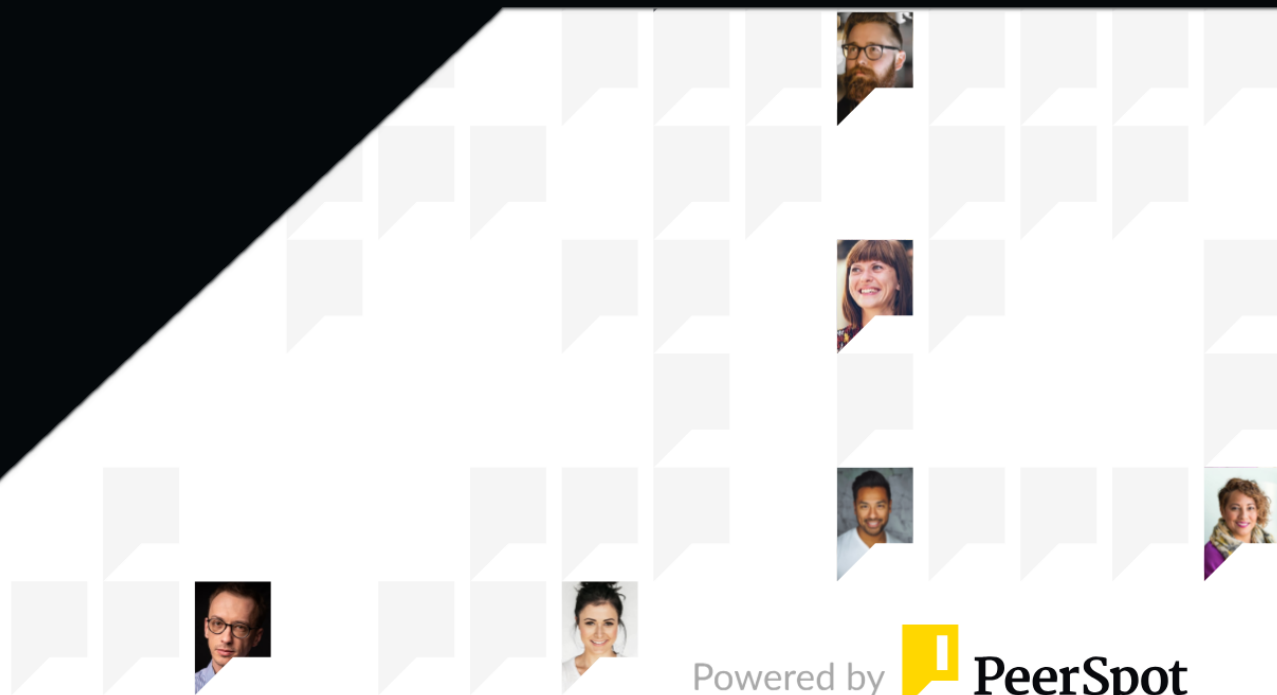




Freshdesk

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Freshdesk

Freshdesk Recap

Freshdesk enhances support operations with features like a centralized ticketing system, omnichannel communication, and seamless tool integration. It addresses customer queries and automates processes, driving efficiency and satisfaction.

Freshdesk offers robust capabilities for managing customer support, enhancing efficiency through automation and integration. Its streamlined ticketing system centralizes queries from multiple platforms, including email, chat, and social media. Features like a knowledge base help reduce repetitive inquiries, while its easy integration with tools such as Slack and Jira supports effective team collaboration. However, users seek improvements in customization flexibility, scalability, and pricing for advanced features. Performance issues may arise with high volumes, and there's room for improved API limits and cloud availability. Freshdesk's automation and communication abilities make it crucial for both internal IT and external customer service, ensuring seamless resolutions and SLA compliance.

What Features Stand Out in Freshdesk?

- **Ticketing System:** Centralizes customer interactions for streamlined management.
- **Omnichannel Support:** Integrates communication platforms for consistent service.
- **Automation:** Reduces manual tasks, boosting efficiency.
- **Knowledge Base:** Decreases repetitive inquiries with self-service resources.
- **Tool Integration:** Connects seamlessly with platforms like Slack and Jira.
- **Analytics & Reporting:** Tracks performance for informed decision-making.

