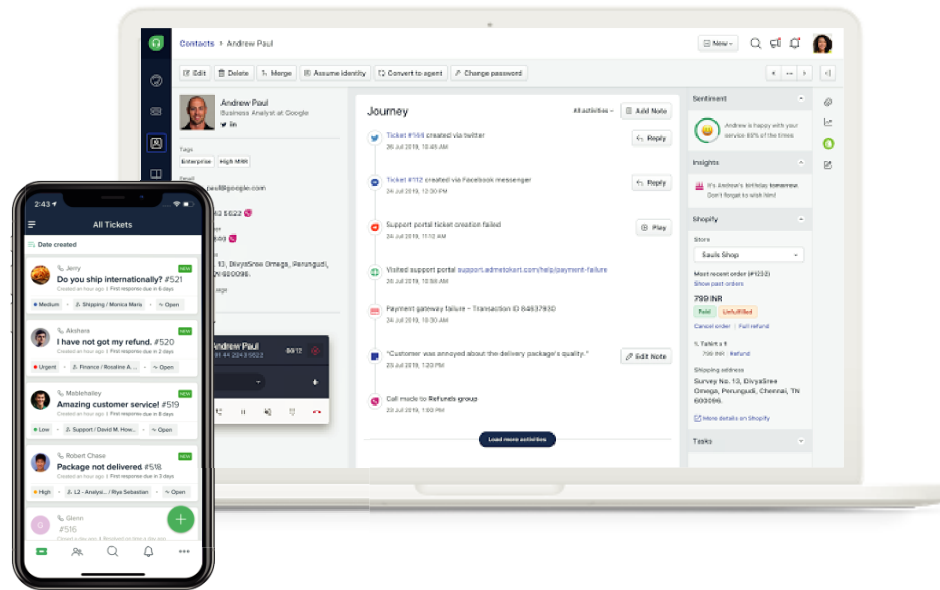


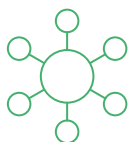


The Ultimate Customer Service Software To Win Customers-for-life!

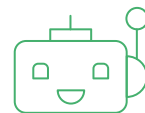


Freshdesk is the next generation of customer service software for your business to deliver seamless customer service across all channels -including email, phone, social media, live chat, and even instant-messaging channels. From AI-chatbots for instant-resolution to a 360°-view of the customer for your agents to solve faster, Freshdesk will help you make customer service your competitive advantage.

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.



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.



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.



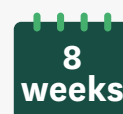
A 150-million-user-strong eCommerce app automates 70% of its customer queries using Freshworks chatbots.

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.



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

Product Capabilities



Feature	Estate	Forest
Support Channels		
Email ticketing	✓	✓
Portal	✓	✓
Twitter	✓	✓
Facebook	✓	✓
Website/ticket forms	✓	✓
Multilingual ticket forms	✓	✓
Knowledge base	✓	✓
Community forums	✓	✓
Proactive support via social tab	✓	✓
Social attachment	✓	✓
Basic Freshcaller Integtarion	✓	✓
Advanced Freshchat & Freshcaller Integtarion	✓	✓
Ticketing		
Reply to tickets	✓	✓
Forward tickets	✓	✓
Add private notes	✓	✓
Add public notes	✓	✓
Watch tickets	✓	✓
Merge tickets	✓	✓
Split tickets	✓	✓
Set status	✓	✓
Set custom statuses	✓	✓
Set priority	✓	✓

Feature	Estate	Forest
Ticketing		
Edit tickets	✓	✓
Print tickets	✓	✓
Mark tickets as spam	✓	✓
Delete tickets	✓	✓
View requester info	✓	✓
Filter tickets	✓	✓
Create custom ticket views	✓	✓
Customize Table View	✓	✓
Perform bulk actions	✓	✓
Ticket Export	✓	✓
Using Tags	✓	✓
Shared canned responses	✓	✓
Personal canned responses	✓	✓
Ticket Templates	✓	✓
Insert solution articles	✓	✓
Agent collision detection	✓	✓
Traffic cop	✓	✓
Add a to-do	✓	✓
Add reminders to your to-do list	✓	✓
Add time to tickets	✓	✓
Public ticket URL	✓	✓
Auto refresh ticket list and details	✓	✓
Ticket activity log	✓	✓
Manual override due date and time	✓	✓

