ToolGPA

NOVEMBER 2026

Hesk

The Insider's Guide

PHP help desk you host yourself, or a flat-fee cloud version



Every plan, grade, refund rule and rival among help desk and live chat tools, read from Hesk's own pages.

Made by Hesk · checked Nov 12, 2026 · toolgpa.com

2.4
GPA

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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Hesk's own pages, its app-store listings and our grades. Every fact in it is on Hesk's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

2.4

GPA, above 36 of the 66 other help desk and live chat tools we grade

Hesk is a help desk and ticket system that runs on your own PHP and MySQL hosting, or as a hosted service called Hesk Cloud. Tickets can be submitted, assigned and answered, and a built-in knowledge base lets customers find answers first. The self-hosted edition is free; cloud plans charge a flat fee instead of a per-agent price.

> "
>
> **The free edition needs a PHP and MySQL server and you run the install.**
>
> From our grade for ease of use

To get you started, here are **9 things to know about Hesk**, taken from its own pages and our grades.

1 **Best for a small team wanting a plain ticket system**

It covers tickets and a knowledge base and not much more, and the free edition has no hosting, backups or email setup.

2 **Paid plans start at $29.99 a month**

As its pricing page puts it: $29.99 per month for up to 10 agents (Hesk Cloud).

3 **There is a free plan**

Hesk Free: install it on your own PHP/MySQL server at no cost; you handle hosting, updates and backups.

4 **It runs on Web**

Web.

5 **Ticket management**

Customers submit tickets that staff track, assign and answer, with canned responses and automatic assignment to cut repeat typing.

6 **Built-in knowledge base**

A self-help knowledge base sits alongside the ticket form so customers can find answers before they write in.

7 **Self-hosted or cloud**

Run it on your own PHP/MySQL hosting, or choose Hesk Cloud in a US, EU or Australian data center.

8 **A 2.4 GPA, above 36 of 66**

That is against the other help desk and live chat tools we grade, on value, the free plan, features, ease of use and platforms.

9 **Keep it**

The plain part of Hesk you could make: help desk and help center. What surrounds it you could not. The 1 things listed below take a company, not a weekend.

Hesk at a glance

PRICING
Free plan, from $29.99 per month for up to 10 agents (Hesk Cloud)

FREE PLAN
Yes

FREE TRIAL
None stated

RUNS ON
Web

MADE BY
Hesk, since 2005

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.4 GPA, fair

The report card

Best for a small team wanting a plain ticket system

HESK is a PHP help desk you can host yourself for free or rent as a flat-fee cloud, from $29.99 a month for up to 10 agents. It covers tickets and a knowledge base and not much more, and the free edition has no hosting, backups or email setup.

TOOLGPA REPORT CARD — **Hesk** — Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	A	Cloud is $29.99 a month for up to 10 agents, about $6 a seat for a team of five, under 60% of the $19 where support tools start. The self-hosted licences are $49.99 and $199.99 once.
Free plan and trial	B	The free edition costs nothing to install on your own PHP and MySQL server. You handle hosting, updates and backups, so it is free only if you have a server.
Features	C	Tickets, a built-in knowledge base, self-hosted or cloud, language packs. Some cloud-only modules, such as escalation and surveys, cannot move to a self-hosted install.
Ease of use	D	No store rating on record. The free edition needs a PHP and MySQL server and you run the install.
Platforms and integrations	C	Web only on the listing, with no integrations on record.
Grade point average		Fair, out of 4.0 **2.4**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Hesk is for

- ✓ Fits if you want a basic ticket system with no per-agent fee
- ✓ Works for a team with a server and someone to run it

Who it is not for

- ✕ Not for you if you have no server or tech help, because the free edition includes no hosting, installation or backups
- ✕ Too light for a team that wants automation and integrations, as none are on record
- ✕ Watch out: a licence only removes branding links and adds support, it unlocks no features
- ✕ Watch out: on Hesk Cloud, email-to-ticket is off by default and you must contact Hesk to turn it on

Good to know

Good for

- ✓ Small teams that want a free help desk on their own server
- ✓ Teams that prefer a flat fee over per-agent pricing
- ✓ Nonprofits and organizations that need a simple ticket form

Worth knowing

- ⓘ The free edition includes no hosting, installation, backups or email-to-ticket setup; the license does not cover them either.
- ⓘ A license only removes branding links and adds support; it activates no new features.
- ⓘ Cloud-only features such as the escalate and survey modules cannot be exported to a self-hosted install.
- ⓘ Email-to-ticket on Hesk Cloud is switched off by default and has to be enabled by contacting Hesk.