What Benefits Should Users Look For?

- **Improved Efficiency:** Automation and centralized systems enhance support speed.
- **Customer Satisfaction:** Consistent and responsive service elevates user experience.
- **Scalability:** Adapts to growing support needs with integrations and customization.
- **Reduced Manual Effort:** Automates repetitive tasks, allowing focus on complex issues.

Freshdesk is widely adopted in industries like IT and customer service, where efficient issue resolution and communication are critical. By converting emails to tickets and automating assignments, companies enhance their response times and maintain SLA compliance. Its integration capabilities support diverse tools, facilitating a multi-channel approach for superior customer experiences.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “While using Freshdesk for their ticket management solution for reaching out to the end users, we are transferring a large part of that to the central team which is operating through ServiceNow, so everything which is flowing there ultimately flows into ServiceNow to give a 360-degree view of how well the support is running.”



Gauri Thakur

Director, Portfolio Projects at Microland Limited

- ✓ “Freshdesk is very easy to use and understand; it has one of the best ticket systems that is easy to understand and provides the best visibility to customers.”



Vinoxas Mishara

Project Manager at Yohanna

- ✓ “Freshdesk is a time saver and reduces the need for fewer employees.”



Ashutosh Jha

Project engineer at IT Solution india private limited



“Freshdesk has positively impacted our organization by improving our customer relationships.”



Iurii Efimov

Head Of Product & Engineering (Cpto) at a real estate/law firm with 11-50 employees



“The most valuable features of Freshdesk that I have found useful are the quick and automated customer handling that uses AI and self-service options along with collaboration tools, which I plug into Slack, allowing my developer team to know directly what errors come from the main core of our website.”



Riendi Aziz P

Head Advisor Infrastructure Cloud Architect at Adrienutech



“Freshdesk has played a huge role in allowing me to deliver solutions to my customers in a fast, timely fashion, which is why it rates high in my books.”



Anita Orioma

Customer Success Manager at Mimshackworks Endeavors



“Freshdesk has positively impacted my organization to an extraordinary extent; I cannot find the words to express how much it helps our workforce.”



Validated user

Works at a tech vendor with 201-500 employees

What users had to say about valuable features:

“What I find best about Freshdesk is that it is user-friendly and easy to assign to employees to do their tasks.

“It is easy to use. If we receive any ticket from the client side, I can easily assign it to the respective coordinator and technical person. I can assign that ticket to them to work on time..”

Bharanidharan K

NOC SOC ANALYST at SAVIC Inc.

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“While using Freshdesk for their ticket management solution for reaching out to the end users, we are transferring a large part of that to the central team which is operating through ServiceNow. So everything which is flowing there ultimately flows into ServiceNow to give a 360-degree view of how well the support is running. Freshdesk self-service portal is efficient, but I don't think the level of customization is too great. When you consider the amount of customization, and more importantly, the underlying workflow complexity that you can integrate with the front-end customization, the feasibility you get in ServiceNow is far more than Freshdesk. It is quite standard and it has its own challenges. Having said that, with the overall theme of all the service management toolsets, I still see that ServiceNow leads that on top of all..”

Gauri Thakur

Director, Portfolio Projects at Microland Limited

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“Freshdesk has all features, including automatic ticket assignment, notifications, and reporting tools. Administrators with access can assign tickets to anyone. The user interface is very good, and anyone can easily learn how to assign and create a ticket.

Previously, when anyone faced an issue, they had to call IT, and there was no record of what was done or what the cause was. Now, with Freshdesk, tickets can be easily assigned to any engineer, who will provide the cause, explain why it happened, and give us the answer on how they resolved the issue.

Freshdesk is leading to faster resolution because the ticket is assigned to an engineer who will start working immediately..”

Ashutosh Jha

Project engineer at IT Solution india private limited

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“The best features Freshdesk offers include AI Copilot Freddy and delivery speed.

