



Customer support is everybody's business.

With Freshdesk, your teams can work
together to resolve customer issues
faster.



Customers now expect faster replies, personalized interactions,
and seamless conversations across channels

62%

of customers have used
social media for customer
service

78%

of customers pay more for a brand
because of customer support

57

of the customers think that
excellent customer service is
of utmost importance
0%

Freshdesk makes it refreshingly easy to keep your customers happy

Source: American Express And EBIQUITY Survey - 2015 ASIA
CUSTOMER SERVICE BAROMETER

<https://www.slideshare.net/dishakhullar/american-express-and-ebiquity-survey-2015-asia-customer-service-barometer>

Freshdesk is cloud-based
customer support software that gives you
everything you need
to deliver exceptional support

Why Freshdesk?



Quick to setup, easy to use
Get up and running quickly
with a helpdesk tailored
to meet your needs



Multi-channel support
Stay on top of requests,
no matter how customers
choose to contact you



Happy, engaged agents
Boost productivity and
engagement with automations
and game mechanics

Key Features



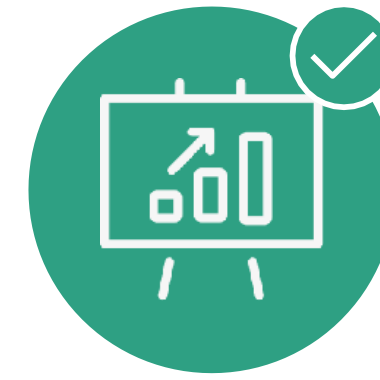
Ticketing



Multi-Channel



Productivity



Reporting



Self Service



Security



Global
Support



Apps



POWERFUL TICKETING SYSTEM

Ensures that every ticket is prioritized,
tracked and resolved quickly



Tickets ▸ 119

Icons

Buttons: ☆, Reply, Add note, Forward, Close, Merge, Delete, ⋮

Show activities

Open

Due at 3:30 AM on Wed, 13 Sep [Change](#)

Add tags

A

Card charged twice

Ashley To support@acmecommerce ltd.freshdesk.com 3 days ago ⋮

My card has been charged twice for an order I just purchased. Help me get refund for the second charge. Thanks!

Robert Tribbiani replied to arun@sathiya.me 3 days ago ⋮

Hi Ashley,

Ticket: <https://acmecommerce ltd.freshdesk.com/helpdesk/tickets/119>

Sorry about that, Ashley. I just checked your account order history and see that your latest order has been charged twice incorrectly. I have flagged this up with the finance team and they will reverse the second charge in 30 minutes.

I apologise for what has happened. Please be assured that this wouldn't happen again.

I hope this helps. Feel free to get back if you have questions. Thanks!

⋮

Reply

Add note

Forward

PROPERTIES

TypeRefund

StatusOpen

PriorityLow

Assign to-- / John Miller

Product

Dropdown: --, Acme doll, Acme electronics, Acme fashion

UPDATE

UPDATE

CONTACT DETAILS

TIME ENTRIES

TO DO



Service Level Agreements

Set, manage, and meet customer expectations by setting up service level agreements (SLAs) for support

SLA Targets

Set Service Level Targets for each ticket priority

Important:

1. Response and resolution time should be within **15 min to 12 months**.
2. Reminder and escalation emails should be configured and enabled in Admin > Email notifications

Priority	Respond within	Resolve within	Operational Hrs	Escalation email
Urgent	15 Mins	15 Mins	Business Hours	☒
High	15 Hrs	15 Mins	Business Hours	☒
Medium	15 Days	15 Mins	Business Hours	☒
Low	15 Mos	15 Mins	Business Hours	☒



MULTI-CHANNEL

Manage all your support conversations in
one place



E-mail Ticketing

Manage multiple support email address in a single place

Email Settings			
List of all support email addresses			
Global Support Emails			
	Gourmet Chocolates support@gourmetchocos.freshdesk.com	Forwarded to: support@gourmetchocos.freshdesk.com	Group: -
	Gourmet Tips tips@gourmetchocos.freshdesk.com	Forwarded to: tips@gourmetchocos.freshdesk.com	Group: -

Shared inbox for all mails
using a single helpdesk



Integrated Phone Support

Integrate your phone with Freshdesk instantly and take support calls from your browser and mobile

The image shows a phone call interface in the background with a dark header displaying the number +14697897790, a numeric keypad, and a call duration of 01:38. Overlaid on this is a 'Convert to ticket' dialog box. The dialog box has a title bar and contains the following text and elements:

Convert to ticket

Use this phone call to create a new ticket, or add a note to an existing one. Your recorded conversation will be attached to the ticket automatically.