PART 02 · PRICING

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

$29.99

A month to start. There is a free plan too

Hesk has a free plan. Paid plans start at $29.99 per month for up to 10 agents (Hesk Cloud).

> **The free edition costs nothing to install on your own PHP and MySQL server.**

From our grade for free plan and trial

HESK FREE

$0

Self-hosted help desk and knowledge base on your own server, with Powered by Hesk links shown.

HESK CLOUD

$29.99

per month for up to 10 agents, billed monthly

Hosted by Hesk with 10 GB of uploads, unlimited tickets and a statistics module. $299 a year if prepaid.

HESK CLOUD PRO

$49.99

per month for up to 50 agents, billed monthly

Adds escalate and survey modules and recurring tickets, with 50 GB of uploads. $499 a year if prepaid.

HESK CLOUD MAX

$99.99

per month for up to 200 agents, billed monthly

Everything in Pro for large teams, with 200 GB of uploads. $999 a year if prepaid.

WEBSITE LICENSE

$49.99

one-time, one self-hosted installation

Removes the Powered by Hesk branding and adds a year of email support; unlocks no new features.

ADVANCED LICENSE

$199.99

one-time, five self-hosted installations

Branding removal on five installations and five years of support from the Hesk team.

The free plan

Hesk Free: install it on your own PHP/MySQL server at no cost; you handle hosting, updates and backups.

Read from hesk.com on Nov 12, 2026.

Ways to pay less

ANNUAL DISCOUNT

Prepay a year of Hesk Cloud and save

Annual prepayment costs $299 (Cloud), $499 (Pro) or $999 (MAX), which the page says saves $60, $100 and $200 against monthly billing.

Stated on hesk.com

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

PHP help desk you host yourself, or a flat-fee cloud version. Here is what it does, as its own site describes it, and what it covers: self-hostable, help desk, help center, ticketing.

> **Tickets, a built-in knowledge base, self-hosted or cloud, language packs.**

From our grade for features

Ticket management

Customers submit tickets that staff track, assign and answer, with canned responses and automatic assignment to cut repeat typing.

Built-in knowledge base

A self-help knowledge base sits alongside the ticket form so customers can find answers before they write in.

Self-hosted or cloud

Run it on your own PHP/MySQL hosting, or choose Hesk Cloud in a US, EU or Australian data center.

Flat pricing without per-agent fees

Cloud plans set a staff limit (10, 50 or 200 agents) and a flat monthly or yearly price, rather than charging each agent.

Cloud-only modules

Cloud Pro and MAX add escalation, survey and recurring-ticket modules; the site says some modules are not available self-hosted.

Language packs

The site lists packs for more than 35 languages that can be enabled in the admin settings.

Where it runs

Web

What it works with

Its own pages name no integrations.

Hesk is made by Hesk, and has been around since 2005.

Where it stands

Its grades against its category, and whether to keep it or make your own

36/66

Other help desk and live chat tools it is graded above

Hesk's GPA of 2.4 is higher than 36 of the 66 other help desk and live chat tools we grade, and level with 12.

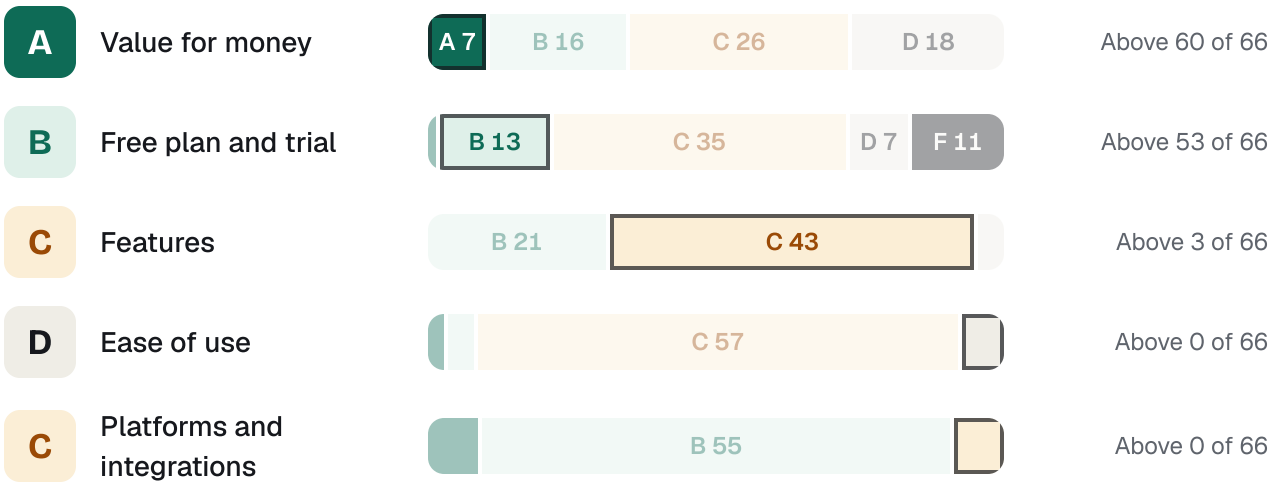
It stands best on value for money (A, above 60 of 66) and worst on ease of use (D, above 0).