“AI Copilot Freddy and delivery speed help my team because the best feature is when AI Freddy closes empty tickets automatically.

“Freshdesk has positively impacted our organization by improving our customer relationships.

“Freshdesk improved customer relationships through the interaction with the customer, as they can communicate with us via Freshdesk without needing to jump on a call..”

Iurii Efimov

Head Of Product & Engineering (Cpto) at a real estate/law firm with 11-50 employees

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“The best features Freshdesk offers, in my experience, are the out-of-the-box integration with various tools and the automatic assignment of tickets to technicians.

“These features drastically impact my day-to-day work and my team's efficiency by reducing the resolution time significantly, as issues that once took days to resolve are now handled in hours and even minutes.

“Freshdesk has positively impacted my organization to an extraordinary extent; I cannot find the words to express how much it helps our workforce.

“I have noticed significant changes in productivity, response times, and customer satisfaction; productivity has improved, and as I mentioned earlier, the time we spend on each ticket has now been reduced to just a few hours, allowing us to resolve level one tickets before the end of the day..”

Validated user

Works at a tech vendor with 201-500 employees

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“The best features Freshdesk offers include automation of workflows, insights and analytics, performance analysis and charts, an efficient ticketing management tool, great customer support, live chat, a ticket submission portal, email monitoring, automation potential, centralized communication records, a clean user-friendly and intuitive interface, and intuitive ticket properties.

“The capability of automating workflows streamlines the process and saves us time.

“Freshdesk has positively impacted my organization as it has saved a considerable amount of time and has enabled us to focus better on customers, which resulted in lesser churn. It has allowed us not to invest in additional chat platforms, therefore saving us cost, and it is very easy to use for both clients and my team members. It has reduced SLA violations as it constantly shows us when the next response is due based on the severity of the ticket. Automation of assigning tickets helps in reducing overall operational costs for the company, freeing up agents to do other complex and much-needed tasks. The better analysis of the overall incoming and outgoing tickets, SLA adherence or violation helps reconfigure the team as per requirement..”

Vinoxas Mishara

Project Manager at Yohanna

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Other Solutions Considered

“I have faced challenges while using Freshdesk. When a client raises a ticket, I get a duplicate number. For example, if a client is raising ticket number 00118, and if the ticket is not generated properly, it will be generated again. So, we get two tickets, and it's hard to track that ticket history..”

Bharanidharan K

NOC SOC ANALYST at SAVIC Inc.

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“Before using Freshdesk, I evaluated other customer experience management products like JIRA Service Desk and BMC. The main advantages of Freshdesk are its user-friendliness, ease of use, and quick adaptability. It stands out for being easy to start with and resolving problems seamlessly..”

Alexey Timchenko

Senior Vice President Information Technology at TASC Towers

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“Before using Freshdesk, I was using Jira, and prior to that, I used open source ticketing systems. I chose Freshdesk because it is easily integrated from the AWS Marketplace, it's not expensive and is the best option compared to others..”

Riendi Aziz P

Head Advisor Infrastructure Cloud Architect at Adrienutech

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“We previously used JIRA Service Management, but it was very expensive. We decided to go with Freshdesk because of the price. However, today I'm considering moving to Zendesk because they are richer in features and integrations and it allows me to do much more than Freshdesk..”

Amit Lavi

VP Customer Success at Secret Double Octopus

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“If I were to choose from Freshdesk, Zendesk, and Mojo Helpdesk, I would opt for Freshdesk just because I was using it more extensively than other solutions. Zendesk was also good but I only used it for a year. When it comes to Mojo Helpdesk, the onboarding was not very extensive, and there were questions I had that were not answered. That was not directly the fault of Mojo Helpdesk, but the people who made us use it. Additionally, some of the functions ended up not working properly..”

