

Unify Customer Support with Automation and Next-Gen AI



350+
Freshworks Customers
in North America



23k
Hours Performing
Freshservice Services



Platinum
Partner of Freshworks



US-Based
Certified in ITIL/Freshworks



2022 & 2023
North American Most
Valuable Partner of the Year



2022 & 2023
Global ITSM Strategic
Partner of the Year

Freshservice, powered by Freshworks, is the ITIL-ready Enterprise Service Management solution built with automation and next-gen AI features, providing IT and Business Teams with a unified service management experience to drive efficiency, increase customer satisfaction, and improve agent productivity.

IT Service Management

Move away from a reactive to a proactive mindset with enhanced capabilities to deliver 24/7 support, leveraging robust automation capabilities to improve agent productivity, eliminate manual tasks, and reduce manual errors.

- Change Management
- Incident Management
- Knowledge Management
- Onboarding
- Problem Management
- Project Portfolio Management
- Release Management
- Service Request Management
- SLA Management
- Unified Service Catalog
- Workflow Automation
- Workload Management

IT Asset Management

Optimize and manage IT and non-IT asset lifecycles with complete visibility into on-prem and cloud infrastructures.

- Asset Lifecycle Management
- Asset Normalization
- Automated Discovery
- CMDB
- Contract Management
- SaaS Management



IT Operations Management

Minimize downtime, ensure service reliability, and improve resilience with context and collaboration on a unified platform.

- Alert Management
- Cloud Management
- Major Incident Management
- On-Call Management
- Service Health Monitoring

Integrated Support Channels

- Chatbot
- Email
- Live Chat
- Phone
- Self-Service Portal
- Social Media

True AI with Real Impact for ITSM

Freddy AI for Freshservice is designed to equip organizations with generative AI-guided assistance to enable 24/7 conversational support, empower agents/techs with accurate context and best practices, and easily access insightful metrics without the need to pore through reports.

Leverage Freddy AI for Freshservice to align with the most impactful service desk areas:

Use basic prompts to create responses, bots, workflows, and reports

Improve visibility to manage the lifecycle of incidents and service requests

Standardize content creation and ticket handling processes

Rapidly deliver personalized resolutions with real-time suggestions

Enhance productivity with contextual and conversational assistance

Quickly deploy advanced chatbots that deliver the right answers