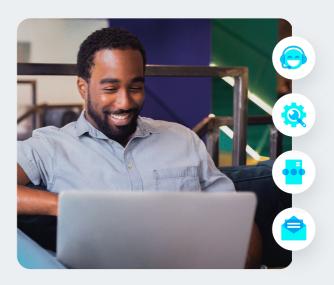


FRESHSERVICE

Transform service operations with Peoplefirst 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



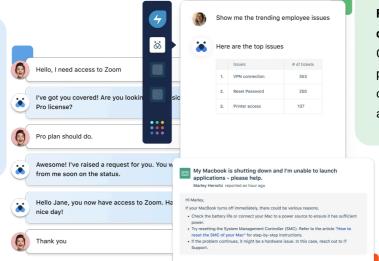
Delayed decisions due to lack of insights and reporting burden

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.



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:

Al 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 Al-powered automation.

Help Article Generator

Amplify incident resolutions with comprehensive reports generated with intelligent Al-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-Al-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 Wünsch Chief Financial Officer at Porsche eBike Performance Porsche eBike Performance

Empower your workforce with Freddy AI today

Learn more