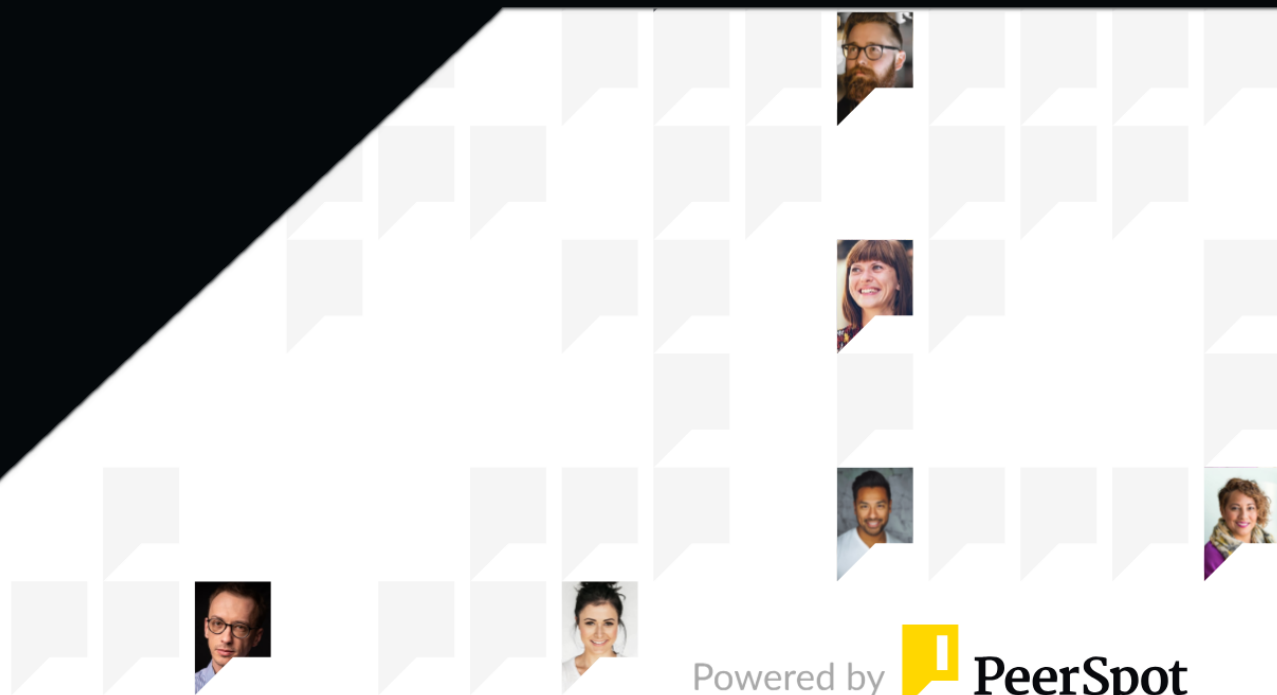




Freshservice

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Freshservice

Freshservice Recap

Freshservice specializes in user-friendliness and seamless integration, facilitating IT operations with AI-driven ticketing and flexible asset management, essential for diverse organizations.

Known for its comprehensive automation and integration with platforms like AWS, Freshservice enhances IT tasks with flexible workflows and intuitive dashboards. Its self-service portal and effective incident management promote efficient service delivery and SLA compliance, making it vital for IT teams. However, users seek enhanced customization and integration with Microsoft and Google, along with improved analytics and project management features.

What are the essential features of Freshservice?

- **User-friendliness:** Simplifies IT processes with intuitive design.
- **Comprehensive automation:** Optimizes operations through streamlined processes.
- **AI-powered ticketing:** Enhances ticket management with intelligent solutions.
- **Seamless integration:** Connects with platforms like AWS and SolarWinds for efficient workflows.
- **Flexible workflows and asset management:** Adapts to diverse IT needs for better service delivery.

What benefits should users consider in Freshservice reviews?

- **Streamlined IT operations:** Simplifies and speeds up service processes.
- **Improved SLA compliance:** Enhances adherence to service level agreements through efficient management.
- **Increased service delivery:** Boosts the quality and efficiency of services provided.
- **Visibility across departments:** Provides clear tracking and management of service requests and assets.

