

A decorative graphic on the right side of the page features three blue circles of varying sizes, each composed of concentric circles with a gradient from dark blue to light blue. Two thin blue lines intersect at the top left and extend diagonally across the page, framing the circles.

ManageEngine SupportCenter Plus 7.7 Edition Comparison

Detailed Comparison of SupportCenter Plus 7.7 Editions.
Zoho Corporation Official Document. ManageEngine is a
part of Zoho Corporation (Formerly Adventnet Inc.)

Features	Standard Edition	Professional Edition	Enterprise Edition	Unlimited Edition
Customer SupportDesk - Request and Call Tracking	Yes	Yes	Yes	Yes
Easy web-based access	Yes	Yes	Yes	Yes
Easy to install and configure	Yes	Yes	Yes	Yes
Clear separation of Users (Administrators, Support Reps, Contacts, Account Managers)	Yes	Yes	Yes	Yes
Fine grained access roles	Yes	Yes	Yes	Yes
Comprehensive request/ticket tracking module	Yes	Yes	Yes	Yes
Account & Contact Management module for tracking customer information	Yes	Yes	Yes	Yes
A tightly integrated Contracts module that manages the contracts, SLAs & the billing options	Yes	Yes	Yes	Yes
Reporting options to slice & dice data with options to create custom reports, schedule & email them.	Yes	Yes	Yes	Yes
Options to enable server to be running in the secure mode	Yes	Yes	Yes	Yes
Options to completely backup application configuration & data and ability to reconstruct the server from the backup.	Yes	Yes	Yes	Yes
User and Configuration Management				
Ability to define roles for technicians to provide fine grained access to the application	Yes	Yes	Yes	Yes
Decide Customer HelpDesk settings like: Mail server settings, Business rules, Notification rules, Work Groups, Time, Requests templates etc	Yes	Yes	Yes	Yes
Design Accounts and Contact settings such as: Industry, product type, web-portal configurations etc	Yes	Yes	Yes	Yes
Define contract settings: Support plans, Support Services, Service Level Agreements, Operation hours, holidays	Yes	Yes	Yes	Yes

User and Related Settings: Define roles, Add Support rep details, Account managers information, Active Directory and Operating System settings, User Survey settings	Yes	Yes	Yes	Yes
Customer Interaction Management	Yes	Yes	Yes	Yes
* Email to ticket conversion (Create tickets from incoming e-mail)	Yes	Yes	Yes	Yes
* Phone	Yes	Yes	Yes	Yes
* Self-Service Portal	Yes	Yes	Yes	Yes
Ability to provide support to contacts using Remote Assistance tools	Yes	Yes	Yes	Yes
Central repository to log and track issues	Yes	Yes	Yes	Yes
Auto-generation of tickets	Yes	Yes	Yes	Yes
Ability to notify support rep, contacts, primary contacts or account manager at different stages of the life cycle of the request.	Yes	Yes	Yes	Yes
Receive SMS (short message services) from the application on assigning a trouble ticket	Yes	Yes	Yes	Yes
Secure email fetching (POPS & IMAPS), in addition to the usual POP & IMAP protocols	Yes	Yes	Yes	Yes
Automatic classification and routing of messages based on workflow rules or business rules	Yes	Yes	Yes	Yes
Automatically assigns a due-by time based on customer & the related contract (if available)	Yes	Yes	Yes	Yes
Ability to assign a priority, level, category to a request.	Yes	Yes	Yes	Yes
Ability to assign a Group & a Support Rep to the request	Yes	Yes	Yes	Yes
Ability to add notes to a request and mark it as public or private	Yes	Yes	Yes	Yes

Ability to add additional request fields (text, numeric, date) to suit the business needs.	Yes	Yes	Yes	Yes
Automatic grouping all conversations of a requests that helps easy management of request	Yes	Yes	Yes	Yes
Reply & Forward option in requests	Yes	Yes	Yes	Yes
Ability to add attachments to request replies	Yes	Yes	Yes	Yes
Ability to CC & BCC members who would be interested in the request	Yes	Yes	Yes	Yes
Ability to define and use canned replies to requests that would immensely reduce the time consumed for routine replies	Yes	Yes	Yes	Yes
Ability to add time entry for the requests	Yes	Yes	Yes	Yes
Time entry addition works in synch with the contracts module	Yes	Yes	Yes	Yes
Ability to put a timer on hold when waiting for customer response.	Yes	Yes	Yes	Yes
Forward requests manually and automatically	Yes	Yes	Yes	Yes
Ability to split a request into multiple tasks that can be assigned & handled by different Support Reps	Yes	Yes	Yes	Yes
Request form Customization	Yes	Yes	Yes	Yes
Easy Drag & Drop canvas for creating request Templates to define different request forms or templates for different business scenarios.	Yes	Yes	Yes	Yes
Rich text editor and ability to add attachments	Yes	Yes	Yes	Yes
Requests Scheduling	Yes	Yes	Yes	Yes
Email spam Filter	Yes	Yes	Yes	Yes
Email Notification Filter	Yes	Yes	Yes	Yes

