

TeamSupport vs. Zendesk Ratings, Compared.

Introduction

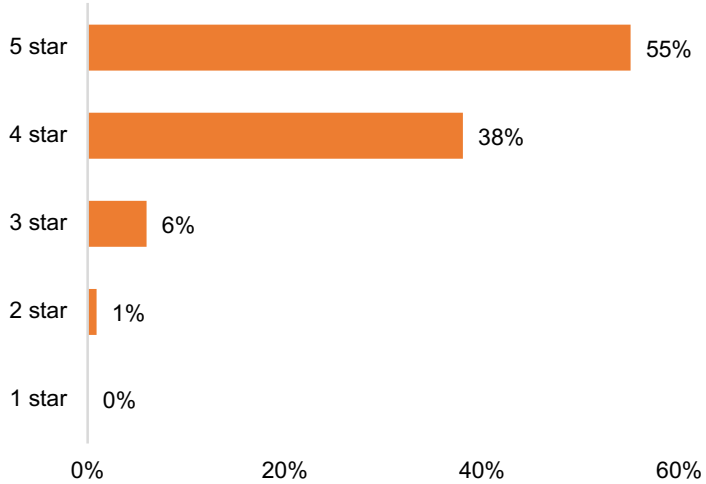
Which product is better for your business - [TeamSupport](#) or [Zendesk](#)? With so many factors to consider, choosing the right product is a challenge. That's where we come in.

At Software Advice, we gathered and analyzed **1,222** reviews from verified users of both products across different parameters such as ease of use, value for money, etc. to help you decide which aspect is the most important for your software purchase. You can read our entire scoring logic in the methodology section below.

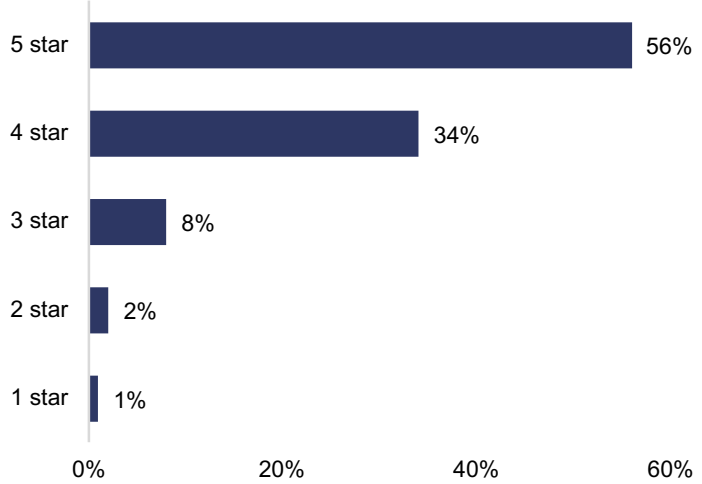
We've also added a few informative reviews that speak to various aspects of the product for more context.

Overall Rating: TeamSupport vs. Zendesk

TeamSupport (n=159)



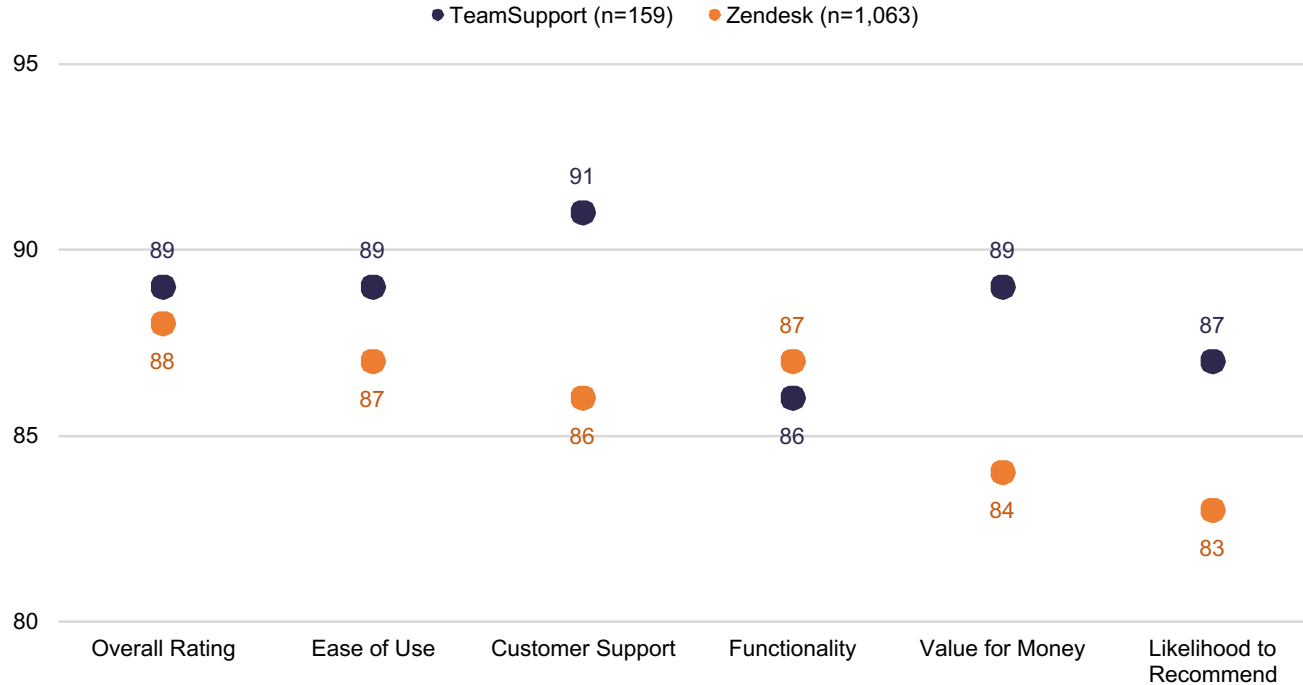
Zendesk (n=1,063)



