



Customer Happiness, refreshingly easy



Freshdesk's cloud-based customer support software gives you everything you need to deliver exceptional support

WHY FRESHDESK?



Quick to setup, easy to use

Get up and running quickly with a helpdesk tailored to meet your needs



Multi-channel support

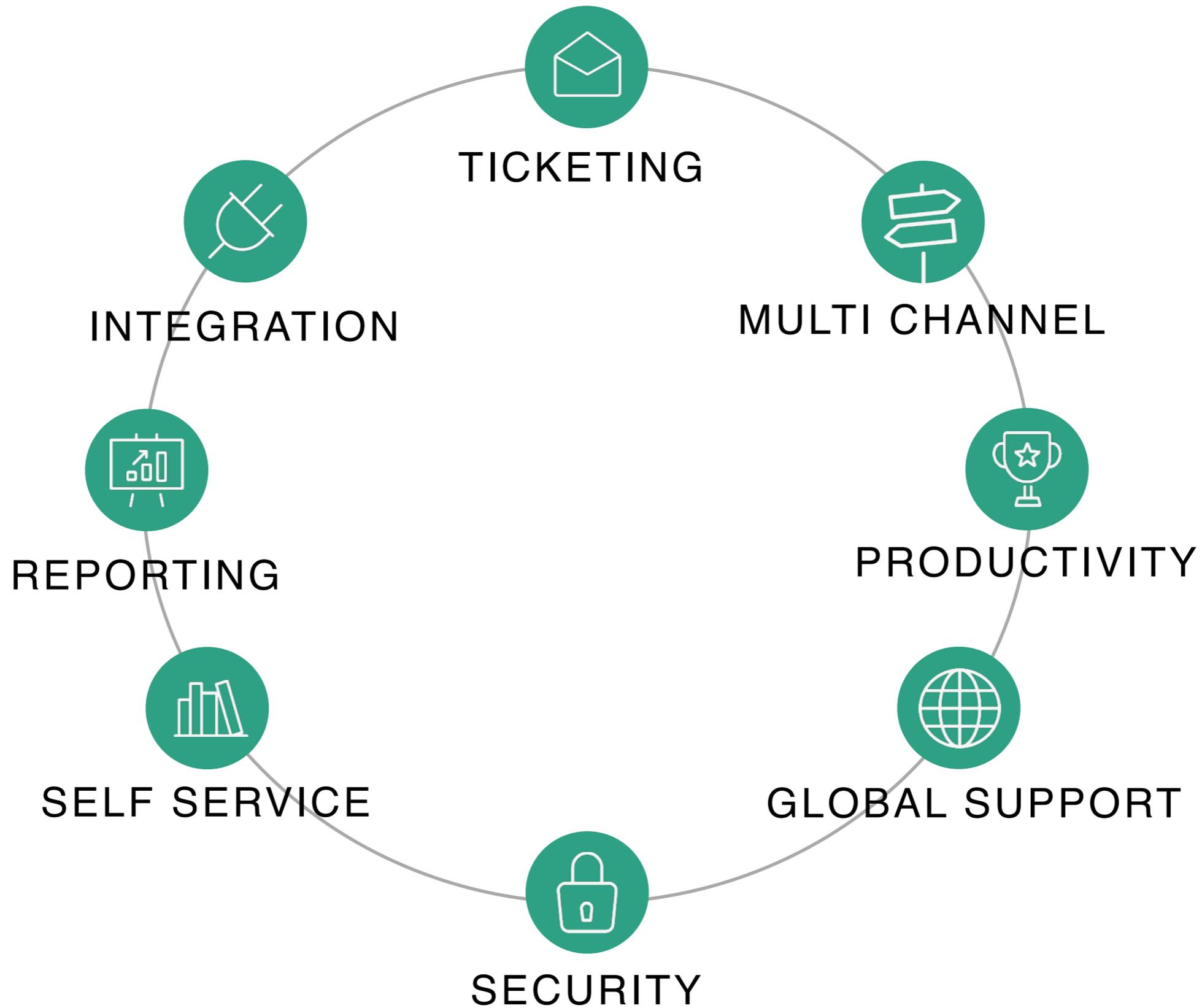
Stay on top of requests, no matter how customers choose to contact you