Its paid plans start at $29.99 a month, against a middle price of $29 for the category: 35 of the 57 others that charge start lower.

On features, ease of use and platforms it scores 1.7 out of 4. 35 tools score higher and cost less.

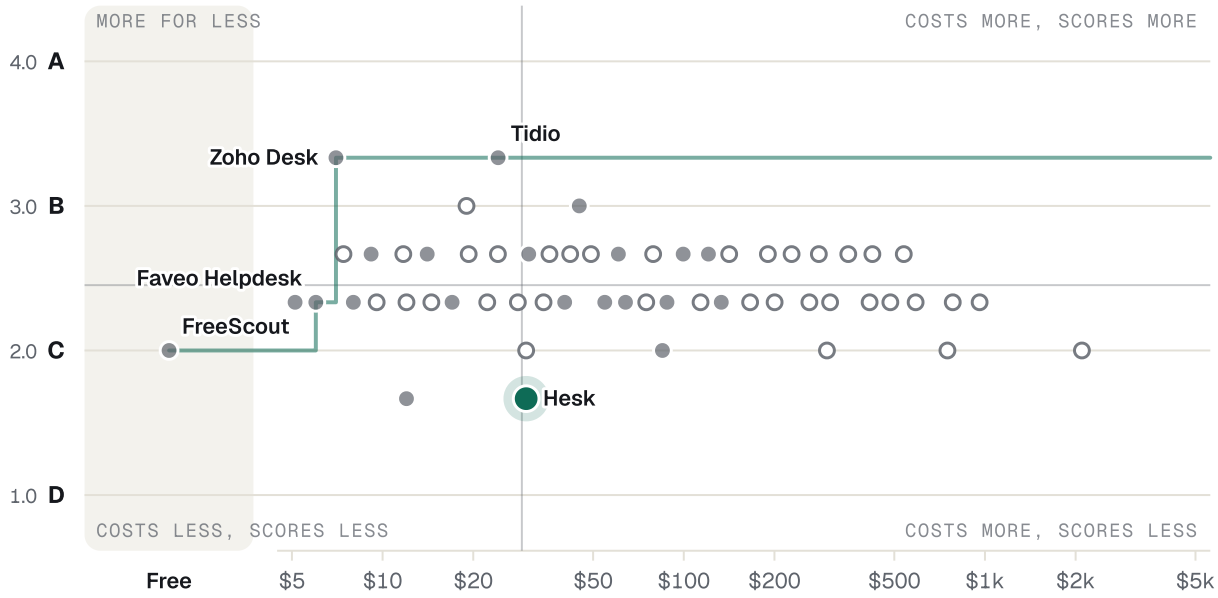
Each grade against the category

Every bar is all 67 help desk and live chat tools we grade, cut by the letter each got. Hesk's own letter is outlined.



Price against what you get

Each dot is one of 59 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. Hesk is the marked dot.



What paid plans start at, a month (each step along is roughly double)

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

The plain part of Hesk you could make: help desk and help center. What surrounds it you could not. The 1 things listed below take a company, not a weekend.

It costs $359.88 a year.

What you could make

- Help desk and help center: an app builder makes these well.

What you could not

- Selling tickets and checking them at the door.

