Desk Software)	●	--	●	--
Data Administration				
Export Data	●	●	●	●
Import Data	●	●	●	●
Import History	●	--	●	--
Data Backup (Free)	2 backups per month	--	2 backups per month	--
Data Backup (Paid)	10/request	--	10/request	--

*All information in the document is based on publicly available data.

Features	Zoho Desk Professional	Freshdesk Pro	Zoho Desk Enterprise	Freshdesk Enterprise
Developer Tools				
Mobile SDK	●	●	●	●
API	●	●	●	●
Domain Mapping	●	●	●	●
Agent Single Sign-on via third-party platforms	●	●	●	●
Third-party integrations	●	●	●	●
Remote Authentication	●	●	●	●

data infrastructure have been designed and built with the capability to ensure business continuity at all times. Our distributed grid architecture will ensure that a server failure will not impact our services.

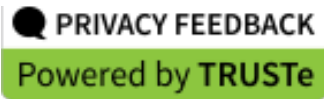
Zoho has earned ISO/IEC 27001:2013 certification for Applications, Systems, People, Technology, and Processes. Zoho is also SOC 2 Type II compliant.

At a product level, you will notice that Zoho Desk lets you strike a balance between protecting customer data and giving your team enough flexibility. With roles and profiles, field level permissions, and data sharing rules, you can restrict the kind of support data that an individual in a particular role is able to view or edit.

Security and Privacy



At Zoho, security is our first priority. Our data centers are hosted in secure facilities protected from physical and logical attacks. Our customers’ data remains safe behind the walls of network security practices. We’re careful who has access to this data and have stringent people processes with regular audits. Our systems and



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Talk to our experts

We know that poring over hundreds of features is no easy task. To help you get a sense of Zoho Desk’s capabilities, we’re organizing a live demo. All you need to do is register your interest [here](#) and our folks will reach out to you for scheduling a one-on-one session for your team.

We’ll be happy to tailor this demo according to your organization’s requirements. Feel free to tell us about your challenges and customer service goals during the call. The more information you share, the easier it’ll be for us to help you out. We understand that there are a lot of features and it’s easy to miss a few important ones that might be just the ones your company needs.

Looking to migrate from Freshdesk?

Over the last couple of years, we have been noticing that a lot of businesses are moving to Zoho Desk from Freshdesk. So much that our migration team has their hands full most of the time. If you’re one such business looking to migrate from Freshdesk, we’ve made it easy for you to do that.

Head to the setup screen in Zoho Desk and look for the option Zwitch under the Data Administration heading. All you'll need to do is enter your Freshdesk URL, the credentials you use to login to your Freshdesk account, the URL of the XML export file you’ve received from them, and specify the modules you wish to migrate. This gets forwarded to our migration team, who will help you perform the migration from the back-end.

To read more about how you can "zwitch" to Zoho Desk, head to this [link](#).

Zwitch

Migration Details

Migrate From

Freshdesk

Freshdesk URL

https://zylker.freshdesk.com

e.g: http://zylker.freshdesk.com or https://zylker.freshdesk.com

Email

yoda@zylker.com

Password

.....

Full XML Export URL

https://zylker.freshdesk.com/download_file/1/765d55f09e

Zoho Desk Credentials

Zoho Desk Email

yoda@zylker.com

Zoho Desk Password

.....

What to migrate?

Specify the modules to be migrated from Freshdesk

☒ Agents

☒ Tickets

☒ Contacts & Companies

☒ Articles

Submit

Cancel

Walk into the Trial Room

If you prefer to do the research by yourself, we totally get it. We've put together a comprehensive hub of resources called the [Trial Room](#). It has a collection of guides, product tours, and help articles. Here are a few articles that might interest you:

[Top things to do in your first session in Zoho Desk](#)

[Logging back in to Zoho Desk: Things to do in your second session](#)

There are more resources here that you might find useful. We recommend that you head over to our [YouTube Channel](#) for more useful content.

Fits you like a glove

Many renowned organizations across the globe use Zoho Desk to respond to their customers promptly, support them across multiple channels, and improve their ticketing experience.

Whether you're a small company, a mid-sized business, or a large enterprise, Zoho Desk has just the right mix of capabilities to work for you. A startup will find the Standard Plan useful, which provides you with email, a help center, and social media channels.

Freelancers who wear multiple hats will appreciate the free plan—they need to pay nothing to get their support started. A mid-market company will find the Professional Plan suits them well, and a large company will find the Enterprise Plan perfect for their requirements.

The Enterprise plan offers capabilities to deal with challenges that arise with such a large scale. A.I., process automation, multi-branding, a host of built-in and customizable reports and dashboards, multiple schedules of business hours, and lot of other features here work in a way to help you manage multiple teams sitting across different geographies.

NHS
Daniel Idikayi
Systems Manager

At the most fundamental level, Zoho Desk enables us to receive requests from our teams and help them in a timely manner. We love the ability to have a self-service portal where they can look up FAQs and find answers to common questions instantly.

[Read more](#)

Bancolombia
Felipe Quiceno
Gerente Analitico Segmento Personas

Our company has been trying a lot of help desk apps for a long time, always feeling that something is missing, Zoho Desk helped us to change that.

 **Mercedes-Benz**
Swaroop Naik
Senior Manager - Software Development

We analysed other products in the market but Zoho Desk blended into our organization structure better than anything else.

Here's some accreditation from the industry

