



Freshdesk

Reviews, tips, and advice from real users



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Product Recap



Freshdesk

Freshdesk Recap

Freshdesk is a cloud-based customer support solution that provides organizations with the features necessary to effectively streamline their support processes. This includes powerful multichannel capability, integrated game mechanics, smart automations, and more.

The solution is designed to automate agent workflows and resolve routine questions using AI and bots. Freshdesk allows managers to prioritize, categorize, and assign tickets to their agents, making it easy for them to collaborate and quickly respond to customers.

Freshdesk Features and Benefits

Some of the solution's top features and benefits include:

- **Simplified ticketing:** With Freshdesk, you can easily prioritize, manage, and assign trackable tickets. The management system ensures that multiple agents don't work on the same ticket by accident. You can easily set deadlines for ticket resolution based on specific categories and create custom statuses that suit your workflow to identify what stage a ticket is in.
- **Automation:** Automatically assign tickets to agents and groups based on keywords and requests and set up automated repeated actions and provide quick, consistent responses to common questions using pre-formatted replies. In addition, you can choose to prevent the reopening of tickets when customers reply with a thank you.
- **Improved collaboration:** Share tickets with other teams while retaining full visibility into the progress being made on the issue. Related tickets can be linked together to better keep track of the big picture. Tickets can also be split into smaller child tickets and assigned to multiple agents to help resolve complex, multi-stage issues.
- **Build up your knowledge base:** Create effective support documentation by enabling agents to convert their ticket replies into knowledge base articles, while they reply.
- **Metrics and reporting:** See how different agents and groups are performing by viewing various help desk metrics and improve performance by identifying problems based on insights.

With Freshdesk's reporting tools, you can schedule the periodic delivery of out-of-the-box and custom reports to your inbox. The solution's customer satisfaction reports provide you with feedback on how your customers rate your support.

- **Forum moderation:** Set up moderation workflows to ensure that forum posts that violate your guidelines are not immediately published. Critical issues raised in the community are automatically converted into tickets to ensure they get the required response.



Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “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's requirement for appending resolution details before allowing ticket closure ensures the automatic creation of a knowledge base.”



Swamy Nanjundaiah

VP - Technology and Solutions at Ninth Dimension IT Solutions (P) Ltd

- ✓ “These features are easy to use, and the filtering is really good, providing a good overview of active tickets and who's working on them.”



Line WillumsenSolem

Development Manager at Horizon Software



“Freshdesk is very easy to use, it is user-friendly, and users can access knowledge base articles.”



Parth Sudra

Solutions Architect at Locuz



“Some of the best features of Freshdesk include automation, user-friendly interface, and comprehensive support options that enhance our workflow.”



Sabrina Adhar

Call Centre Manager at a retailer with 51-200 employees



“Freshdesk provides a plain vanilla solution, making it user-friendly and less complex.”



SujayRao

Senior Manager, Customer Value & Innovation at CoinDCX



“Freshdesk significantly improved our customer issue resolution process. We can now easily record and track all customer requests, ensuring that no tickets are lost.”



Alexey Timchenko

Senior Vice President Information Technology at TASC Towers

What users had to say about valuable features:

“I am using, for the most part, the tickets, the solutions, and the forums in Freshdesk. These features are easy to use, and the filtering is really good, providing a good overview of active tickets and who's working on them. They are very effective overall..”

Line WillumsenSolem

Development Manager at Horizon Software

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The auto-assignment feature is particularly valuable as it alleviates the administrative task of manually checking for available engineers to assign tickets. Moreover, Freshdesk's requirement for appending resolution details before allowing ticket closure ensures the automatic creation of a knowledge base. The timer feature helps in determining the cost of incidents by tracking time spent on resolutions.

Swamy Nanjundaiah

VP - Technology and Solutions at Ninth Dimension IT Solutions (P) Ltd

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“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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“Some of the best features of Freshdesk include automation, user-friendly interface, and comprehensive support options that enhance our workflow.

With the existing capabilities in Freshdesk, they assist in manual assistance by streamlining communication and providing essential tools for support.

I have used the self-service portal for customers, and it has significantly helped in managing customer queries and reducing the workload.

The insights I gather have benefited my strategy by providing actionable data that informs our operations and decision-making..”

Sabrina Adhar

Call Centre Manager at a retailer with 51-200 employees

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“The features I appreciate best about Freshdesk are the ticketing tool and its various functionalities.

“Freshdesk is very easy to use, it is user-friendly, and users can access knowledge base articles. It depends upon what tool or feature you want to use, as you would get everything from the knowledge base itself. There is an e-learning platform for the Freshdesk services, and it will explain in detail and depth which module you want to implement, how you can implement it, and how it will be beneficial for your use case.

“Freshdesk, Freshservice, and Freshdesk CRM have their different specialties and different features, and they serve completely independent purposes..”

