Your all-in-one source for 🎧 Freshdesk

New Implementations | Custom Enhancements | Rent an Expert | Ongoing Administration + Support

5,800+
successful IT implementations in many different business verticals

1,700+
customers throughout North America

Certified
Consultants and Engagement Managers

Platinum
Partner of Freshworks

New and Custom Implementations

For over a decade, Flycast Partners has specialized in IT consulting and implementation services, continually meeting and exceeding customer expectations. Our wealth of industry and product knowledge gives our US-based team of experts the competitive edge to supervise and address all aspects of the sales, planning, implementation, training, and support cycles. Flycast Partners is your one-stop shop for all Freshdesk support needs.

Maximize CX/CRM Capabilities

Flycast Partners utilizes the knowledge of 10+ years of implementing Gartner-leading technologies. Leveraging a tested project management methodology, our Freshworks-certified Consultants have the expertise to engage with customers immediately, providing a more straightforward, more efficient approach for ensuring project objectives exceed both strategic and tactical goals.

Our Strategic Approach

DESIGN - According to detailed objectives

DOCUMENT - Enhanced process flows

BUILD - The configurations needed

TEST - To meet organizational requirements

GO-LIVE - Be self-sufficient with the new features

Don't need a full approach? Contract an Expert.

Centralize Multichannel Support

- **Email**
- **Phone**
- **Chat**
- **Social Media**
- **Portal**
- **Feedback Widget**
- **E-commerce**

Key OOTB Features

Our dedicated team of Freshdesk specialists can ensure the platform is fully configured to fit your specific organizational needs.

- **Agent Management**
- **Availability Tracking**
- **Chatbot**
- **Collaboration Tools**
- **Customer Satisfaction Surveys**
- **Field Service Management**
- **Knowledge Base**
- **Mobile App**
- **Reporting and Analytics**
- **Self-Service Portal**
- **SLA Management**
- **Ticket Management**
- **Time Tracking**
- **Workflow Automation**

Create Advanced Workflows

- **Complex Approvals**
- **Multi-Department Tasks**
- **Ticket Routing**
- **Password Reset**

Design Self-Resolution Functions

- **Adding and Setting up Chatbots**
- **Conversational Interface**
- **Self-Service Features**
- **Ticket Forms**

Develop OOTB or Custom Automation

- **Cross-Functional Ticketing**
- **Nudge Notifications**
- **Ticket Assignments**
- **Time-Based Automations**

1000 + Integrations

- **Google**
- **HubSpot**
- **Microsoft**
- **Salesforce**
- **Shopify**
- **Slack**

freshworks North American MOST VALUABLE Partner of the Year

Freshdesk EXPERT

PMI PMP®