SUPPORT BENCH
vs.

salesforce **desk**™

Comparison: Supportbench Vs. Desk.com

It can be challenging to choose the right customer support software for your business. There are a lot of companies on the market to choose from, and multiple factors such as pricing, features, and scalability, to take into account.

There is no universal answer to which customer support software is the best. There are always pros and cons to any customer support solution. What suits one business may not be the best for you. It boils down to your unique business and individual needs. To help you make the most informed decision, we've compiled a comparison guide of two of the most comprehensive customer service support solutions in the market: Desk.com and Supportbench.

Whether you are a smaller business looking for a system to improve your workflow and streamline your service tickets or a growing enterprise that requires robust features that can help you scale, this comparison guide will help steer your decision-making process.

The tables below detail the different features that Desk.com and SupportBench offer in the following areas:

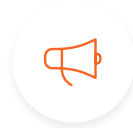Customer support   Communities

Agent licenses   Integration and APIs

Case management   Channels

Tabe of Comparison

SUPPORTBENCH

salesforce **desk**

In order to provide you with the most comprehensive comparison, we took a deep dive into the extensive product offerings of both support providers.

We looked at the features offered in the following categories:

- Customer Support
- Agent Productivity
- Licenses

- Community
- Communication Channels
- Integrations and APIs

CUSTOMER SUPPORT

AGENT LICENSES

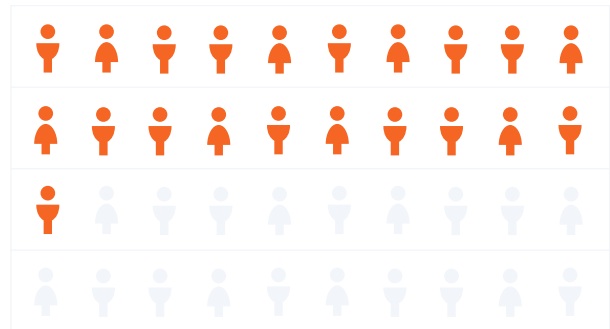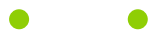| 6 ITEMS		desk			
Self-service: knowledge base	●	●	Per agent	Scaled pricing Pay way less and get way more	Tiered pricing Get more only if you pay more per agent
Self-service: community access	●	●			
Self-service: portal	●	●			
In application chatting (ask us anything while you work)	●	●			
Phone:	●	●			
Email:	●	●			

AGENT PRODUCTIVITY

26 ITEMS

	Supportbench	desk
Create custom views	●	●
Use across your business	●	●
Page layout control	●	●
Required policy control Make sure agents can open or close without the data you want	●	●
Native mobile apps: iOS & Android	●	●
SLA (service level) management	●	●
Macros/ Templates across your teams	●	●
Filters	●	●
Queue placeholder	●	●
Real-time Notifications	●	●
Outlook style HTML emails	●	●
Custom activity/interactions types	●	●
Custom fields	●	●
Business rules: automations & triggers	●	●
Calendar per agent, case, team	●	●
Workflows on calendar events	●	●
Audit trails	●	Limited case only

	Supportbench	desk
Watch items Cases, companies, contacts, queues	●	●
Discussions discuss items internally among your team	●	●
Customer hero report	●	●
Internal and external knowledge base	●	●
Multiple knowledge bases per segment of your business	●	●
Link articles to cases	●	●
Customer Satisfaction surveys	●	●
Net promoter scoring	●	●
Custom scheduled surveys	●	●

COMMUNICATION CHANNELS

5 ITEMS

	Supportbench	desk
Email	●	●
Twitter	●	●
Facebook	●	●
Chat	Via integrations	●
Portal	●	●

CUSTOMER SELF-SERVICE COMMUNITY

16 ITEMS

	Supportbench	desk
Multiple communities	●	●
Knowledge base	●	●
Personalized portal access	●	●
Branded support center	●	●
Support center templates	●	●
Multilingual support	●	●
Forums	●	●
Reporting	●	●
Interactive dashboards	●	●
Support organization performance	●	●
Agent performance	●	●
Segmentation analysis	●	●
Customer Satisfaction reporting	●	●
Knowledge base performance	●	●
Forum performance	●	●
Historical data	unlimited	unlimited

