



Customer support revolution



Bring your Teams Together to Deliver Exceptional Customer Support

Customer service is the new age marketing. With the rapid growth of social media platforms, customer-brand engagement have increased multi folds and has become paramount for the success of a business. This has resulted in a huge volume of customer support queries and a traditional assembly line style of customer service just doesn't make the cut. A new agile pit-stop model of customer service through collaboration between different teams is the way to go and Freshdesk provides a one stop solution for your enterprise to make this new age transition.

Freshdesk is a context-sensitive, multichannel customer support solution that allows your enterprise to anticipate, automate and accelerate customer interactions, improve customer experiences, increase customer lifetime value and revenue, while improving customer support agent efficiency through game mechanics and smart automations.

Simple and Business Oriented



Easy Setup and Implementation

Get up and running quickly with a help desk tailored to meet your needs. Our customers can start using the helpdesk without any training. Go live in half the time as our competition with 100% adoption in just 15 days.



Simplified Administration

Common, web-based administration capabilities for customer support supervisors and managers help reduce configuration complexity, eliminate duplication, reduce errors, and lower implementation time and cost.



Reporting

Historical and real-time displays with dynamic filtering provide easy-to-read information on Key Performance Indicators (KPIs), contact summaries and consolidated multichannel reports. This helps reduce the time spent analyzing data and allows more time for coaching agents, helping improve both agent and supervisor productivity.

On-the-go using Mobile

The Freshdesk Android and iOS apps helps agents stay connected with the customer support system on-the-go. The push notification facility and option to customise them to the choice of agents increases agent productivity and also the overall customer support score by reducing the first response time and the resolution time.





Scalability and Customer Service



Resilience

Freshdesk has a close to 100 percent run time to ensure business continuity without any disruptions.



Best in Class Support

Friendly and accessible, we believe that the customer is king, and this has been deeply ingrained in our DNA. At Freshdesk, we believe in proactive customer support, like the product we build and this has been our secret for success. We go the extra mile right from onboarding, implementation, customisation to integration and beyond to ensure our customers a pleasant experience working with Freshdesk. Personalized onboarding support, proactive customer engagement, free 24*7 support from world class support team across all plans helped us get rated the best in customer support by G2 crowd.

Lean, Fast, Reliable, and Consolidated



Unified Multi-channel Customer Support:

The cloud based customer support platform makes it quick and easy for agents to interact with customers regardless of the channel. Agents use Freshdesk to manage customer queries across platforms through email, integrated calling facility, web chat, and social media. The application can be configured to allow each agent to handle these interactions individually or simultaneously like a pit-stop model.



Intuitive

Freshdesk is refreshingly easy to use, and takes very little time to get started with- if you need something it's right there where you need it



Customization

In Freshdesk, you can also customize your helpdesk portal like your website or even better create your own one exactly the way you want.



Customer Self Service

Reducing the number of customer requests agents handle, dramatically improves agent and business efficiency. Adding knowledge base to the customer support page to resolve complete or part of customer query or even to get some information reduces the stress on the agents.



Multi lingual support

Freshdesk platform can be customised in French, Spanish, Portuguese, German etc. The Freshdesk portal supports 32 languages. This can be set for the entire helpdesk or the agents have an option to select the most comfortable language for themselves to access the portal. Furthermore, your customers can also select their preferred language to access the customer portal too



Speed

30-50% faster ticket resolution, 25% increase in productivity

Security and Compliance

Freshdesk is committed to protecting your privacy. Freshdesk Inc. participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework. Freshdesk's data center, managed by AWS, is certified for ISO 27001, SOC I, II and III compliance. (<https://freshdesk.com/privacy>)