Flor Ragunton

Head of HR and Training at ProSpark

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“I have had a very limited solutioning engagement with SCSM because that was for one of our customer bases, and we have moved them from SCSM to ServiceNow because of the limited possibilities of expansion and integration with the existing system. The idea was addressing all those challenges; we have replaced it with ServiceNow. So, of course, we predominantly drive the engagements on ServiceNow, so I can speak at length about it, but with SCSM, I have a very limited understanding because there's only one account where we have engaged on SCSM. My team has had SCSM experience because we moved the entire workflow of SCSM into ServiceNow, but it was part of largely a transition from one tool to the other.

“Each one has its own challenges. Largely, whenever you're transitioning or migrating from one tool to the other, it's always about understanding what's existing. So when you're doing it from Freshdesk to ServiceNow, what customization has been built in? Do you have better documentation to refer to, up-to-date documentation to understand the workflows end to end? To understand that the entire setup is documented well for you to be able to move it to the new platform in a more efficient manner, you end up knocking multiple doors than needed to just get the design right. That is a common challenge I have seen. As long as the customer or the entity from whom we are taking over understands their toolsets to some extent while we also prod, we get somewhere. There is always a version of the platform you go for. Version one goes first, and then two with more integration, and three towards more stabilization. That's the standard journey you take. Each program, of course, has its own flavor of challenges. But what I have always seen, especially in the platform journey, is that what is always helpful is how thorough and how clear the strategic, functional, and technical documentation is, and that SMEs are there for them. Because sometimes a lot of hands change, people do not capture the knowledge or keep it at a certain place, and then you struggle to figure out who is the right person that can give you the right information you're looking for from that IT services department. That's what I was saying; you end up knocking more doors than needed. But ultimately, you get there, with its own challenges..”

Gauri Thakur

Director, Portfolio Projects at Microland Limited

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ROI

Real user quotes about their ROI:

“Freshdesk helps us to manage the customers and requests and documentation. With all the difficulties, we did receive an ROI that helps us to work with customers..”

Amit Lavi

VP Customer Success at Secret Double Octopus

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“I have seen a return on investment with Freshdesk, as there were definitely savings because we do not need to spend the lifetime of our customer success managers; we can just use this tool..”

Iurii Efimov

Head Of Product & Engineering (Cpto) at a real estate/law firm with 11-50 employees

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“Freshdesk helps me with reporting by integrating into Salesforce. It generates reports for response time in customer service, allowing us to provide the sales department with SLA metrics and identify which products customers ask about on our website..”

Riendi Aziz P

Head Advisor Infrastructure Cloud Architect at Adrienutech

[Read full review](#) 

“As the call center manager, I have been closely involved in all aspects of using Freshdesk.

Currently, it requires some maintenance from me, but it is not overwhelming, and it is a manageable part of my responsibilities..”

Sabrina Adhar

Call Centre Manager at a retailer with 51-200 employees

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“I have seen a return on investment through better analysis of the overall incoming and outgoing tickets. SLA adherence or violation helps reconfigure the team as per requirement. Automation of assigning tickets helps in reducing overall operational costs for the company, which frees up agents to do other complex and much-needed tasks. It has also reduced SLA violations as it constantly shows us when the next response is due based on the severity of the ticket..”

Vinoxas Mishara

Project Manager at Yohanna

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“I think it is to each its own. If I have a certain requirement for just a customer support service management, and it suits my IT budget, then even Freshdesk will not be too much for me. If I'm looking at cross-teams integration through the common platform, and I'm running a large business, I would look at ServiceNow and budget for it accordingly. So I wouldn't say it is too high or too low. People who initially find ServiceNow to be on the higher side, but when you do the value gain comparison in the next few years, you see that it does give you the returns, with the AI capabilities and everything it brings. The same goes for Freshdesk. But it is all about the scope in which you are implementing something. And if that qualifies, then that's what a customer goes by. Cost is something that is in your mind, not high or low..”

Gauri Thakur

Director, Portfolio Projects at Microland Limited

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Use Case

“I am using Freshdesk. I have been using Freshdesk for one year. First, I had used Freshchat for chat support. Then when I was joining Savic Technologies, I used Freshdesk for ticketing purposes..”