Freshservice is widely implemented in IT service management, supporting ticketing, incident management, and change management. It assists in customer service, internal support, and integrates with Azure and AWS. Significant for HR service centers and knowledge bases, it enables workflow automation and reporting, centralizing service operations for enhanced visibility and tracking across departments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Ultimately, we saw a 77% reduction in average resolution times with a return on investment realized within 6 months.”



Raja Farrar

IT Service Delivery Manager at Symposiam



“Freshservice has had a significant positive impact, especially when managing AWS-related IT operations by centralizing incident management and automating repetitive tasks.”



Validated user

Security Engineer (SOC) at a tech services company with 51-200 employees



“We have definitely seen a return on investment based on the use cases we have implemented.”



Ashok R

Technical support manager at a tech vendor with 201-500 employees



“All features explored in Freshservice have proven to be helpful in reducing workload and ticket redundancy.”



TusharGoel

Cloud Engineer at TO THE NEW Digital



“My advice for others looking into using Freshservice is that it is a very great tool, as it saves your time, your money, and your team efforts.”



Yousef Almomani

Systems Engineer at a consultancy with 51-200 employees



“We use the ticketing system primarily, which is very easy to use for all users.”



Trilochana Gouda

IT manager at a comms service provider with 1,001-5,000 employees



“With Freshservice in place, we have reversed the trend of creating tickets.”



Validated user

IT & Operations Manager at a financial services firm with 51-200 employees

What users had to say about valuable features:

“The most valuable aspects of the solution include incident management, service request management, creating an IT service catalog, automating approval workflows, ticket assignments, automated responses to users and agents, change management, and asset management module, which is extensively used..”

Validated user

[Read full review](#) 

IT & Operations Manager at a financial services firm with 51-200 employees

“We use the ticketing system primarily, which is very easy to use for all users. Freshservice is helpful, especially in incident management. Incident management is very helpful, and the system is straightforward, making it easy to use for our enterprise-level company..”

Trilochana Gouda

[Read full review](#) 

IT manager at a comms service provider with 1,001-5,000 employees

“The best features Freshservice offers are the tagging of tickets with categories, subcategories, items, and CI type. Freshservice is preferred over other ITSM tools because it provides an excellent dashboard for ticket counts, displaying how many tickets are in open state, how many tickets are resolved today, and the types of fields for ticket status specifically..”

TusharGoel

Cloud Engineer at TO THE NEW Digital

[Read full review](#) 

“Freshservice’s best features stand out because they combine ease of use with powerful IT service management capabilities that scale well as organizations grow. One of its strongest features is **Incident and Service Request Management**. The intuitive ticketing system allows teams to log, prioritize, categorize, and resolve issues efficiently, while automation rules, SLAs, and workflows help reduce manual effort and response times. This leads to faster issue resolution and improved end-user satisfaction.

Another key feature is the **Self-Service Portal and Knowledge Base**. Freshservice enables users to find answers, submit requests, and track their issues without contacting IT directly. A well-structured knowledge base reduces repetitive tickets and empowers users to resolve common problems on their own, freeing IT teams to focus on higher-value tasks. .”

Yousef Almomani

Systems Engineer at a consultancy with 51-200 employees

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The best features Freshservice offers are the newest ones, including AI-powered automation and Freddy AI. Usability of Freddy AI agent and copilot enable intelligent auto-triage, draft suggestions, and self-service via Slack and MS Teams, as well as Freddy Insights for surfacing trends, allowing us to evaluate root causes and create knowledge base articles. Freshservice aligns with ITIL 4 for incident, change, problem, and major incident management, making it easy to manage these aspects built into ITIL best practices. The self-service knowledge management features, AI-enhanced portals for end-users, company branding, and Freddy-powered suggestions further enhance usability. The no-code workflow builder is a great feature, allowing drag-and-drop workflow automations to automate things such as approvals, alerts, SLA rules, and ticket routing. Visual setup and sandboxes let us test new functions before pushing them into the live environment. The asset management of Device42 has been a great feature for managing hardware, software, and licenses linked with InTune and Endpoint Manager Defender. The reporting and analytics module is also an amazing, useful feature with custom SLA policies, auto-escalations, and easy-to-use dashboards with templates already available for our utilization. Overall, Freshservice provides cutting-edge AI automation for agents and end-users, effortless no-code workflows and ITIL-aligned operations, robust asset, incident, change, problem, and major incident management backed by the live CMDB, unified service desk with self-service and multi-channel support, and strong analytics reporting features, making it a powerful tool for any IT function. I would say all three of the features—AI automation, workflow automation builders, and the CMDB—have made the biggest difference for my team. They have improved the service that our support function provides, accuracy, reduction of errors, and reduced admin time, including auto-discovery, tracking, and dependency mapping in a clear-to-use visual. These three particular best features have greatly impacted our IT service delivery.

