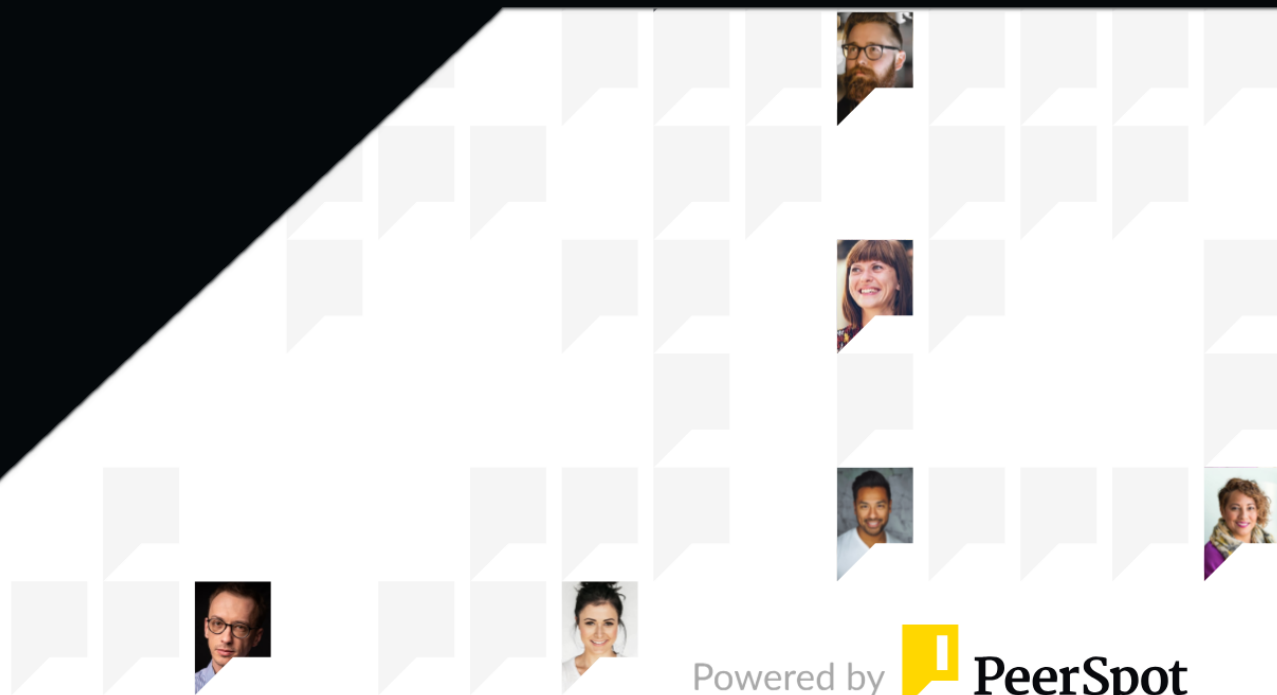




Zendesk

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Zendesk

Zendesk Recap

Zendesk provides a versatile platform for managing customer interactions, offering efficient ticketing, customization, and integration features across multiple channels to enhance user experiences.

Zendesk stands out for its simplicity, ease of use, and comprehensive integration capabilities with CRM tools, which help optimize workflow efficiency. Users benefit from advanced analytics and reporting features that offer valuable insights into customer behavior. Multi-channel support and self-service portals are integral components, enhancing customer interaction experiences. While security protocols and flexible configurations contribute to its broad appeal, areas for improvement include more intuitive reporting, advanced customization of triggers and automations, and enhancements in knowledge management. Users express the need for better ticket management functionalities, efficient data synchronization, and refined interface aesthetics. Performance can be impacted by extensive customization, and there's a call for competitive pricing and simplified licensing options.

What are Zendesk's most important features?