TeamSupport (93%) and Zendesk (90%) have an overwhelming share of reviews that have an overall rating of 4 and above, tying them closely in overall ratings.

The next chart delves deeper into all other rating fields to provide a more detailed perspective into individual aspects of each product. Delving deeper into other ratings will help us distinguish each product's strengths and weaknesses.

Comparison of Ratings



TeamSupport is rated higher in overall rating, ease of use, customer support, value for money, and likelihood to recommend, while Zendesk is rated higher in functionality.

Star ratings are on a scale of 1-5, which have been scaled to 20-100 to make ratings and their comparisons more distinguishable. Time period considered : August 2018-20. For complete information on our ratings calculations, head over to the methodology section

Informative Review Excerpts

TeamSupport

[All reviews](#)

We're an ambulance firm that uses TS to collect incidents or occurrences. TS give us the ability for "loop closure" on any reported incident. TS also requires addressing the issue in a timely manner and sends reminders. Allows for us to determine which manager/supervisor should be handling any situation.

I found it very easy to use and customize. While we were using the TeamSupport, we just got an issue regarding the customization, then we contacted the Support of TeamSupport and got the reply within 1 hour. Their Support which runs 24/7 is just amazing. They provide the ability to create custom field which is really helpful for people dealing with a lot of data regarding sales and purchase etc.

There are a lot of useful features and customization, which is important for a software like this. Easy to align my team with our goals. Useful when I am dealing with many things at once and have to delegate tasks to others.

Zendesk

[All reviews](#)

Great product for resolving different issues with customers. Tickets are received and sorted by categories so operators can provide further assistance, you can use the ticket system or online chat system. Canned messages that are created helps for faster response. Tickets can be sorted by pending, unsolved, resolved and other. Everything is visible and userfriendly!

I see this as a solid option for someone looking to chat with their customers. The chat has many functions that are user friendly and easy to use. I appreciated the ability to rate my experience. Would definitely recommend over other chat services.

Zendesk has many integrations and also different "triggers". This allows you to have tickets auto-assigned to specific agents with ease. I enjoy integrations with many different programs. Its been super helpful to my team as a ticketing system. Having internal notes makes it easy for us to keep track of requests.

Methodology

For this report, we have compared **TeamSupport** and **Zendesk** by leveraging verified user reviews written on Software Advice, Capterra, and GetApp.

Review count minimum: Products must have 10 or more unique reviews with ratings in each of the following categories: ease of use, value for money, customer support, functionality, and likelihood to recommend.

Rating scores calculation: Each rating field is multiplied by a factor of 20 to bring it onto a scale of 20-100. The final rating is the average of all ratings from qualified reviews. Note: Likelihood to recommend is scored on a scale that's double other rating fields and is thus multiplied by a factor of 10 to bring it on the same scale as the other fields.

Time period: To maintain freshness and provide up-to-date insights, only reviews collected between August 2018 and August 2020 have been considered for this report.

Most informative review excerpts: Review excerpts are passages that are extracted from longer reviews written by verified users. These excerpts are obtained through the application of an algorithm that considers factors including, but not limited to, word count and topic coverage.

Note: The content in this piece provides opinions and points of view expressed by users. It does not represent the views of Software Advice.

About Software Advice

Software Advice™ helps businesses navigate the software buying journey. Industry-specific advisors guide people through the selection process and provide personalized software recommendations. Founded in 2005, Software Advice has helped more than 750,000 businesses find the right software for their specific needs through 1-on-1 advice, objective research and actionable insights. Software Advice also features over 770,000 verified user reviews to ensure people feel confident in their technology decisions.



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