Bharanidharan K

NOC SOC ANALYST at SAVIC Inc.

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“I use Freshdesk for creating tickets for IT personnel. When any employee experiences an issue with their laptop, such as being unable to use the internet or facing other problems, they can easily email support@freshdesk.com, and a ticket is automatically generated on the portal. We can then assign the ticket to any engineer. Our organization uses Freshdesk for the ticketing portal, and we rely on it multiple times for ticketing purposes..”

Ashutosh Jha

Project engineer at IT Solution india private limited

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“My main use case for Freshdesk is customer support tickets.

“A specific example of how my team uses Freshdesk for customer support tickets is that it was a pre-integrated Freshdesk tool with Jira, where our customers can create tickets in case of failure..”

Iurii Efimov

Head Of Product & Engineering (Cpto) at a real estate/law firm with 11-50 employees

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“Our main use case of Freshdesk includes using it as a ticketing platform with live chat and support email for customers to send us tickets. We have agents on Freshdesk monitoring traffic and responding to customers to ensure we hit our support SLAs.

“We use Freshdesk as a ticketing tool for customer emails; it is a highly efficient ticketing management tool. It helps with customer self-service as well as advanced features such as automation of workflows, and it also provides many performance insights in the form of analytics where we are able to make data-driven decisions..”

Vinoxas Mishara

Project Manager at Yohanna

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“My main use case for Freshdesk is for integration with the service desk, where I integrate it with Site24x7 to receive tickets based on notifications triggered by Site24x7.

“A specific example of how this integration helps my team is that Site24x7 is a monitoring tool that monitors my endpoints, servers, and network devices for their availability and performance, and whenever there is a spike in critical metrics or the status of devices, it triggers a notification that can be seen as a support ticket in Freshdesk.

“This setup has greatly changed my team's response and workflow compared to before, as it has drastically reduced the time we have to wait to report issues, allowing us to automate the process so that technicians receive notifications about problems immediately..”

Validated user

Works at a tech vendor with 201-500 employees

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“My team has had SCSM experience because we moved the entire workflow of SCSM into ServiceNow, but it was part of largely a transition from one tool to the other. So it was not evaluating the capability and the value that SCSM brings to the table, but because a customer was choking on SCSM, the request was to move to ServiceNow. So our focus was more on understanding the current workflows and the setup and moving them into ServiceNow.

“With ServiceNow, we largely set up the entire platform for our customer base. We have our in-house COE and a larger team who drives most of the ServiceNow implementation, and we drive the delivery in the managed services.

“Within the last 12 months, while we don't collect reviews for ServiceNow Platform at the moment and I had very limited experience with SCSM, I've been working with Freshdesk and other ServiceNow products. We have not gotten too much into the BMC or Remedy, but we are largely focusing on our AI automation ops to be more established in the market, and we have our in-house developed platforms as well. So we are heavily focusing on establishing ourselves there.

“With Freshdesk, we have just started to integrate with it, again with ServiceNow, in one of our client's cases. It is largely for taxation and audit. This is being used by one of our customers, so we are integrating that with ServiceNow also so that for a cross-view, ServiceNow is a common platform for them to look at how their IT service delivery is happening..”

Gauri Thakur

Director, Portfolio Projects at Microland Limited

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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.

“The initial setup of Freshdesk was easy and straightforward. With a rating of ten out of ten for ease of installation, it was self-sufficient and did not require extensive support except for certain chatbot integrations..”

SujayRao

Senior Manager, Customer Value & Innovation at CoinDCX

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“It took us about three weeks to deploy Freshdesk, which was manageable with our team's schedule.

I would rate this product setup as very good, as it suits our needs well..”

Sabrina Adhar

Call Centre Manager at a retailer with 51-200 employees

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“The initial setup of Freshdesk is not straightforward because there is a lot of preparation. However, this is something that would take time in any solution because you need to build your own look and feel.

I rate the initial setup of Freshdesk a five out of ten..”

