

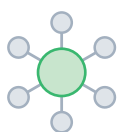


# Work together, support better

Customer support is everyone's business.  
Freshdesk is the most collaborative  
customer support platform



## Everything you need to level-up your customer support



### Omni-channel

Support your customers  
wherever they are - Email,  
Phone, Chat or Social



### Powerful collaboration

Seamlessly collaborate with  
other teams to solve issues  
with speed and efficiency



### Enterprise Ready

Customize to your business  
using our App Marketplace  
and powerful APIs

— You're in good company —



HARVARD  
UNIVERSITY



## Freshdesk Capabilities



### Cloud Telephony

Get your phone-support running in minutes without expensive hardware



### Modern Messaging

Have conversations with your customers, right on your website or in your app



### Social Support

Track social mentions and manage conversations on Facebook and Twitter



### Self Service

Create a beautiful self-serve portal with FAQs, knowledge base and community forums



### Collaboration

Work together with allied teams to solve queries rapidly in real-time



### Workflow Automations

Route tickets to the right reps, manage workflows and automate repetitive tasks



### Case Management

Prioritize, assign and solve customers' issues with better transparency



### App Marketplace

Connect to 300+ business apps or build custom solutions for your needs



### Enterprise Reporting

Use reports to track metrics, understand issues and improve your operations

## You're in good hands



Visit now:

[www.itamsoft.com/freshdesk](http://www.itamsoft.com/freshdesk)

A product by  
 **freshworks**

#### Address

Den ILP 8  
1127PA DEN ILP,  
NETHERLANDS

#### Phone

+31 (0)20 4822603  
(Mon - Fri)

#### Email

[info@itamsoft.com](mailto:info@itamsoft.com)

**ITAMSoft**