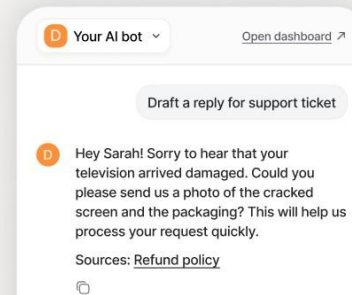


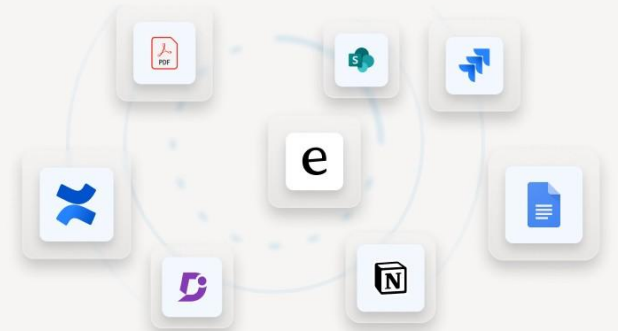
# What is Freshdesk?

- Massive integration for 1,000+ platforms
- AI chatbot and assistant
- Reasonable pricing tier



## Get a Freshdesk AI assistant

Train the AI assistant on all your knowledge like your Freshdesk past tickets, help center, canned replies or even Google Docs and more.



# What Problems Does Freshdesk Solve?

Slow response time for agents

Reduces repetitive tasks

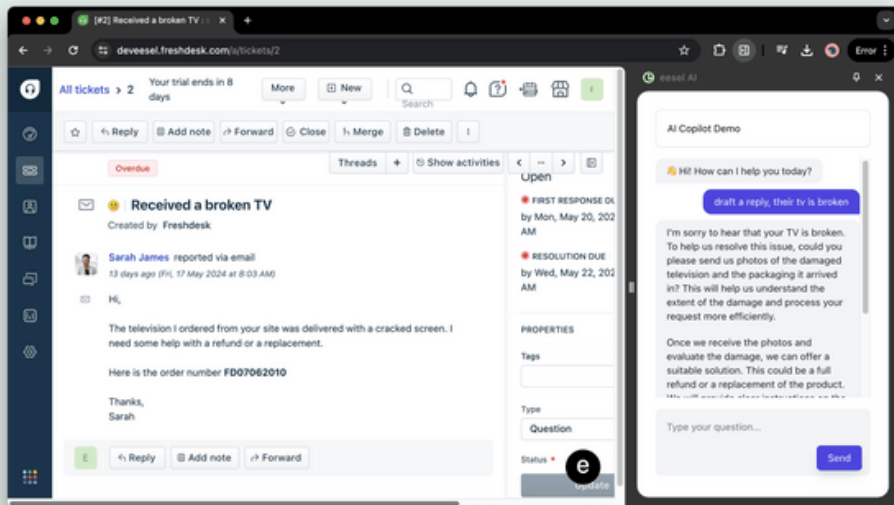
Agents accidentally responding to the same email

Fragmented and disorganized messages

Quicker customer service

# How Does Freshdesk Work?

## Get an AI copilot in Freshdesk.



- **Freddy AI:** Freshdesk's AI agent who assists with customer issues
- **Ticketing System:** Automatically automates customer inquiries and issues numbers
- **Automated Routing System:** Routes messages to certain agents or sections of team

# Specific Use Cases and Examples

## Marketing Agent

- ❖ Connects to customers
- ❖ Standard replies and agent training
- ❖ Universal image for customers over various platforms

## Out Of Town Messenger

- ❖ Informs customers when out of town.
- ❖ Manages and responds to questions and inquiries

## Social Media Manager

- ❖ Connects various platforms for simple management
- ❖ Helps with organization and project management

# Competitors of Freshdesk

Feature/Function	Freshdesk	Zoho Desk	Hubspot	Zendesk
<b>User Interference</b>	Simple	Basic	Basic	Complicated
<b>AI Strength</b>	Freddy AI	Identifying and helping resolve issues quickly	Best for marketing research	Advanced AI bots
<b>Automation</b>	Automated	Step by step process	Workflow	Large volumes of tickets
<b>Reports</b>	Team productivity and success	Excel exports	Financial reports	Customization of reports

# Getting Started with Freshdesk - Costs

Plans	Price	Best For	Key Features
Growth	\$19	Small businesses 10 Or Less Agents	<ul style="list-style-type: none"><li>• Ticketing system</li><li>• Customer portal</li></ul>
Pro	\$55	11-80 employees	<ul style="list-style-type: none"><li>• Tasks management</li><li>• Shared inbox</li></ul>
Enterprise	\$89	100+ employees	<ul style="list-style-type: none"><li>• 5,000 collaborators</li><li>• Multilingual help desk</li></ul>

# Getting Started with Freshdesk - Demo

<https://www.youtube.com/watch?v=zaOTcrR2gLQ>

## What is Freshdesk?

Everything you need to  
know to get started

