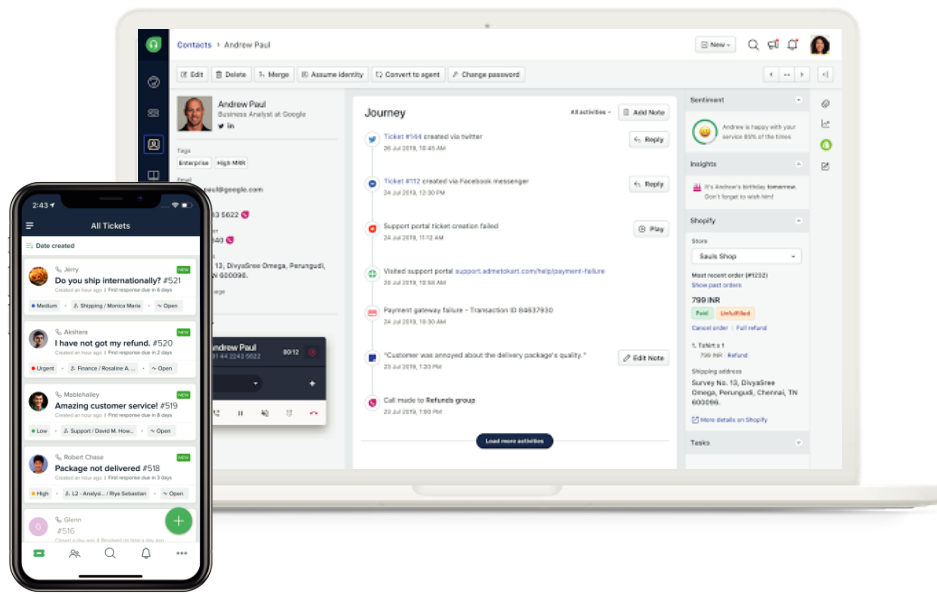# freshdesk

Power up your support with the Ultimate Customer Service Software
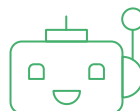

Freshdesk is a modern customer service platform that helps you deliver seamless, cross-channel customer service. Our platform is quick to deploy, easy to use, scales to businesses of all sizes.

Why Freshdesk?

Unify customer service across channels

Upgrade your contact center with AI

Make service personal with a 360° customer view

Get your team on the same page

Win Customers-for-Life with Freshdesk

Improve CSAT with delightful service across channels

Our platform unifies email, phone, chat, instant messaging, social media, and mobile app conversations on a single screen for your team to deliver a delightful experience to your customers.

Deploy a branded customer portal with a knowledge base and community forum for a seamless self-service experience.

Build a 360-degree view of your customer with profiles, conversations and activity history, so your agents have the right context to solve customer issues faster.

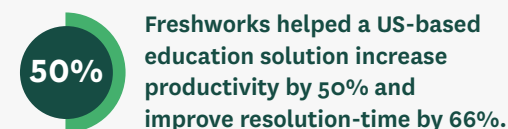**96%** · **A UK-based travel company achieves 96% CSAT using Freshworks.**
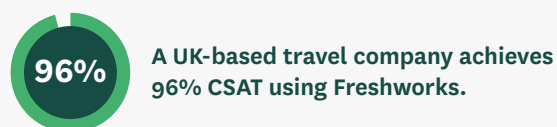
Level up contact-center operations

Design smart workflows, create granular groups and set custom SLAs tailored for your business to improve resolution time by bringing tickets to the attention of the right people at the right time.

Leverage analytics and team dashboards to track key service metrics, identify insights and remove bottlenecks in your processes. Balance agent workload across channels by auto-assigning tickets based on agent's available bandwidth and their skills.

Solve customer issues faster with in-context collaboration between internal and outsourced contractors. Provide on-site service for your customers by managing field-technician visits right within the helpdesk.

50% · **Freshworks helped a US-based education solution increase productivity by 50% and improve resolution-time by 66%.**
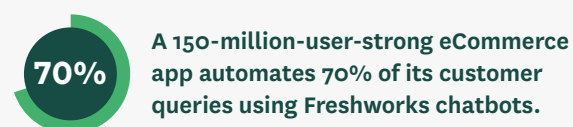
Future-proof your customer service with AI chatbots

Our platform has AI by default so you can deliver instant answers to your customers and guide your agents to resolve queries at speed.

Easily set up chatbots on your website and mobile app to deliver instant, precise answers to customers and bring in a support agent only when necessary.

Guide your agents with suggested answers and next-best-actions while automating repetitive tasks like categorizing incoming queries. Give your team time to focus on what they do best - delighting your customers.

70% · **A 150-million-user-strong eCommerce app automates 70% of its customer queries using Freshworks chatbots.**

Scale effortlessly with an enterprise-ready platform

Our enterprise-grade products are quick-to-setup, easy to use and easy to adapt to your changing business needs. You don't need an army of developers to support your support software.

With 600+ integrations on the Freshworks Marketplace and open APIs, our platform connects to your IT systems like your cloud-telephony, CRM and order management systems with ease.

From transparent pricing and onboarding services to dedicated customer success and enterprise-grade support, our team of experts is invested in making your business successful.

