

Select the Desk.com edition that's right for you



Desk.com's out-of-the-box customer support app lets fast-growing businesses offer personalized service on every channel. With intuitive agent tools, powerful reporting, and a streamlined mobile app, you can offer fast, helpful customer service as your business grows. Get up and running fast. Desk.com customers get started in an average of 2 days. Set up is so easy that you don't need an IT department to help out.

“Choosing Desk.com was the best software decision we made last year.”

Duane Hunt, VP of Operations,
Formstack

Help customers faster. An easy-to-navigate agent interface lets you quickly find the information you need, and with productivity tools you can speed through cases more efficiently.

Make better decisions. Get the insights you need to optimize support and make smart decisions—even from your phone. Actionable data lets you deliver outstanding customer experiences every time.

Help customers help themselves. Share your knowledge on a branded self-service site so customers can help themselves. Support sites are automatically optimized for mobile.

Scale easily as you grow. With pay-by-the-hour pricing for flex agents, everyone at your company can help with support. It's easy to share data with Salesforce and other critical business apps, and you can easily upgrade to Service Cloud if you need more customization.

Here's a quick overview of the main capabilities of each edition. A detailed list of features—new ones are constantly being added—is on the next page.

Desk.com edition comparison

<div>Starter</div> <div>All-in-one customer support for small business</div>	<div>Standard</div> <div>Complete customer support for small teams</div>	<div>Pro</div> <div>Everything you need to take support to the next level</div>	<div>Business Plus</div> <div>The complete service solution with enterprise-grade customization</div>
\$3	\$20	\$60	\$100
3 agents at \$3/month, billed annually	/agent/month, billed annually (\$25 month-to-month)	/agent/month, billed annually (\$75 month-to-month)	/agent/month, billed annually (\$125 month-to-month)
Starter Edition will give you a peek inside the capabilities of Desk.com. It's just the basics, but if you're looking for more than email and not much else, this is the right solution for you.	Standard Edition is for businesses that need a multichannel solution with agent productivity tools and support for social channels. Self-support and an internal knowledge base will help you deflect cases so your growing team can focus on the most important ones.	Pro is used by growing companies looking for a competitive edge. It includes business analytics, full bi-directional sync with Salesforce, custom reports, and telephony integration with Open CTI. Gain deep insight into your customers and how they perceive your product or service.	Geared toward fast-growing companies that need enterprise-grade features and to manage more complex processes. Business Plus gives you advanced customization and integration capabilities to take on more complex issues while connecting support with the rest of your business.

Desk.com Edition Comparison

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Feature

Desk.com Customer Support

	Starter	Standard	Pro	Business Plus
Self-service: knowledge base	✓	✓	✓	✓
Self-service: community access	✓	✓	✓	✓
Phone: WOW team (real people, awesome support)		8/5	12/5	12/5
Email: WOW team (real people, awesome support)		12/5	24/5	24/5

Communication Channels

Email	1 Account	Unlimited	Unlimited	Unlimited
Twitter	1 Account	Unlimited	Unlimited	Unlimited
Facebook	1 Account	Unlimited	Unlimited	Unlimited
Chat		Unlimited	Unlimited	Unlimited
Q&A: Desk.com responds to community questions		✓	✓	✓
Open CTI (telephony integration)			✓	✓

Agent Licenses

Full time	3	Unlimited	Unlimited	Unlimited
Flex: easily add temporary agents when needed*			\$1.75/agent/hr	\$1.75/agent/hr

Agent Productivity

Next Gen Page Layouts	1	3	3	Unlimited
Native mobile apps: iOS & Android	✓	✓	✓	✓
Macros: multiple actions, 1 click	✓	✓	✓	✓
Labels: identify case types	✓	✓	✓	✓
Filters	✓	✓	✓	✓
Agent collision prevention	✓	✓	✓	✓
Internal notes	✓	✓	✓	✓
Business rules: automations & triggers	Limited	✓	✓	✓
Custom fields		✓	✓	✓
Auto-acknowledgement email templates	Default Only	✓	✓	✓
Notification email templates	Default Only	✓	✓	✓
Business hours		✓	✓	✓
Erase content		✓	✓	✓
Case routing		✓	✓	✓
Internal knowledge base, searchable		✓	✓	✓
Email widgets		✓	✓	✓
Globalization of Agent console (English, Japanese, French, German, Spanish, Portuguese, Italian)		✓	✓	✓
CSat (Customer Satisfaction) surveys			✓	✓
Case export		Up to 4k	Up to 40k	Up to 100k

* Flex bundles are available at a discounted rate

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For More Information

Contact your account executive to learn how we can help you offer fast, awesome customer service.

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Feature (cont'd)

Customer Self-Service

Knowledge base	✓	✓	✓	✓
Support center	✓	✓	✓	✓
Webform	✓	✓	✓	✓
Customer portal access for personalized support	✓	✓	✓	✓
Branded support center domain name (CNAME)		✓	✓	✓
Support center web templates	Limited customization	Full customization	Full customization	Full customization
Live chat		✓	✓	✓
Multilingual support	English only	Up to 3 languages	50+ languages	50+ languages
Mobile-optimized templates	Complete	Complete	Complete	Complete
Multi-brand capabilities			Up to 3 brands	Unlimited

Reporting

Support organization performance		✓	✓	✓
Individual agent performance		✓	✓	✓
Custom fields, labels & macros reporting		✓	✓	✓
Segmentation analysis			✓	✓
Historical data		Last 6 months	Unlimited data	Unlimited data
CSAT (Customer Satisfaction)			✓	✓
Companies reporting			✓	✓
Interactive dashboards				✓

Integration & APIs

3rd-party apps: JIRA, MailChimp, Twilio, LiveChat, etc.	✓	✓	✓	✓
Desk.com REST APIs	✓	✓	✓	✓
Integration URLs	✓	✓	✓	✓
Standard Salesforce object integration	✓	✓	✓	✓
Desk Canvas			1 Integration	Unlimited
Desk Connect to Salesforce (full integration with AppExchange Apps)			✓	✓

Site Access & Security

Safe Harbor & Trust Certified	✓	✓	✓	✓
SSL encryption	✓	✓	✓	✓
Branded domain SSL hosting		\$29/SSL Cert.	1st Free - \$29 addl.	1st Free - \$29 addl.
SSO (single sign-on) for customer portal access		✓	✓	✓
IP Whitelisting			✓	✓
SSO for Agents and Admins				✓
Custom Agent Roles & Permissions				✓