Raja Farrar

IT Service Delivery Manager at Symposiam

[Read full review](#) 

“I find Freshservice automation rules fairly intuitive for basic workflows such as auto-assigning tickets or sending notifications when certain conditions are met. Setting them up is mostly straightforward through the rule builder. When integrating with AWS CloudWatch, it is more technical because you have to set up SNS topics or Lambda triggers to push alerts into Freshservice, which requires some knowledge of AWS services. Once configured, it works reliably and saves a lot of manual effort. The main challenge I encountered was mapping CloudWatch events to the right ticket categories and ensuring alerts do not create duplicate tickets. After fine-tuning the rules and testing different scenarios, the integration became smooth and efficient.

“Using Freshservice via the AWS marketplace allows us to leverage AWS security and scalability. All ticket attachments can be stored securely in S3, and we can use CloudWatch for proactive monitoring. The automation of repetitive tasks such as routing tickets or triggering notifications based on AWS events saves the team a lot of manual effort. The combination of Freshservice and AWS helps us maintain high service reliability, streamline IT operations, and quickly respond to issues.

“The best features that Freshservice offers include automation because automating repetitive tasks such as ticket assignments and SLA notifications saves a lot of time and reduces human error. Integration is another key feature because the ability to integrate with AWS services such as CloudWatch, S3, or Lambda is a huge advantage. Alerts and events from AWS can directly trigger tickets or updates, making incident management much more efficient. Reports and analytics are also valuable because Freshservice dashboards and reports give much clearer visibility into ticket volumes and team performance, helping with continuous improvement. The Service Catalog, also known as workflow management, has predefined workflows for common IT requests, streamlining approvals and provisioning, especially when managing cloud resources. These features make managing IT operations in an AWS environment much more efficient and reliable.

“The reporting and dashboard in Freshservice are really helpful for our team because they give us a clear overview of ticket volumes, SLA compliance, and response times. We can quickly see which types of AWS-related requests, such as EC2 access issues or S3 permission changes, are taking longer to resolve. These

insights allow us to identify bottlenecks, adjust workflows, and improve SLA compliance. After noticing recurring delays in AWS resource provision requests, I created automation rules to route these tickets faster, which significantly reduced resolution time. The dashboard also helps when communicating team performance to management by providing visual evidence of how efficiently we are handling IT requests and AWS operations. The analytics helps us work smarter and continuously improve our processes.

“Freshservice's self-service portal and knowledge base are very useful because users can resolve simple AWS-related requests on their own, which reduces the number of tickets that reach our team. The combination of automation, integrations, and reporting ties everything together, making our workflow efficient, transparent, and easier to manage. All of these features help us maintain high service reliability and respond to issues much faster.

“Freshservice has had a significant positive impact, especially when managing AWS-related IT operations by centralizing incident management and automating repetitive tasks. Our team has become more efficient and responsive. Faster ticket resolution thanks to automation rules and integration with AWS, improved SLA compliance, and dashboards and reporting give visibility into team performance. The Service Catalog and predefined workflows allow us to handle common AWS requests such as EC2 access or S3 permission changes consistently. Freshservice has changed the way our team works by making processes more organized, measurable, and efficient, allowing us to focus on higher value tasks instead of manual ticket handling..”

Validated user[Read full review](#) 

Security Engineer (SOC) at a tech services company with 51-200 employees

Other Solutions Considered

“Before Freshservice, ServiceNow was used. The switch to Freshservice occurred when changing organizations, and Freshservice was found to be more attractive compared to ServiceNow. ServiceNow operates slower and is more complicated in creating incidents..”

