

# Freshservice - Features





The platform goes beyond the basic ticketing system. **Freshservice is packed with hero features**

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Canned Responses



Customizable Dashboard



Employee Onboarding



Conversational UI



Mobile App



Gamification



Advanced Analytics



API



Marketplace



# Incident Management

Provide smart resolutions to your end users



# Incident Management

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## Knowledge Management

Deflect tier 1 tickets with extensive knowledge base articles



## SLA Management

Maintain service levels and improve customer satisfaction with an effective SLA and escalations management



## Integrated Asset Management

Associate the right Configuration Items, CI to understand the impact & affected parties



## Multi-channel Support

Report issues from anywhere using mobile app, self-service portal, or by sending an email



## Agent Collision

Your agents don't have to spend time in solving issues that someone else is already taking care of

## Benefits

Seamless business operations, consistent service levels, satisfied end users



# Incident Management

Add child tickets

Agent collision

The screenshot displays the IT servicedesk interface. At the top, the header shows 'IT servicedesk' with a search icon, a calendar icon, a '+ New' button, a help icon, a notification bell with '142', and a user profile icon. Below the header, the ticket details for 'Tickets / #INC-829' are shown. The ticket title is 'One Note Help', reported by 'Ram.gopal' 20 days ago (Tue, 28 Nov at 11:01 PM) via Chat. The ticket description reads: 'I hope that you are well. I am reaching out because I have not had success getting any of my One Note notebooks to sync either manually or automatically for the past week. Could you help me? Thanks so much!'. Below the description, there are four tabs: 'Child Tickets', 'Tasks', 'CI's', and 'Activities'. The 'Child Tickets' tab is selected. To the right of the ticket details, there is a sidebar with the following information: Status: Open, Priority: Low, Due by: 6 days ago on Wed, 13 Dec at 3:30 AM (with a 'Change' link). Below this is the 'REQUESTER INFO' section, showing the requester's name 'Ram.gopal', email 'ram.gopal@fduniv.org', and a link to 'Recent tickets'. Further down is the 'PIVOTAL TRACKER' section, followed by the 'PROPERTIES' section, which includes a 'Priority' dropdown (set to Low) and a 'Status' dropdown (set to Open). An 'Update' button is located next to the 'PROPERTIES' section. The interface also features a vertical sidebar on the left with various icons for navigation.

IT servicedesk

Tickets / #INC-829

One Note Help

Ram.gopal reported 20 days ago (Tue, 28 Nov at 11:01 PM) via Chat

I hope that you are well. I am reaching out because I have not had success getting any of my One Note notebooks to sync either manually or automatically for the past week. Could you help me? Thanks so much!

Child Tickets Tasks CI's Activities

Kasi replied 20 days ago (Wed, 29 Nov at 5:49 AM)  
Replied to : ram.gopal@fduniv.org

Hello,

Thank you for your mail! :)

We've been informed about the issue from our end, we'll have this resolved and will keep you updated at the earliest.

Appreciate your patience!

Status Open

Priority Low

Due by 6 days ago on Wed, 13 Dec at 3:30 AM [Change](#)

REQUESTER INFO

Ram.gopal

Email ram.gopal@fduniv.org

[Recent tickets](#)

PIVOTAL TRACKER

PROPERTIES

Priority \* Low

Status \* Open

Update

Delivered - 01 May at 11:50 AM

Freshbot - 01 May at 11:45 pm



What issue are you facing?

I'm not able to print



Delivered - 01 May at 11:50 AM

Freshbot - 01 May at 11:45 pm



Here are recommended solutions for you.



How to configure the printer?



How to remove jammed paper from the printer?

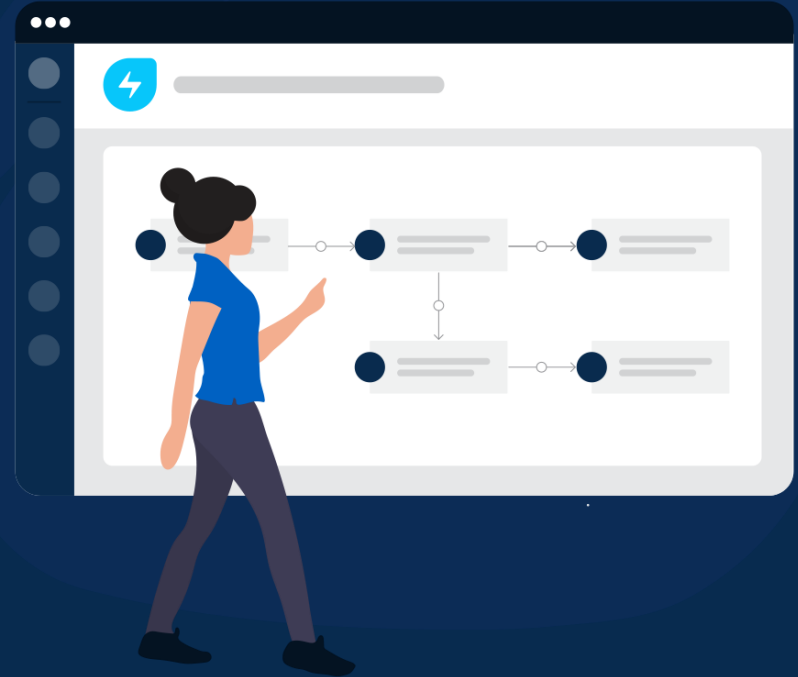
Was this helpful?

