FLYCAST PARTNERS

Freddy AI for Freshservice
True AI with Real Impact for Your Workforce

✅ Faster Resolution: Reduce average ticket handling time by 60%

67% of average ticket handling time is saved by writing quick and effective responses.

Enhance agent communication, maintain a consistent tone, and quickly deliver responses that effectively address employee needs.

80% of average ticket handling time saved from searching for answers from the knowledge base.

Reduce the time agents spend drafting responses from scratch by using auto-generated responses based on the ticket details and available knowledge articles.
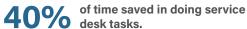
75% of average ticket handling time saved by adding quick summaries.

Accelerate response time with the automated analysis of ticket exchanges and creation of clear concise summaries.

🔍 Improved Productivity: Reduce time performing service desk tasks by 54%

65% of time saved in creating articles by using help article generator.

With just a few prompts, quickly generate knowledge articles and FAQs using public sources of information.

40% of time saved in doing service desk tasks.

Perform simple admin tasks like creating agent groups, adding an agent to groups, and more using conversational prompts.

🔧 Streamlined Efficiency: Save time reviewing content by 31%

29% of time saved in reviewing ticket summaries.

Save agent time from manually reviewing lengthy ticket conversations to add an accurate summary of ticket progress.

50% of time saved in reviewing help articles.

Save time spent on review cycles by using Freddy AI to draft standardized articles to save time spent in reviewing articles.

FP FLYCAST PARTNERS As a leading source of Freshservice knowledge and services, Flycast Partners can provide a comprehensive overview of Freddy AI to help you understand the new features and how its capabilities align with your organizational needs.

- Platinum Partner of Freshworks
- US-Based + Certified in ITIL and Freshworks
- Freshworks North American Most Valuable Partner of the Year
- Freshworks Global ITSM Strategic Partner of the Year

Get Started with Freddy AI

Learn More