



FRESHSERVICE

Transform service operations with People-first Freddy AI

Always-on. Efficient. Proactive.



With changing expectations from modern workforce, CIOs are grappling with new challenges arising from these growing expectations. The top challenges are:



Limited agent availability for 24/7 employee support



Rote routines plaguing agent's and admin's work



Delayed decisions due to lack of insights and reporting burden

It's time to embrace Freddy AI as a helping hand for service management. Leverage our right-sized, enterprise-grade Freddy AI solutions to drive 24/7 conversational support, empower agents with productivity and efficiency tools, and gain actionable insights for proactive decision-making.

Empower your modern workforce with AI-powered experiences for employees, agents, and leaders with Freddy AI solutions

Freddy AI Agents for employees:

Autonomously deliver 24/7 human-like support across multiple channels, requiring zero human intervention.

Chat conversation:

Employee: Hello, I need access to Zoom

Freddy AI: I've got you covered! Are you looking for a Pro license?

Employee: Pro plan should do.

Freddy AI: Awesome! I've raised a request for you. You will receive an email from me soon on the status.

Employee: Hello Jane, you now have access to Zoom. Have a nice day!

Employee: Thank you

Trending employee issues:

Issues	# of tickets
1. VPN connection	353
2. Reset Password	250
3. Printer access	137

My MacBook is shutting down and I'm unable to launch applications - please help.

Marley Herwitz reported an hour ago

Hi Marley,

If your MacBook turns off immediately, there could be various reasons.

- Check the battery life or connect your Mac to a power source to ensure it has sufficient power.
- Try resetting the System Management Controller (SMC). Refer to the article "How to reset the SMC of your Mac" for step-by-step instructions.
- If the problem continues, it might be a hardware issue. In this case, reach out to IT Support.

Freddy AI Insights for decision makers:

Gain visibility into IT performance with AI-powered conversational inquiries and auto-generated insights.

Freddy AI Copilot for IT staff:

AI assistance to increase agent productivity, automate responses, and drive consistency of service across the team for service staff.

Powered now by Generative-AI

Freddy AI Agent

Availability on flow-of-work tools

Enable virtual assistants on public channels for instant resolution of simple queries.

Multi-lingual conversations

Localize support and enable employees to communicate with virtual assistants in any language of choice.

Email Bot

Auto-respond to simple email queries with relevant help articles to self serve.

Freddy AI Insights

Proactive insights

Stay on top of key trends, anomalies, and outliers proactively and take action as needed.

Root Cause Analysis for Proactive Insights

Identify the cause for all events, anomalies and insights and take precise next steps proactively.

Freddy AI Copilot

Translator

Enable bi-directional translation of tickets and agent responses in one's language of choice.

Post Incident Reports

Amplify incident resolutions with comprehensive reports generated with intelligent AI-powered automation.

Help Article Generator

Amplify incident resolutions with comprehensive reports generated with intelligent AI-powered automation.

Enterprise-grade AI for a high ROI

53%

Tickets deflected
when organizations use
Freddy AI Agents.

[Freshservice Benchmark Report](#)

26.55%

**Decrease in average first
response time**
with gen-AI-assistance tool.

[Freshservice Benchmark Report](#)

34.58%

Faster ticket resolution
When agents use Freddy AI
Copilot.

[Freshservice Benchmark Report](#)



Freshservice's AI capabilities are the backbone of our IT operations. With features like conversational support and the solution article generator, we are now able to deliver intelligent and user-centric IT support. Freshservice is simple and easy to understand, even for those without deep technical knowledge or rigorous IT training.

Alexander Wunsch

Chief Financial Officer at Porsche eBike Performance

**Porsche
eBike
Performance**

Empower your workforce with Freddy AI today

[Learn more](#)