

LIBREDESK

Modern, open source, self-hosted customer support desk. Single binary app.

Why build another customer support desk?

- Intercom, Zendesk cost \$99/month
- Many alternatives are limited (open-core) or abandoned
- At Zerodha we wanted a self-hosted solution without limits for ~500 agents
- And honestly, I was looking for something interesting to work on



How do you start building something alone?

- No customer support software experience
- Solo = iterate fast
- Made it work for us first, our pain points with OSTicket
- Got early feedback from support team
- Open sourced, posted on Hacker News → front page validation

Why Go, Vue, and PostgreSQL?

- Go: Fast, reliable, single binary
- Vue: Easy to reason, clean syntax and no JSX
- PostgreSQL: Advanced features when you need them, simple when you don't [think embeddings, just install pgvector!]
- Technologies I knew and enjoy working on

<https://demo.libredesk.io>

**Live
demo**

What's happening & what's next?

- ~300 installations worldwide
- ~1700 stars on github
- Live chat widget + AI assistant
- Help center for self-serve
- Make Libredesk a strong contender in customer support space
- There's no rush

How can you get involved?

- Try it out - libredesk.io
- Contribute - code, docs or anything

Thank you

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