Yes

No

# Workflow Automator

Automate repetitive tasks and free up time to solve strategic problems





# Workflow Automator

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## Ticket Automator

Auto-assign tickets to the right agents or groups so a ticket is routed to the right people



## Problem, Change, Release Automator

Enable multi level approvals and define automation actions across modules – be it incident, problem, change, or release



## Automation Entities (Event, Condition, Action)

Setup automations for all types of processes by simply dragging and dropping trigger rules

### Benefits

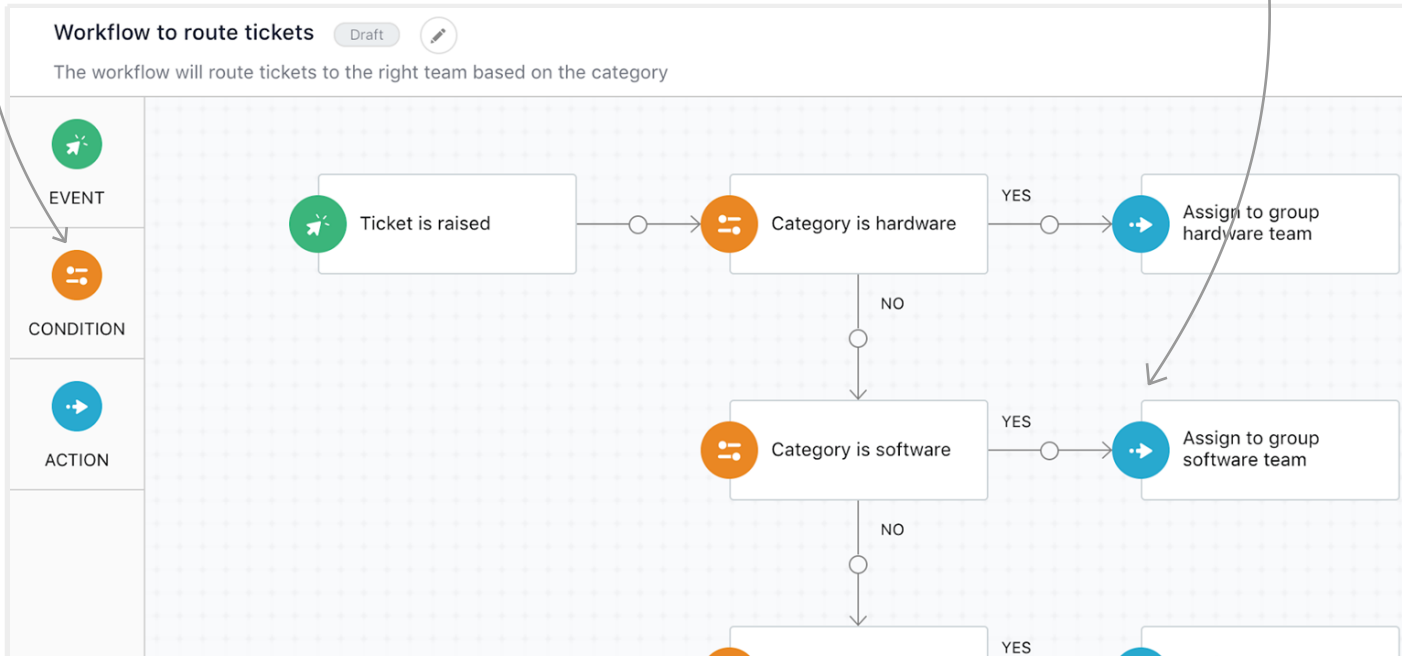
Reduce manual effort and improve IT desk efficiency



# Workflow Automator

Drag and drop actions

Define conditions



# Team Huddle

Chat with fellow agents and discuss tickets  
with context



# Team Huddle

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## Messaging

Start a discussion with your team right from within a ticket



## File Sharing

Share files to provide your fellow agents more context regarding tickets



## Notifications

Never miss out on the conversation - get instant updates



## @Mention

Add your fellow agents using '@'. Work on the ticket together without having to juggle between tools



## Highlight Mode

Highlight specific areas in a ticket which you wish to share with your fellow agents

## Benefits

Collaborate better by adding context to your conversations



# Team Huddle

@ Mention

Attach Files

The screenshot displays the Team Huddle application interface. At the top, the 'Acme' logo is on the left, and a navigation bar on the right includes a search icon, a calendar icon, a '+ New' button, a bell icon, and user profile icons. Below the header, the main area shows a ticket titled 'Defaults fields not getting automapped in Asset Import' reported by 'Alex' 21 hours ago. The ticket description states: 'Here, default fields such as asset tag, warranty and serial are not getting automapped while importing assets.' Below the ticket, there are tabs for 'Child Tickets', 'Tasks', 'Assets (1)', and 'Activities'. A bottom bar contains 'Reply', 'Forward', 'Add note', and 'Discuss' options. A 'Discuss' modal is open on the right, showing a conversation. The first message is from '@James' (highlighted by an '@ Mention' label) saying 'Hello'. The second message is from '@James' saying 'I've tried all the troubleshooting steps and it looks like a bug. Can you please look into this issue?'. The third message is from 'Ankit Ranjan' saying 'Yes, I've already started working on it. Will get back to you soon.' At the bottom of the modal, there is a text input area with a hint: 'Type \'Shift + Enter\' to add a new line. \'Enter\' to send..'. An 'Attach Files' label with an arrow points to the paperclip icon in the input area. The Team Huddle logo is in the bottom right corner.

Acme

Tickets / #INC-22

Close Reply Associate Discuss(3) More

Defaults fields not getting automapped in Asset Import

Alex reported 21 hours ago (Mon, 13 Dec at 5:51 PM) via Phone

Here, default fields such as asset tag, warranty and serial are not getting automapped while importing assets.