Support Reps can add notes to the request to add related information like action taken.	Yes	Yes	Yes	Yes
Instant request history	Yes	Yes	Yes	Yes
Communicate priorities and levels along with the request	Yes	Yes	Yes	Yes
Automatic escalation of requests based on Business Rules	Yes	Yes	Yes	Yes
Escalate requests to different support reps within your staff and notify managers when cases are not resolved within specific time limits.	Yes	Yes	Yes	Yes
Queue support to efficiently manage support reps	Yes	Yes	Yes	Yes
Provision to attach documents to a request	Yes	Yes	Yes	Yes
Manage, edit, assign and close tickets as a group	Yes	Yes	Yes	Yes
Request closing rules: Ability to define fields that are mandatory prior to closing the request	Yes	Yes	Yes	Yes
Ability to enter a resolution to a request	Yes	Yes	Yes	Yes
Ability to close a request	Yes	Yes	Yes	Yes
Canned Responses				
Create Predefined Canned Responses for support queries and reduce the response time for FAQs	Yes	Yes	Yes	Yes
Manage Canned Responses and share it with other Support Staff.	Yes	Yes	Yes	Yes
Personalize canned responses with different fields and variables	Yes	Yes	Yes	Yes
CTI Integration	Add On	Add On	Add On	NA
Supports Asterisk and Avaya phone systems	Yes	Yes	Yes	Yes

Ability to pull out customer information and Screen Pop Display	Yes	Yes	Yes	Yes
Ability to pick up the call	Yes	Yes	Yes	Yes
Click to Dial	Yes	Yes	Yes	Yes
SLA Management				
Create Customer based SLAs	Yes	Yes	Yes	Yes
Ability to define organization operational hours & holidays and the ability to define SLA criteria in accordance with them.	Yes	Yes	Yes	Yes
Automate escalations during escalation	Yes	Yes	Yes	Yes
Notify before SLA is breached	Yes	Yes	Yes	Yes
Self Service				
Self-service portal included with the Customer SupportDesk	No	Yes	Yes	Yes
Administrator can configure & customize information that has to be presented on the portal	No	Yes	Yes	Yes
Is it web-based?	No	Yes	Yes	Yes
Contacts can self-register in this web-portal with (or) without the help of Administrator approval	No	Yes	Yes	Yes
Contacts can search solutions & create new requests	No	Yes	Yes	Yes
Ability to define different levels of permission for the contact login on the self-service portal	No	Yes	Yes	Yes
Contacts can check status of their requests and update existing requests	No	Yes	Yes	Yes
Get to know the announcements/whats the news of the company	No	Yes	Yes	Yes

Update contact details	No	Yes	Yes	Yes
Search knowledge base for users	No	Yes	Yes	Yes
Ability to define permissions for articles to be published on the portal	No	Yes	Yes	Yes
Access to Frequently Asked Questions (FAQs)	No	Yes	Yes	Yes
Account & Contact Management				
Manage all your customer accounts/sub accounts from one central location	Yes	Yes	Yes	Yes
Integration with Outlook	Yes	Yes	Yes	Yes
Import customer Account, Contact and Sales details from .csv files.	Yes	Yes	Yes	Yes
Store account details such as user name, company, phone numbers, addresses, web sites, email addresses, Service Level Agreements and much more	Yes	Yes	Yes	Yes
Define Accounts & their Branches in a hierarchical format	Yes	Yes	Yes	Yes
Associate products with each account	Yes	Yes	Yes	Yes
Easily group related contacts together in a single account	Yes	Yes	Yes	Yes
Use pre-defined database fields to easily record contact information or add custom fields to meet your specific needs	Yes	Yes	Yes	Yes
Capture, view and edit all user transactions, including email, tickets, chats, and service calls in a single system	Yes	Yes	Yes	Yes
Product Catalog & Account association, Advisory, CSV based synchronization	Yes	Yes	Yes	Yes
Reports generated can be run by the contacts	Yes	Yes	Yes	Yes

