



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

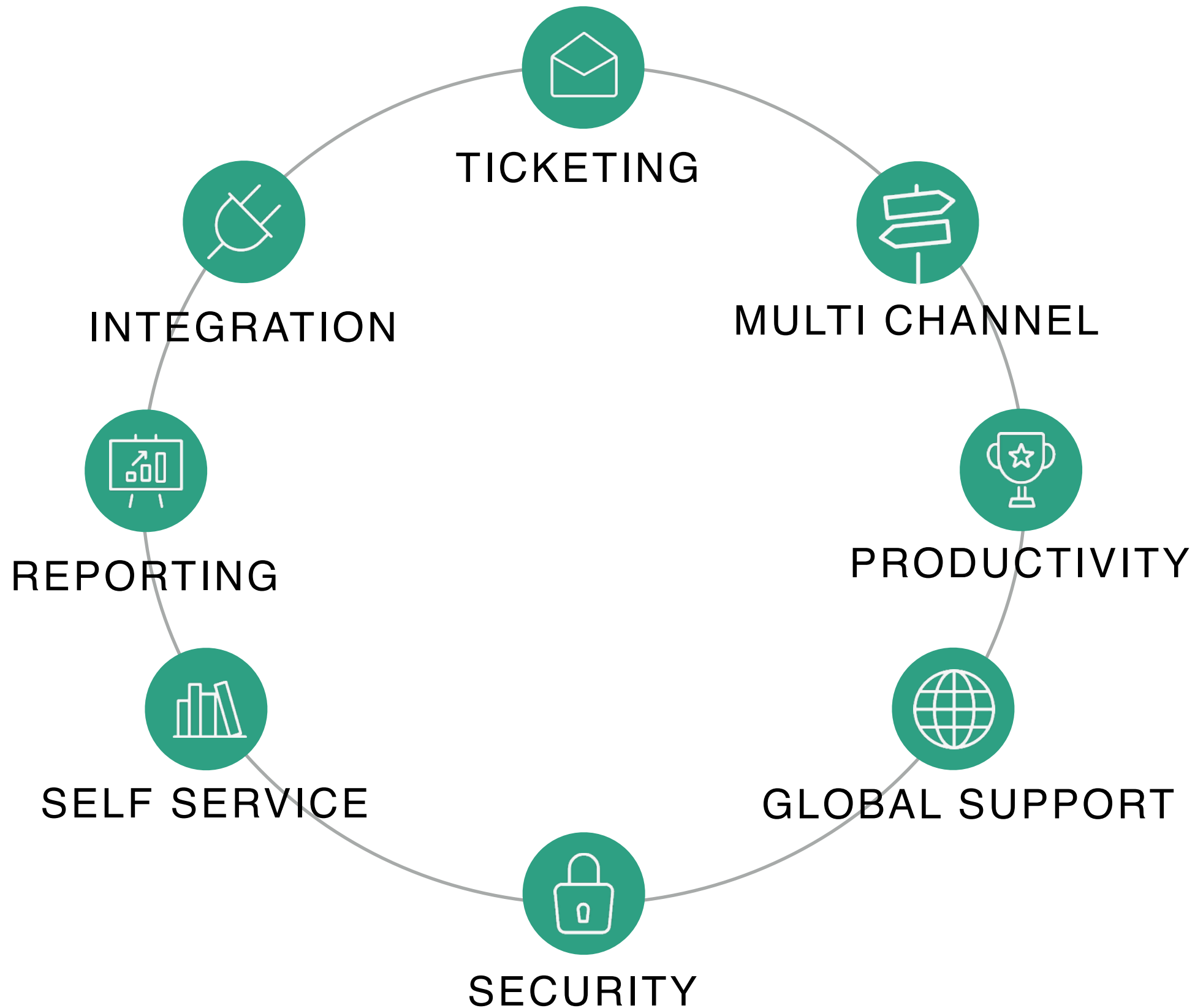
Stay on top of requests,
no matter how customers
choose to contact you