Amit Lavi

VP Customer Success at Secret Double Octopus

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“It depends on what kind of setup I want to use with Freshdesk. If I want to just do a simple setup, I have to click through several options and my dashboard, tool, and product is ready to use. If I want a more complex setup, such as setting up SLAs according to business hours or SLAs according to date or rotational shift, or setting up advanced automation, it takes time and skill to build on top of that, according to what kind of automation I want to use..”

Parth Sudra

Solutions Architect at SHI India

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“I participated in monitoring the initial setup and deployment of Freshdesk, and as an IT professional, I find it easy. However, the challenging part comes from getting exactly what other departments needed from Freshdesk, especially the sales department, which requires good collaboration to extract the needed data.

“It's easy for me to install Freshdesk with no problems, but gathering data that other departments need can sometimes require sharing exactly what they require..”

Riendi Aziz P

[Read full review](#) 

Head Advisor Infrastructure Cloud Architect at Adrienutech

“The initial setup for Freshdesk is pretty straightforward because you mostly embed it. Organizations that want to use Freshdesk, depending on the pricing system they choose, usually sort that out first; most of the people I have worked with did not buy through AWS, they purchased it directly. After getting access, you embed it on the site where your customers usually visit, and if they have an issue, they raise a ticket. The ticket comes to us, and we can follow up. You can also track your response, answer quality, check analytics, and ensure that everything aligns with the SLA..”

Anita Orioma

[Read full review](#) 

Customer Success Manager at Mimshackworks Endeavors

Customer Service and Support

“The customer support is relatively very proactive and supportive 24/7, and I am very happy with them because they maintain their professionalism and are able to find a solution to any problem on time..”

Vinoxas Mishara

Project Manager at Yohanna

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“My experience with the customer support team of Freshdesk rates five out of 10. They are not too supportive, but I have lots of skills in that, so I have no need for their customer support unless it is regarding feature limitation or billing issues..”

Parth Sudra

Solutions Architect at SHI India

[Read full review](#) 

“Technical support for Freshdesk is rated at eight point five out of ten. While support is generally helpful, there are situations where they rely on product teams, which can delay solutions. In some use cases, technical support could be empowered with more capabilities to resolve issues directly..”

SujayRao

Senior Manager, Customer Value & Innovation at CoinDCX

[Read full review](#) 

“I don't communicate frequently with the technical support of Freshdesk. My customers, the OEM, do. My team has the line to log any cases with Freshdesk when they do the integration, but we don't get directly into it. We prefer leveraging our customers' existing contracts. Because our scope is not managing Freshdesk; our scope is more about integrating them to ServiceNow. And with ServiceNow, we have a direct engagement..”

Gauri Thakur

Director, Portfolio Projects at Microland Limited

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“The Freshdesk support team has been good. If you reach out for needed support, they are responsive. However, we have barely had any issues that required us to contact support. From my experience, once it is set up, we have never had problems, but I understand that on their site, there is a widget to contact them, along with email and other means of getting in touch. Personally, I have never had an issue that required me to reach out to their support..”

Anita Orioma

Customer Success Manager at Mimshackworks Endeavors

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“The support team is really good. While taking a data report for one month, the real-time data and metrics it shows are wrong sometimes.

“The support is good from my perspective.

“I have faced problems with them regarding the FRT (First Time Response) and ART (Average Time Response). The first-time response should be within 30 seconds. Sometimes they will not respond within seconds, causing delays. The average response time's estimated time should be completed within 10 minutes. They should maintain FRT and ART, which includes the first-time response and average time response..”

Bharanidharan K

NOC SOC ANALYST at SAVIC Inc.

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Other Advice

“My advice for others looking into using Freshdesk is to consider that compared to [Zendesk](#) or [Salesforce](#), where the settings might take months, Freshdesk can allow you to launch it in just a few days. I would rate this review an eight out of ten..”

