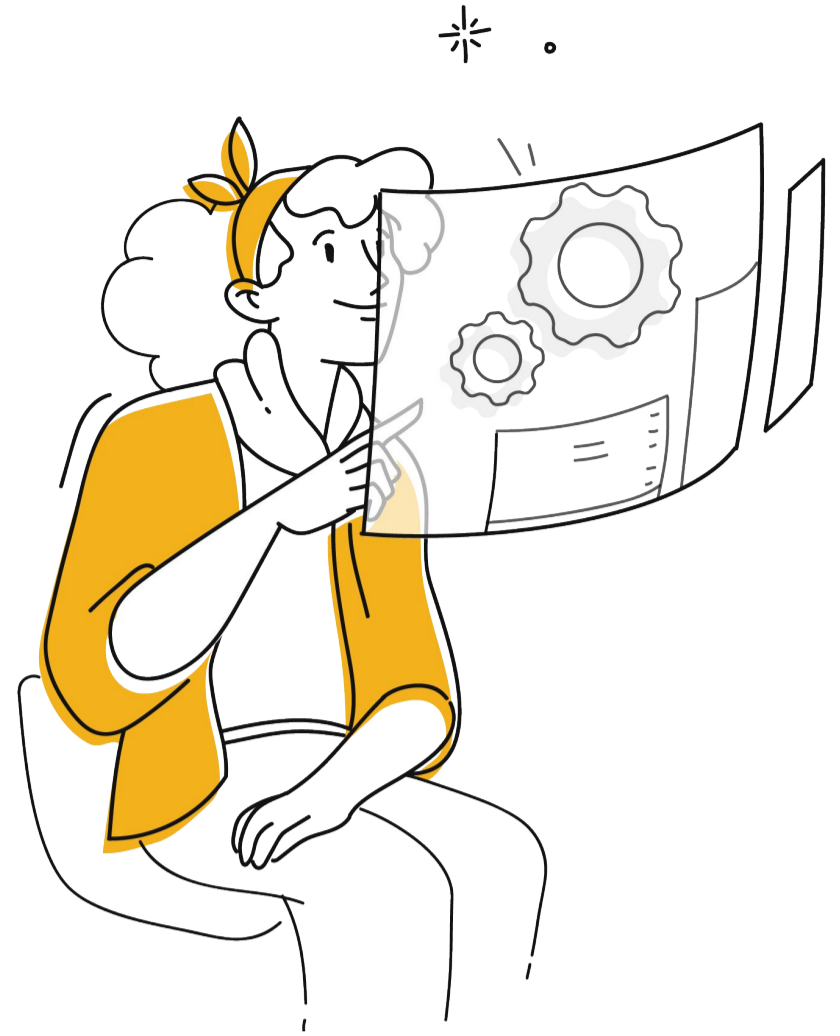


Self-Service made easy with Virtual Agent

Provide instant and round-the-clock support for employees within Microsoft Teams.



Freshservice's Virtual Agent, powered by Freddy empowers enterprises to provide a best-in-class digital experience to their employees with an intelligent and predictive conversational AI solution.

Why do we need this feature?

Enhanced Ticket Deflection

Deflect frequently reported issues and common requests and relieve agents from manual tasks.

Conversational Support

With Virtual Agent's NLU, employees can simply chat to get their work done.

On demand Self-service

Provide delightful employee support by offering on-demand self-service.

Benefits of Virtual Agent

Pre-trained Virtual Agent

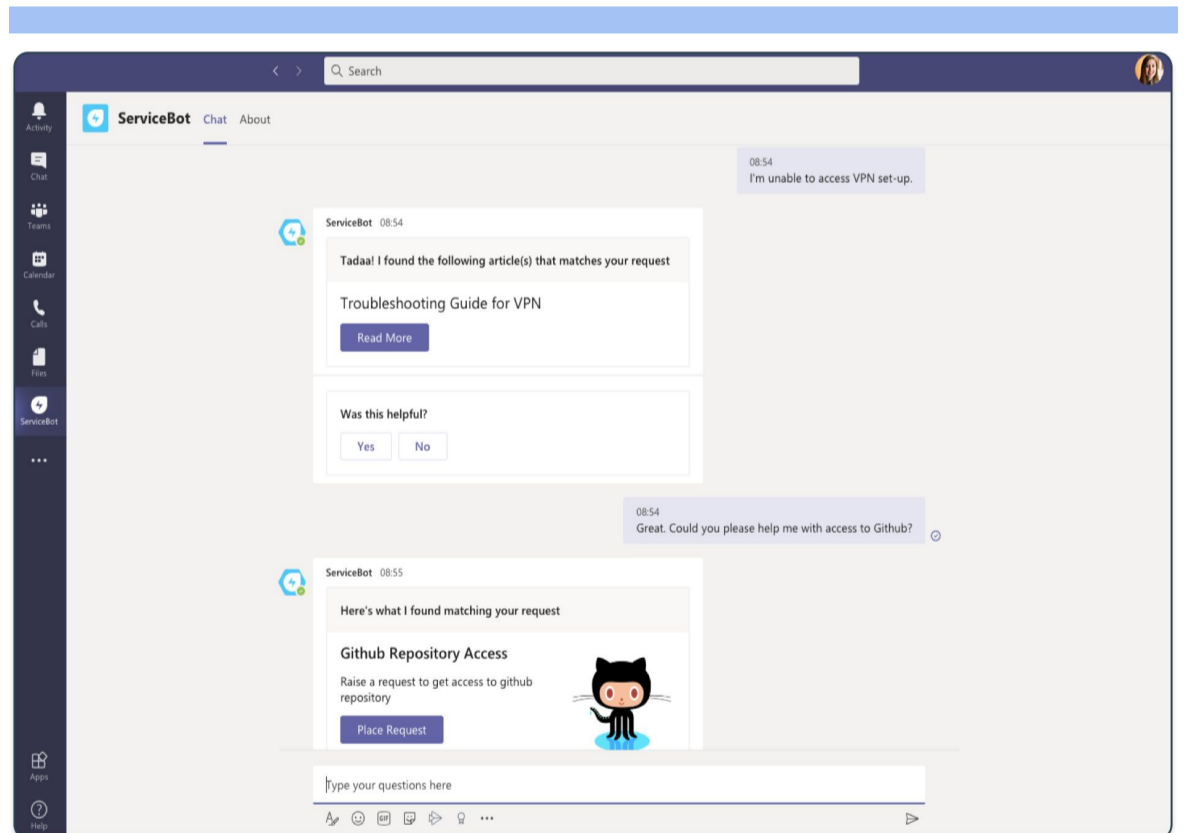
Requires zero installation cost or any additional configuration.

Quick time to value

Deflect tickets and automate tasks for your agents right from Day 1.

Integrated ITSM

Get the combined power of robust ITSM tool and virtual agent to deliver quality employee support.



Available from Enterprise plan with 2000 suggestions/month/account
VA Suggestions Pack: 500 suggestions @ \$250

Why Freshservice?

Freshservice is a cloud based AI enabled solution, designed to solve service management requirements for modern organizations. Freshservice provides a breadth of capabilities in IT Service Management, IT Operations Management, and, IT Asset Management.

Built with both the IT and functional users in mind, Freshservice delivers great employee experience by bridging silos between IT and employees to transform and digitize the workplace.

