Groove is a Simple Help Desk that lets you and your team to deliver awesome, personal support to every customer.
Here’s the problem: as your small business grows, relying on your email inbox to manage support gets tough.
You can’t collaborate with your team, and your customer’s requests begin to slip through the cracks.

Did You Get My Request?

Is anyone there?

Hello?
So you switch to a “real” helpdesk. But most helpdesks are way too complicated.
Help Desk Manual
20th Edition

They're packed with tons of features that you’ll never use, and their complexity means that you
spend more time setting up and figuring out Macros and triggers than you do working on your business. That’s not okay either.
And that’s why we built Groove.
We were tired of trying to keep up with Gmail, and we were struggling with the complexity of our helpdesk.
Groove is as simple as email, while making it easy to work together with your growing team:
- Assign support messages to coworkers
Broken in transit :(

Ken Budlong

May 20th at 05:13pm

I know it’s UPS’s fault, but my board arrived busted. I’ve attached a photo to prove it. I’m so sad in the sand :(

broken_board.jpg

You sent me the wrong board!

Sherry Blossbaum

May 20th at 02:33pm

Hi Guys,

I was so excited to receive my new Cherry Blossom Board when I opened the package to reveal a board with CLOUDS on it instead! The clouds are nice, but not what I wanted. My nickname is Cherry Blossom :(

How can we get me the right board?

Sherry

Has my surf board shipped?

Luis Ramirez

May 20th at 04:40pm

Hey Guys,

Has my surf board shipped? I’m so excited!

- Add private notes
Recent Activity

- Joe Avella replied to you re: Ticket #47
- You replied to Joe Avella re: Ticket #47
- You took ownership of Ticket #47
- Hank Tennet replied to Notifications re: Ticket #84
- Hank Tennet replied to Notifications re: Ticket #83

- See who’s replying to what
- Automate your workflow with easy-to-setup rules and labels
- Capture emails, Tweets and Facebook posts all in one place.

**Facebook**
Turn Facebook posts on your timeline into tickets and respond to customers from your Groove dashboard.

**Twitter**
Turn Tweets into tickets and respond to customers from your Groove dashboard.
- And track everything. [show trends]
When a customer emails you, you’ll see everything you need to know about them to deliver personalized support without having to search.
And it feels just like email to your customers. They never have to log in or become a “ticket number”
The price is simple: just $15 per agent per month, with no limit to how many customers you serve.
- Plus, you can choose from more than a dozen free extras to expand your helpdesk [show that page], or premium add-ons like Knowledge Base and Live Chat as you grow.
Try Groove today!
groovehq.com
Sign up for a free 14-day trial.
It takes just three minutes to set up your Groove mailbox, and then you’ll be delivering awesome, personal support to your customers.
that leaves you with 13 days, 23 hours and 55 minutes to deliver awesome, personal support to your customers.
Running a small businesses is hard enough. You don’t have time for a complicated helpdesk.
Join more than 2,000 customers and sign up for Groove now.