



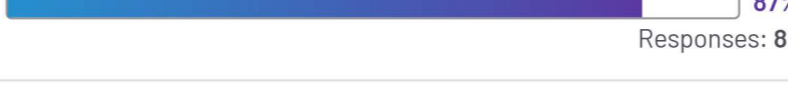



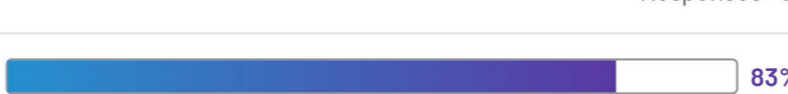




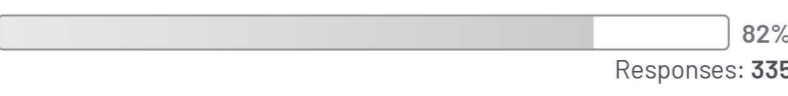













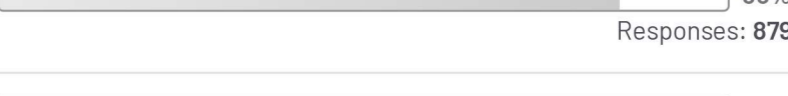









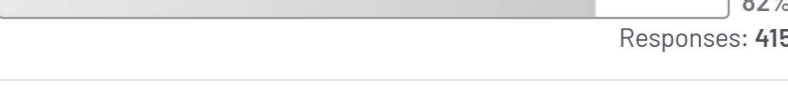



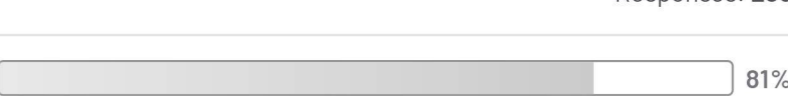



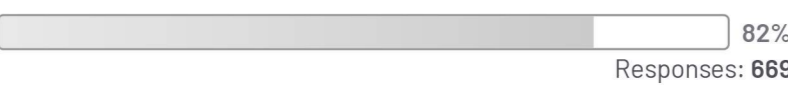


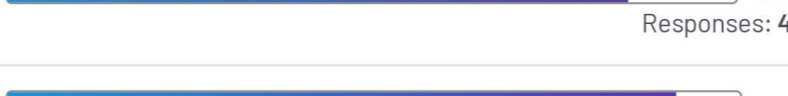



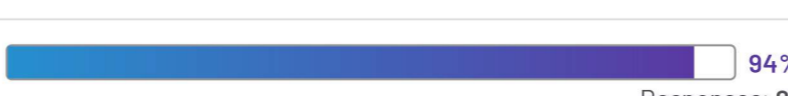




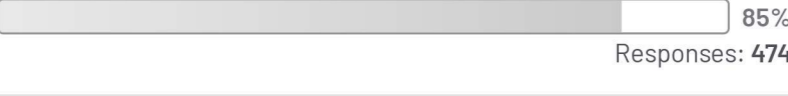




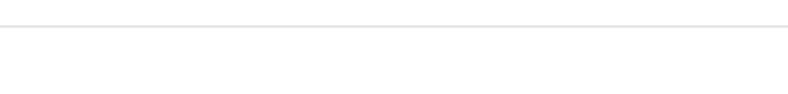
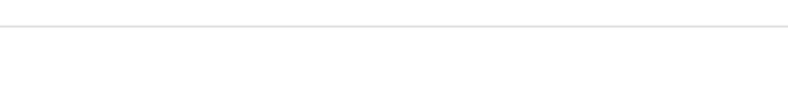