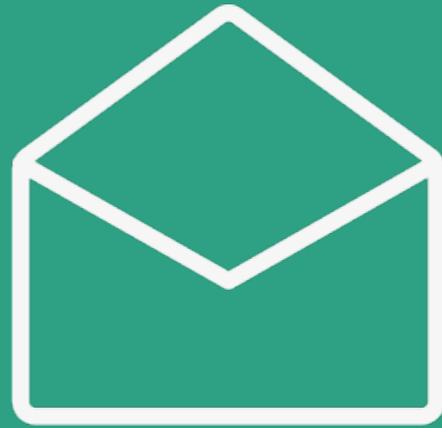


Happy, engaged agents

Boost productivity and engagement with automations and game mechanics

KEY FEATURES





POWERFUL TICKETING SYSTEM

Ensures that every ticket is is prioritized,
tracked and resolved quickly



TEAM INBOX

Collaborate with your team using Freshdesk's shared inbox and resolve issues smoothly

Tickets / Ticket #317

2 **1** [Reply](#) [Forward](#) [Add note](#) [Close](#) [Merge](#) [Scenarios](#) [more](#) [Show Activities](#) **NO**

Have not been refunded money yet.
John reported a day ago (Mon, 11 Aug at 11:00 PM) via Email

I ordered a hard disk on 8/19/14 but cancelled the order the very next day. Money hasn't been refunded though. Any updates?

Saul added a private note a day ago (Mon, 11 Aug at 11:36 PM)
Notified to : bertie@sauls.com, goodman@sauls.com

Complaints are increasing. Should we change our payment gateway vendors?

Reply to: scrooge.john@outlook.com

From: Saul's <support@sauls.freshdesk.com> [Cc](#) [Bcc](#)

B *I* U

Hey John,
Terribly sorry to hear that. We are looking into it right now.

Open
Due in 3 days
on Mon, 25 Aug at 12:17 pm [Change](#)

Requestor Info

John
[scrooge.john@outlook.com](#)
[Recent tickets](#)

Ticket Properties [Update](#)

Priority * **Status ***

Medium Open

Source **Type**

Email Problem

Group

Support

Agent

Saul



SERVICE LEVEL AGREEMENTS

Set, manage, and meet customer expectations by setting up service level agreements (SLAs) for support

SLA Targets
Set Service Level Targets for each ticket priority

Important: Response and resolution time should be within 15 min to 12 months. ✕

Priority	Respond within	Resolve within	Operational Hrs	Escalation email
Urgent	15 Mins	30 Mins	Calendar Hours	<input checked="" type="checkbox"/>
High	15 Mins	1 Hrs	Business Hours	<input checked="" type="checkbox"/>
Medium	30 Mins	3 Hrs	Business Hours	<input checked="" type="checkbox"/>
Low	2 Hrs	5 Hrs	Business Hours	<input checked="" type="checkbox"/>

Apply this to:
Choose when this SLA policy must be enforced

✕ Group ✕

+ Add new

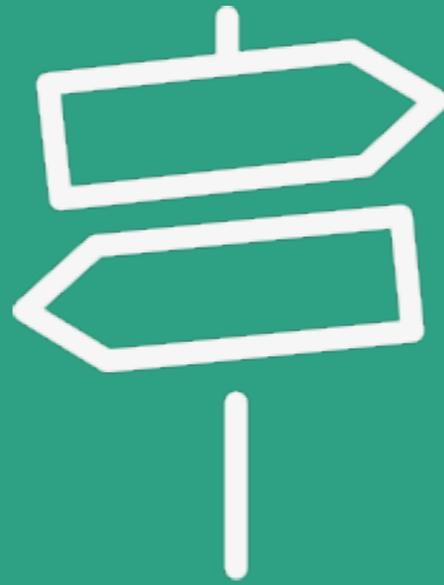
What happens when this SLA is violated?