Child Tickets Tasks Assets (1) Activities

Reply Forward Add note Discuss

Discuss

Hello

20h

@James I've tried all the troubleshooting steps and it looks like a bug. Can you please look into this issue?

20h

Yes, I've already started working on it. Will get back to you soon.

Ankit Ranjan • 20h

Type 'Shift + Enter' to add a new line.  
'Enter' to send..

Team Huddle logo

# Asset Management

Take complete control of all your IT and non-IT assets



# Asset Management

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## Inventory Management

Keep track of IT and non-IT assets in stock or in use



## Notifications

Non-intrusive instant updates will help you stay on top of what's happening with your assets



## Contract Management

Maintain a record of contracts with third-party vendors and manage approvals automatically



## Auto Asset Discovery

Scan all the asset configurations using intelligent discovery tools



## Software Asset Management

Manage and track compliance statuses of all purchased software licenses and their active users and installations

### Benefits

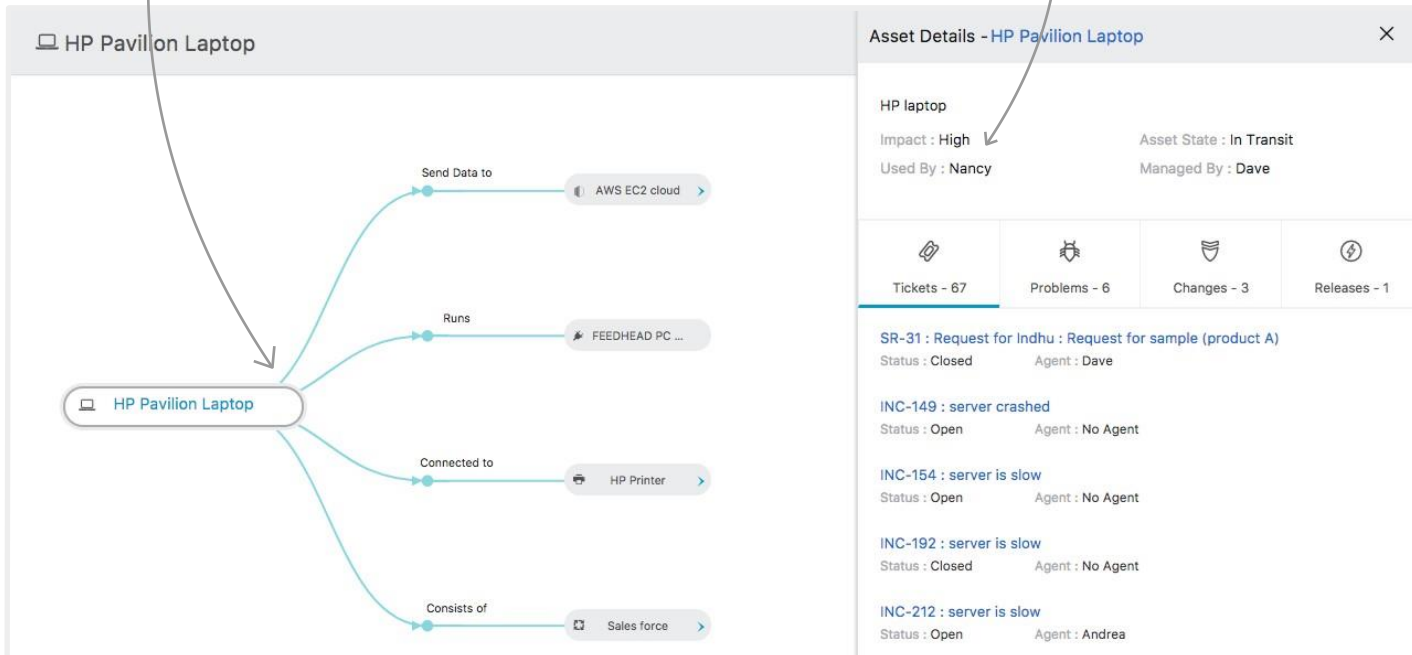
Improved compliance and asset lifecycle management that result in fewer incidents.



# Asset Management

Relationships

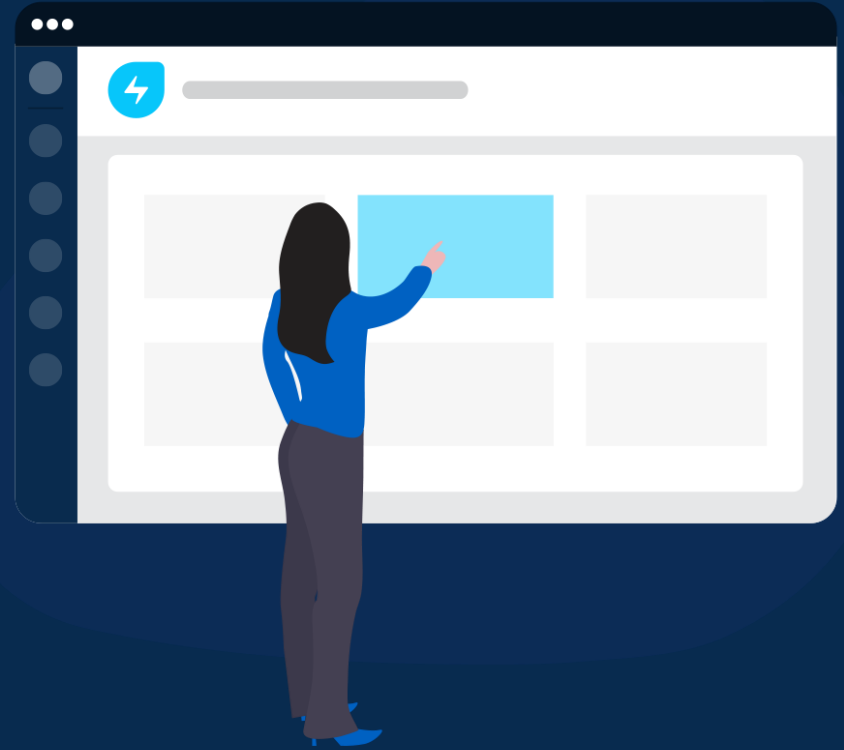
Asset Owner





# Service Catalog

Smart and hassle-free shopping experience



# Service Catalog

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## Service Request

Users can place service requests with an intuitive catalog that's like a shopping cart