- **Simplicity and Ease of Use** - Facilitates smooth onboarding and daily operations.
- **Integration Capabilities** - Seamlessly integrates with CRM tools to enhance workflows.
- **Analytics and Reporting** - Provides insights into customer behavior and operational efficiency.
- **Multi-Channel Support** - Manages customer interactions across various channels.
- **Self-Service Portals** - Empowers users to access information and solve issues independently.
- **Security and Flexibility** - Offers strong security protocols and flexible configuration options.

What benefits and ROI should users look for in reviews?

- **Increased Productivity** - Streamlines processes to boost team efficiency.
- **Enhanced Customer Experience** - Multi-channel support and self-service options improve interactions.
- **Insightful Data Analysis** - Superior reporting features offer valuable business insights.
- **Improved Workflow** - Integrates seamlessly with existing tools to optimize operations.

Zendesk is extensively applied across sectors for customer support management and technical issue resolution. In HR or IT settings, it facilitates internal requests and knowledge base creation. Organizations leverage Zendesk's integration with collaboration tools like Slack and Jira, automating workflows and delivering detailed analytics, which are particularly useful for multinational operations handling queries in different languages and brands.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“We loved the notifications and the way to build custom views for a specific user's open tickets and to see how long they have been open, how long it was since the last request.”



Amanda Sanchez

Consultant and Startup Founder at AimHi Enterprises



“Zendesk has helped us to increase productivity and has reduced the time between when a ticket is opened and when it is completed.”



Dimitri Cooper

Project Manager III at City of Union City Government



“The collaboration between agents is impressive, and I also use Zendesk Workspace, which provides a seamless experience when communicating through chat and email.”



Jairo Vega

Technical Support Engineer/ QA at a computer software company with 11-50 employees

- ✓ “Zendesk has positively impacted my organization primarily through security, as I do not have to worry about data breaches or leaks because all information is handled and processed through Zendesk, ensuring that only people within the organization can access it.”



Keith Veloso

Dental Virtual Assistant at getreach.co

- ✓ “Time saved is definitely a benefit because it puts all of our tickets in one spot.”



Verified user

Technical Solutions Lead at a computer software company with 51-200 employees

- ✓ “My advice to others looking into using Zendesk is that if you are looking for a tool that is cheaper than others but provides a good solution, I would let them know that Zendesk is the best option.”



Filipe Abreu

Junior system analyst at Wevt clous

- ✓ “Zendesk has positively impacted my organization because the interface is quite good, easy to use, and has a user-friendly UI.”



RahulKumar16

Senior Software Developer at a tech services company with 51-200 employees

What users had to say about valuable features:

“The features I find most valuable are the different states available: pending and active, and I believe we can add other ones. I also really appreciate macros.

“When we have issues, we also use Jira, and we have different macros that we have set up that let the customer know that we have submitted a Jira ticket and sent it to our engineering team. We also use macros for basic greetings if an email has come through that we have not messaged with before..”

Verified user

[Read full review](#) 

Technical Solutions Lead at a computer software company with 51-200 employees

“The best features Zendesk offers include the ability to reply over email with canned responses, which saves our time. By using canned responses, we can also receive feedback over Zendesk, and with the help of that, we can see our monthly review, monthly feedback, and rating. This is a very good feature that helps us improve our skills and behavior with customers.

Zendesk has positively impacted my organization because the interface is quite good, easy to use, and has a user-friendly UI. We receive tickets there, split the tickets between the team, and they can provide resolutions in the same time. If the customer replies, we definitely get notifications, and we provide the resolution on the same day..”

RahulKumar16

[Read full review](#) 

Senior Software Developer at a tech services company with 51-200 employees

“The best features that Zendesk offers, in my opinion, include single sign-on, which is a very good feature so that you do not have to manage users' passwords. Additionally, it is relatively easy to create automations or to create macros or to customize Zendesk in such a way that it fits how you want to use it.

“I would also add that I particularly value the open API interface, as it makes it possible to connect other tools or programs, for example our forms on the website, with Zendesk. With that, you can integrate Zendesk very effectively into your infrastructure, since it is very easy to exchange data with Zendesk..”