Set Escalation Rule when a ticket is not **responded to** on time

✕ Escalate ⇅ ✕

SET RESOLUTION TIME

ACTION FOR SLA VIOLATION



MULTI-CHANNEL

Manage all your support conversations
in one place



EMAIL TICKETING

Manage multiple support email addresses
in one place

Email Settings
List of all support email addresses

Global Support Emails

 Gourmet Chocolates support@gourmetchocolates.com	Forwarded to: gourmetchocolatescomsupport@gourmetchocolates.freshdesk.com	(Group) -
 Abigail Brown iamabigailbrown@gmail.com	Forwarded to: gmailcomiamabigailbrown@gourmetchocolates.freshdesk.com	(Group) -

Mailbox 1

Mailbox 2

Shared inbox for all email
using a single helpdesk



INTEGRATED PHONE SUPPORT

Answer support calls from your browser or mobile phone

Transfer calls to other agents

The image shows a mobile phone interface with a call log entry and a 'Convert to ticket' dialog box. The call log entry displays the phone number +14697897790, a duration of 01:38, and a small profile picture of an agent. The 'Convert to ticket' dialog box is overlaid on the call log entry and contains the following text:

Convert to ticket

Use this phone call to create a new ticket, or add a note to an existing one. Your recorded conversation will be attached to the ticket automatically.

Add Notes

Sonny demands

1. A helicopter to take them to Kennedy
2. A jet to Algeria
3. Pizzas for the hostages
4. His wife to be brought to the bank

In exchange for a hostage

Save as new ticket ▶

Save to an existing ticket ▶

Do not convert to Ticket
Your recordings will be available in Call History



LIVE CHAT

Chat with customers right when they need help

The screenshot displays the Freshdesk dashboard with the following components:

- Navigation Bar:** Dashboard, Tickets, Social, Solutions, Forums, Customers, Reports, Admin, + New, Search.
- Message archives:** 4 Returning Visitors, 7 Visitors Online, 7 In-conversation.
- Visitors Table:**

Activity	Visitor Name	Location	Support Agent
new	William Chatting with Saul	Mykonos, Cyclades, Greece	Support : Saul's Emporium
now	Salvador Chatting with Saul	Seville, Seville, Spain	Support : Saul's Emporium
now	Mordy Chatting with Bertie	Birmingham, West Midlands, UK	Support : Saul's Emporium
new	Reginald Chatting with Bertie	London, UK	Support : Saul's Emporium
now	Isaac Chatting with Goodman	Voi, Taita-Taveta, Kenya	Support : Saul's Emporium
		Chennai, Tamil Nadu, India	Support : Saul's Emporium
		Bellevue, Washington, USA	Support : Saul's Emporium
- Chat Window (William):**

hello!

Saul
How can I help you today?

William
I saw that you ship internationally.

William
Do you take care of any customs and taxes that have to be paid?

William
Is that included in the invoice when I buy from you?

Saul
No sir. We don't.
- Footer:** Freshdesk Software by Freshdesk | Submit Feedback | Browse Community



FEEDBACK WIDGETS

Make it easy for customers to find help easily on your website or web app, using the Freshdesk support widget

The image shows a screenshot of a web browser window with a single tab titled "Google Chrome". The browser's address bar is empty. The main content area displays a "Help & Support" widget. The widget is divided into two main sections. The left section is a form for submitting a support request, featuring a "Your Email Address" field with a red asterisk, a "What do you need help with?" field with a red asterisk, a rich text editor with bold, italic, underline, list, and link icons, and buttons for "Attach a file" and "Take Screenshot". Below the text editor are three more fields: "Your Phone Number or Skype ID", "What's this about?" (a dropdown menu), and "Help Us Categorize Your Issue" (a dropdown menu). At the bottom left of the form are links for "Help Desk Software by Freshdesk" and "Privacy Policy". A "Submit" button is located at the bottom right of the form. The right section of the widget is a search area with a "Search" input field and the text "Search our Knowledge base or Browse help articles".



FACEBOOK INTEGRATION

Reply to wall posts and comments right from your helpdesk.

The image shows a side-by-side comparison of a customer complaint and a business response. On the left is a 'FRESHDESK POST' which is a simplified version of the Facebook post on the right. The Facebook post is from user 'Hildur' to 'Saul's', reporting a damaged cello. The response is from 'Saul's' to 'Hildur', offering a replacement and a collection service. The Freshdesk post mirrors this content in a clean, structured layout.

FRESHDESK POST

FACEBOOK POST

←
CONVERTED



TWITTER INTEGRATION

Reply to tweets and monitor conversations about your brand without leaving your helpdesk

REPLY FROM HELPDESK

The screenshot shows a helpdesk interface with a window titled "Interactions". It displays a conversation between a customer and a support agent. The customer, William F. (@cogitoergowilliam), reports that his speakers were delivered in a dozen different pieces and are damaged. The support agent, Sauls (@sauls), responds with an apology and offers a replacement, asking the customer to hand over the damaged items to a specific person. A third user, Jonathan (@jonhere), asks for a tracking number for his order. The interface includes a text input field for replying to the selected tweet.

