



Verified user

Project Manager at a manufacturing company
with 11-50 employees

Informed decisions have improved as I compare peer experiences to select support ticket tools

Highlights

PeerSpot effectively helped me select a support ticket tool with its easy-to-use interface and valuable reviews. It's stable, though I wish it improved marketing and offered more tool options. I rate it 9/10.

What is our primary use case?

"The main use I give to [PeerSpot](#) is reading reviews of the software that I intend to use to see what other professionals think.

"I was looking for a tool that would allow me to create tickets. [PeerSpot](#) helped me in that selection process.

"It was a tool for generating support tickets, and with the PeerSpot review we were able to find one that fit our need.

"My experience using PeerSpot to choose a support ticket tool was very easy and intuitive, and I had no problems navigating.."

What is most valuable?

“I consider the best features that PeerSpot offers to be its ease of use and simple search.

“PeerSpot is a tool that is used for decision-making based on the software that is being considered for use.

“I have seen a better selection of tools thanks to using PeerSpot, since we can see the experience of other people.

“Decision-making has improved since decisions are more informed thanks to using PeerSpot..”

For how long have I used the solution?

“I have been using PeerSpot for around six months..”

What do I think about the stability of the solution?

I consider PeerSpot to be a very stable platform.

What do I think about the scalability of the solution?

For the moment we have not had any change, so I have not been able to see the scalability of PeerSpot.

How are customer service and support?

I have not had to use customer support for PeerSpot so far.

Which solution did I use previously and why did I switch?

Before using PeerSpot, we did not use any other solution to consult opinions or make decisions about software.

What's my experience with pricing, setup cost, and licensing?

We have not had to buy any PeerSpot license, so my experience with pricing, setup costs, and PeerSpot licenses has been straightforward.

Which other solutions did I evaluate?

We did not evaluate other options before choosing PeerSpot.

What other advice do I have?

“I would advise other professionals considering using PeerSpot to give it a try, since the tool is good and it is not complicated to use. I would rate this review nine out of ten..”

Which deployment model are you using for this solution?

Public Cloud



PeerSpot

For more in-depth insights from real user reviews

[Download PeerSpot Buyer's Guide](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

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- Request or share information about functionality, quality, and pricing

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