Happy, engaged agents

Boost productivity and
engagement with automations
and game mechanics

KEY FEATURES





POWERFUL TICKETING SYSTEM


Ensures that every ticket is prioritized,
tracked and resolved quickly





TEAM INBOX

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

Tickets / Ticket #317


21

ReplyForwardAdd noteCloseMergeScenariosmore ▾Show ActivitiesNO▶




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> ▾CcBcc

B **I** **U** **≡** **≡** **A** **A** **↶** **↷** **✕**

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. X

Priority	Respond within	Resolve within	Operational Hrs	Escalation email
Urgent	15 Mins	30 Mins	Calendar Hours	ON
High	15 Mins	1 Hrs	Business Hours	ON
Medium	30 Mins	3 Hrs	Business Hours	ON
Low	2 Hrs	5 Hrs	Business Hours	ON

Apply this to:

Choose when this SLA policy must be enforced

Group: Product Management X

+ Add new

What happens when this SLA is violated?

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

Escalate Immediately Bertie X

SET RESOLUTION
TIME

ACTION FOR SLA
VIOLATION



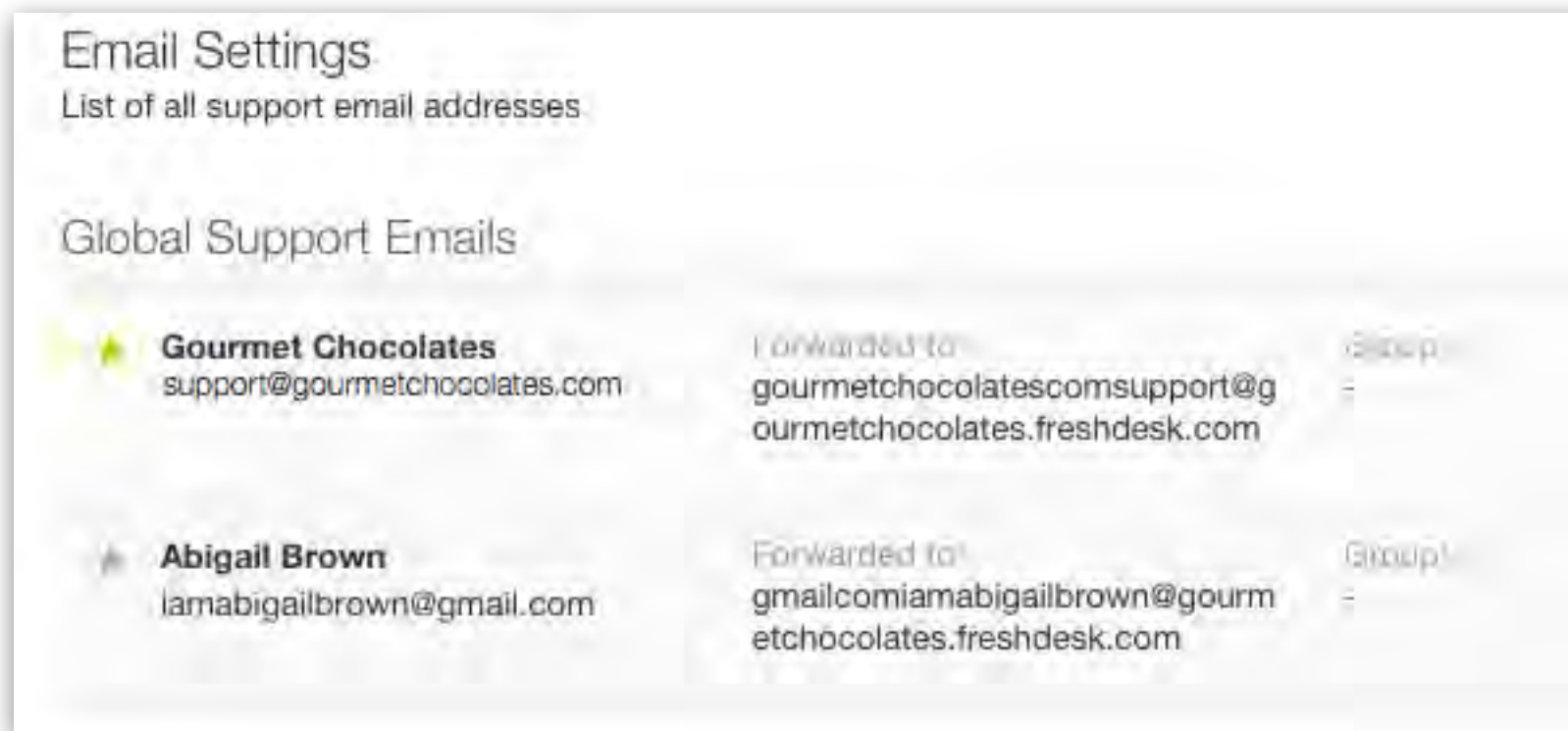
MULTI-CHANNEL

Manage all your support conversations
in one place



EMAIL TICKETING

Manage multiple support email addresses
in one place



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 at the bottom. The call log entry shows a red 'X' icon, a profile picture, the duration '01:38', and a green 'Add' icon. Overlaid on this is a 'Convert to ticket' dialog box. The dialog box has a title 'Convert to ticket' and a description: '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.' Below this is a section titled 'Add Notes' with a text area containing the following text: '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', and 'In exchange for a hostage'. At the bottom of the dialog box are three buttons: 'Save as new ticket', 'Save to an existing ticket', and 'Do not convert to Ticket'. The last button has a subtitle: 'Your recordings will be available in Call History'.

+14697897790

1 2 3

4 5

7 8

* 0 +

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



Dashboard

Tickets

Social

Solutions

Forums

Customers

Reports

Admin

+ New

Search

Message archives

Visitors

4

Returning Visitors

7

Visitors Online

7

In-conversation

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

now

Reginald Chatting with Bertie

London, UK

Support : Saul's Emporium

now

Isaac Chatting with Goodman

Voi, Taita-Taveta, Kenya

Support : Saul's Emporium

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.

Chatting with Bertie

Chatting with Saul