Add Notes

Sonny demands

1. A helicopter to take them to Kennedy
2. A jet to Algeria
3. Pizzas for the hostages
4. His wife to be brought to the bank

In exchange for a hostage

Save as new ticket ▶

Save to an existing ticket ▶

Do not convert to Ticket
Your recordings will be available in Call History



Live Chat

Enable real-time chat conversations with customers right when they need help

The screenshot displays the 'Admin' interface for a live chat system, specifically for 'Gourmet Chocolates'. The interface is divided into three main sections: 'Widget', 'Visitor Form', and 'Preferences', with 'Preferences' currently selected. A sidebar on the left contains various icons, including a settings gear at the bottom. The top navigation bar includes a 'Suggestions?' button, a 'New' button with a dropdown arrow, and search, notification, and user profile icons. The 'Preferences' section is titled 'Live Chat / Gourmet Chocolates' and contains the following settings:

- Chat availability:** Set when your chat window will be available to your visitors. Note: Chat window will be hidden outside of this time.
 - Show chat: ☒ Always (24/7), ☐ During business hours, ☐ When agents are online and accepting chats
- Chat for your support portal:** ☒
 - Show chat widget for: ☒ Everyone, ☐ Only Logged in users
- Proactive chat:** ☐
 - Automatically initiate chat conversations with visitors if they spend more than a certain amount of time on the same page. Note: Pre-chat form will not be shown when a chat is proactively initiated. You can still manually add all visitor details.

Overlaid on the right side of the interface is a green chat widget titled 'Message Us' with a close button (X). The widget contains a greeting: 'Hi there! We'd love to help you out!'. Below the greeting are two suggested topics: 'Product Demo' (Let us know about your business and ...) and 'Pricing & Billing' (For any pricing related queries, pleas...). A question mark icon is visible in the top right corner of the widget area.



Feedback Widgets

Make it easy for customers to find help easily from your website or web app, using the Freshdesk support widget

The screenshot shows a web browser window with a 'Help & Support' widget. The widget has a title bar with 'Help & Support' on the left and 'Search Articles' with a magnifying glass icon on the right. Below the title bar are three input fields: an email field containing 'sauls@saulsemporium.com', a name field containing 'Saul Lightman', and a subject field with a question mark icon and the text 'Subject *'. Below these fields is a rich text editor with a toolbar containing icons for bold (B), italic (I), underline (U), bulleted list, numbered list, link, unlink, and a link icon. The editor area is empty. At the bottom of the editor is a toolbar with an attach icon, a text input field, and a camera icon. At the very bottom of the widget, there is a footer section with the text 'Help Desk Software by Freshdesk' and a link to 'Privacy Policy' on the left, and a 'Send Feedback' button on the right.

Help & Support Search Articles

✉ sauls@saulsemporium.com

👤 Saul Lightman

🔍 Subject *

B *I* U

-

-

[A](#) [A](#) [GO](#)

📎 | | 📷

Help Desk Software by Freshdesk
[Privacy Policy](#) [Send Feedback](#)



Facebook Integration

Freshdesk Post



Facebook

The screenshot displays a Freshdesk ticket interface. On the left, a sidebar contains navigation icons. The main area shows a ticket titled "Do i need to pick it up or will you be delivering the cake?" reported by Will Graham. The ticket status is "Open" with a "First response due" in 11 hours. Below the ticket title, the question "Do i need to pick it up or will you be delivering the cake?" is repeated. To the right of the ticket details, there are sections for "PROPERTIES" (including a checkbox for "Create ticket in Clashuniversal") and "CONTACT DETAILS" (showing Will Graham's profile picture). A large image of chocolate-covered strawberries is displayed below the contact details. At the bottom, a Facebook post is visible, showing the same question and a response from "Gourmet Chocolates" stating "We will deliver!" with a smiley face emoji. The post includes "Like", "Reply", and "Share" buttons.