POSTED TO TWITTER

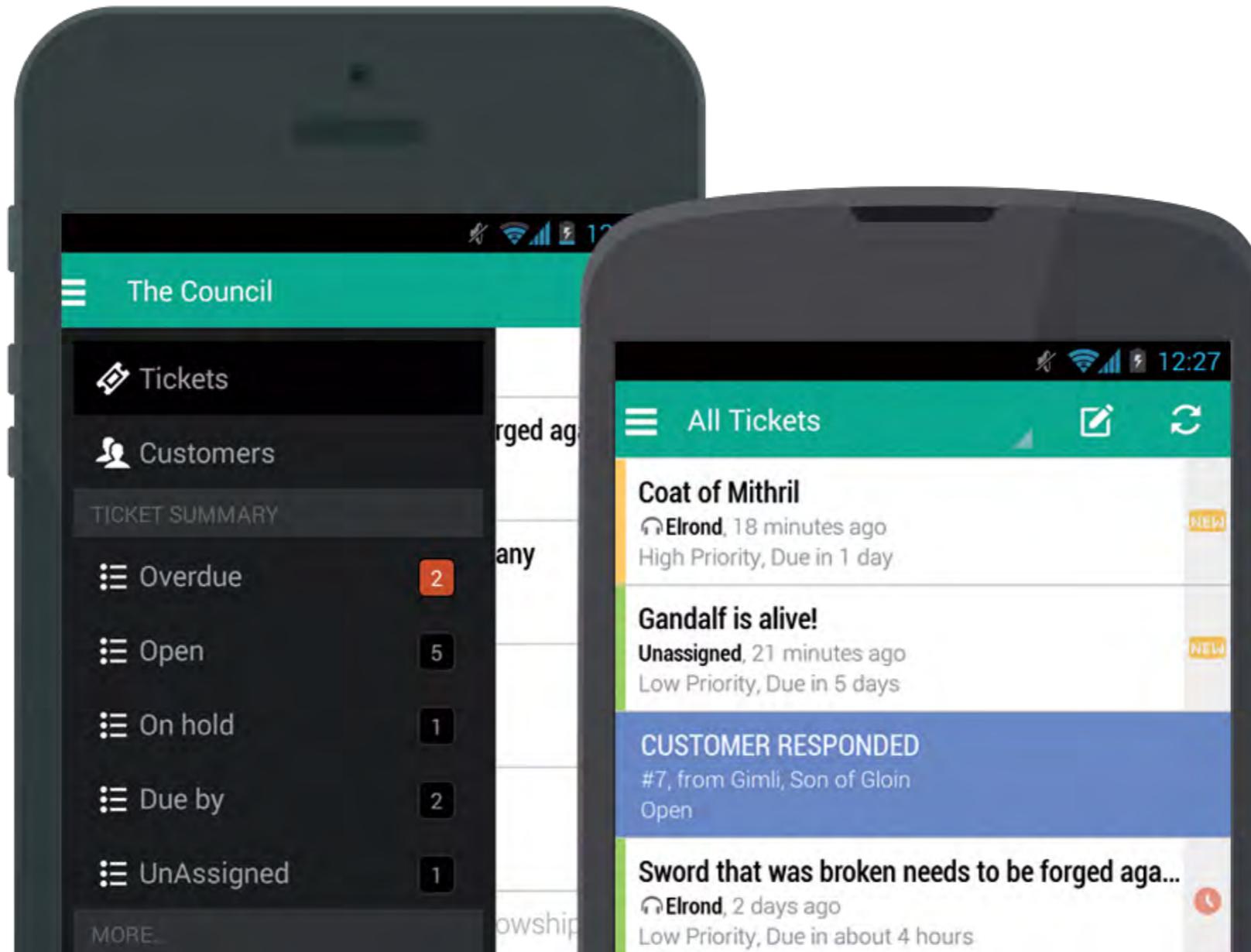


@cogitoergowilliam Hey William, Sorry about that. We've sent your replacement. Can you handover the damaged ones to our guy?



