



DATA SHEET

Freshworks Customer Service Suite

The whole package—with an AI boost

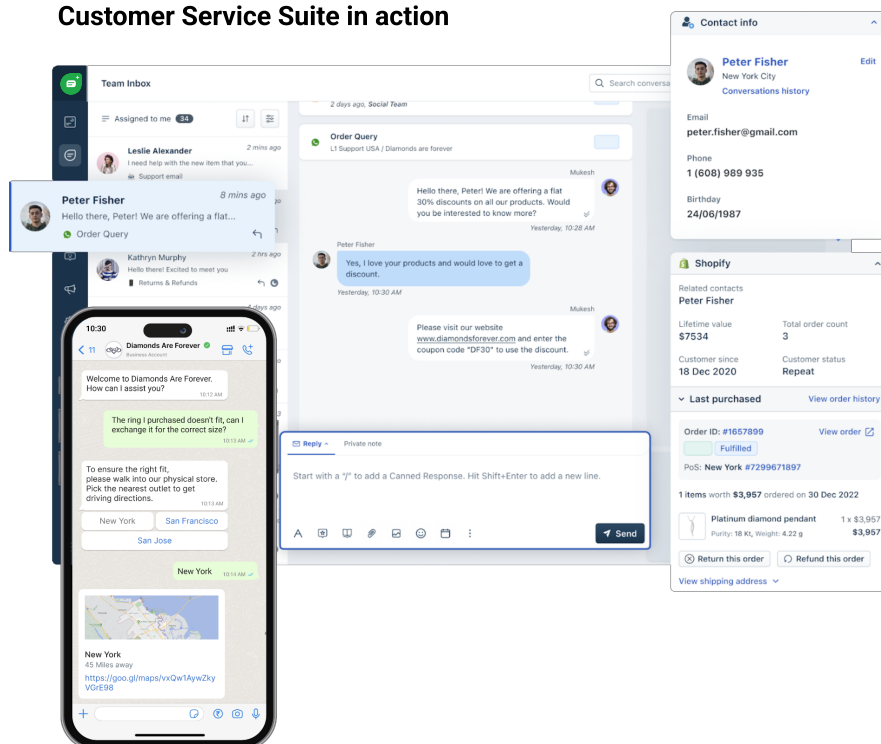


All-in-one customer service supercharged with generative AI

Welcome to the ultimate Customer Service Suite, powered by cutting-edge generative AI. Seamlessly connect with customers across channels, effortlessly transitioning between automated self-service and agent-led conversational support. Experience the power of advanced ticketing for efficient and collaborative issue resolution.

The Suite is special in its ability to unify conversational support with advanced ticketing and collaboration, all powered by AI, to deliver a seamless experience for businesses of all sizes.

Customer Service Suite in action



Benefits

Automate self-service across channels

Give customers the freedom to self-serve on any channel, and at any time, with AI-powered bots.

Empower agents with full customer context

Enhance agent productivity with a unified agent workspace and generative AI.

Enable seamless collaboration across teams

Keep stakeholders accountable throughout the customer service journey.

Make smart decisions faster

Empower leaders to make data-backed decisions with proactive insights, surfaced by AI.

Realize value and impact quickly

Get started fast with an easy-to-implement, easy-to-use, and easy-to-scale solution, plus our marketplace of 1200 apps.

Elevate customer service with AI-first experiences

70%

of queries deflected with bots

Freshchat Benchmark Report 2023

61%

reduction in admin tasks

Freddy AI Value Engineering Assessment

<3 mo

solution payback period

Forrester Total Economic Impact Study



Channel freedom

- Digital and traditional channels
- 40+ languages supported
- Mobile SDK



Conversational engagement

- AI-powered chatbots
- Unified inbox and agent workspace
- 360° customer view



Advanced ticketing

- AI-powered automations
- Collaboration
- Intelligent workflows



Extensible platform

- Native AI
- Enterprise scalability and security
- Marketplace apps

About Freshworks

Freshworks Inc. (NASDAQ: FRSH) makes business software people love to use. Purpose-built for customer support, IT, and sales, our products empower the people who power business. Freshworks is fast to onboard, priced affordably, built to delight, yet powerful enough to deliver critical business outcomes. Headquartered in San Mateo, California, Freshworks operates around the world to serve more than 65,000 customers including Travix, Pearson, Klarna, Fiverr, Delivery Hero, and Honda.



GET A DEMO

Trusted by 65K+ customers big and small