Twitter Integration

Reply to tweets and monitor conversations about your brand without leaving your helpdesk

Reply from helpdesk

Posted to Twitter

Suggestions?

Q

+

🔔

R

kitkat x nestle x chocolate x nestle chocolate x kitkat chocolate x

15 new feeds

lavinia @queenwaldorf23

Gente eu to entrando na tpm, e dessa vez eu to fissurada por chocolate e doce

2 minutes ago

John Lane @JohnFPLane

A never-ending supply of chocolate. #MyThirdGenieWish

2 minutes ago

Tweeting Bird @tweetingbirdbd

Chocolate Crepes Recipe from the Make Ahead Vegan Cookbook | VeganFamily

Interactions

X

John Lane @JohnFPLane

A never-ending supply of chocolate. #MyThirdGenieWish

2 minutes ago

🔍

↩

↪

👁

🗨

@JohnFPLane consider this available soon from Freshcart! :)

▲

@Freshcartcare

81

REPLY

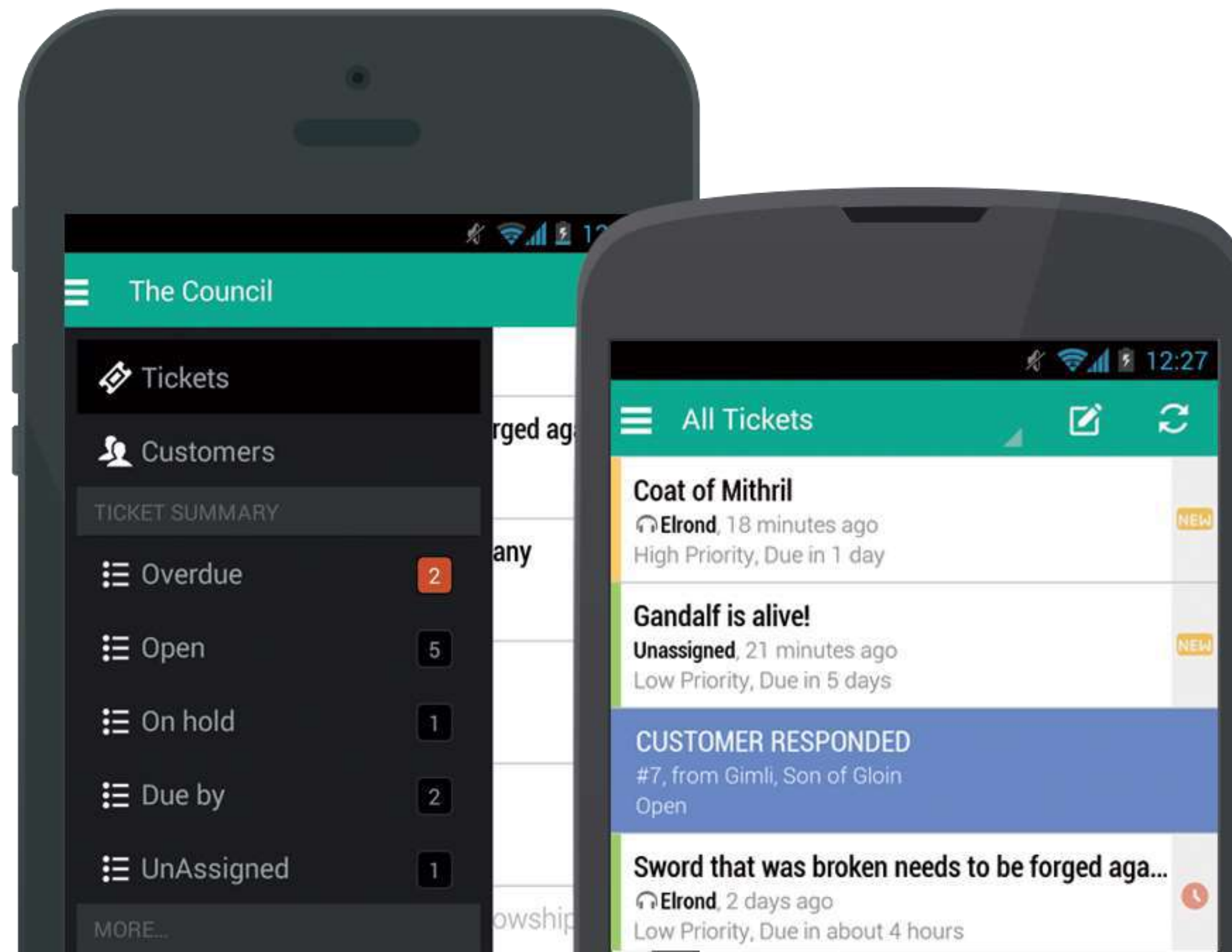


@JohnFPLane consider this available soon from Freshcart! :)



Mobile Apps

Carry your support desk with you wherever you go,
with the Freshdesk iPhone and Android apps





PRODUCTIVITY

Increase your team's engagement
and productivity



Admin

PointsQuests

Quests

Quests are Business-Specific goals that you create to challenge your agents to achieve!

NEW QUEST

Earn Customer Love!

Resolve 10 tickets in a week with Customer Satisfaction rating of Awesome and unlock the "Heart" badge and get 200 Bonus points!

200

Share Knowledge!

Publish 5 Solution articles in a week to unlock the "Writer" badge and win 250 Bonus points!

250

Participate in Forums!

Answer 10 forum posts in a week to unlock the "Commentor" Badge and earn 200 Bonus points!

200

Go Social!

Resolve 25 tickets from Twitter or Facebook in a week to unlock the "Social Supporter" Badge and win 150 Bonus points

150

Be a Knowledge Guru!

Publish 15 Solution articles in a month to unlock the "Super Writer" Badge and earn 500 Bonus Points