8 weeks · **An American media-broadcasting service with 9 million consumers implemented Freshworks in less than 8 weeks.**
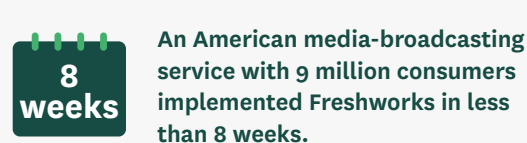
Product Capabilities

Feature	Estate Plan	Forest Plan
Robust Ticketing		
Email ticketing	✔	✔
Time-tracking	✔	✔
Ticket templates	✔	✔
Dynamic & multilingual ticket forms	✔	✔
Satisfaction surveys - customizable	✔	✔
Annotated image attachments	✔	✔
Split & merge ticket	✔	✔
Ticket activities	✔	✔
Social Media Engagement		
Advanced twitter channel	✔	✔
Advanced facebook channel	✔	✔
Social signals	✔	✔
Self-service		
Multilingual knowledge base	✔	✔
Auto-suggest solutions	✔	✔
Article versioning	✔	✔
Community formums	✔	✔
Customizable help widget	✔	✔
Embeddable contact form, solution Articles	✔	✔
Public portal customization	✔	✔
Frustration tracking	✔	✔
Support bot	✔	✔
Modern Phone System Powered By Freshcaller		
Local/toll-free numbers	✔	✔
Number porting	✔	✔
Click to call	✔	✔
Advanced call queues	✔	✔
IVR	✔	✔
Call masking	✔	✔
Voicemail & transcription	✔	✔
Inbound caller id	✔	✔
Smart escalations	✔	✔

Feature	Estate Plan	Forest Plan
Modern Phone System Powered By Freshcaller		
Call monitoring	✔	✔
Call barging	✔	✔
Conference calling	✔	✔
Advanced call metrics	✔	✔
Custom reports	✔	✔
Queue callback (virtual hold)	✔	✔
Non-business hour routing	✔	✔
Holiday routing	✖	✔
Service level monitoring	✖	✔
Adbandoned metrics	✖	✔
Live-chat And Instant Messaging Powered By Freshchat		
Customer chat widget	✔	✔
Answer bot	✔	✔
Custom bot	✔	✔
Message channels	✔	✔
Triggered messages	✔	✔
Assignment rules	✔	✔
Smartplugs	✔	✔
Integrated faqs	✔	✔
Basic reporting	✔	✔
Email campaigns	✔	✔
In-app campaigns	✔	✔
Intelliassign	✖	✔
Co-browsing	✖	✔
Multilingual faqs	✖	✔
Advanced reporting	✖	✔
Collaboration		
Linked tickets	✔	✔
Shared ownership of tickets	✔	✔
Parent-child ticketing	✔	✔
Contextual collaboration with Freshconnect	✔	✔

Product Capabilities

Feature	Estate Plan	Forest Plan
Agent Productivity		
Shared & personal canned responses	✔	✔
Auto-refresh	✔	✔
Agent collision detection	✔	✔
Traffic cop	✔	✔
Public & private notes in ticket	✔	✔
Filtered search	✔	✔
Occasional agents	✔	✔
Identify contacts through external id	✔	✔
Custom ticket views	✔	✔
Tags	✔	✔
To-dos	✔	✔
Session replays	✔	✔
Canned forms	✔	✔
Helpdesk Automation & Sla Management		
Time-triggered automation	✔	✔
Event-triggered automation	✔	✔
Round-robin ticket assignment	✔	✔
Load-balanced ticket assignment	✔	✔
Skill-based ticket assignment	✖	✔
SLA reminders	✔	✔
Multiple SLA policies	✔	✔
Reports & Dashboards		
Ticket volume trends	✔	✔
Agent and group performance	✔	✔
Satisfaction survey	✔	✔
Timesheet summary report	✔	✔
Ticket lifecycle report	✔	✔
Custom reports	✔	✔
Export reports	✔	✔
Schedule reports	✔	✔

Feature	Estate Plan	Forest Plan
Field Service Management		
Service task management	✔	✔
Field team management	✔	✔
Scheduling dashboard	✔	✔
Curated reports for team performance	✔	✔
Curated report for volume trends	✔	✔
Field service management	✔	✔
Android app, iOS for field service	✔	✔
Push notifications	✔	✔
Time tracking and logging	✔	✔
Customer signature	✔	✔
Location navigation	✔	✔
Customize Your Helpdesk		
Custom domain mapping	✔	✔
CSS customization	✔	✔
API access	✔	✔
Multiple time zones, business hours	✔	✔
Multiproduct helpdesk	✔	✔
Extend Your Helpdesk		
Integrate with 600+ apps	✔	✔
Custom apps	✔	✔
Freshdesk for iOS, android	✔	✔
Change Management & Security		
Audit logs	✔	✔
Sandbox	✖	✔
Single sign on (with saml)	✔	✔
Data center location	✔	✔
Skim/dmarc	✔	✔
Custom email services	✔	✔
Custom ssl certificates	✔	✔
IP whitelisting	✖	✔
Aicpa SOC ii compliance	✔	✔
HIPAA compliance	✖	✔