TusharGoel

Cloud Engineer at TO THE NEW Digital

[Read full review](#) 

“Before choosing Freshservice, we evaluated other options, including Zendesk. ServiceNow was also considered, but it is too costly. We had a trial long ago, and overall, our only viable option remained Freshservice..”

Ashok R

Technical support manager at a tech vendor with 201-500 employees

[Read full review](#) 

“I have used Jira Service Management and Zendesk. Most features like incident management, problem management, and project management in Jira Service Management are available in Freshservice. Enhancing the customer's experience is our main objective. We use whichever tool our clients require. We can also use Salesforce, which is a highly scalable platform. We can also develop things on Salesforce..”

Divya BC

CX Team at Padah Solutions

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“Before choosing Freshservice, we evaluated a few other IT service management tools such as ServiceNow and Jira Service Management. We decided on Freshservice because it offered a good balance of automation, cloud integrations with AWS, reporting capabilities, and ease of use for our team, meeting our needs without being overly complex or costly..”

Validated user

Security Engineer (SOC) at a tech services company with 51-200 employees

[Read full review](#) 

“We previously used a different solution, specifically a Microsoft tool. We started with that solution, but the storage price was very high compared to Freshservice. The database storage cost was prohibitively expensive for our organization, which was one of the primary reasons for switching. Furthermore, that solution was not flexible, and the configuration was tricky for our team to train on, especially since we had previously used Freshdesk and found Freshservice to be more convenient and easy to use. Clearly, pricing and usability were the main factors for switching..”

Ashok R

[Read full review](#) 

Technical support manager at a tech vendor with 201-500 employees

I previously used ServiceNow. I switched from ServiceNow to Freshservice primarily due to cost savings, which amounted to a 50 to 60% lower total cost of ownership. The improved licensing structure, ease of implementation, and user experience were critical factors. Freshservice provides a cleaner and more intuitive UI with a more mobile-friendly design, facilitating use across various devices, making it more accessible for non-technical teams compared to ServiceNow's more complex interface. The implementation of Freddy AI for ticket triage, predictive insights, and self-service deflection has proven beneficial. Although ServiceNow offers AI features, they often require additional modules which add costs, unlike the built-in features Freshservice provides. Flexibility is another aspect where Freshservice shines, being less over-engineered and imposing a lesser cost burden.

Raja Farrar

[Read full review](#) 

IT Service Delivery Manager at Symposiam

ROI

Real user quotes about their ROI:

“With using Freshservice, only two technicians are needed per one shift, but without Freshservice, for the same company size, we need about four technicians per shift, so it saved money and time..”

Yousef Almomani

Systems Engineer at a consultancy with 51-200 employees

[Read full review](#) 

“In the Latin American market, companies may not generate the same revenue as American companies of similar size. Therefore, while the return on investment could be good for an American company, it might not be as significant for a Latin American company..”

Jesus Villanueva

Private at Private Entrepreneur

[Read full review](#) 

“We have definitely seen a return on investment based on the use cases we have implemented. We observed improvement in resolution time and first response time. Automation has contributed significantly, resulting in reduced resource counts, which equates to savings in money and time..”

Ashok R

[Read full review](#) 

Technical support manager at a tech vendor with 201-500 employees

“It's difficult to quantify ROI, but the improved efficiency and access to our library and kit list, means we're saving by not buying additional equipment that already exists. It's also saved a lot of time because people are able to respond to tickets and provide a dropdown answer whereas previously responses were by email..”

Tim Guilder

[Read full review](#) 

Head of Production Technology at ITV

“We have seen a tangible return on investment with Freshservice. Time saved is approximately twenty to twenty-five percent, which frees up our engineers to focus on more high-value tasks. Faster resolution means the average ticket resolution time decreased by roughly twenty-five to thirty percent since alerts are automatically converted into tickets and routed to the right team. SLA compliance improved from eighty percent to ninety-five percent, which reduces delays and improves reliability for internal IT requests. We did not need to hire additional staff to handle AWS-related incidents because the current automation and reporting streamline workflows very efficiently. These improvements translate into fast response times, better resource utilization, and reduced operational overhead, which we consider a clear return on investment..”