MOBILE APPS

Carry your support desk with you wherever you go, with the Freshdesk iPhone and Android apps





PRODUCTIVITY

Increase your team's engagement and
productivity



GAMIFICATION

Increase agent productivity and make customer support fun by making every interaction a chance to score points

Quests

-  **Quick Draw!**
Resolve 100 tickets in a span of Any time and matching these conditions. Source Is 'Email'.
100
-  **UNSTOPPABLE**
Resolve 50 tickets in a span of 2 weeks and matching these conditions. On successful completion of the quest you can unlock Speed eater badge and 100 bonus points.
100
-  **Earn Customer Love!**
Resolve 10 tickets in a week with Customer Satisfaction and get 200 Bonus points!
200
-  **Share Knowledge!**
Publish 5 Solution articles in a week
250

 **Most Valuable Player**
Agent with the most overall points this month
 **Goodman**
1055.0

 **Customer Wow Champion**
Agent with the maximum Customer satisfaction points this month
 **Bertie**
1110.0



POWERFUL AUTOMATIONS

Automate repetitive tasks to reduce the workload for agents and provide faster support for customers.

Automatic Ticket Dispatch

The "Dispatch'r" automatically categorizes, prioritizes and assigns every ticket that comes into Freshdesk

Time Based Action

The "Supervisor" handles repetitive routines and maintenance tasks by setting time based reminders and actions

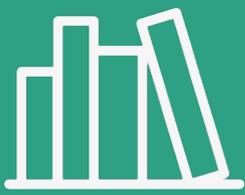
Event Triggered Actions

The "Observer" watches for specific events in your helpdesk and follows them up with a pre-defined action



SELF SERVICE

Create a self-service experience that
supports your brand



KNOWLEDGE BASE

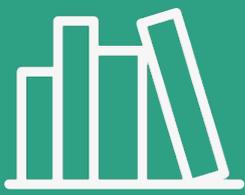
Make all your tutorials, documentation and tips available in a single convenient place so customers can find the answers they need

The screenshot displays a web interface for managing a knowledge base. At the top, there are buttons for 'Reorder' and 'New Solution Category'. A search bar labeled 'Search All Solutions' is positioned below. The main content area is organized into four columns, each representing a solution category:

- Ordering Process »** (Add folder, Edit):
 - Online Ordering Process (3)
 - Retail Orders (2)
- Bars & Cocoa »** (Add folder, Edit):
 - Dark chocolate (2)
 - Getting Started (4)
 - Milk Chocolate (4)
 - White Chocolate (5)
 - Cocoa sources (1)
 - Where are your Cocoa beans roasted? (2)
- Custom Orders »** (Add folder, Edit):
 - Minimum requirements for Custom Orders (2)
 - Pricing for Custom Orders (4)
- Cocoa for Charity »** (Add folder, Edit):
 - About the cause (1)
 - Supporting the Cause (1)

On the right side, there is a 'Solutions' sidebar with a help icon. It contains the following text:

- Solutions can be **public** or **private**. Public Solutions are visible in the Self Service Portal and also appear in Search results.
- Private solutions are agent-only solutions used for internal knowledge sharing.
- Solutions have a 3 level hierarchy - **Category --> Folder --> Article**
- Solutions can be of two types - **Workaround** or **Permanent** solutions.
- A Solution can have a **Draft** status when you are working on it and can be changed to **Published** status once it is finished and reviewed.



COMMUNITY FORUM

Enable customers to share ideas, provide feedback and communicate to each other in an online community forum

Community forums

[Start a new topic](#)

Gourmet Chocolates Forums

Announcements (5)

- Custom made chocolates for weddings**
Posted by **Abigail Brown**, 4 months ago
- Gourmet Chocolates now has a Cordon Bleu chef !**
Posted by **Abigail Brown**, 4 months ago
- Holiday season sale**
Posted by **Abigail Brown**, 4 months ago
- Introducing hand made truffles in fruit flavours.**
Posted by **Brain Lawrence**, 5 months ago
- Introducing Custom made chocolates**
Posted by **Abigail Brown**, 5 months ago

Tips (4)

- How to choose the right chocolate**
Posted by **Abigail Brown**, 4 months ago
- Tasting sessions on the 1st saturday of every month!**
Posted by **Abigail Brown**, 4 months ago
- Ordering chocolates during the holiday season**
Posted by **Abigail Brown**, 4 months ago
- How to make your chocolates last longer!**
Posted by **Abigail Brown**, 5 months ago ,
Last Reply by **Abigail Brown** 4 months ago

Requests (6)