## Service Availability

Service items can be loaned to users on a temporary basis for a specific time frame



## Automatic Approval

Manage approvals automatically and be notified on the statuses easily



## Enterprise Catalog

Maintain a consolidated enterprise service catalog including other functions such as HR, facilities, legal etc.

### Benefits

Streamline request management process with an intuitive catalog; Improve resolution time by automating approvals



# Service Catalog

Service Categories

Service Items

The screenshot displays the 'IT servicedesk' interface. At the top, a blue navigation bar contains the logo and menu items: HOME, SOLUTIONS, TICKETS, and SERVICE CATALOG (which is highlighted). On the right side of the navigation bar, there is a notification bell with a red '2', a user profile for 'Nancy', and a 'New Ticket' button. Below the navigation bar, on the left, is a search bar labeled 'Search for Service item'. A curved arrow points from the 'Service Categories' label to this search bar. Below the search bar is a list of 'SERVICE CATEGORIES' with icons and labels: Hardware Provisioning, Software Installation, Data Services, Application Access, Retail Services, HR & Legal Services, Partner Programme, and Administration. To the right of the categories is a grid of 'Service Items'. A curved arrow points from the 'Service Items' label to the first item in the grid. The first item is 'Adobe Photoshop CS6', featuring the 'Ps' logo, a description 'Request a new Photoshop ac...', and a price of '\$ 699.00'. The second item is 'Microsoft Office 2013', featuring the 'Office' logo, a description 'Request a new MS Office lice...', and a price of '\$ 499.00'. The third item is 'New CRM Account', featuring an icon of two hands shaking with a '+ CRM' label, a description 'Request a new CRM account', and no price. The fourth item is 'Password Reset', featuring an icon of a laptop with a lock, a description 'Request a new password', and no price. Below the first two items, there are partial views of other items: one with a paint palette icon and another with an airplane icon.

IT servicedesk

HOME SOLUTIONS TICKETS SERVICE CATALOG

Search for Service item

SERVICE CATEGORIES

- Hardware Provisioning
- Software Installation
- Data Services
- Application Access
- Retail Services
- HR & Legal Services
- Partner Programme
- Administration

Adobe Photoshop CS6  
Request a new Photoshop ac...  
**\$ 699.00**

Microsoft Office 2013  
Request a new MS Office lice...  
**\$ 499.00**

New CRM Account  
Request a new CRM account

Password Reset  
Request a new password



# Problem, Change, and Release Management

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Analyse, plan, and deploy changes at ease



# Problem, Change, and Release Management



## Root Cause Analysis

Provide a permanent fix to recurring issues with Freshservice problem management. Maintain a Known Error Database, (KEDB) to track known problems



## Understand Associations

Understand the number of incidents associated to a problem/change and plan for release based on the impact study



## Change Template

Save time while raising standard change requests by using a template and pre-filling specific fields



## Implement Planned Changes

Manage change planning and approvals seamlessly



## Change Planning & Approval

Minimize risk and impact of changes on business with change management; optimize resources by automating change approvals



## Change Lifecycle

Configure the lifecycle of a change based on its type. Control the step-by-step transition in change management

### Benefits

Minimize risk/impact; Smooth roll out of changes within the scheduled timeline



# Problem, Change, and Release Management

Change schedule

The screenshot displays the Jira Change Management interface for a change request titled "DNS server reconfiguration". The change is created by Barani on Wednesday, 29 Nov, 2017 at 2:16 AM. The status is "Open" with a "Low" priority. The change schedule is set from Thursday, 30 Nov, 2017 at 4:45 PM to Wednesday, 27 Dec, 2017 at 12:00 AM. The approval status is "Requested", with options to "Approve" or "Reject". The change is linked to a problem, "#PRB 12 - Server not responding - Problem Statement". The change properties section shows the status as "Open", priority as "Low", impact as "Low", and risk as "Low". The change type is "DNS server reconfiguration...".

Changes / #CHN-18

**DNS server reconfiguration**  
Barani on Wed, 29 Nov, 2017 at 2:16 AM

Few users reported DNS server is not responding

Notes (1) Tasks (1) Associated Tickets (1) **Problems (1)** Cl's (1) Activity (10)

problems linked to this Change.  
#PRB 12 - Server not responding - Problem Statement

+ Existing Problem

**Planning**

**Reason for Change**

- The DNS client received a "Name not found" error message

Status **Open**  
Priority **Low**  
Approval **Requested** Approve / Reject  
Start **Thu, 30 Nov, 2017 at 4:45 PM**  
End **Wed, 27 Dec, 2017 at 12:00 AM**