desk 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 screenshot shows a Google Chrome browser window with a single tab titled 'Google Chrome'. The address bar is empty. The main content area displays a 'Help & Support' widget. The widget has a light gray background and a white border. It contains the following elements:

- Search Bar:** A search bar with a magnifying glass icon and the text 'Search'.
- Text Input:** A text input field with a placeholder 'Your Email Address *' and a red asterisk.
- Text Input:** A text input field with a placeholder 'What do you need help with? *' and a red asterisk.
- Rich Text Editor:** A rich text editor with a toolbar containing icons for bold (B), italic (I), underline (U), bulleted list, numbered list, link, unlink, and a link icon.
- Buttons:** Two buttons: 'Attach a file' and 'Take Screenshot'.
- Form Fields:** Three form fields: 'Your Phone Number or Skype ID', 'What's this about?' (with a dropdown arrow), and 'Help Us Categorize Your Issue' (with a dropdown arrow).
- Footer:** A footer with the text 'Help Desk Software by Freshdesk' and a 'Privacy Policy' link.
- Submit Button:** A dark gray button with the text 'Submit'.



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 company response. On the left is a 'FRESHDESK POST' which is a simplified version of the Facebook post on the right. The Facebook post, from user 'Hildur' to 'Saul's', reports a damaged cello. 'Saul's' replies with an apology and a replacement offer. The Freshdesk post mirrors this conversation in a clean, structured format.

FRESHDESK POST

I bought a Siegfried and Porter Cello two days ago with expedited delivery

Hildur reported 12 hours ago (Wed, 20 Aug at 3:36 p)

I bought a Siegfried and Porter Cello (Order Number #CM144020) two days ago with expedited delivery. I received it yesterday but the strings are bad. Not only are the strings poorly made and wound, the "D" string has been cut in two pieces. What's the deal Saul's?

Saul replied 12 hours ago (Thu, 21 Aug at 3:36 am)

Hildur,

We are sorry to hear that. Unfortunately, sometimes during transit, products are damaged by improper handling or just carelessness. We are sending you a replacement now for free. Please provide the proof of purchase and the broken instrument to our representative who will be there in a while to collect it.

Thanks,
Saul

FACEBOOK POST

Hildur ▸ **Saul's**

12 hrs · 🌐

I bought a Siegfried and Porter Cello (Order Number #CM144020) two days ago with expedited delivery. I received it yesterday but the strings are bad. Not only are the strings poorly made and wound, the "D" string has been cut in two pieces. What's the deal Saul's?

Like · Comment · Share

Write a comment...