- Where do I find feedback about the custom chocolates?**
Posted by **Malcom Cooper**, 4 months ago ,
Last Reply by **Shruthi Reddy** 4 months ago
- Up and running?**
Posted by **PG**, 4 months ago
- Change the packaging for the truffles**
Posted by **Malcom Cooper**, 4 months ago
- Bring back original flavours**
Posted by **Malcom Cooper**, 4 months ago
- Open a store in Singapore**
Posted by **Shruthi Reddy**, 4 months ago

[See all 6 topics](#)

Report a problem (2)

- Chocolates melt during transit**
Posted by **Dave**, 4 months ago
- The site keeps crashing**
Posted by **Malcom Cooper**, 4 months ago



GLOBAL SUPPORT

Support your customers across
multiple products, timezones and
languages



MULTI-PRODUCT SUPPORT

Support an unlimited number of products from a single helpdesk

The screenshot displays a helpdesk interface with two overlapping windows. The top window is for 'Saul's Gadgets and Gizmos' and the bottom window is for 'Saul's Emporium'.

Saul's Gadgets and Gizmos - Ticket Summary

Overdue	Open	On Hold	Due Today	Unassigned
12	42	3	0	0

Saul's Emporium - Ticket List

Filter Tickets

Agents:

Groups:

All Tickets ▾
Sorted by Date Created ▾

<input type="checkbox"/>	Delete	Pick Up	Flag Spam	Close	Assign to Agent
<input type="checkbox"/>		Have not been refunded money yet. #418	From: Scrooge, Created: 1 day ago	Overdue by 42 minutes	

Recent Activity (Saul's Gadgets and Gizmos)

- Saul created a ticket 4 hours ago
- Saul added a note 5 hours ago
- Saul updated the ticket 5 hours ago
- John submitted a ticket



MULTIPLE LANGUAGES & TIMEZONES

Support in 26 languages

Support customers in 26 different languages. Allow agents to customize their languages individually

Support across time-zones

Provide faster support for global customers by tailoring workflows according to the agents' timezones

Multiple Business Hours

Each team can have multiple working hours based on location and shift. The varied timings will be reflected in all the automations rules



MULTIPLE SLA POLICIES

Set multiple SLA policies according to the requirements of each group, product or department within a company

The screenshot displays a management interface for SLA Policies. At the top left, the title "SLA Policies" is shown. To the right of the title are two buttons: "Reorder" and "New SLA Policy". Below the title, there is a list of five SLA policies, each with a green "ON" toggle switch, a title, a description, and "Edit" and "Delete" icons.

Policy Name	Status	Description	Actions
SLA Policy for Acme Inc.	ON	When the helpdesk gets tickets from Acme Inc., this SLA policy is executed.	Edit, Delete
SLA Policy for Finance section	ON	When the helpdesk gets tickets regarding Billing or subscription, this SLA policy is executed.	Edit, Delete
SLA Policy for Saul's Gadgets	ON	When the helpdesk gets tickets regarding Saul's Gadgets, this SLA policy is executed.	Edit, Delete
Facebook Tickets	ON	When the source of a ticket is Facebook, this SLA policy is executed.	Edit, Delete
SLA Policy for Leads	ON	When potential leads are detected, this SLA Policy is enforced.	Edit, Delete



SECURITY

Your customers' data is critical

Protect it



CUSTOM SSL CERTIFICATE

Make your custom domain or a vanity URL for your portal secure by using a SSL certificate





SINGLE SIGN ON

Enable single-on so users can easily login without having to re-enter credentials

ON Single Sign On (SSO)

SAML SSO
SAML is an XML standard used for communicating identities between two web applications. You can use it to let large teams access multiple applications with a single sign on.

Simple SSO
Single Sign On allows you to use your own application or a centralized Server (like MS Active Directory) to authenticate agents and users to Freshdesk without entering a separate username and password.

Shared Secret
Please copy this token and keep it safe. You need this to enable Remote authentication. This is a shared secret between you and the application.