Product Capabilities



Feature	Estate	Forest
Ticketing		
Send outbound email	✓	✓
Filtered search	✓	✓
Add to response	✓	✓
Multifile attachments	✓	✓
Annotated Image Attachments	✓	✓
Quick Actions in Ticket Replies	✓	✓
Focus mode	✓	✓
Summary App	✓	✓
Session Replay	✓	✓
Undo Send	✓	✓
Sort ticket conversations	✓	✓
Canned Forms	✓	✓
Collaboration		
Linked tickets	✓	✓
Shared ownership	✓	✓
Parent child ticketing	✓	✓
Contextual collaboration with Freshconnect	✓	✓
Automations		
Automations that run on ticket creation	✓	✓
Time-triggered automations	✓	✓
Event-triggered workflow automation	✓	✓
Scenarios	✓	✓
Automatic email notification	✓	✓

Feature	Estate	Forest
Automations		
Round robin ticket assignment	✓	✓
Load balanced ticket assignment	✓	✓
Skill based ticket assignment	✗	✓
Helpdesk Management		
Service Level Agreement (SLA)	✓	✓
Mutiple SLA Policies	✓	✓
SLA Reminder	✓	✓
SLA Violation Escalation	✓	✓
SLA for every response	✓	✓
Business hours	✓	✓
Multiple Business hours	✓	✓
Multiple time zone	✓	✓
Custom ticket fields	✓	✓
Dependent fields	✓	✓
Dynamic ticket form	✓	✓
Multiple products	✓ upto 5 products	✓
Freshdesk Marketplace		
Apps	✓	✓
Custom Apps	✓	✓
Email marketing and CRM apps	✓	✓
Survey & feedback apps	✓	✓
Time tracking and invoicing tools	✓	✓
Cloud telephony integration app	✓	✓
API Access	Rate Limit - L (400 calls/min)	Rate Limit - XL (700 calls/min)

Product Capabilities



Feature	Estate	Forest
Change Management		
Audit Log	✗	✓
Sandbox	✗	✓
Agent Management		
Agent groups	✓	✓
Agent roles	✓	✓
Custom agent roles	✓	✓
Agent scope	✓	✓
Time zone for agents	✓	✓
Agent portal language	✓	✓
Occasional agents	✓	✓
Agent signature	✓	✓
Assume identity	✓	✓
Agent reply template	✓	✓
Agent shifts (Beta)	✗	✓
Customer Management		
Create contacts	✓	✓
Create companies	✓	✓
Contact and company fields	✓	✓
Custom contact and company fields	✓	✓
Merge contacts	✓	✓
Satisfaction surveys - Standard	✓	✓
Satisfaction surveys- Customisable	✓	✓
Multilingual satisfaction surveys	✓	✓
Link multiple companies to contact	✓	✓
External ID support	✓	✓

Feature	Estate	Forest
Customer Management		
Customer Journey	✓	✓
Customer 360	✓	✓
Customer Segments	✓	✓
Customer Timeline	✓	✓
Customer Timeline Activity APIs	✓	✓
Self Service		
Email to Knowledge Base	✓	✓
Private Knowledge Base	✓	✓
Auto suggest solutions	✓	✓
Multilingual Knowledge Base	✓	✓
Advanced article bulk actions	✓	✓
Automatic article reordering	✓	✓
Advanced article filtering	✓	✓
Multi-product content management	✓	✓
Article Versioning	✓	✓
Approval workflow	✗	✓
Appearance customization in the help widget	✓	✓
Widget APIs	✓	✓
Frustration prediction in the help widget	✓	✓
Multilingual contact form in the help widget	✓	✓
Multilingual knowledge base in the help widget	✓	✓
Page specific solutions	✓	✓
Customer journey in the help widget	✓	✓