Validated user

Security Engineer (SOC) at a tech services company with 51-200 employees

[Read full review](#) 

“We've noted an ROI as it's served as our go-to platform for the last four years.

As far as keeping track of your requests versus agents are concerned, you definitely get a complete, concise list of all your active users versus disabled and suspended. It's not the most ideal in terms of trying to find a user that's in the table as you would actually have to use their search field on the main platform, and hopefully, you'll get the spelling correct. Otherwise, you'll have a hard time finding the user.

That being said, on the user table, it's broken down by the first letter of their first name. So you'll have, what's it called, links per letter of the alphabet. So if I'm looking for myself, for example, I would have to click E and then go down the list page by page individually to try and find it.

As far as user management is concerned, it's a little bit frustrating from the user management perspective. However, from the ticketing perspective, it's a very solid tool. You'll have previous tickets that you could search through if you're looking for particular issues. It's effortless to find. You could search back through the history of a user's ticketing. The asset management tool is where the ROI is, provided that you're keeping it up to date. Again, the analytics portion of it is pretty solid and they just upgraded as well. Now, it's like a reporting and analytics feature that they have as opposed to just scheduled reports that we would run every now and then..”

Emmanuel Manios

Lead Enterprise Support Technician at a retailer with 1,001-5,000 employees

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Use Case

“Freshservice is our organization's IT service management solution. We are using it for ITSM. We use Freshservice for incident management, service request management, creating an IT service catalog, automating approval workflows, ticket assignments, and automated responses to users and agents.

We also have change management and automated workflows for change requests. The asset management module is being used by us extensively..”

Validated user[Read full review](#) 

IT & Operations Manager at a financial services firm with 51-200 employees

My main use case for Freshservice is for IT support, ITSM management, and asset management. For instance, I use Freshservice for service requests for onboarding and offboarding. We recently automated processes to streamline those requests to make them more secure, error-free, and reduce the admin time for joiner, mover, leaver processes. That went through Sage People to AD, Azure through Freshservice for automating provisioning services. The main use cases for Freshservice in my organization are for asset management and IT service delivery, IT support management.

Raja Farrar[Read full review](#) 

IT Service Delivery Manager at Symposiam

“We use Freshservice primarily for **IT Service Management**, including incident management, service requests, asset management, and change management to support daily IT operations efficiently.

Freshservice is used as our central platform for:

- Managing IT incidents and service requests
- Automating workflows and approvals
- Tracking IT assets and licenses
- Supporting ITIL-aligned change and problem management
- Improving visibility through reporting and analytics It's a great tool that makes our work very easy.”

Yousef Almomani

Systems Engineer at a consultancy with 51-200 employees

[Read full review](#) 

“I have been using Freshservice for approximately five months through the AWS marketplace. During this time, I have handled incident management, workflow automation, and internal IT requests. I have also explored integrations with AWS services such as CloudWatch and S3 to streamline monitoring and ticket management.

“The main use case for Freshservice is managing IT services, requests, and incidents across cloud environments. On a typical day, I use Freshservice to track and resolve internal AWS-related requests, such as EC2 instance access issues or S3 bucket permission changes. I also assign tickets, set SLAs, and use automation rules to route them to the right team members. Integrating Freshservice with AWS CloudWatch allows us to receive alerts directly into the platform, so we can respond quickly to issues without constantly monitoring multiple dashboards..”

Validated user

Security Engineer (SOC) at a tech services company with 51-200 employees

[Read full review](#) 

“The main use case for Freshservice is customer ticket escalation. We receive queries from users related to requests or incidents, and our primary focus is on problem management. Day-to-day incident and problem management constitute our main responsibilities.

A specific example of how we use Freshservice for incident and problem management involves P1 or P2 alerts. When monitoring our integrated system, a ticket is automatically generated and alerts our team. The engineer serves as the agent. Based on our licensing structure, we have different users for L1 and L2 support levels. L1 performs initial troubleshooting and follows established SLAs and SOPs for analysis. If they cannot resolve the issue within their SLA timeframe, they escalate the ticket to the L2 team. L2 begins triaging the issue based on the information provided by L1 and takes over the troubleshooting process. When L2 identifies and resolves the issue, they close the ticket with resolution steps or a workaround. If they cannot resolve it, they assign it to the L3 team. When engaging L3, we use Freshservice's integration with Azure ADO, which automatically creates a ticket in Azure ADO for the L3 resource to work on. This is the current flow we follow.