**CHANGE PROPERTIES** Update

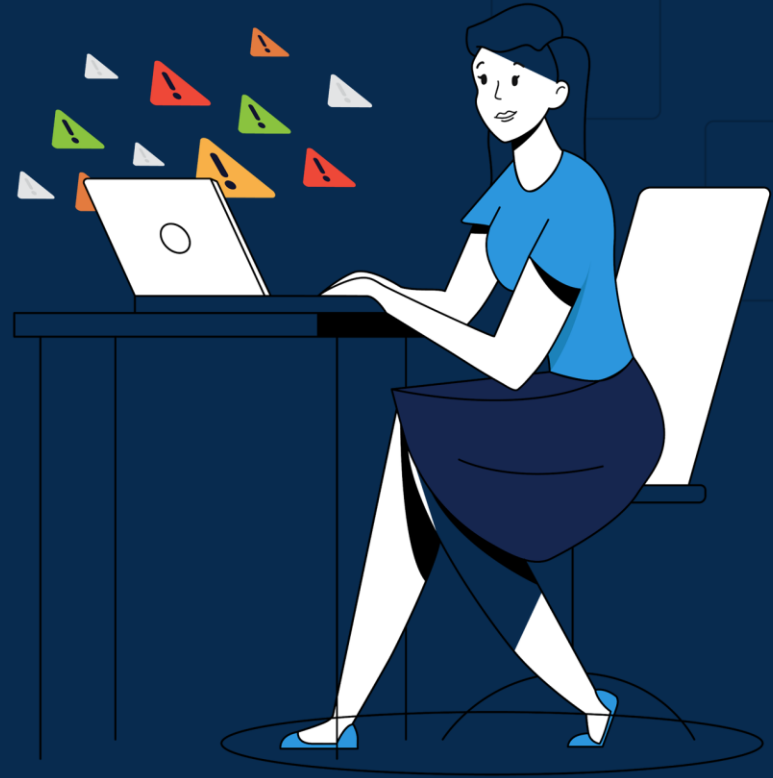
Status \* Open  
Priority \* Low  
Impact \* Low  
Risk \* Low  
Change Type \*



# Alert Management in Freshservice

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Manage critical IT issues in advance and resolve them on time



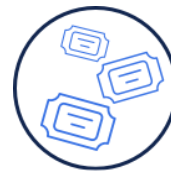


# Challenges in Alert Management

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Too many Alerts  
creating alert noise



Creation of  
unwanted incidents



Inability to  
maintain alert history



No consolidated view  
for issues





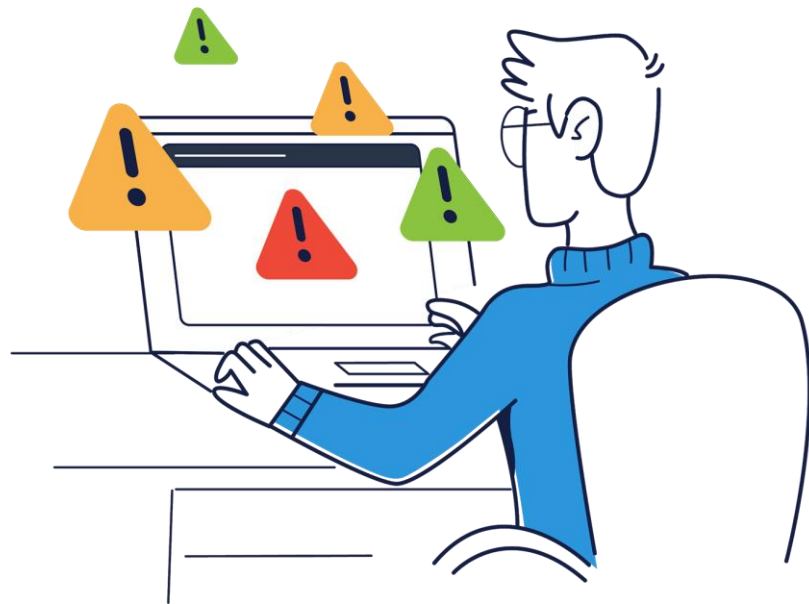
# Introducing Alert Management

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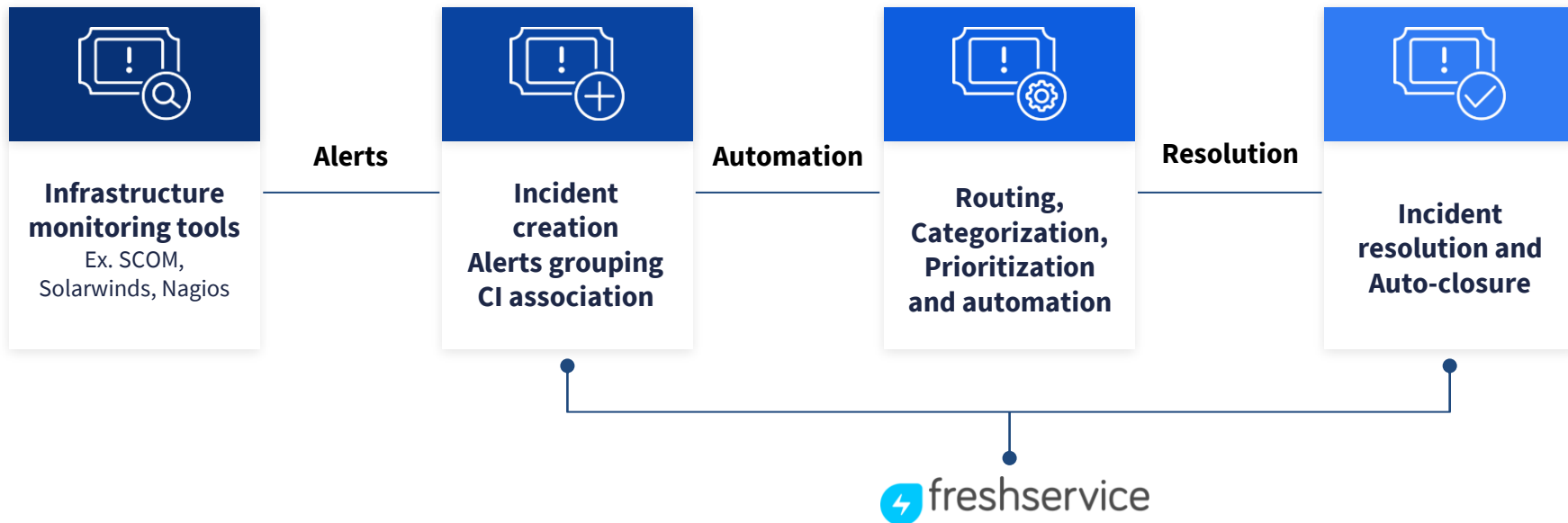
# Benefits of **Alert Management** in Freshservice

