

Accelerate Decision-making with Freddy AI Insights

Proactive. Informed. Strategic.



85% of business leaders have experienced decision stress, and three-quarters have seen the daily volume of decisions they need to make increase tenfold since 2020 as per [Harvard Business Review](#). Addressing such stress and volumes becomes challenging when business leaders lack access to timely insights.

Freddy AI Insights is your AI-powered assistant, delivering rapid, proactive and actionable insights about your IT service footprint. Designed for IT leaders, it reduces cumbersome report management and provides easy access to timely, relevant, and conversational insights - for better decisions, business agility and sustained growth."

Avoid the complexities of traditional reporting—like querying and manual reporting—with AI-powered insights that enable proactive, accurate, and reliable remediation decisions.

Why Freddy AI Insights?

Freddy AI transforms how decision-makers consume data. With proactive visibility, and root causation, Freddy AI simplifies reporting and enables swift action by uncovering new issues and addressing underlying problems.

1 Turn data into actionable insights

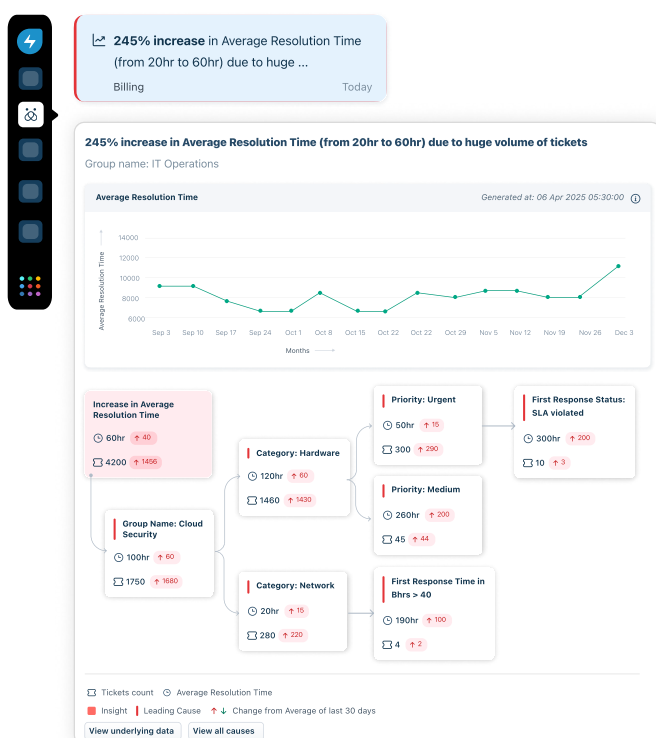
Freddy AI monitors and analyzes your service desk data to proactively deliver insights. Skip managing multiple reports with these timely insights to optimize and scale your service operations swiftly.

2 Drill down and drive precise decisions

Identify correlated service desk events that influenced a particular trend or insight. Drill down into root cause maps to make precise, proactive decisions and resolve business challenges at their source.

3 Converse for quick analytics (Coming Soon)

Skip querying and bulky reporting by gaining visibility into service operations conversationally. Ask the right questions and converse with Freddy AI to create charts, add or remove metrics, and get the insights you need.



Insights powered by Freddy AI

Stay updated with timely insights about trend changes, outliers, majority occurrences, and more for the following service desk metrics:



Trending employee issues

Identify top issues and deflect them with self-serve articles.



Average resolution time

Stay on top of agent performance by measuring resolution times.



Survey score

Track your workforce's pulse about service quality based on satisfaction surveys.



Average first response time

Measure the timeliness and responsiveness of your service agents.



Incoming ticket volume

Understand your team's workload by tracking ticket volume.



Resolved tickets

Track trends in resolved tickets across categories and agent groups.



SLA violated tickets

Identify areas to improve service quality by tracking SLA violations.



Freddy's quick insights help us pinpoint the information we need fast, especially when making decisions or analyzing patterns across cases.



As an IT Manager, I'm always looking to reduce manual effort and access insights more quickly. Freddy Insights has made that possible — building analytics is now much simpler and more intuitive, cutting down hours of work to minutes.



Availability

Explore Freddy AI Insights on the Freshservice Enterprise plan.

[Learn more](#)