HelpDesk Pilot Help Desk Ticketing System

Definition

HelpDesk Pilot is a Help Desk Ticketing System currently being evaluated by UMassOnline Technology team.

Stakeholders

BO: Patrick Masson
PO: Kevin O'Brien
TO: Kevin O'Brien **Others:** UMassOnline Technology Team

Current Status

HelpDesk Pilot is currently being evaluated as a potential Internal Help Desk Ticketing System for the UMassOnline Technology Team.

Background

Helpdesk Pilot allows you to manage your support services more efficiently, treating each and every incoming request as a unique, traceable ticket.

Collate support requests sent in via email, through the web or over the phone into a feature rich help desk solution that both empowers your support agents and reassures your end-users of quick, efficient and quality support.

Community

HelpDesk Pilot has an active blog that they use to communicate with their users.

Licensing

UMassOnline would hold the license for this system. Pricing is reflected in the chart below:

Users	Monthly	Yearly	One Time Fee
Departments: 3, Staff - 5, Domain License - Single, Tickets - unlimited.	x	x	Standard Version - $399.95 + $150/year for hosting = $549.95
Departments: 5, Staff - 10, Domain License - Single, Tickets - unlimited.	x	x	Professional Version - $699.95 + $150/year for hosting = $849.95
Departments: unlimited, Staff - 20, Domain License - Multiple*, Tickets - unlimited.	x	x	Corporate Version - $1299.95 + $150/year for hosting = $1449.95
Departments: unlimited, Staff - 30, Domain License - Multiple*, Tickets - unlimited.	x	x	Enterprise Version - $1799.95 + $150/year for hosting = $1949.95

Other Associates Costs:

LDAP Add $99.95 - Helpdesk Pilot supports Active Directory / LDAP authentication.
Knowledgebase Add $149.95 - A solution for customers to easily search through articles in order to find answers to their own questions.
SLA Management (Ticket Escalation) Add $99.95 - Helpdesk Pilot SLA Plugin keeps track of tickets that remain un-responded.
Branding Free Add $149.95 - If you would like to wholly customize the software and remove the copyright notice.
Smart Rules Add $99.95 - Define rules to identify a set of new tickets and perform automated actions
Customer Groups - Add $99.95 - Group your customers by their company and allow them to share their issues
1 year support & free upgrades - Add $24.95

Support and Upgrades

You can continue to receive email support and upgrades by extending the support and upgrade contract. You can enjoy another year of priority support and upgrade for a nominal fee of $49.95/year for Standard, $69.95/year for Professional, $149.95/year for Corporate edition and $299.95/year for Enterprise edition.

Resources

UMassOnline is currently reviewing several other potential solutions. Please see this page for more information.

Support

Support for this platform on a grand scale would come from HelpDesk Pilot directly. Support of the deployed environment, including (but not limited to) account creation, Group management, Issue tracking, reporting, etc., would be provided by UMassOnline.

Training

Training would be provided on ad-hoc basis by HelpDesk Pilot via their support portal. UMassOnline Technology Support would train users/agents how to use the platform.