- **Prevent critical issues** by identifying the right alerts and creating incidents
- Identify and **group critical issues** with contextual alert grouping
- Get a **unified interface** for managing all your alerts





# How Alert Management works in Freshservice?





# Easy to set up

Set up Alert management in Freshservice using API to get all the alerts from your monitoring tools

## Native support for



Integrations

Alert Rules

Popular Integrations

**Nagios**

- Nagios - Freshservice alert integration can also be achieved by triggering a CURL command.
- Using "Add Notification" custom commands (for both host and service), AMS restAPI can be called to send alert notification.
- Host option will send Up/Down alerts and Service option will send performance / KPI alerts. Check custom command for more details.

solarwinds

ZABBIX

**PRTG  
NETWORK  
MONITOR**

Get All alerts from your monitoring tools

Using API

Send alerts from your monitoring tools to Freshservice by using the API contract

Copy

```
curl -X POST https://alerts.freshservice.com/events
-H "content-type: application/json"
-H "Authorization: auth-key lxxTw89wETddxqCMt12KexX"
-d '{
  "hostname": "<hostname or unique identifier for this CI-Mandatory>",
  "resource": "<ex. CPU utilization or Disk space>",
  "mo_name": "<Managed Object Name>",
  "alert_group_key": "<Alerts with same alert key will be grouped under the same incident>",
  "message": "<Alert Message>",
  "description": "<Description Content>",
  "ip_address": "<IP address of the CI>",
  "value": "<Value of the resource>",
  "severity": "<Severity of the resource>,"
```



# Cut down on **Alert noise**

Group similar alerts under the same incident

## Alert Logs

Created time	Message	Severity	Value
10:30 PM 22 May 2019	EU-Prod-Server CPU Utilization Critical	<span>■</span> Critical	85%
10:20 PM 22 May 2019	EU-Prod-Server CPU Utilization Error	<span>■</span> Error	79%
10:10 PM 22 May 2019	EU-Prod-Server CPU Utilization Warning	<span>■</span> Warning	69%
10:00 PM 22 May 2019	EU-Prod-Server CPU Utilization Warning	<span>■</span> Warning	68%



# Alert-based Incident Creation

Configure rules so that only actionable alerts that come in get converted to incidents.

You can configure routing, tag tickets and also adding a private note to an alert-based incident.

### Incident Creation Rules

An incident will be created for alerts that meet all of the below conditions

✖

Hostname

▼

is

▼

Enter Hostname

✖

Severity

▼

Select severity

for

3

Consecutive alerts

▼

from the same CI.

✖

Resource

▼

Contains

▼

Enter value

✖

Additional info

▼

Contains

▼

Enter value

✖

Alert tag

▼

Contains

▼

Enter value

⊕

 Add condition

### Actions

Perform these actions when a new incident is created

Assign to

Add a tag

EU Team

▼

Nagios

×

Europe

×

Add a private note

<https://lettermelon.freshservice.com/solutions/troubleshoot-server-issues>

subject matter expert: Rachel Karson (+1 938 485 3234)



# Unified view for all your alerts

A single unified view for alerts from all monitoring tools ensuring you don't miss any of those critical alerts.

Alert ID	Message	Severity	Updated on	Related Incident	
<input type="checkbox"/> <a href="#">#Alert-893</a>	EU-Prod-Server CPU Utilization	<span>■</span> Critical	Thu, 7 Mar at 3:09 PM	<a href="#">#INC-32409</a>	
<input type="checkbox"/> <a href="#">#Alert-821</a>	EU-Prod-Server CPU Utilization Critical	<span>■</span> Critical	Thu, 7 Mar at 2:45 PM	<a href="#">#INC-32405</a>	
<input type="checkbox"/> <a href="#">#Alert-760</a>	Disc space reached 92%	<span>■</span> Warning	Wed, 6 Mar at 10:56 PM	-	
<input type="checkbox"/> <a href="#">#Alert-634</a>	Health of data center is critical	<span>■</span> Warning	Wed, 6 Mar at 10:48 PM	-	
<input type="checkbox"/> <a href="#">#Alert-620</a>	EU-Prod-Server CPU Utilization Error	<span>■</span> Error	Wed, 6 Mar at 09:32 PM	<a href="#">#INC-11234</a>	
<input type="checkbox"/> <a href="#">#Alert-532</a>	EU-Prod-Server CPU Utilization Critical	<span>■</span> Warning	Tue, 5 Mar at 12:09 AM	<a href="#">#INC-18728</a>	
<input type="checkbox"/> <a href="#">#Alert-484</a>	Disc space reached 92%	<span>■</span> Warning	Tue, 5 Mar at 11:10 PM	<a href="#">#INC-20936</a>	
<input type="checkbox"/> <a href="#">#Alert-442</a>	Health of data center is critical	<span>■</span> Ok	Tue, 5 Mar at 05:12 AM	-	
<input type="checkbox"/> <a href="#">Alert #168</a>	Elastic search load is critical	<span>■</span> Ok	Tue, 5 Mar at 03:16 PM	<a href="#">#INC-15738</a>	
<input type="checkbox"/> <a href="#">Alert #132</a>	Page load error	<span>■</span> Ok	Tue, 5 Mar at 02:13 PM	<a href="#">#INC-11314</a>	
<div><div>&lt; Previous</div><div>123456789101112...300</div><div>Next &gt;</div></div>					