Feature	Estate	Forest
Self Service		
Customer journey in the help widget	✓	✓
AI features from Freddy Starter		
Email bot	✗	✓
Agent scripts	✗	✓
Social Signals	✗	✓
Thank you detector	✗	✓
Ticket field suggester / Auto triage	✗	✓
Article suggester	✗	✓
Bot reporting	✗	✓
Customization		
Public portal customization	✓	✓
Dynamic Placeholders	✓	✓
Custom domain mapping	✓	✓
CSS customization	✓	✓
Multi-language customer portal	✓	✓
Complete portal customization	✓	✓
Freshthemes	✓	✓
Automatic site map generation	✓	✓
Analytics and Reporting		
Agent and Group Performance	✓	✓
Helpdesk in-depth	✓	✓
Drill down into tickets	✓	✓
Performance Distribution	✓	✓
Ticket volume trend	✓	✓

Feature	Estate	Forest
Analytics and Reporting		
Customer Analysis	✓	✓
Ticket Lifecycle Report	✓	✓
Time Sheet Summary report	✓	✓
Custom Reporting	✓	✓
Data Export	✓	✓
Saving Reports	✓	✓
Scheduling Reports	✓	✓
Export Ticket Activities	✓	✓
Export Ticket Properties	✓	✓
Default Dashboard	✓	✓
Team Dashboards	✓	✓
Gamification		
Arcade	✓	✓
Customer Service		
Knowledge base	✓	✓
Community forums	✓	✓
24x7 email support	✓	✓
24x5 chat support	✓	✓
24x5 phone support	✓	✓
Omnichannel Customer Timeline	✓	✓
Omnichannel Activity API	✓	✓
Omniroute	✗	✓
Migration		
Zendesk to Freshdesk Migration	✓	✓



Feature	Estate	Forest
Security		
SSO	✓	✓
SSO with SAML	✓	✓
IP whitelisting	✗	✓
Domain whitelisting (Helpdesk restriction)	✓	✓
Custom email servers	✓	✓
SSL	✓	✓
Custom SSL	✓	✓
Password policy for agents and customers	✓	✓
DKIM/DMARC	✓	✓
Data center	✓	✓
HIPAA Compliance	✗	✓
Mobile Apps		
Freshdesk Mobile app	✓	✓
Freshchat		
Freshchat - Freshdesk integration	✓	✓
400K Monthly unique visitors	✓	✓
Customer chat widget	✓	✓
Message channels	✓	✓
Customer context	✓	✓
Assignment rules	✓	✓
SmartPlugs	✓	✓
Integrated FAQs	✓	✓
Basic reporting	✓	✓
IntelliAssign	✓	✓
Co-browsing	✓	✓
Multi-lingual support	✓	✓

Feature	Estate	Forest
Freshchat		
Advanced reporting	✓	✓
IP whitelisting	✗	✓
Freshcaller		
Basic Freshcaller - Freshdesk integration	✓	✓
Advanced Freshcaller - Freshdesk integration	✓	✓
Purchase Local/Toll-free numbers	✓	✓
Number Porting	✓	✓
Click to call	✓	✓
Advanced call queues	✓	✓
IVR	✓	✓
Call masking	✓	✓
Voicemail	✓	✓
Voicemail transcription	✓	✓
Inbound caller ID	✓	✓
Warm transfer	✓	✓
Smart escalations	✓	✓
Call monitoring	✓	✓
Call barging	✓	✓
Conference calling	✓	✓
After Call Work (ACW)	✓	✓
Advanced call metrics	✓	✓
Custom call centre reports	✓	✓
Queue callback (virtual hold)	✓	✓
Non-business hour routing	✓	✓
Holiday routing	✓	✓
Service level monitoring	✗	✓
Abandoned metrics	✗	✓
Speech-enabled IVR	✗	✓
Voicebot	✗	✓
Bot reporting	✗	✓