What this rests on. Hesk's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



osTicket, FreeScout, UVdesk, Zammad and LiveAgent

The 5 tools Hesk is most often weighed against, with where each one differs from it.

osTicket

2.2 GPA

Free plan · from $12/mo

Open-source support ticketing, self-hosted or as a cloud edition.

- osTicket is open source, according to its own site.
- Hesk also covers help center and ticketing.
- osTicket also covers shared inbox and workflow automation.

Hesk and osTicket compared in full

FreeScout

2.2 GPA

Free

Free open-source help desk and shared mailbox you host yourself.

- Only FreeScout lists iOS and Android apps.
- FreeScout is open source, according to its own site.
- Hesk also covers ticketing.

Hesk and FreeScout compared in full

UVdesk

2.6 GPA

Free plan · from $8/mo

Open-source help desk for online stores with hosted Pro and Enterprise.

- UVdesk is open source, according to its own site.
- Hesk also covers ticketing.
- UVdesk also covers shared inbox and forms.

Hesk and UVdesk compared in full

Zammad

2.8 GPA

Free plan · from €7/mo

Open-source help desk, hosted in Germany or run on your own server.

- Zammad is open source, according to its own site.
- Hesk also covers help center and ticketing.
- Zammad also covers shared inbox and live chat.

Hesk and Zammad compared in full

LiveAgent

2.6 GPA

Free trial · from $15/mo

Help desk with email tickets, live chat, call center and AI agents.

- Hesk has a free plan. LiveAgent does not, though it has a free trial.
- Only LiveAgent lists iOS and Android apps.
- Hesk is self-hostable, according to its own site.

Hesk and LiveAgent compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

13

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Hesk free?

Hesk has a free plan. Hesk Free: install it on your own PHP/MySQL server at no cost; you handle hosting, updates and backups.

How much does Hesk cost?

Hesk lists 6 plans. Hesk Free: $0.

What platforms does Hesk work on?

Hesk is available on Web.

Does Hesk offer any discounts?

Hesk publicly lists the following: Prepay a year of Hesk Cloud and save.

Does Hesk have an Android app?

No Android app was listed when its pages were read on Nov 12, 2026. Hesk is listed for Web.

Does Hesk have an iPhone app?

No iPhone app was listed when its pages were read on Nov 12, 2026. Hesk is listed for Web.

Is Hesk open source?

Hesk is not described as open source on its own site, as read on Nov 12, 2026.

Can Hesk be self-hosted?

Yes. Hesk's own site says it can be run on a server of your own.

Who makes Hesk?

Hesk is made by a company of the same name. It dates from 2005.

What are the alternatives to Hesk?

The closest alternatives to Hesk in our directory are osTicket, FreeScout, UVdesk, Zammad and LiveAgent.

How does Hesk compare with other help desk and live chat tools?

Hesk's GPA of 2.4 is higher than 36 of the 66 other help desk and live chat tools we grade, and level with 12.

Is Hesk good value for money?

ToolGPA grades Hesk A for value for money. Its paid plans start at $29.99 a month, against a middle price of $29 for the category: 35 of the 57 others that charge start lower.

Could I make my own version of Hesk?

The plain part of Hesk you could make: help desk and help center. What surrounds it you could not.

Where this guide comes from

The prices, plans, platforms and features were read from Hesk's own pages on Nov 12, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Hesk's own pages on 12 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Hesk. Prices change, so check hesk.com before you buy.

hesk.com/remote-help-desk.php
hesk.com/download.php
hesk.com
hesk.com/buy.php
hesk.com/about.php

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

5,038

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

5,038
tools graded

95
categories

739
price changes on record

579
apps priced in 12 countries

What else is on toolgpa.com

Hesk, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/hesk

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Hesk: The Insider's Guide", checked
Nov 12, 2026. https://toolgpa.com/tools/hesk
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Know someone choosing between help desk and live chat tools?

Send them this guide: toolgpa.com/tools/hesk/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Hesk, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 67 help desk and live chat tools we grade, compared

Zoho Desk Insider's Guide

Low-cost ticketing help desk with a free plan for three users

3.4 GPA

Tidio Insider's Guide

Live chat, ticketing and the Lyro AI agent priced by conversations

3.2 GPA



tawk.to Insider's Guide

Free live chat, ticketing and help center, with paid add-ons

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Hesk's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Hesk is a trademark of its owner, and this guide is not made, paid for or approved by Hesk. Prices and plans change: check hesk.com before you buy.