`c309d641b32a18e2d5c53454d9d91f516`

Remote login URL
This is the URL to which Freshdesk will redirect

Remote logout URL
This is the URL to which Freshdesk will redirect

Login to the support portal
Enter the details below

Remember me on this computer

[forgot your password?](#)

LOGIN

...or login using



TRUSTED IP

Whitelist specific IP ranges to restrict access to your support portal

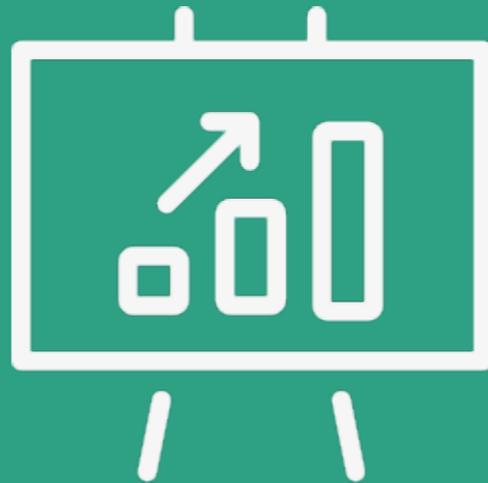
ON **IP Whitelisting**

Restrict access to your support portal to only trusted locations and networks by defining the range of allowed IP addresses.

Your current IP is 123.63.243.202 . You will not be allowed to save the new IP settings without your current IP address in the list.

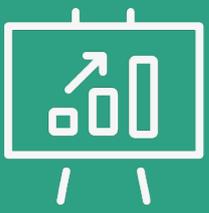
Applies to : Agents
 Agents and Customers

IP Ranges : 123.63.20123 - 123.63.120385
 [Add New](#)



REPORTING

Measure and track performance using reports



INSIGHTS

The Freshdesk Reporting Suite includes 16 different reports that help you set data-driven goals and track the right metrics

At a Glance Reports

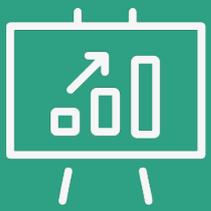
This report helps you track important customer support metrics like first response time and SLA violations

Summary Reports

Get a summary of tickets handled by every agent or group over the last month

Comparison Reports

Compare the performance of agents or groups of agents against your key metrics



CUSTOMER SATISFACTION SURVEY

Integrate satisfaction surveys into your support conversations and measure your customers' happiness

Ticket Resolved - Package is damaged. ↑ ↓ 📄

 Saul's (support@sauls.freshdesk.com) [Add to contacts](#) 6:53 AM
To: saul@sauls.com 📧

Dear William R.,

Our Support Rep has indicated that your ticket has been Resolved.

If you believe that the ticket has not been resolved, please reply to this email to automatically reopen the ticket.
If there is no response from you, we will assume that the ticket has been resolved and the ticket will be automatically closed after 48 hours.

Sincerely,
Saul's EmporiumSupport Team
<https://sauls.freshdesk.com/helpdesk/tickets/30>

Please tell us what you think of your support experience.

 [Awesome](#)  [Just Okay](#)  [Not Good](#)

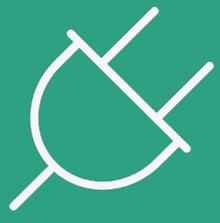


CUSTOMIZATION

&

INTEGRATION

Extend your support capabilities



SELF SERVICE PORTAL

Customize your support portal to look like an extension of your website

QuizUp Gameplay Suggestions Topic Suggestions English

Welcome to the QuizUp Help Center

How can we help you today?

Enter your search term here...

Start here

Common problems (21)

- I receive a 405 error (Method not allow...
- Dagnabbit! Picture download failed
- It says my Android device is incompati...
- A notification is stuck!
- I can't find my Facebook friends (Android)

See all 21 articles

QuizUp Log in

The biggest trivia game in the world

- Hundreds of topics
- Over 220,000 questions
- Play against friends in **real time**
- And it's free!

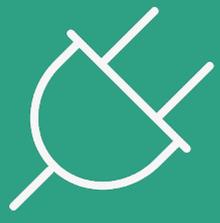
Available on the App Store GET IT ON Google play

What was the hot dog originally called?