# Get full context of an issue

- Agents can see the alerts responsible for an incident
- The relevant assets are automatically associated to the incident
- Automatically resolves an incident when the system receives an OK alert from the Alert monitoring tool

The screenshot displays the Freshworks incident management interface. At the top, a light blue header card shows an alert titled "EU-Prod-Server CPU Utilization Critical". Below the title, it states "System reported few minutes ago (Wed, 7 Mar at 10:30 PM) via Alerts". A table lists details: State (Critical), Resource (CPU\_Utilization), Host (EU-Prod-Server), and IP Address (198.114.69.51). To the right, a "Status" section shows "Open", "Priority" (Urgent), "Created on" (Thu, 7 Mar at 10:30 PM), and "Last updated on" (Thu, 7 Mar at 8:09 PM). Below this is a "PROPERTIES" section with "Priority" (Urgent) and "Status" (Pending) dropdowns, and an "Update" button.

Below the header card, a sidebar on the left shows a list of alerts with IDs #Alert-89, #Alert-64, and #Alert-42. The main content area features a tabbed interface with tabs for Alerts (3), Child tickets, Tasks (6), Assets (3), Associations, and Activities (12). The "Assets (3)" tab is active, showing a list of assets:

Asset Name	Business service	Used by	Priority
EU-Prod-Server	Payroll service	—	High
EU-Switch	Email service, Pay...	—	High

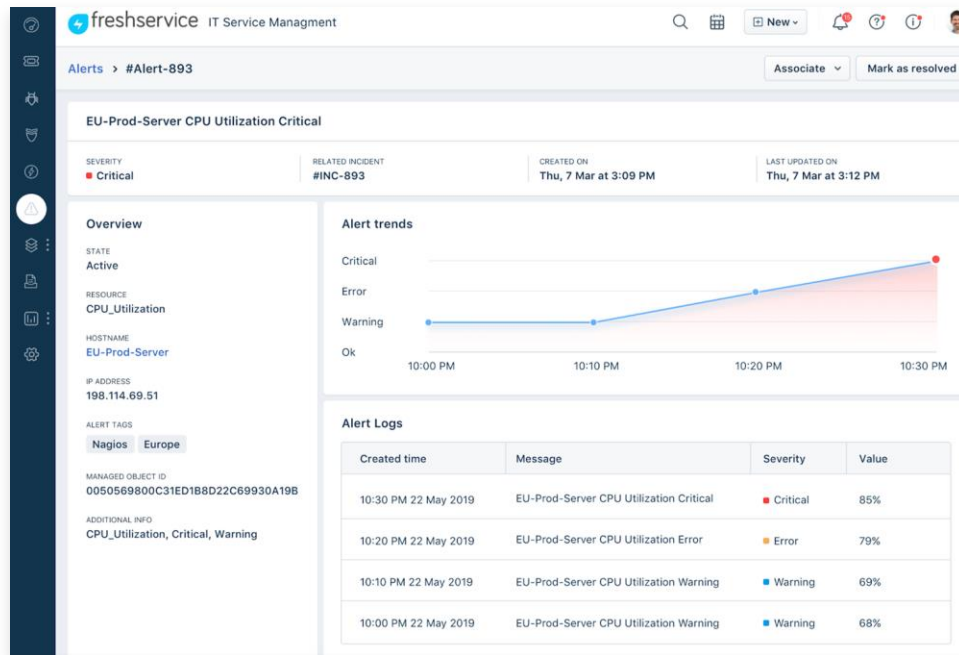
At the bottom of the assets list, there is a "+ Associate Asset" button.





# Observe **Alert Trends**

Alert logs provide a clear view of alert trends over a period of time.



# Mobile App

Manage your service desk on the move



# Mobile App

Freshservice is the highest rated ITSM mobile app of the Google Play Store and is also available on the iOS App Store



## To-do List

Get a single view of their daily stream of work-items across modules



## Track Assets On-the-go

Native barcode scanner scans assets on the go and maintains asset database



## List View Customisation

Change the incident list view based on the fields important to you. You'll be able to change status, assign tickets, and update custom fields from within the list page



