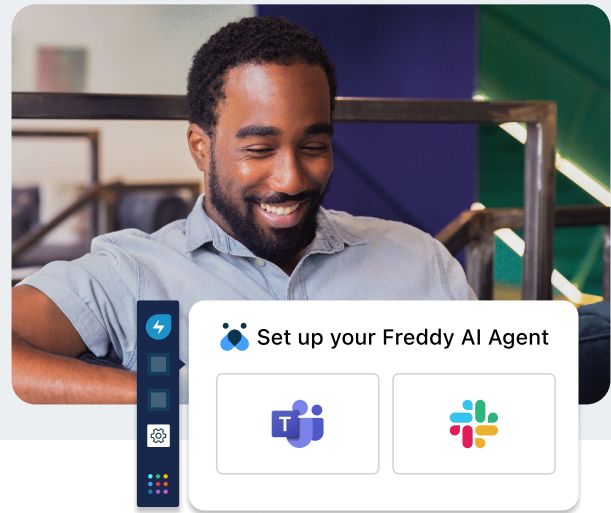


FRESHSERVICE

Transform employee support with Freddy AI Agent

Always-on. Autonomous. Humanized.



Business Challenges

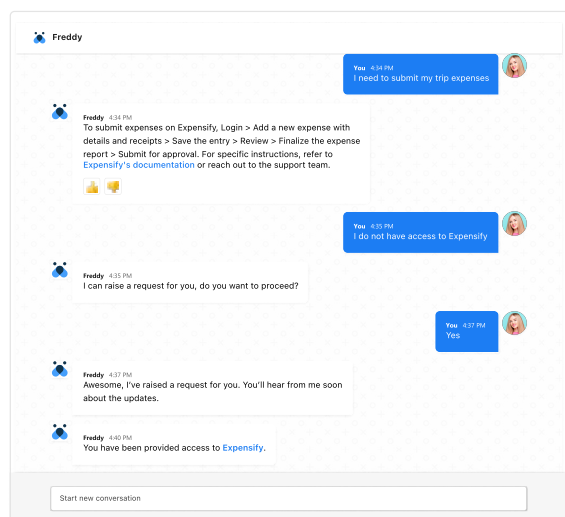
With increasing numbers of organizations adopting hybrid work models, employees are experiencing inconsistent support quality and long waiting times. Workers across the age groups (GenZs, Millennials, GenYs, and Boomers) have expectations extending from their consumer experiences that workplace support needs to be fast, personalized, and easy to access.

The changing nature of work and workforce dynamics has led to a surge in support services with IT leaders pressed to deliver more with fewer resources and tight budgets.

Solution

Modern service desks face immense pressure from overwhelming volumes of tier-one service requests coming from employees across various business functions. To handle the majority of these requests, which do not require direct agent intervention, IT leaders should leverage AI assistance to improve deflection strategies and empower employees with greater autonomy.

Introducing our GenAI-powered Freddy AI Agent, designed to intelligently resolve employee issues and deliver round-the-clock, instant, and personalized support across collaboration channels.



Benefits



Enterprise-grade AI, Simplified

No configuration hassles

Ready to use immediately with no setup or configuration required.

Context-aware from day one

Purpose built with domain awareness for both IT and Non-IT domains like HR, Finance and Workplace assistance.

Zero-touch support

Native AI agents seamlessly leverage workflow automation, knowledge bases and service catalogs for zero-touch support.



Always-on, Human-like Assistance

Personalized support

Offer human-like assistance through natural language conversations and tailored responses.

Round-the-clock availability

Automate level-one support, 24/7 on collaboration platforms like MS Teams and Slack that employees frequent.

Accessible and inclusive

Support employees in 40+ languages and collaboration channels by integrating with service catalogs and knowledge sources.



Trustworthy and governed

Safe

Protect employee data by ensuring there is no data or model sharing between customer accounts.

Grounded

Citation-inclusive responses to ground resolutions on an identifiable source of truth.

Trustworthy

Ensure accurate, reliable responses with continuous evaluation and updates to internal and third-party models.

Capabilities empowering always-on support

Multi-turn Conversations

Enable extended conversations with Freddy AI Agent and provide continued assistance to fix employees' issues.

Multi-lingual Conversations

Localize support and enable employees to chat and receive assistance from Freddy AI Agent in any language of their choice.

Formless Conversations

Modernize and simplify traditional support processes by enabling Freddy AI Agent to fill out forms conversationally.

Actionable Response Summaries

Enable quick resolution with curated responses sourced and summarized from various help articles.

Channel Availability

Enable Freddy AI Agent on public channels for instant resolution of simple and repetitive queries.

Unified Search* (Available for SharePoint)

Integrate and search through external knowledge sources for more precise Freddy AI Agent support.

Email Bot

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

Context-Aware Resolutions

Built-in domain awareness that needs no training to assist in and resolve IT and non-IT issues.

Citations and Grounding

Reference-inclusive responses to ground resolutions on an identifiable and reliable source of truth.

ROI and usage reports

Analyze and report on the Freddy AI Agent's deflection and usage metrics.

*In Beta

Driving business impact for customers

53%

of the tickets deflected by
Freddy AI Agent.

Source : Freshservice Benchmark Report 2024

“

**Porsche
eBike
Performance**

After implementing Freshservice, the team experimented with Freddy AI Agent and chatbots – quickly realizing real returns on their investment. Freshservice's generative AI-powered Freddy AI Agent in conjunction with Microsoft Teams provides employees with 24/7 support and shortens resolution times within Teams.

”

Availability

Explore Freddy AI Agent on the Enterprise plan.

Learn more about pricing

We're always there to help you with your queries.

If in doubt, feel free to reach out to us at support@freshservice.com

 **freshworks**

© Freshworks Inc. All Rights Reserved