Dried labrador Shepherd stick

SUPPORT PORTAL

WEBSITE



NATIVE INTEGRATIONS

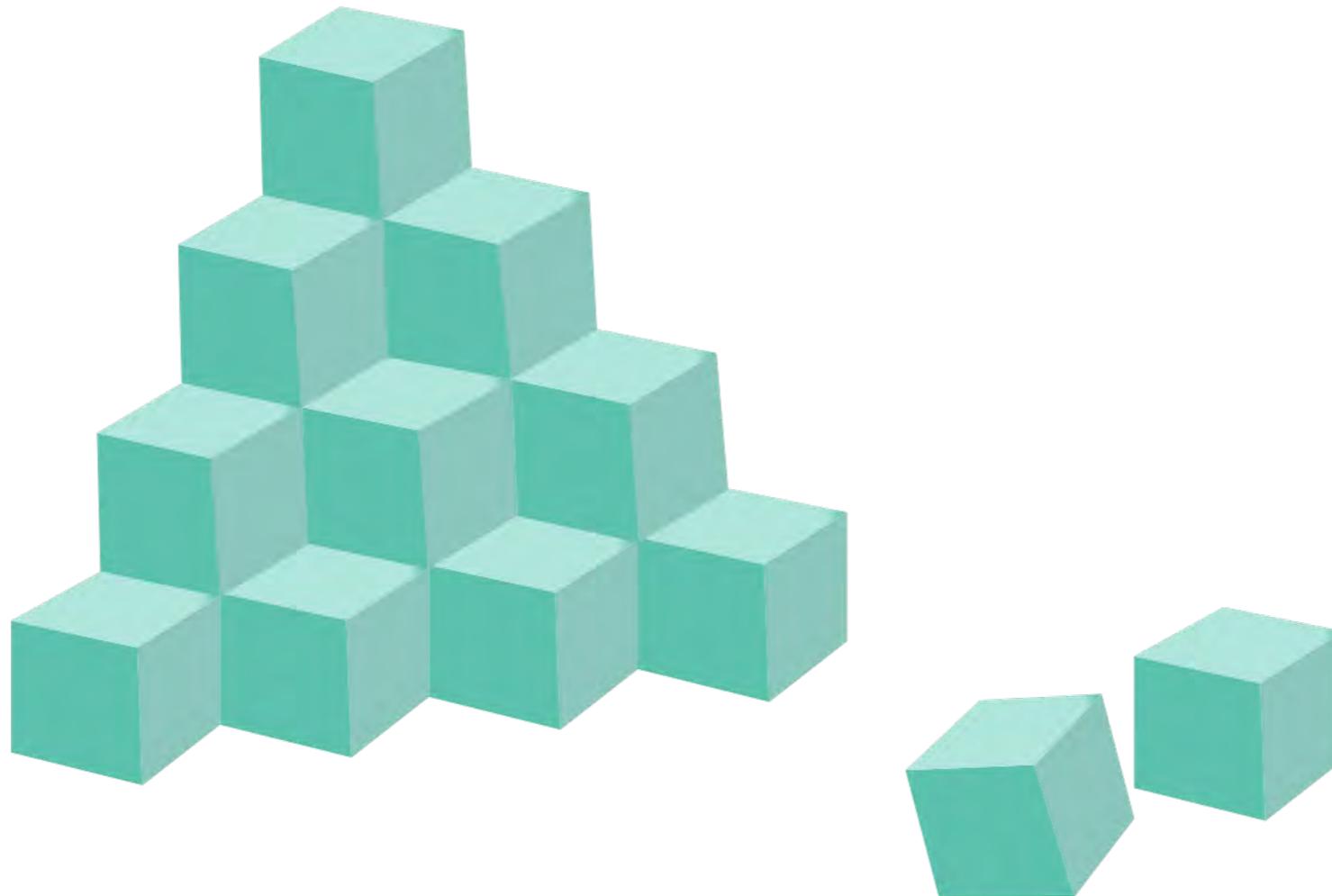
Extend the capabilities of your helpdesk by using our integrations with other common business apps





FRESHPLUGS

Create your own FreshPlugs to bring critical information from third party apps into your ticket details and contact pages



WHY CUSTOMERS CHOOSE FRESHDESK

“

*Freshdesk was **very easy to setup and learn**. Freshdesk's minimal UI meant agents were able to adapt easily*

— Jörgen Bødmar, Scandinavian Design Center

“

*I have looked at other similar products and in my view Freshdesk was the **best value for the money!***

— Alec Farquharson, Aviolinx Communications

Support and set-up assistance is included
with **ALL** plans

30,000+ CUSTOMERS

TOSHIBA

PEARSON



KUONI

3M

goodreads

DANDELION
SMALL-BATCH
CHOCOLATE



the Atlantic

BOSS
HUGO BOSS



Companies of all sizes trust Freshdesk

Sign up for your
FREE TRIAL

<https://www.itamsoft.nl/freshdesk>