Vincent Wischerath

[Read full review](#) 

IT Administrator at a real estate/law firm with 201-500 employees

“The best features Zendesk offers include being a good alternative to GitHub issues, but I don't know what else it offers beyond that.

When I say it's a good alternative to GitHub issues, it was just something different, and I'm not sure why exactly we ended up using that one over GitHub.

Zendesk has not positively impacted my organization.

Things mostly stayed the same in terms of workflow, communication, or ticket management when my team switched to Zendesk..”

Verified user

[Read full review](#) 

Manager, Production Services at a tech services company with 51-200 employees

“One of the best features Zendesk offers is its pricing compared to other software. I think Zendesk is one of the more accessible options price-wise, and it caters well to smaller enterprises because I have noticed that even previous companies that I worked at in the past, even if they were not that large, were able to afford Zendesk since it is much more affordable.

“Aside from the pricing, ticket management is also a valuable feature in Zendesk because it is very centralized. Even the previous interactions with a certain person will load all of the previous cases, so everything is in one place. I do not have to jump around with other CRM tools; Zendesk has it all.

“Zendesk has positively impacted my organization primarily through security. I do not have to worry about data breaches or leaks because all information is handled and processed through Zendesk, ensuring that only people within the organization can access it. I need to be at my workstation to access Zendesk, making it hard to set up outside of the network. It has to be a trusted device within a set period of time to access those files, which is really good.

“Since I have been using Zendesk, there has been a significant reduction in security incidents. Since I made the switch from years ago, there has not been any serious risk, such as phishing emails. Zendesk's encryption is really effective because it prevents unauthorized access to those files..”

Keith Veloso

Dental Virtual Assistant at getreach.co

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“I love how Zendesk is able to integrate with multiple platforms, and I think that is the best thing about it because we are not limited to just Zendesk's standalone functionality. Zendesk has the ability to integrate with a plethora of platforms, which allows for the capabilities of Zendesk to go beyond the general open a ticket and close a ticket functionality. It is able to bring in the integrations of our company and other platforms that we use into Zendesk and provide a one-stop-shop resource for us as a whole.

Zendesk has helped us to increase productivity and has reduced the time between when a ticket is opened and when it is completed. The turnaround time of ticket resolution has decreased, which has also helped productivity to increase. It has also helped our first call or first ticket resolution numbers to increase because due to Zendesk's integration abilities, the information is right there at the agent's fingertips. They are able to be more informed and able to educate the customer more effectively so that the customer and agent are able to work hand-in-hand to over-educate the customer so they are not having to come back with repeated exchanges where a ticket stays open longer. We are achieving more first call resolution or first ticket resolution, and the agent's increased productivity allows them to spend more time on the more severe tickets that may truly require more attention and time. With Zendesk's integration capabilities, the low-hanging fruit tickets are able to be answered via the resource tools as agents are able to click that dropdown, plug in the information, and send the reply. This has definitely enhanced productivity time, decreased the ticket open time, helped us achieve a faster response time for ticket completion, and increased our customer and consumer-based satisfaction scores.

Definitely time has been saved. Before Zendesk, the lifespan of a ticket would be approximately five business days. After Zendesk, the lifespan of a ticket from open to resolution is now about 27 hours, and for a complex ticket that does not have to be escalated. This is a huge improvement and is due to Zendesk being a one-stop shop and allowing for all the integrated tool options to be that one-stop resource that allows the representative to be informed and to further over-educate the customer. Productivity for the agent has gone from about 30% to about 82% on average for an everyday basis because they are more productive with their work as

they are in the ticket doing the actual work itself..”

Dimitri Cooper

Project Manager III at City of Union City Government

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Other Solutions Considered

“Before Zendesk, we did not use a different solution. We started with Zendesk because we believed it was the best platform for our needs, but we are currently switching to another option..”

Jairo Vega

Technical Support Engineer/ QA at a computer software company with 11-50 employees

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“We decided to switch from Zendesk because of limitations for integrations. We were a tech company, and we needed more features, more add-ons, more conditions with a lot of tools that weren't accessible with Zendesk, so that's why we had to change it..”