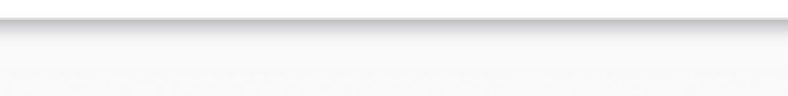
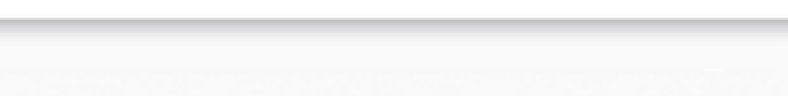
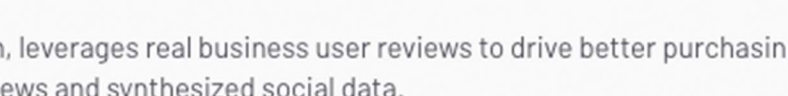
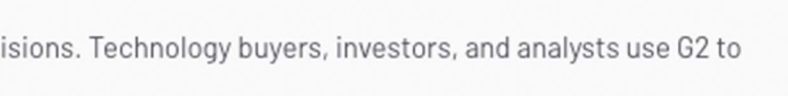
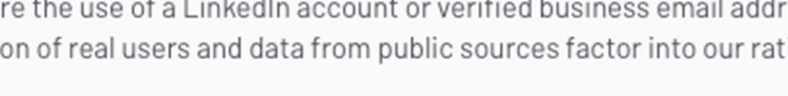
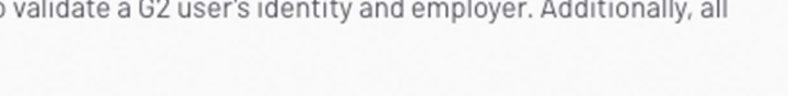
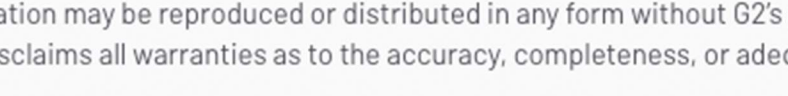
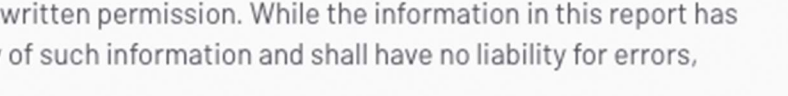




User Satisfaction Ratings

Data is scoped to the Help Desk category. All reviews were collected as of July 16, 2020

	 Kustomer	 Zendesk Support
Star Rating	★★★★☆ 131 reviews	★★★★☆ 1,873 reviews

Ratings		
Ease of Doing Business With	 87% Responses: 46	 84% Responses: 629
Quality of Support	 87% Responses: 82	 83% Responses: 1194
Meets Requirements	 88% Responses: 91	 87% Responses: 1378
Ease of Admin	 85% Responses: 47	 82% Responses: 672
Ease of Setup	 83% Responses: 43	 81% Responses: 645
Product Direction (% positive)	 87% Responses: 87	 81% Responses: 1364
Mobile User Support	 88% Responses: 18	 82% Responses: 335
Ticket creation user experience	 90% Responses: 59	 89% Responses: 1123
Ticket response user experience	 90% Responses: 60	 87% Responses: 1128
Workflow	 85% Responses: 61	 85% Responses: 1094
Response Automation	 86% Responses: 58	 84% Responses: 1014
SLA Management	 88% Responses: 50	 82% Responses: 758
Attachments/Screencasts	 86% Responses: 58	 84% Responses: 1050
Ticket Collaboration	 91% Responses: 60	 86% Responses: 1061
Customer Portal	 90% Responses: 51	 85% Responses: 879
Email to Case	 92% Responses: 57	 88% Responses: 1008
Chat/Live Support	 89% Responses: 52	 84% Responses: 660
Social Integration	 82% Responses: 53	 82% Responses: 568
Make, Receive, and Record Calls	 87% Responses: 46	 81% Responses: 430
Customer and Contacts Database	 90% Responses: 52	 82% Responses: 574
Products and Version Tracking	 86% Responses: 37	 82% Responses: 415
Call Scripting	 88% Responses: 35	 81% Responses: 317
Interactive Voice Response (IVR)	 83% Responses: 33	 79% Responses: 293
Forums	 84% Responses: 27	 81% Responses: 611
Knowledge Base	 89% Responses: 44	 84% Responses: 846
Ideas/Feedback	 87% Responses: 41	 82% Responses: 669
Q&A	 83% Responses: 31	 82% Responses: 647
Social Monitoring	 85% Responses: 41	 80% Responses: 470
ITIL Compliance	 81% Responses: 15	 83% Responses: 197
Customization	 90% Responses: 43	 80% Responses: 433
User, Role, and Access Management	 94% Responses: 27	 84% Responses: 464
Internationalization	 91% Responses: 25	 83% Responses: 271
Performance & Reliability	 88% Responses: 27	 85% Responses: 474
Integration APIs	 92% Responses: 24	 85% Responses: 380
Reporting	 83% Responses: 56	 80% Responses: 929
Dashboards	 84% Responses: 55	 82% Responses: 960
Avg. ROI (months)	Average 21 Months	Average 12 Months
Avg. Go Live Time (months)	Average 2 Months	Average 1 Months

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