



Customer Service Software Competitor Comparison

Pricing and features are taken directly from related websites, customer support, and marketing materials as of June 1, 2011. Information, features, and pricing are subject to change. To report corrections, please contact the SmarterTools Sales Department via live chat or email sales@smartertools.com.

| Features | Assistly Enterprise | Zendesk Plus+ | Kayako Fusion | SmarterTrack Enterprise |
|---------------------------------------|---------------------|--------------------|---------------|-------------------------|
| Initial cost for 10 agents | \$990/month | \$590/month | \$999 | \$999 |
| All-in-one integrated Web interface | Included | Included | Included | Included |
| Ticket system | Included | Included | Included | Included |
| Mobile ticket management | -- | Included | -- | Included |
| Live chat | Included | Included | Included | Included |
| Live chat translation | -- | Included | -- | Included |
| Live chat geo-location | -- | -- | Included | Included |
| Co-chat | -- | -- | -- | Included |
| Coaching | -- | -- | -- | Included |
| Proactive chat | Included | Included | Included | Included |
| Agent instant messaging | -- | -- | -- | Included |
| Agent chat rooms | -- | -- | -- | Included |
| Website visitor monitoring (Who's On) | -- | -- | Included | Included |
| Intelligent routing | Included | Included | Included | Included |
| Predefined responses | Included | Included | Included | Included |
| Call logs | -- | -- | -- | Included |
| Time logs | -- | -- | Included | Included |
| Task management system | -- | Included | -- | Included |
| Knowledge base | Included | Included | Included | Included |
| Customer portal | Included | Included | Included | Included |
| Search engine optimized portal | -- | -- | -- | Included |

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| Features | Assistly Enterprise | Zendesk Plus+ | Kayako Fusion | SmarterTrack Enterprise |
|--|---------------------|--------------------|--------------------|-------------------------|
| Survey system | -- | -- | Included | Included |
| Cost analysis reporting | -- | Included | -- | Included |
| Advanced premium reporting | Included | Included | Included | Included |
| VoIP integration | -- | Included | Included | Included |
| Click-to-call functionality | -- | -- | Included | Included |
| Multiple language support | -- | Included | Included | Included |
| Multiple brand support | -- | -- | Included | Included |
| Extendable to other databases & applications | Included | Included | Included | Included |
| LDAP & active directory authentication | -- | Included | -- | Included |
| System-wide events & notifications | -- | Included | Limited | Included |
| Per agent file storage | -- | -- | Included | Included |
| Failover functionality | -- | -- | -- | Available |
| Load balancing functionality | -- | -- | -- | Available |
| Software ownership | -- | -- | Available | Available |
| Hosted option (SaaS) | Available | Available | Available | Available |
| Hosted Pricing | \$990/month | \$590/month | \$490/month | \$150/month |
| Ownership Pricing | N/A | N/A | \$999 | \$999 |