For reporting purposes, we have created different reports and dashboards based on the number of use cases. We download reports and tickets based on areas we call Pods. We have created workflows for different columns in the ticketing tool for incident creation. Based on these workflows, we segregate ticket volumes to determine how many incidents are created for each Pod. This is useful for further analysis when we connect with the engineering or development teams to focus on reducing ticket volumes in particular Pods or areas..”

Ashok R

Technical support manager at a tech vendor with 201-500 employees

[Read full review](#) 

“Freshservice is used to redirect ticket handling and acknowledge tickets and incidents received. Tickets are redirected with their short description and subject line in Freshservice, which allows for quick identification of ticket types within the dashboard.

“The dashboard in Freshservice displays which user has how many tickets and what types of tickets based on priority, urgency, and impact. Incidents are shown according to status type including in progress, pending, open, resolved, and closed states. Additional status types can be added, and add-ons can be configured within Freshservice independently.

“Weekly and monthly reports are generated in Freshservice to identify repeated and reoccurring issues and to track the number of issues received weekly. Reports are easily fetched in CSV and Excel formats. Freshservice offers many different types of filters, allowing for specific issue tracking. For example, issues can be filtered by CloudWatch, Prometheus, Grafana, or New Relic to retrieve only the relevant data needed.

“During a high-impact event in the project, Freshservice was used to manage numerous Prometheus tickets over a two-month period. To fetch tickets by subject type and service, the export option in Freshservice was used to select Prometheus tickets. The subject line was filtered for Prometheus, and tickets were exported for a specific time period using created date and end date parameters. The report was downloaded in CSV or Excel format, allowing for deep analysis of specific dates and times when tickets were received for troubleshooting and log review purposes.

“When facing many issues on the same day, data is fetched in Excel file format. All ticket types and incidents are exported, and specific ticket types such as Grafana alerts can be filtered to track spike counts and similar alert types. Data can be easily exported from a specific date to another date as required, and the Excel file can be searched by subject line or short description as mentioned in Freshservice tickets..”

TusharGoel

Cloud Engineer at TO THE NEW Digital

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Pricing, setup cost, and licensing of Freshservice are handled by the business analyst or marketing team, so those details are not known. Technical reviews can be provided honestly from a technical perspective..”

TusharGoel

[Read full review](#) 

Cloud Engineer at TO THE NEW Digital

“It's a cloud-based solution, so it's not very complex. Once they create the instance for us, we define the fields, fill in drop-downs for locations, categorizations, etc., specific to our organization. Setting up and configuring the workflows is straightforward..”

Validated user

[Read full review](#) 

IT & Operations Manager at a financial services firm with 51-200 employees

“The pricing is reasonable for the features we needed, and the setup did not require any additional costs on our side since it is a cloud-based service. Licensing is very straightforward and easy to manage; we mainly had to choose the plan that matched our workload, and after that, everything is simple to maintain..”

Validated user

[Read full review](#) 

Security Engineer (SOC) at a tech services company with 51-200 employees

“Generally, before setting up the tool, we discuss it with the client to understand their present state. Setting up is not a big deal, but understanding the customers and their pain points and providing the best solution to improve their business takes time. Once we gather the business requirements document, the implementation along with UAT takes two to three months. We must configure the solution so the business can scale up anytime..”

Divya BC

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CX Team at Padah Solutions

“The complexity of the initial setup depends on your needs. It can be complex, but more than complex, it's long. It's a long process. It could be pretty straightforward, but it can be long.

So, depending on your internal needs, it might turn out to be complex. It took us four months to deploy it, from the very beginning to the end.

It is very resourceful. It has a lot of resources. In order to maintain it, there is a very vibrant and active community that I work with. So that makes maintenance easy. They have several support options for maintaining it. So, it's very simple to maintain. .”

