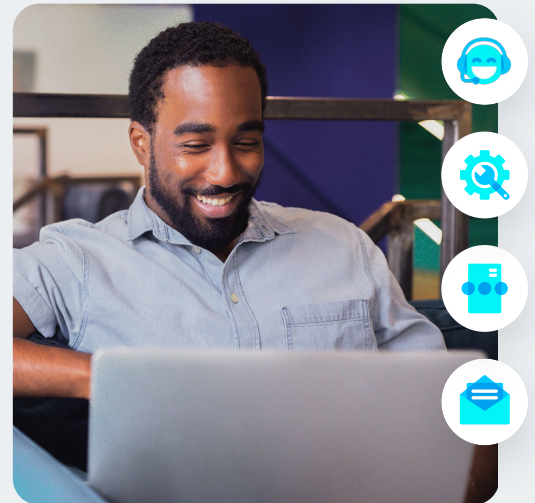**FREDDY AI COPILOT**

Transform Agent Workflows with Freddy AI Copilot

Efficient. Effective. Optimized.

Is your service quality taking a hit while your frontline agents drown in rote and tedious tasks?

Introducing Freddy AI Copilot, designed to equip IT staff with generative AI-guided assistance to increase agent productivity, automate responses, and drive consistency of services.

Why Freddy AI Copilot?

Achieve service operations excellence with productive yet happy agents by empowering them with AI-guided efficiency tools.
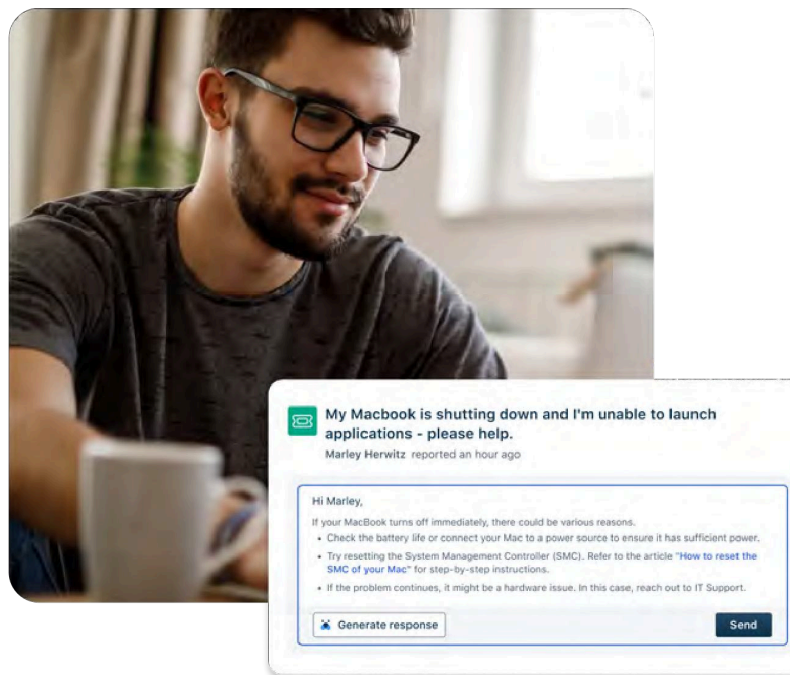
Enhance service delivery

Relieve agents from the responsibility of driving high service quality. Leverage generative AI to standardize content creation and ticket handling processes.

Focus on work that matters

Eliminate rote tasks from an agent's workday with generative AI-powered tools to handle and respond to tickets faster.

Optimize processes intelligently

Setup optimized processes with Freddy AI's assistance to improve service operations, optimize workflows, and intelligently route tickets.

> 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.
>
> Generate response   Send

Critical capabilities powered by Freddy AI

Enhance service delivery

Help article generator

Auto-generate solution articles from various sources.

Reply suggester

Leverage auto-generated replies sourced from the knowledge base.

Translator

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

Writing assistant

Communicate effectively optimizing the quality, tone, and clarity of written content.

Focus on work that matters

Ticket summary generator `Gen AI`

Understand ticket progress quickly with an auto-generated summary.

Similar incident suggester `Gen AI`

Resolve issues effectively with context from similar issues.

Field suggester

Handle tickets faster using triaging recommendations.

Resolution notes generator

Generate a summary about how a ticket was resolved.

Optimize processes intelligently

Post Incident Reports

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

Intelligent related changes

Identify recent changes that may have caused an incident to identify root causes accurately.

Intelligent agent routing*

Route tickets by identifying agents' area of specialization.

*Coming Soon

Trusted by customers to fuel business growth

According to the [Freshservice Benchmark report 2024](#), with Freddy AI powered Reply Suggester, customer have optimized service delivery with a **39%** decrease in Average First Response Time.

> 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

Pricing and availability

All Freddy AI Copilot features are available now as an add-on on the Pro and Enterprise plans. These are charged as:

$29 /agent/month

Available on Pro and Enterprise

Empower your workforce with Freddy AI today

Learn more