Ahmed Nassar

Sr. Atlassian Consultant at Spectrum Group

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“Before choosing Zendesk, we actually evaluated ServiceNow as an option, as we do have ServiceNow for a few teams. However, Zendesk is cheaper, so we couldn't license ServiceNow for all agents. For a few of them, we used Zendesk..”

Filipe Abreu

Junior system analyst at Wevt clous

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“We used Talkdesk, and Talkdesk was very generic, simple, basic, and straightforward. It was a little too simple and basic for what we needed as we were growing and for what we desired as far as integration and the ability to customize. This is what caused the switch to Zendesk..”

Dimitri Cooper

Project Manager III at City of Union City Government

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“There were quite a few other options evaluated at the time. I do not recall all of them, but again, we left from Talkdesk and went to Zendesk. There were about two or three other cloud-based softwares that were also looked at prior to making the final determination, but I do not recall exactly which ones..”

Dimitri Cooper

Project Manager III at City of Union City Government

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“Before choosing Zendesk, I evaluated other options such as Jira and CRM. However, I found that Jira was not open for customer and profile use; it is only for internal purposes. We can communicate with the domain team using Jira, but we cannot communicate with the customer through Jira. While CRM is a good tool, it lacks a live chat option. Compared to CRM and Jira, Zendesk is quite good..”

RahulKumar16

Senior Software Developer at a tech services company with 51-200 employees

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ROI

Real user quotes about their ROI:

“I do not have any specific examples for ROI because I was not paying for this application. I was only using it to help customers through that application..”

RahulKumar16

[Read full review](#) 

Senior Software Developer at a tech services company with 51-200 employees

“I cannot say for sure if I have seen a return on investment with Zendesk because I am on the user side of things. However, one observable outcome is that collaboration within the team has been boosted since I use Zendesk..”

Keith Veloso

[Read full review](#) 

Dental Virtual Assistant at getreach.co

“Time saved is definitely a benefit because it puts all of our tickets in one spot. Depending on which email it is, we can have all the emails forwarded to Zendesk. However, as for money saved, probably not..”

Verified user

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Technical Solutions Lead at a computer software company with 51-200 employees

“I have a sense of the return on investment. To be honest, I don't have the data, but I feel that Zendesk helped us set up our platform for providing support way faster than other platforms due to its easy configuration..”

Filipe Abreu

Junior system analyst at Wevt clous

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“I cannot share specific return on investment metrics because we have always used Zendesk, and we are now changing to Pylon. However, during the time we used Zendesk, we were able to offer a seamless 24/7 support experience and meet all our SLAs due to the robust nature of the platform..”

Jairo Vega

Technical Support Engineer/ QA at a computer software company with 11-50 employees

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“I can tell you that we probably saved at least three employees full-time with the ticket management and the automation and the macros and the user follow-up being built in. I do not have personal ROI details on what was spent versus what was returned, but I can say that the knowledge base build-outs, we had a person dedicated to that, but had she not been able to create knowledge-based materials and replicate those on a routine basis, we would have had to have multiple people do her job whereas Zendesk took care of it as soon as she loaded the materials into the system. I do not have any other metrics besides that..”

AmandaSanchez

Consultant and Startup Founder at AimHi Enterprises

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Use Case

“My main use case for Zendesk is as an alternative to GitHub issues.

A quick specific example of how we used Zendesk day to day is that we'd review the task board every morning for stand up.

The kind of tickets I would typically see there were feature requests..”

Verified user

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Manager, Production Services at a tech services company with 51-200 employees

“On a day-to-day basis, I use Zendesk to track, manage, and work on my cases. I also use it to upload information securely, and this is not only limited to documents but also to images and reports.

“For a specific example of how I use Zendesk in my daily workflow, I work with candidates such as nurses, helping them land jobs with multiple medical facilities. I use Zendesk to collect their information securely, including their licenses and vaccination records. They upload it to Zendesk, and I download it to verify using my personal computer. Once verified, I compile the information and upload it directly to their cases in Zendesk so that when the hiring process is completed with the facility, it will be done through Zendesk..”