ElvisHenriquez

Senior Services Manager at NextCom Systems Inc

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My experience with pricing, setup cost, and licensing has been that Freshservice has a subscription-based price structure billed per agent per month. There are significant jumps in costs for additional features such as Device42 for more in-depth asset management within the CMDB. Although I was not present for the setup, I've seen that onboarding and configuration typically range between \$5,000 and \$10,000 for mid-sized teams, while enterprise deployments tend to be higher for complex integrations. The average time to value for Freshservice setup is about 8 to 12 weeks, which is considerably faster than alternatives such as ServiceNow or Jira, which can take up to 6 to 12 months. Licensing is flexible, and compared to ServiceNow, Freshservice has demonstrated to be 50 to 60% cheaper in total cost of ownership. In terms of ROI and operational savings, we see an average 50% reduction in licensing costs, with 20 to 40% efficiency gains from automation and AI, and a 60% lower total cost of ownership.

Raja Farrar

IT Service Delivery Manager at Symposiam

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Customer Service and Support

“If we have any doubts, we have many articles available online. We contact the support team only in a worst-case scenario. The support team provides timely support..”

Divya BC

CX Team at Padah Solutions

[Read full review](#) 

“Their technical support could be improved. There have been times where we have been bounced around for simple issues. However, they have improved over the period of two years..”

Validated user

IT & Operations Manager at a financial services firm with 51-200 employees

[Read full review](#) 

“I have contacted technical support. It wasn't very easy. Even as a retailer partner, sometimes it was difficult to get someone from tech support to address an issue, especially if it involved changing labels or fields. Getting support for these kinds of issues was challenging..”

Jesus Villanueva

Private at Private Entrepreneur

[Read full review](#) 

“When an issue occurred regarding ticket merging in Freshservice, support was obtained through email. The customer support team was very helpful and polite, demonstrating accuracy and understanding of the urgency. An employee had mistakenly merged multiple tickets from different domains into one ticket. The support team guided the resolution process and connected via a bridge call for screen sharing, resolving the issue in a minimal period of time..”

TusharGoel

Cloud Engineer at TO THE NEW Digital

[Read full review](#) 

“Freshservice's customer support is responsive and helpful. When we have questions about configuring AWS-related integrations and automation rules, we reach out via the support portal and get clear answers in a reasonable time. Their documentation is also good, making setup easy without needing frequent support requests. Support is reliable enough for our needs; sometimes, responses take a bit longer when issues are complex, but overall it is adequate..”

Validated user

Security Engineer (SOC) at a tech services company with 51-200 employees

[Read full review](#) 

I have seen a favorable return on investment resulting from Freshservice. Time savings are evident with MTTR reduced through automation and AI triage by 50 to 80%, which is impressive. The implementation speed was notable as we completed it in 8 to 12 weeks. Additionally, the cost savings reflect licensing costs being 50 to 60% lower than prior solutions. Efficiency is marked by agent productivity improving ticket handling by 20 to 40% due to workflow automation. Self-service adoption has led to a 66% shift-left ticket deflection, reducing workload on service desk and support teams. While there were no reductions in actual staffing, workload has changed allowing us to take on more complex projects. Ultimately, we saw a 77% reduction in average resolution times with a return on investment realized within 6 months.

Raja Farrar

IT Service Delivery Manager at Symposiam

[Read full review](#) 

Other Advice

“Freshservice is very user-friendly and easy to customize. I would give it an eight rating out of ten overall. Based on my experience, I can recommend the product..”

Validated user

IT & Operations Manager at a financial services firm with 51-200 employees

[Read full review](#) 

“My advice for others looking into using Freshservice is that it is a very great tool, as it saves your time, your money, and your team efforts. I would rate this product 9.5 out of 10..”

Yousef Almomani

Systems Engineer at a consultancy with 51-200 employees

[Read full review](#) 

“All features explored in Freshservice have proven to be helpful in reducing workload and ticket redundancy. Others looking into Freshservice should explore all features first, as they will help reduce workloads and redundancy in projects and decrease ticket count through problem management tickets. Ticket categorization features in Freshservice are particularly valuable. This review rates Freshservice as a nine out of ten..”