Iurii Efimov

Head Of Product & Engineering (Cpto) at a real estate/law firm with 11-50 employees

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“Freshdesk is a time saver and reduces the need for fewer employees. The service desk employee's workload has decreased with the help of Freshdesk. I recommend using Freshdesk because it is a good solution for the ticketing portal. I rate Freshdesk nine out of ten because it does not have any type of inventory record detail. I give this review a rating of nine out of ten..”

Ashutosh Jha

Project engineer at IT Solution india private limited

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“The company has a partnership with Freshworks.

“I would recommend Freshdesk to other people. I have used it. When I first joined the company I was using Freshchat for chat support. Then, Savic Technology used Freshdesk. Comparing the two, there isn't much differentiation.

“On a scale of one to ten, I rate Freshdesk a seven out of ten..”

Bharanidharan K

NOC SOC ANALYST at SAVIC Inc.

[Read full review](#) 

“I do not have anything else to add about how I use Freshdesk; I have shared everything that we do.

“I would rate Freshdesk a seven on a scale of one to ten.

“I give it a seven because the usability is not bad, but it is not entirely out of the box; for the pricing, seven is an average score for the product..”

Validated user

Works at a tech vendor with 201-500 employees

[Read full review](#) 

“My advice to others looking into using Freshdesk is that when customers themselves want to contact a company for an issue, Freshdesk is best at helping them create tickets and reach out to the company for customer support, which can be automatically assigned based on the skill set of the customer representative. Multiple teams can collaborate on an issue by creating threads or private notes, making it easier for the customer representative to deal with as all the information is under one ticket and easy to use, helping to resolve customer issues on time and

in a cost-effective manner. I highly recommend Freshdesk.

“Freshdesk is very easy to use and understand; it has one of the best ticket systems that is easy to understand and provides the best visibility to customers. It is also very highly cost-effective compared to other competitors, and it has great features such as automation and knowledge base articles, which help free up agents' time to focus on more critical tasks and saves them considerable time. I rate this product an 8 out of 10..”

Vinoxas Mishara

Project Manager at Yohanna

[Read full review](#) 

“When we do a platform delivery, we don't only do that. As I said, we drive the entire IT services, including all the cloud data migration, DC, workplace upgrades, AD, O365, Win11 upgrades, network transformation and transition, to cyber-sec transition and transformation; to platform transition and transformation. That's all entirely our business. Integration is just a very small part of the use cases. We do it a lot, but it is just one; you can say it's 10% of the portfolio.

“I did not have hands-on experience with SCSM.

“I participate in the initial discussion, in terms of this is what we'll go by, but I align more toward the strategy than actually the implementation now because of my role. My team generally gets into the nitty-gritty of understanding the workflows and one tool over the other and engages with others. They're quite standard, actually. You can call it a CSAT or faster resolution. But the overall theme of all the service management toolsets still shows that ServiceNow leads the pack. It aligns to more extended features with AI abilities. My overall rating for Freshdesk is 7 out of 10..”

Gauri Thakur

Director, Portfolio Projects at Microland Limited

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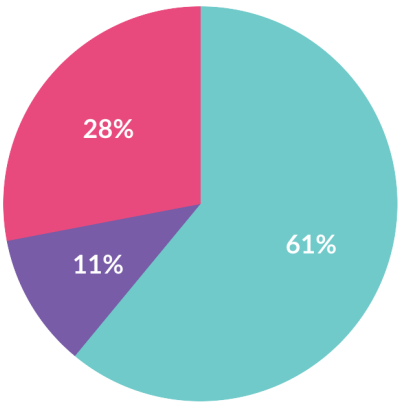
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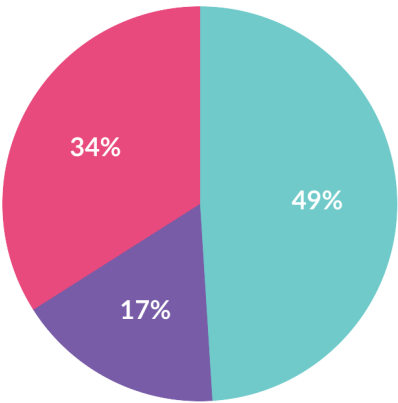


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