Keith Veloso

[Read full review](#) 

Dental Virtual Assistant at getreach.co

“My main use case for Zendesk is for ticketing purposes. I was replying to customers over Zendesk, and I was also using Zendesk for live chat purposes.

As a specific example, suppose a customer is facing a connection issue while connecting to a VPN. They come to us, share their account username and the issue with us, and we provide the resolution by asking questions over Zendesk and helping them resolve the issue.

Sometimes we receive live chat over Zendesk, and customers ask about the features of the VPN. Since I was supporting a VPN application, they were asking about the use case of a VPN, such as why they need to use it and what kind of protocol we have. I replied over live chat, explaining that customers mainly use this to protect themselves, use the protocol, and connect to different countries to access some blocked content. This is the main use case for Zendesk that I use..”

RahulKumar16

Senior Software Developer at a tech services company with 51-200 employees

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“My primary use case for Zendesk is for customer and product support. Users enter in a ticket, which then comes into the internal side for review and work, or escalation to full completion.

A typical scenario is a customer calls in or submits a ticket online. The ticket then comes into the product or customer support queue. From the queue, the agent or representative pulls the ticket and starts working on it depending on what the issue is. The ticket serves as the primary source of reference for all customer and issue-related information, as the customer's information, product information, and reference tools are all connected through the Zendesk ticket.

The ticket gets worked, then gets closed out, and an email is sent to the customer or to the area that opened the ticket to inform them of the resolution and the next steps needed to achieve full resolution..”

Dimitri Cooper

Project Manager III at City of Union City Government

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“I have been using Zendesk for approximately five years now.

“I use Zendesk for keeping track of emails and customer tickets. Whenever a customer has issues or questions about our product, they email our support email, which comes through Zendesk, and that is how we triage all of our tickets.

“I was able to use Zendesk to respond to an email from a customer who could not log in. They reached out, and I was able to use Zendesk with the macros and the different fields available to respond to the customer as well as track which company it was.

“We also have different internal users use Zendesk. However, it is quite difficult to delete users. We use Zendesk to track which companies or clients are submitting help desk cases and how many they are submitting..”

Verified user

[Read full review](#) 

Technical Solutions Lead at a computer software company with 51-200 employees

“My main use case for Zendesk is for inquiries and requests from our tenants.

“I use Zendesk to process inquiries and requests from our tenants by having them write to us via email addresses or via a web form on our website to create a ticket on various topics, such as statements, questions about rent arrears, complaints about their apartment, or repairs. These are then processed by our property managers. We have implemented several automations that automatically route the tickets to the right person, and we have also programmed our own app for Zendesk, which allows you to find the tenants' rental contracts.

“I would also note that we use Zendesk internally in the company for IT-related issues or for issues in SAP, so the internal ticket system is used for employees as well. The employees themselves also work with Zendesk for the tenants' requests. I would particularly point out that we have integrated several external service providers into our ticket system, who then also have an account, so we do not have to send emails to these service providers. Instead, they can process our assignments, which we pass on to them, via Zendesk..”

Vincent Wischerath

[Read full review](#) 

IT Administrator at a real estate/law firm with 201-500 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“It was pretty straightforward, but I'm not the one who configured it. Basically, there is a site to which you're given access, and you go through how to use it..”

Verified user

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Sr. HR Reporting Manager at a comms service provider with 10,001+ employees

“In terms of the initial setup, if you spend a reasonable amount of time reading documentation, you can do it by yourself with no issues. There might be one line of code. Not even. You can totally do it with point and click. That's very nice. .”

Verified user

[Read full review](#) 

FinancialForce FFA and Salesforce CPQ Consultant at Cloudteam

“We had all of those solutions to deploy Zendesk. Our company was started in 1985. In that time we moved from floppy disk all the way to web-based through Azure..”