Saul's

Hildur,

We are sorry to hear that. Unfortunately, sometimes during transit, products are damaged by improper handling or just carelessness. We are sending you a replacement now for free. Please provide the proof of purchase and the broken instrument to our representative who will be there in a while to collect it.

Thanks,
Saul

Like · Reply ·

FRESHDESK POST



FACEBOOK POST



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 list of customer interactions. The list is titled "Interactions" and has a close button (X) in the top right corner. The list contains three entries:

- William F. @cogitoergowilliam**: @sauls Hey! My speakers were delivered just now. In a dozen different pieces. The package is totally damaged. What the hell! 15 hours ago
- Sauls @sauls**: @cogitoergowilliam Hey William. Sorry about that. We've sent you your replacement. Can you handover the damaged ones to our guy? 13 hours ago by Bertie
- Jonathan @jonhere**: @sauls I still haven't gotten a tracking number for my order. Any updates? 10 hours ago

Below the list, there is a text input field with the placeholder text "@jonhere".

POSTED TO TWITTER

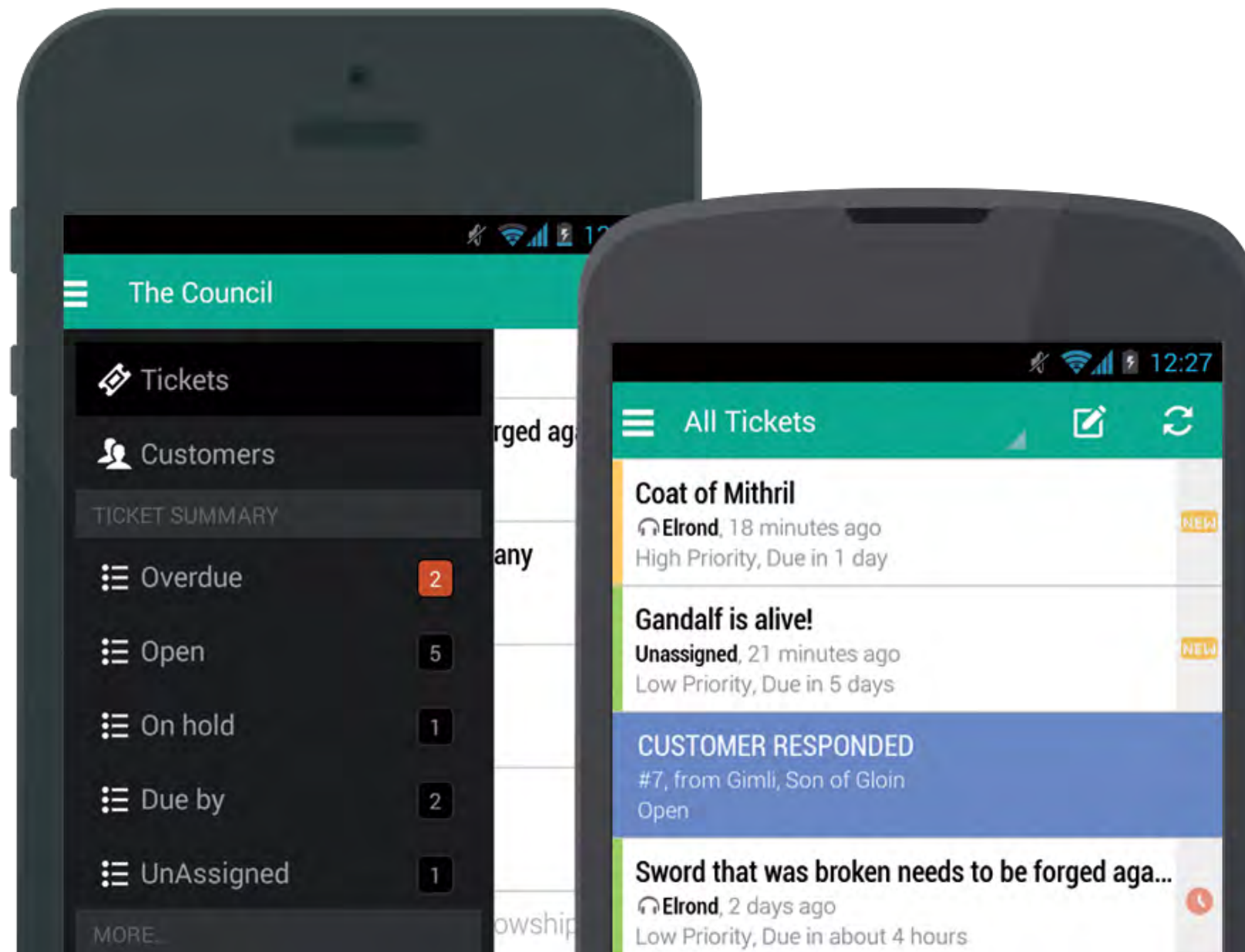


@cogitoergowilliam Hey William, Sorry about that. We've sent your replacement. Can you handover the damaged ones to our guy?



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 a Knowledge Base. At the top, there's a header with the title "Solutions" and two buttons: "Reorder" and "New Solution Category". Below the header is a search bar labeled "Search All Solutions". The main content area is organized into a grid of solution categories, each with a title, a list of articles, and "Add folder" and "Edit" buttons. The categories are:

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

On the right side of the interface, there's a sidebar titled "Solutions" with a question mark 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 multi-product helpdesk interface. The top window, titled "Saul's Gadgets and Gizmos", features a navigation bar with links: Dashboard, Tickets, Social, Solutions, Forums, Customers, Reports, and Admin. Below the navigation bar, a "Ticket summary" section shows the following counts: Overdue (12), Open (42), On Hold (3), Due Today (0), and Unassigned (0). The "Recent Activity" section on the left lists three actions by "Saul": "Saul created a...", "Saul added a n...", and "Saul updated ti...", each with a timestamp of "4 hours ago" or "5 hours ago".