Parth Sudra

Solutions Architect at Locuz

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“I have been using Freshdesk for over a year. Based on my experience, I work with several CRM tools, including Freshdesk, Zendesk, and Intercom. One of the reasons why I love Freshdesk is that the user interface is smooth and it is pretty easy to understand, especially for someone that is coming in as a new agent. The way the ticketing is arranged makes it easier to respond to tickets and to prioritize them based on their urgency, whether they are high, medium, or low priority.

“In the organization I worked with that used Freshdesk, when I was brought into the system, they added me as an agent, giving me a chance to go through the various tickets. When a customer ticket comes in, Freshdesk is easy to use and easy to respond to. Occasionally, I also had the opportunity to expand their knowledge base, especially through the solution center where you have FAQs. If you identify frequent complaints that customers have over a certain time, you can create a detailed explanation, add it to the FAQs, and run with it. My experience with Freshdesk has been very good and easy to use..”

Anita Orioma

Customer Success Manager at Mimshackworks Endeavors

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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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“I have previously used different solutions, such as Kript, Zendesk, and HubSpot. While I can say that basically all the CRMs have an identical layout, especially with their ticketing systems, there are a few minor differences. However, I prefer Freshdesk's easy-to-use interface; that is one thing that stands out..”

Anita Orioma

Customer Success Manager at Mimshackworks Endeavors

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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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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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“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

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“The benefits of using Freshdesk are significant for our organization. With a cost of about \$10 per user monthly, the ROI is clear. The impact on efficiency and streamlined operations far outweigh the minimal cost, making it a worthwhile and cost-effective solution for us..”

Alexey Timchenko

Senior Vice President Information Technology at TASC Towers

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“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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Use Case

We utilize Freshdesk primarily for handling incoming tickets. The system auto-assigns these tickets to the available engineer, who then troubleshoots the issue, updates the resolution, and closes the ticket.

Swamy Nanjundaiah

VP - Technology and Solutions at Ninth Dimension IT Solutions (P) Ltd

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“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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“As a customer success manager for over six years, I can sum up the benefits I've seen from using Freshdesk: it has played a huge role in ensuring that my customers stay happy, and happiness means different things to each customer, so Freshdesk has been pivotal to that..”

Anita Orioma

Customer Success Manager at Mimshackworks Endeavors

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“My primary use cases with Freshdesk involve help desk software as well as additional functionalities tailored to our operations.

For the industry that I'm working in, Freshdesk is used primarily for help in education and related tasks..”

Sabrina Adhar

Call Centre Manager at a retailer with 51-200 employees

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“I have been using this Freshdesk product for four or five years, and I am implementing and providing solutions on this product for my end users.

“I am a partner to Freshdesk, and earlier, I have implemented the solution for almost 90 plus customers. Most of the time, I would be implementing ITSM solution for the end-user organization, the ticketing tool, and CRM..”

Parth Sudra

Solutions Architect at Locuz

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“I integrate Freshdesk for internal IT support and external customer service because I primarily build websites for e-commerce, and it helps my company quickly resolve customer response time.

“I use Freshdesk both internally in my company and externally; internally, it supports my team with anything related to IT and network support, so my team can quickly resolve problems. Externally, as a customer service tool, it addresses any issues regarding our website business, such as when customers cannot check out or make payments.

“My usual use cases of Freshdesk are primarily for ticketing for internal use and customer service. Some of my clients in e-commerce don't have many people available for manual responses, so the program automatically responds to customers when it's outside office hours..”

Riendi Aziz P

Head Advisor Infrastructure Cloud Architect at Adrienutech

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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 Locuz

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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

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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

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Customer Success Manager at Mimshackworks Endeavors

Customer Service and Support

“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 Locuz

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“I have used the vendor's tech support, and they are very responsive, with room for improvement. Occasionally, dealing with paperwork for tasks like obtaining a new license can be a bit inconvenient, but it doesn't impact the functionality of the product itself. .”

Alexey Timchenko

Senior Vice President Information Technology at TASC Towers

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“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

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“For maintenance and support, we have a dedicated team. In case we require support, it is assigned to someone who is relevant to the situation based on the software. It is automated and one person can manage it. In case of any issues, one person can easily troubleshoot them.

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Ehwsf Duhsf

Senior Executive ICT at Avarna

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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

“From my perspective, I would give Freshdesk an eight and a half out of ten. I could have given it a 10, but I do not believe anybody should get a 10 since there is always room for improvement. 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. The review rating for this product is 8.5 out of 10..”

Anita Orioma

Customer Success Manager at Mimshackworks Endeavors

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“Freshdesk proves to be stable and reliable. After installation and continuous operation, I have encountered no problems, and it maintains a faster response with minimal CPU requirements.

“I would rate Freshdesk as a nine out of ten for its performance..”

Riendi Aziz P

Head Advisor Infrastructure Cloud Architect at Adrienutech

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“My advice to others is they should check that Freshdesk services all their use cases, mainly on the documentation. It is standard ticketing, usually, it's fine. However, the documentation which you publish in the portal is not rich enough. You need to know what to do.

I rate Freshdesk a six out of ten..”