TusharGoel

Cloud Engineer at TO THE NEW Digital

[Read full review](#) 

“Our advice for others considering Freshservice is to definitely proceed with it. We have only a customer relationship with this vendor. We have provided all feedback based on our previous and current experiences using this tool. Our last two organizations have used the same tool, which has made our work significantly easier. Our overall review rating is eight out of ten..”

Ashok R

Technical support manager at a tech vendor with 201-500 employees

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“If I have to give advice to others looking into using Freshservice, I would advise taking advantage of Freshservice's automation and cloud integration from the start, especially if you are using AWS. Setting up workflows and alerts early ensures tickets are automatically routed and prioritized. Investing time in reporting dashboards helps identify bottlenecks and improve SLA compliance quickly. Testing and customizing your workflows to match your organization's specific processes is key, as that is where Freshservice really delivers value. Careful planning for your setup will make it much more effective.

“Freshservice has been a strong solution for our organization, especially when used with AWS. It has improved efficiency, reduced ticket resolution times, and streamlined our workflows. The main areas for improvement would be deeper AWS integrations, more flexible automation and reporting, and a smoother mobile experience. It is reliable, scalable, and a tool our team depends on daily, and I would recommend it to other organizations looking for a cloud-friendly IT service management platform. I give this product a rating of eight out of ten..”

Validated user

Security Engineer (SOC) at a tech services company with 51-200 employees

[Read full review](#) 

The only mention I have is regarding access to tickets for others, but I believe Freshservice changed that feature about a year ago, allowing ticket ownership changes so other team members can pick up tasks in their absence. My advice for those considering Freshservice is to define your requirements first against what you need to avoid overpaying unnecessarily. Map out the ITSM needs specifically for incident, change, asset management, and determine if you need ITIL 4 alignment or AI automation as a future requirement, including multi-department support through [Freshdesk](#) for front of house. Start small and scale fast, begin with core modules first that are essential, and upscale as your team becomes more comfortable. Leverage AI functionality early by enabling Freddy AI for ticket triage and self-service deflection, which can significantly cut ticket volume if configured properly, along with utilizing a wealth of templates they provide. Invest in workflow automation early by utilizing the no-code workflow builder to automate repetitive tasks and approvals where most efficiency gains will occur. Plan your integrations by ensuring compatibility with other tools such as InTune, Azure, Slack, and Teams. Additionally, budget for training. Freshservice University or Academy can be useful, but proper utilization is crucial. Carefully compare pricing tiers since the functionalities sometimes lead to moving to higher tiers. Finally, engage with Freshservice's support, noting their responsive onboarding and technical support teams, and inquire about sandbox environments, although these may incur additional costs. I rate my experience with Freshservice overall as an 8 out of 10.

Raja Farrar

IT Service Delivery Manager at Symposiam

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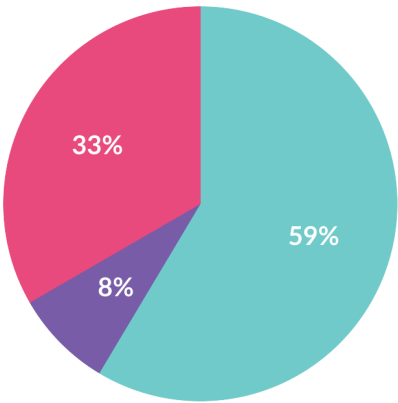
Top Industries

by visitors reading reviews

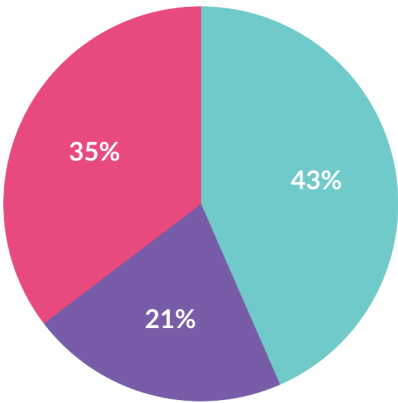


Company Size

by reviewers



by visitors reading reviews



Large Enterprise

Midsized Enterprise

Small Business

About this buyer's guide

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The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

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- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

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PeerSpot helps tech professionals by providing:

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