

ManageEngine
SupportCenter Plus

Comparison Document

Customer support is an important part of most businesses these days. In order to provide exceptional support, you need software that supports your support team in the best possible ways. Before selecting the software, you must compare it with other options to ensure that you get the best possible deal.

Here is a quick evaluation checklist that will help you compare ManageEngine® SupportCenter Plus with other customer support tools in the market.

Features	SupportCenter Plus	Compare With
Portal		
Set up unique portals for each customer support division/vertical	Yes	
Configure automatic workflows, SLAs, and custom surveys to suit the needs of each portal	Yes	
Provide a central request portal	Yes	
Product management		
Build and manage a catalog of products to help your support reps find relevant product information to provide pre-sales or post-sales support	Yes	
Manage product information such as product type, unit price, warranty period, part number, etc.	Yes	
Activate/deactivate products based on availability and maintain a record of legacy products	Yes	
Create and manage sales by associating products with accounts	Yes	
Account management		
Filter tickets based on accounts	Yes	

Charge customers based on requests/hours worked by support reps	Yes	
Associate products to accounts	Yes	
Associate support plans to accounts	Yes	
View accounts hierarchically and streamline workflow management by creating sub-accounts	Yes	
Create SLAs based on support plans	Yes	
Generate account-specific reports	Yes	
Billing		
Create and manage contracts, and associate them to your accounts	Yes	
Automatically decide the cost to be charged for requests with condition-based billing rules	Yes	
Set up predefined support plans (contract billing) based on hours or fixed plans	Yes	
Create time entries, and keep track of support reps' efforts	Yes	
Calculate time entries either based on hours spent on each request or total hours worked	Yes	
Generate reports for customer billing	Yes	
Self-service		
Customize the self-service portal for support reps and contacts separately	Yes	
Add, delete, rearrange, and resize custom widgets	Yes	
Publish a request catalog to create requests	Yes	

View announcements and browse the knowledge base	Yes	
Automatically suggest related solutions based on the subject of the request during request creation itself	Yes	
Automatically mention related announcements based on the subject of the request during ticket creation itself	Yes	
Request management		
Request identification		
Create tickets from emails, web forms, chat messages, or phone calls	Yes	
Request logging		
Collect relevant information from contacts using custom request templates	Yes	
Automate templates with field and form rules that perform condition-based activities like mandating fields, populating fields, and enabling and disabling fields based on ticket criteria during creation or after editing the request	Yes	
Provide role-based access to support reps through support groups	Yes	
Link, merge, or clone requests to manage multiple tickets	Yes	
Request categorization		
Create custom categories, sub categories, and items	Yes	
Assign categories to tickets based on the ticket parameters	Yes	

Request assignment

Assign tickets to support reps automatically with the support rep auto-assign feature based on round-robin or load balancing algorithms	Yes	
Assign tickets to specific support rep groups based on ticket parameters like category, priority, and more (using business rules)	Yes	
View the available support reps with the support rep availability chart	Yes	
Mark support rep unavailability, and set up backup support reps	Yes	
Send a broadcast message to all the logged-in support reps to make announcements or notify them of issues	Yes	

Request prioritization

Create custom request life cycles on a drag-and-drop canvas with contextual notifications	Yes	
Assign service-level agreements (SLAs) automatically based on ticket parameters	Yes	

Request resolution

Search the knowledge base for a solution from within a request, and copy the resolution into it	Yes	
Separate ticket views and task views	Yes	
Create custom filters and list views to find tickets easily	Yes	
Collaborate with other support reps and groups by sharing the request	Yes	

Gain real-time updates from other support reps working on the same ticket with request collaboration	Yes	
Request closure		
Mandate fields and mark tasks that need to be completed for request closure	Yes	
Create work logs to record the cost, effort, and time taken to resolve the request	Yes	
Send user-ticket-specific surveys when the request is closed	Yes	
Analyze the time taken for completion, time on hold, time the ticket has been unassigned, and more with time analysis	Yes	
Request Catalog		
Request fulfillment data		
Make the template dynamic with condition-based actions like hiding or showing sections, populating fields, and making fields mandatory in real time based on information given by the contact	Yes	
Create and associate tasks to the request template, and create task dependencies to ensure tasks are performed in sequential order	Yes	
Request Life Cycle		
Define the status flow of your requests, and help guide your support reps	Yes	
Ensure all requests go through a predefined status flow with various condition-based actions before, during, and after each transition between request statuses	Yes	

Build request life cycles on a graphical drag-and-drop canvas	Yes	
Restrict the ability of a support rep to move the request to the next status with roles	Yes	
Collect relevant information only if and when required	Yes	
Create distinct request life cycles, and associate them to request templates	Yes	
Trigger contextual notifications at various points in the requests' life cycles	Yes	
Knowledge management		
Publish solutions to the knowledge base with an approval process	Yes	
Organize solutions under relevant topics	Yes	
Restrict the access of solutions based on site and user groups	Yes	
Ability to resolve the requests using a particular solution	Yes	
Create resolution templates for repeat requests with the same solution	Yes	
Set expiration dates for solutions	Yes	
User surveys		
Create surveys with multiple question types like rating, opinion scale, binary, and radio	Yes	
Create general surveys	Yes	
Configure when and under what conditions a user survey will be triggered	Yes	
Collate data from survey reports for analysis	Yes	

Reporting

Pre-built standard reports	Yes	
Create custom reports with configurable parameters	Yes	
Create query reports	Yes	
Create KPI reports	Yes	
Customize report dashboards with role-based access permissions	Yes	
Create report folders, and organize reports under relevant folders	Yes	
Depict reports visually as pie charts, bar charts, line charts, time series charts, area charts, or ring charts	Yes	
Export reports into CSV, XLS, HTML, and PDF formats	Yes	
Schedule reports, and specify the frequency and the recipient of the report	Yes	

Integration

ManageEngine products/similar products

Integrate with Analytics Plus and Zoho Analytics to gain better insights into your customer support interactions	Yes	
Integrate with Zoho and Salesforce CRM for automated account and contacts import to SupportCenter Plus	Yes	
Integrate with Zoho Assist and Zoom to provide remote assistance	Yes	
Computer telephony integration (CTI)	Yes	

Track your field staff with the help of Google/Zoho Maps right from the console, and manage your field services effectively	Yes	
Integrate with popular products like JIRA	Yes	
Pricing		
Standard Edition	<p>FREE for up to 5 support reps.</p> <p>Starts at \$995 for 10 support reps, annually.</p>	
Professional edition	<p>Starts at \$275 For 2 support reps, annually.</p>	
Enterprise edition	<p>Starts at \$355 For 2 support reps, annually.</p>	