Amit Lavi

VP Customer Success at Secret Double Octopus

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“My feedback can be shared with or without attribution.

I look forward to receiving the link, which I will be able to edit later.

I confirm that my company is just a customer with Freshworks and not resellers.

My review rating for Freshdesk is nine out of ten..”

Sabrina Adhar

Call Centre Manager at a retailer with 51-200 employees

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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.

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“I am not sure about the self-service portal, but it has helped me manage customer queries and reduce the workload.

“If comparing Freshdesk CRM with [Salesforce](#) CRM, I would rather go with Freshdesk CRM. Regarding the [ITSM](#) tool, there is a well-known tool called [ServiceNow](#), whereas [Freshservice](#) is a very cost-effective tool. Freshservice has a few limitations, and if you want to configure according to your use case, [ServiceNow](#) would be a better option. For a simpler setup, Freshservice is the go-to product.

“The billing issues I have with Freshdesk are in terms of additional users getting subscribed without my intervention. Sometimes the API rate increases, and I need to pay for additional API calls, or the API may not work, and I still incur charges. If I need to add a few more users, I cannot do it in the same plan, and I either need to upgrade the plan with the same features, which are limitations that need improvement.

“Freshdesk is a good tool, but it depends upon the requirement and what people want to set up and create. According to their features and requirements, I could suggest different tools. It depends on what features and modules they want to utilize in their work and day-to-day activity, as their budget is an important factor when deciding on this product.

“On a scale of 1-10, I rate Freshdesk an 8..”

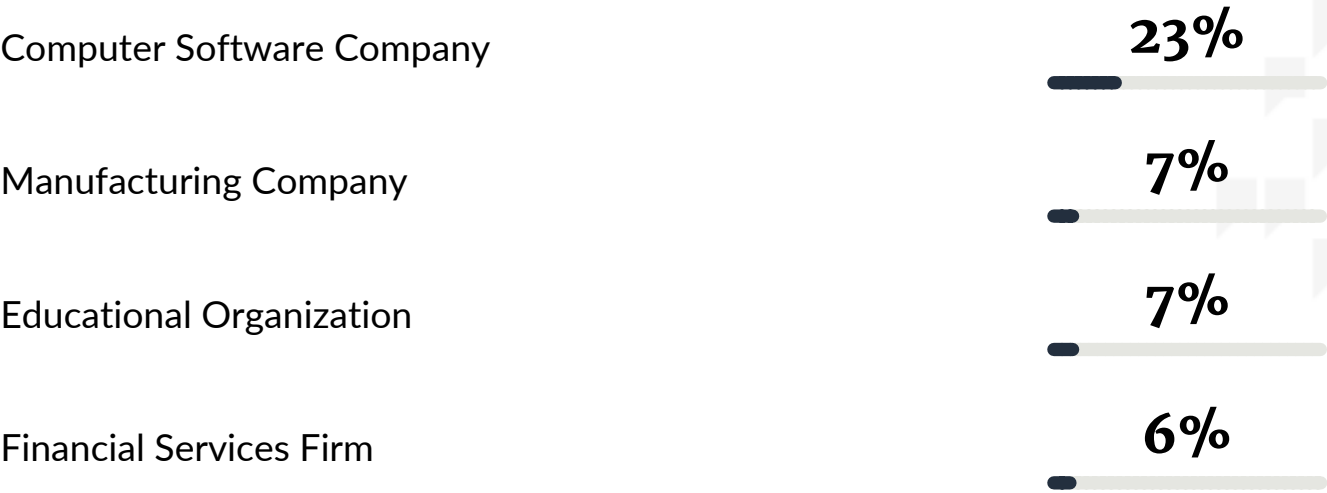
Parth Sudra

Solutions Architect at Locuz

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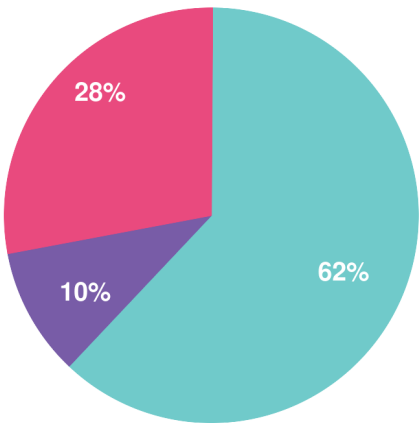
Top Industries

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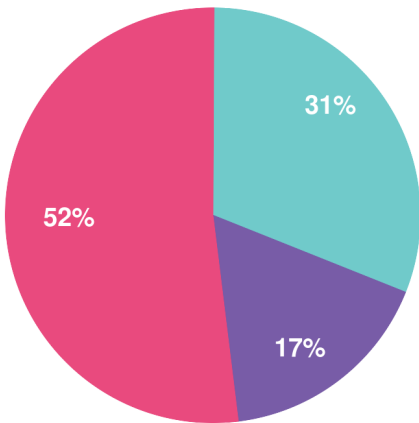


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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