The bottom window, titled "Saul's Emporium", also has a navigation bar with the same links. It displays a "Filter Tickets" section with input fields for "Agents" and "Groups". The "All Tickets" section shows a list of tickets, with the first ticket being "Have not been refunded money yet. #418" from "Scrooge", created "1 day ago" and "Overdue by 42 minutes". The ticket list includes action buttons: Delete, Pick Up, Flag Spam, Close, and Assign to Agent.



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 web interface for managing 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 toggle switch, a title, a description, and action buttons (Edit and Delete).

Toggle	Policy Name	Description	Action
ON	SLA Policy for Acme Inc.	When the helpdesk gets tickets from Acme Inc., this SLA policy is executed.	Edit, Delete
ON	SLA Policy for Finance section	When the helpdesk gets tickets regarding Billing or subscription, this SLA policy is executed.	Edit, Delete
ON	SLA Policy for Saul's Gadgets	When the helpdesk gets tickets regarding Saul's Gadgets, this SLA policy is executed.	Edit, Delete
ON	Facebook Tickets	When the source of a ticket is Facebook, this SLA policy is executed.	Edit, Delete
ON	SLA Policy for Leads	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 Freshdesk without having to re-enter credentials.

☒

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. This allows them to access 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 Freshdesk.

c309d641b32a18e2d5c53454d9d91f516

Remote login URL

This is the URL to which Freshdesk will redirect you after login.

http://saulsemporium.com/login

Remote logout URL

This is the URL to which Freshdesk will redirect you after logout.

http://saulsemporium.com/logout

Login to the support portal

Enter the details below

saul@saulsemporium.com

Password

☐ Remember me on this computer

[forgot your password?](#)

LOGIN

...or login using

Google

Facebook

Twitter



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

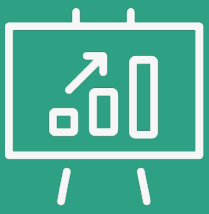
Cancel

Save



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)

To: saul@sauls.com

Add to contacts

6:53 AM

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

SUPPORT PORTAL

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

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

Log in

Jeffrey Smith 88 6 Ricardo Miller 16+80

What was the hot dog originally called?

