

Field service management

for freshdesk

combines an omnichannel helpdesk with field service capabilities and extensive reporting to give you the complete package for providing excellent support.

On field as well as off it.

Find out more!



Coming soon

- Asset Management
- Geo-location tracking
- Calendar Integrations
- Service Forms and Checklists
- Knowledge Management

Introducing Field service management

Go the extra mile. Literally.



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 **freshdesk**
by freshworks



Schedule and Dispatch



Create **service tasks**, share details, addresses and more, easily with field technicians.



Create **service groups** for field technicians based on parameters like geography, and availability.



Use the **Scheduling Dashboard** to set up appointments, assign tasks and balance workloads.



Keep field technicians in the loop. **Share conversations** and grant access to relevant information.



Field Service



Plan your **daily schedule** and manage tasks on the go with the FSM mobile app.



Access information **even when offline** in field and get better visibility into issues.



Attach photographs, private notes, customer signatures and **provide live updates** from the field.



Track billable hours for each service task, and charge for your support accordingly.



Monitor Performance



Measure field technician **performance remotely** with Freshdesk's intelligent analytics.



Track support volume trends as well as performance trends of your field teams.



Spot patterns in your support. **Use automations** to eliminate redundancy and increase efficiency.



Get actionable insights, simplify workflows, and take data-driven decisions to grow your team.