AmandaSanchez

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Consultant and Startup Founder at AimHi Enterprises

“The setup process was pretty straightforward, and they have a very smart way of doing it. They have something called a brand, so we just go there, key our credentials, generate the certificate, merge it, and then we take that code and put it in our software, and it goes live. So the merging of Zendesk's health center is a pretty simple process. As the documentation writer, I was involved in the process, and we had our IT team handle the connection. In total, the process took about 24 hours. .”

Verified user

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Staff Technical Writer at Netradyne

“The installation is very easy. There's nothing to do because once you pay for the license, it's effective. For the first one, it took us about two to three weeks to totally set up and deliver, because we used an existing template.

The integrator will set you up in the beginning, and then give you the key to upload everything. For deployment, I would say you need a team of three: the integrator, project manager, and operations—someone who is going to fill everything in. .”

Verified user

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Customer service manager at a healthcare company with 1,001-5,000 employees

“The initial setup with Zendesk is straightforward because we are already brought in when it's set up, mostly by the IT department or the department in charge of setting up CRM tools. The CRM tool can be embedded in the company's website or wherever the customer goes in that they can send a complaint, or on the contact section on their site.

“When they set it up, they add me as the agent or support master. Setting it up is not an issue, and it's very easy to navigate, similar to Freshdesk..”

Anita Orioma

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Customer Success Manager at Mimshackworks Endeavors

Customer Service and Support

The technical support provided by Zendesk has been very satisfactory. While instant resolution is ideal, they typically respond within an hour to no more than 24 hours.

JohanSkibdahl

CEO at Etcetera Networks

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“The customer service and support experience were okay. When contacted, they respond really fast. I’ll give it to them on that angle. Once the network is down, within five or ten minutes, they will fix it..”

Verified user

User Happiness Manager at a tech vendor with 1,001-5,000 employees

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“My experience with Zendesk's customer support has not been positive. When I open a ticket for a bug, it often does not expedite the resolution process. The agents sometimes seem inexperienced, which reflects poorly on the overall support experience. There appears to be a lack of connection between the bot and the agents, making it feel scripted rather than helpful..”

Jairo Vega

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Technical Support Engineer/ QA at a computer software company with 11-50 employees

“The support team is time-consuming, and they don't find the answer to our problem.

Because if you are doing your job by yourself, it will be a lot of aim to seek their support. But if you have, like, a support contract with them or something like that, there's the support when you go for a good position or if they can push it. You have to pay extra for better support..”

Ahmed Nassar

[Read full review](#) 

Sr. Atlassian Consultant at Spectrum Group

“Customer support with Zendesk has always been top-tier. The few times we have had to reach out, the customer service agent has always been very professional, very informative, and has always helped to do what they said they would do. If there was a callback, the callback did take place. If it was a follow-up email, it took place. Whatever it was, they were always on top of it. We have never had a bad experience with having to reach out to Zendesk, whether it be from the account representative side, the customer support side, or the billing side. There are no issues at all..”

Dimitri Cooper

Project Manager III at City of Union City Government

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“We loved being able to track everything about tickets, including their open times and notifications for users associated with the tickets. It provided better service to customers both internally and to the end users.

“All of the outcomes related to better service for customers. The customer's replies being directly fed into Zendesk and us being notified of those updates, being able to customize the updates as a specific user. Obviously the response times were faster because everything is real time..”

AmandaSanchez

Consultant and Startup Founder at AimHi Enterprises

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Other Advice

“I would really advise someone to use Zendesk instead of other tools since they have so many options, and their canned responses are really good. We can save and create responses in Zendesk, and the interface is exceptional. I gave this review a rating of 10..”

RahulKumar16

Senior Software Developer at a tech services company with 51-200 employees

[Read full review](#) 

“My advice to others using Zendesk is to know what you need. Do not downplay the needs of the company or the needs of the customer. Definitely know what you need. You get the best use out of Zendesk when you understand the needs of your company and the needs of your customer, as Zendesk will be all that you need it to be, which requires you to know what you need it to be. I would rate my overall experience with Zendesk a 10 out of 10..”