Choose the language of the system to be of your choice	Yes	Yes	Yes	Yes
Customer Experience Management				
Customizable Dashboards for SupportReps depending upon their specific requirements	Yes	Yes	Yes	Yes
Get a view of all the support staff details in the same screen	Yes	Yes	Yes	Yes
Their email to ticket conversion reduces their issue reporting time	Yes	Yes	Yes	Yes
Report issues easily with the help of templates	Yes	Yes	Yes	Yes
Send immediate response to customers with planned and defined automatic e-mail response on every request creation and closure	Yes	Yes	Yes	Yes
Get access to solutions - a knowledgebase of all popular and recent occurring trouble issues	Yes	Yes	Yes	Yes
Don't wait for the administrator to have a login for yourself in the supportdesk. Self-register yourself	Yes	Yes	Yes	Yes
Contacts/clients can run reports created by the support reps	Yes	Yes	Yes	Yes
Contract Management				
Create, manage and store service contracts with your Accounts	No	Yes	Yes	Yes
Define your support plans and SLAs based on the service contracts	No	Yes	Yes	Yes
Configure support plans based on	No	Yes	Yes	Yes
1. Hour	No	Yes	Yes	Yes
2. Incident	No	Yes	Yes	Yes
3. Fixed Plan	No	Yes	Yes	Yes

Time entry/billing is tightly coupled with the Contracts Management	No	Yes	Yes	Yes
Identify total hours spent on each customer based on request resolution time	No	Yes	Yes	Yes
Bill your customer based on cost/hour	No	Yes	Yes	Yes
Calculate time entry either based on hours or no of incidents with hours spent on each incident and generate reports for customer billing.	No	Yes	Yes	Yes
Notification on contract expiry, services associated to a particular contract	No	Yes	Yes	Yes
Knowledge Management				
Using the Searchable Knowledge base, both the Support Reps and the end users can search for solutions to common problems	Yes	Yes	Yes	Yes
Keyword search to find solutions based on request description	Yes	Yes	Yes	Yes
Indexed document search for faster results	Yes	Yes	Yes	Yes
Ability to create Solutions topic template - one template for group of solutions that can be applied to more than one account	Yes	Yes	Yes	Yes
Search history with previously resolved requests	Yes	Yes	Yes	Yes
Frequently Asked Questions (FAQs)	Yes	Yes	Yes	Yes
Account based solutions & Topic templates	Yes	Yes	Yes	Yes
Approval options to have a solution part of the KnowledgeBase	Yes	Yes	Yes	Yes
Rich text editor	Yes	Yes	Yes	Yes
Reporting				
Pre-built standard reports	Yes	Yes	Yes	Yes

Custom reports in tabular format	Yes	Yes	Yes	Yes
Query Builder for Reports	Yes	Yes	Yes	Yes
Integration with third party reporting software like Crystal Reports	Yes	Yes	Yes	Yes
Reports to be exported as .csv,.xls and Pdf format	Yes	Yes	Yes	Yes
Reports Scheduler (Auto generation & distribution)	Yes	Yes	Yes	Yes
Analyze trends and performance levels	Yes	Yes	Yes	Yes
Real-time update on reports	Yes	Yes	Yes	Yes
Save and schedule customized reports	Yes	Yes	Yes	Yes
Customer Service Reports	Yes	Yes	Yes	Yes
Matrix Reports	Yes	Yes	Yes	Yes
Tabular Reports	Yes	Yes	Yes	Yes
Ability to show selective reports to individual accounts and contacts	Yes	Yes	Yes	Yes
Surveys				
Generate surveys	No	Yes	Yes	Yes
Customize questions for surveys	No	Yes	Yes	Yes
Schedule surveys	No	Yes	Yes	Yes
Set rules on when to send surveys (e.g. after so many requests from an user is closed)	No	Yes	Yes	Yes

General Features				
Provision to create custom tracking fields	Yes	Yes	Yes	Yes
Ability to customize the fields displayed	Yes	Yes	Yes	Yes
Contacts are allowed to self-register to the Self-service web portal that reduces the burden on the administrator	No	Yes	Yes	Yes
Custom views, search option in the product	Yes	Yes	Yes	Yes
CTI Integration	No	Yes	Yes	Yes
Configuration wizard to set up the software	Yes	Yes	Yes	Yes
Announcements to display important information to the users	Yes	Yes	Yes	Yes
Backup - Scripts to backup the data & configuration of the application	Yes	Yes	Yes	Yes
Recreate the application - Scripts to reconstruct the application on a different machine	Yes	Yes	Yes	Yes
Ability to customize the logo and browser title at no extra cost	Yes	Yes	Yes	Yes
Ability to enable the server to run in the secure mode (HTTPS - SSL enabling)	Yes	Yes	Yes	Yes
Other Organizational details related settings	Yes	Yes	Yes	Yes
Business Units				
Completely customizable setup of business units or departments	No	Yes	Yes	Yes
Role based options for Super Administrator and Business Unit Administrators	No	Yes	Yes	Yes
Ability to add individual Business Rules, SLAs, Contracts, Support Plans, Holidays etc., for each business unit	No	Yes	Yes	Yes