## Manage Change Requests

Manage change planning and approvals easily



## One Click Action

Speed up approval process with approval notifications and delegation



## Dashboard Widget

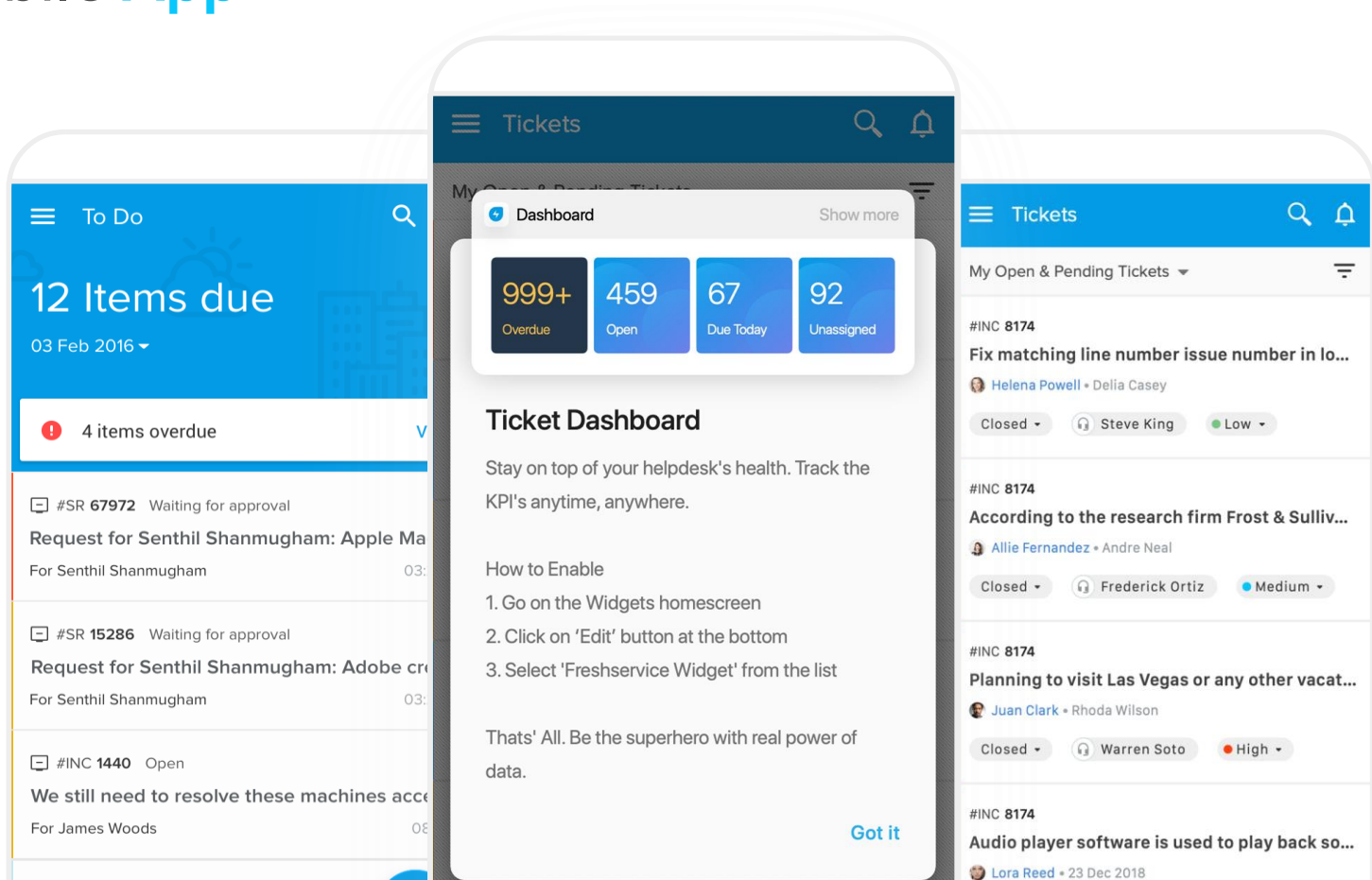
Pin your service dashboard to your screen and see live updates without opening the app

## Benefits

Mobile exclusive features enhance usability, accessibility and improves response rate

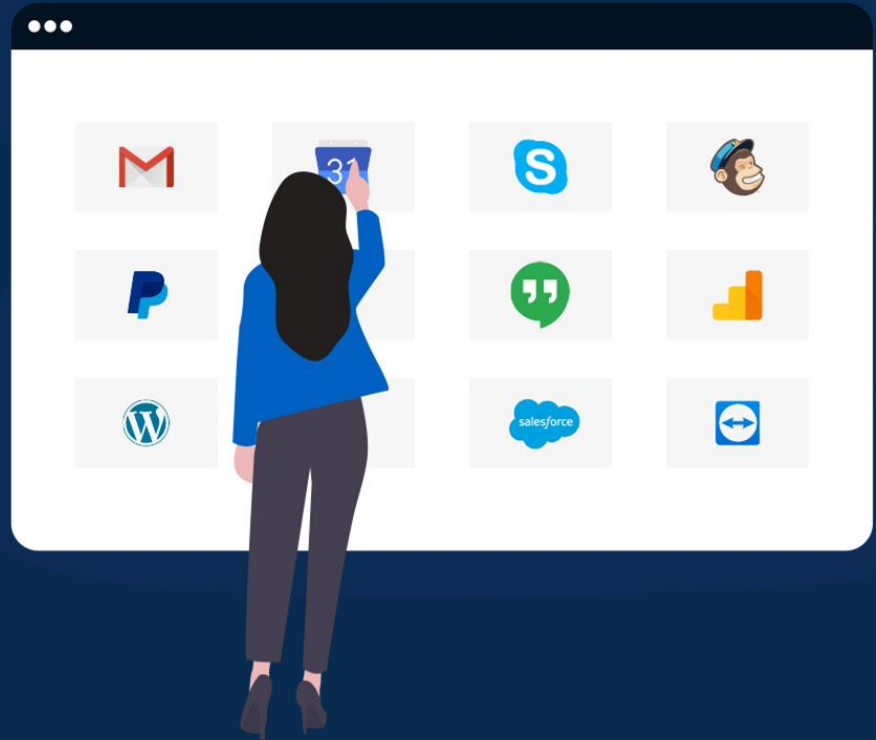


# Mobile App



# Marketplace Apps

More than 100 apps to integrate with



# Marketplace Apps

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## App Gallery

Admins can pick and choose apps they wish to install



## Solution Partners

Become our technology partner in building apps to enhance product capabilities



## Build Your Own App

Publish apps on your own using our developer portal

### Benefits

Integrate with third party apps in few clicks. Design, code and publish apps on your own



# Marketplace Apps

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