Dimitri Cooper

Project Manager III at City of Union City Government

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“My advice to others looking into using Zendesk is that if you need an alternative to [GitHub Actions](#) or GitHub issues, this is worth looking at.

My company does not have a business relationship with this vendor other than being a customer.

My overall review rating for Zendesk is 6..”

Verified user

[Read full review](#) 

Manager, Production Services at a tech services company with 51-200 employees

“I advise others looking to use Zendesk to start by setting up strong foundational elements. As you progress, it becomes increasingly difficult to remember to add specific filters or SLAs, so ensuring a solid basic setup from the beginning is crucial for effective reporting and evaluation of the support team.

I believe Zendesk is one of the best platforms available and the standard for customer support agents. However, I have noticed that they seem too large to change effectively. While I have seen improvements, my company has decided to switch to a competitor. Nonetheless, if someone is starting and lacks a clear structure for customer support, Zendesk should be the platform they begin with and use to measure other options. I provided this review with a rating of eight..”

Jairo Vega

[Read full review](#) 

Technical Support Engineer/ QA at a computer software company with 11-50 employees

“My advice to others looking into using Zendesk is to give it a chance. Security is

one of its best features, and the pricing is really good compared to its competitors, so I recommend going for it.

“Since I have been using Zendesk, there has been a significant reduction in security incidents. Since I made the switch from years ago, there has not been any serious risk, such as phishing emails. Zendesk's encryption is really effective because it prevents unauthorized access to those files.

“Zendesk has positively impacted my organization primarily through security. I do not have to worry about data breaches or leaks because all information is handled and processed through Zendesk, ensuring that only people within the organization can access it. I need to be at my workstation to access Zendesk, making it hard to set up outside of the network. It has to be a trusted device within a set period of time to access those files, which is really good.

“I would rate my overall experience with Zendesk a 9 out of 10..”

Keith Veloso

Dental Virtual Assistant at getreach.co

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“I would have them make sure that it is something they want to get into because there are definitely some pros, but at the same time, there are definitely some cons. It is not as intuitive as you would expect it to be. However, if you are willing to sit down and take considerable time and most probably spend time with support, you would likely be able to figure it out. If you are looking for a system that handles everything intuitively with easy to get cheaper licenses, Zendesk probably is not the one you would want to go with.

“Currently, we only have a few licenses because it is just so expensive. With the value that we are getting out of it with the few licenses we have, we are not really impressed by it. It seems a bit too much.

“We have not explored other options. We do not have any other relationships, as we just use Zendesk.

“There may be opportunities with discounts or additional licenses. I do not know at this point. We are looking for maybe some way to stay with Zendesk, but currently, it just does not seem fitting for what we need. My overall rating for this product is three out of ten..”

Verified user

Technical Solutions Lead at a computer software company with 51-200 employees

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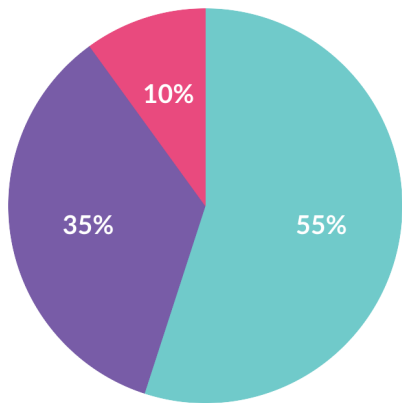
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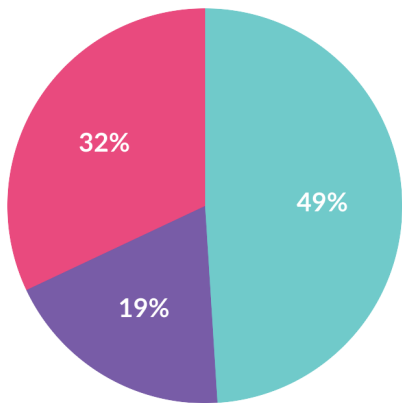


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944