Ability to create individual reports for Business Units	No	Yes	Yes	Yes
Integrated Self Service Portal for Business Units	No	Yes	Yes	Yes
Ability to route multiple emails to a department	Yes	Yes	Yes	Yes
Customizable dashboards for a consolidated view of statistics from all business units	No	No	Yes	Yes
Integration				
APIs	No	No	Yes	Yes
Import & Synchronize Accounts & Contacts from Outlook	No	Yes	Yes	Yes
CTI Integration (Supports Asterisk & Avaya Phone systems)	Yes	Yes	Yes	Yes
Integration with SMS (Short messaging service) to send notifications	Yes	Yes	Yes	Yes
Integration with Crystal Reporting System	Yes	Yes	Yes	Yes
Active Directory Integration	No	Yes	Yes	Yes
Integration with e-mail	Yes	Yes	Yes	Yes
Use of web services	Yes	Yes	Yes	Yes
One click remote assistance – Zoho Meeting integration	No	Yes	Yes	Yes
Active Directory				
Scheduled user details import from Active Directory	No	Yes	Yes	Yes
Authentication through Active Directory for support staff	No	Yes	Yes	Yes

Implementation				
Quick and easy implementation	Yes	Yes	Yes	Yes
No additional programming for client or database customization	Yes	Yes	Yes	Yes
Support for open standards	Yes	Yes	Yes	Yes
Documented database	Yes	Yes	Yes	Yes
No required client software	Yes	Yes	Yes	Yes
Backup - Scripts to backup the data & configuration of the application	Yes	Yes	Yes	Yes
Data Migration from other Help Desks				
Huge data migration dealt with care	Yes	Yes	Yes	Yes
Process consuming longer person-hours is taken care of	Yes	Yes	Yes	Yes
Check on Security of the data and its backup	Yes	Yes	Yes	Yes
Most of the helpdesk's data can be migrated	Yes	Yes	Yes	Yes
System Requirements				
Linux RedHat 7.x and above Debian 3.0 32-Bit x86 Compatible 2GHz 1GB	Yes	Yes	Yes	Yes
Windows 2000 Professional + SP4 2000/2003/2008 Server XP Professional 32-Bit x86 Compatible 2GHz 1GB	Yes	Yes	Yes	Yes

SupportCenter Plus comes bundled with My SQL and it supports MS SQL 2000, MS SQL 2005, MS SQL 2008 and all flavors of SQL.	Yes	Yes	Yes	Yes
Firefox, Internet Explorer 8,	Yes	Yes	Yes	Yes
Pricing				
No of Users(Callers and End Users)	Unlimited	Unlimited	Unlimited	Unlimited
Training available	Yes	Yes	Yes	Yes
Large scale consulting and implementation	Yes	Yes	Yes	Yes
Trial Software Version				
Is a trial version available?	Yes	Yes	Yes	Yes
No of days for trial version?	30	30	30	30
Are there any feature limits in the trial version?	No	No	No	No
No of Business units	0	3	10	Unlimited
CTI Addon (supports Asterisk & Avaya Phone systems)	0	2	Addon	Unlimited
Remote assistance Addon – No of concurrent sessions	0	2	Addon	Unlimited
No of support reps allowed in trial version	2	2	2	NA
Technical support available during evaluation	Yes	Yes	Yes	Yes
Multi Language support				
Ability to contacts to choose the language of his choice.	Yes	Yes	Yes	Yes

Chinese	Yes	Yes	Yes	Yes
Japanese	Yes	Yes	Yes	Yes
Dutch	Yes	Yes	Yes	Yes
Danish	Yes	Yes	Yes	Yes
Portuguese	Yes	Yes	Yes	Yes
Brazilian Portuguese	Yes	Yes	Yes	Yes
German	Yes	Yes	Yes	Yes
Spanish	Yes	Yes	Yes	Yes
Italian	Yes	Yes	Yes	Yes
Swedish	Yes	Yes	Yes	Yes
Polish	Yes	Yes	Yes	Yes
French	Yes	Yes	Yes	Yes
Italian	Yes	Yes	Yes	Yes
Norwegian	Yes	Yes	Yes	Yes