Dried labrador Shepherd stick



NATIVE INTEGRATIONS

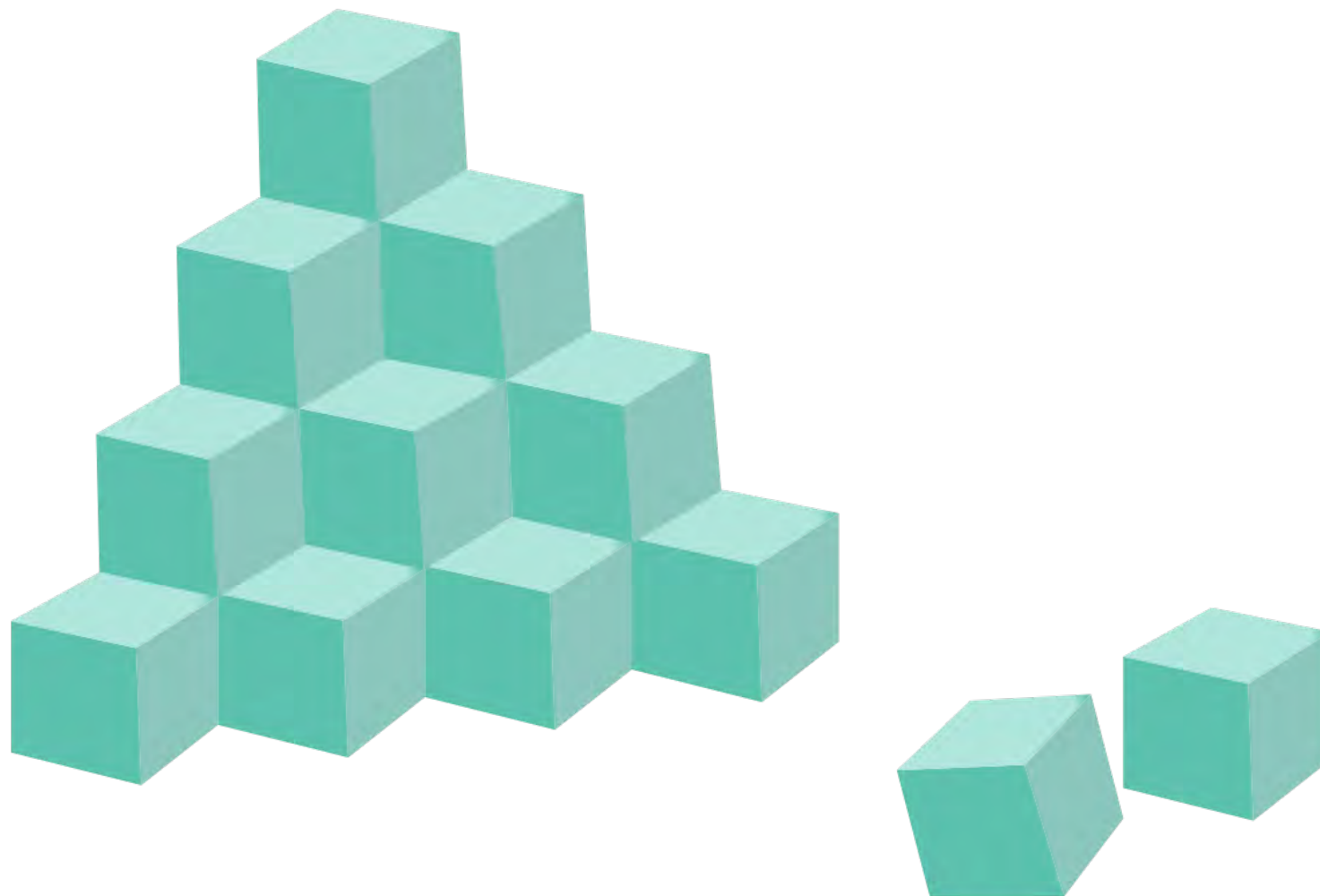
Extend the capabilities of your helpdesk by using our integrations with other common business apps





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 Bödmar, 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

 **SONY**
PICTURES

unicef 


MACMILLAN

KUONI

3M

goodreads

DANDELION
SMALL-BATCH
CHOCOLATE

 **Penn**
UNIVERSITY of PENNSYLVANIA

 **PETRONAS**
Petroliam National Berhad

 **THE TUTU PROJECT**


QuizUp

the Atlantic

BOSS
HUGO BOSS

 **Clear Channel**

Companies of all sizes trust Freshdesk

Sign up for your
FREE TRIAL

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