INTEGRATION AND API'S

6 ITEMS

	Supportbench	desk
3rd Party apps like Slack, JIRA, etc.	●	●
Salesforce Customer and Contact integration	●	●
Salesforce Case synchronization to Salesforce	●	●
Salesforce Product and Asset synchronization	●	●
Create / Update Contacts and synchronize to salesforce	●	●
REST API	●	●

5 ITEMS

	Supportbench	desk
Microsoft Azure hosted	●	●
Choice of data center	●	●
SSL encryption	●	●
Custom agent roles and permissions	●	●
Deny access to data based on role	●	●

RESULTS

As you can see from the comparison tables, both Desk.com and Supportbench offer an extensive list of customer support features. While you likely won't need every feature that's out there, you should take the time to determine what is important for your business and your customers, as well as the type of support you want to offer. For example, if your customers lean more towards self-service, then it makes sense to select a provider with robust knowledge base offerings.

Total Score

SUPPORT BENCH

salesforce desk

113

Vs

40

The scores are calculated by tallying up each of the features the support providers offer in the following categories: Customer Support, Agent Productivity, Licenses, Community, Communication Channels, and Integrations and API's.

SEE HOW MUCH YOU CAN SAVE

PRICE MATRIX	SUPPORTBENCH	DESK.COM BUSINESS PLUS ($125 / AGENT)	DIFFERENCE	SAVINGS
5 agents	$1,200 /year	$7,500 /year	+525%	**$6,300**
10 agents	$2,400 /year	$15,000 /year	+525%	**$12,600**
15 agents	$3,600 /year	$22,500 /year	+525%	**$18,900**
25 agents	$11,250 /year	$37,500 /year	+233%	**$26,250**
50 agents	$45,000 /year	$75,000 /year	+66%	**$30,000**
100 agents	$120,000 /year	$150,000 /year	+25%	**$30,000**

SUMMARY

Customer support: In addition to the customer support features that Desk.com offers, Supportbench also offers in-application chatting, so you can ask questions as you work.

Agent licenses: Supportbench offers scaled pricing, which means you get access to all of the features regardless of how many licenses you have, and you only pay for the accounts that you need. Desk.com offers tiered pricing, which means that you get more features the more agents you have.

Case management: While both Desk.com and Supportbench offer an impressive set of features to help you build a support workflow that works for you, Supportbench also offers additional features such as custom views, discussions, customization for CSAT surveys and NPS, calendars for each team, SLA management, and more.

Communities: Supportbench offers the ability to create multiple communities, forums, and reporting for knowledge bases in addition.

APIs and integrations: Supportbench can seamlessly sync cases, products, assets, and contacts with Salesforce.

Security: Supportbench is hosted on Microsoft Azure, offers the ability to choose your data center, and allows you to restrict access to certain data based on roles.

Communication channels: Supportbench can sync with your live chat inquiries through integrations.

CONCLUSION

When choosing a customer support software, the two main factors businesses typically focus first on are pricing and features, but there are other considerations to take into account that are equally as important.

✓ Can the solution seamlessly handle increased volumes of tickets and customers as you grow?

✓ Is the software flexible enough to customize processes to how you want to work?

✓ Can you customize and set specific SLAs to manage customer and employee expectations effectively?

✓ Does it integrate with your existing business tools to form a cohesive system?

✓ What type of self-service options does it allow you to offer your customers?

✓ Are you able to leverage the collective knowledge of your team and grow your knowledge base over time?

No two businesses are the same. When it comes to choosing a customer support solution, it ultimately comes down to your individual business and its needs.

SUPPORT BENCH

You promised great support. We help you deliver.

Feature-packed but affordable,
Supportbench is the next generation support
software for keeping customers happy.

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