

The AI-powered helpdesk built for Microsoft 365 teams

Solve tickets faster & deliver better support with centralized IT, HR, and Finance support with AI-powered automation, self-service knowledge base, & custom forms all natively integrated within Microsoft Teams. Resolve tickets without agent intervention.

40%

Auto-resolved tickets

3–5

Days to deploy

14-days

Free trial

Use Cases

- IT Support
- HR Requests
- Finance Queries
- Facility
- Procurement
- Access & Onboarding
- Operations

AI Capabilities

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Smart Ticket AI
Auto-categorize, prioritize, and route tickets using AI models.
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Chatbot Bubble 365
AI & NLP chatbot answers FAQs, handles requests, and integrates with knowledge bases.
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AI Copilot
Built-in copilot suggests replies, summarizes conversations, and recommends resolutions.

Core Features

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Omnichannel Ticketing
Capture tickets via Teams, Outlook, SharePoint, Web, and custom all in a unified queue.
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Rules & Automation
Condition-based routing, auto-assignment, escalation rules, and SLA enforcement no code required.
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Analytics & CSAT Reports
Pre-built dashboards track response time, agent performance, ticket trends, and satisfaction scores.
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Self-Service Knowledge Base
FAQ and troubleshooting guides help employees find answers before creating tickets.
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Ticket Splitting & Merging
Split multi-issue tickets or merge duplicates for clean efficient workflows.
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SLA Management
Enforce SLA deadlines based on priority, department, or ticket severity with automated alerts.
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Custom Forms & Columns
Design intake forms with custom fields and conditional logic for structured data collection.
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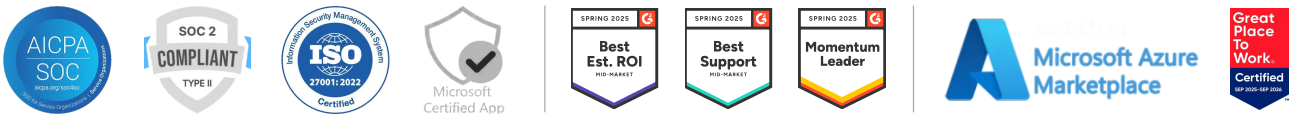
Outlook Calendar Integration
Schedule tasks & follow-ups in Outlook directly from a ticket — no context switching.

Key Benefits

- Stay 100% inside your Microsoft 365 tenant — zero external cloud exposure.
- No additional Microsoft licensing required — works on existing M365 Business or Enterprise plans.
- Intuitive UI and AI interface — agents and employees are up to speed immediately.
- Supports GCC & GCC High compliance for US Federal cloud environments.
- Unlimited support, updates, and enhancements for all subscribers.
- Scales from 5 agents (SMB) to large enterprises and public administrators.

Integrations

- Microsoft Teams
- SharePoint
- Outlook
- Azure DevOps
- Planner
- Azure AD
- Power Automate
- Power BI
- Microsoft Copilot



Pricing

- Starting From**
Per month · billed annually

\$19.99

Includes helpdesk, automation, knowledge base, and AI features
- Free Trial**

14-day full featured trial no credit card required. Available via Microsoft AppSource & the Marketplace.
- Nonprofit / Edu**

Special pricing available for nonprofits and government at reduced per-user rates.

Quick Specs

Deployment	100% Cloud (M365)
Setup Time	3–14 days
Platforms	Teams, SharePoint, Outlook, Microsoft
Browsers	Chrome, Edge, Firefox, Safari
Compliance	GCC, GCC High, GDPR
License Type	Agent-based
Languages	Supports multi language
Mobile	Responsive Email/Chat

Customer Voice

"Helpdesk 365 has completely transformed our IT support operations. The Microsoft Teams integration keeps everything centralized, and the AI copilot makes resolution 3x faster. Our CSAT scores went from 72% to 94% within just 60 days."

Tad Roberts, IT Director, TechCo

Top-Rated For

- Easiest UI/UX · G2 Top-Rated
- Modern M365 Integration
- Microsoft Integration Partner
- Custom Forms & Workflows
- Zero Trust Security Model

Get Started Today