500

Engage the Community!

Participate in 50 Community forum discussions in 2 weeks to unlock the "Super Commentor" Badge and earn 300 Bonus Points!

300

Show them you can write!

Publish 10 solution articles with more than 50 customer likes and unlock the "Best Seller" Badge and earn 500 Bonus points!

500

Quests

Quests represent performance goals that you set for agents, completing which they will be awarded badges of honour.

All the Quests are ON by default. You may choose to switch OFF the ones you don't want. If you want to add more quests or create quests specific to your goals, click on 'New Quest', and you can create brand new quests with the conditions you want.

Dashboard

All productsAll groups

Recent activities

Unresolved tickets

View details

Group

Open

Shipment and delivery

2837

Sales

2732

Supply chain and demand

900

Order errors

597

Leaderboard

Achievements

Ben Crane

Most valuable player

Customer satisfaction

This month

Responses received

0

Positive

0%

Neutral

0%

Negative

0%

Available agents

Across helpdesk

Tickets

0

Todo

Add a todo

You have no tasks to do!

Dashboard

Suggestions?

Q

+

A

All products

All groups

Recent activities

Unresolved tickets

View details

Group	Open
Shipment and delivery	2837
Sales	2732
Supply chain and demand	900
Order errors	597

Leaderboard

Achievements

Ben Crane

Most valuable player

Customer satisfaction

This month

Responses received	Positive
0	0%
Neutral	Negative
0%	0%

Available agents

Across helpdesk

Tickets

0

Todo

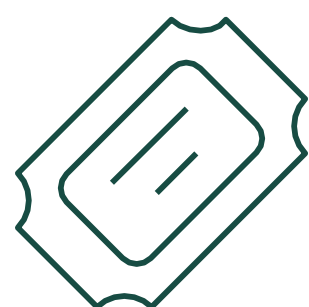
Add a todo

You have no tasks to do!



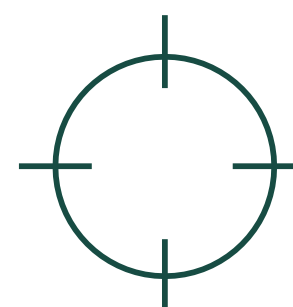
Powerful Automations

Automate repetitive tasks to reduce the workload for agents
and provide faster support for customers



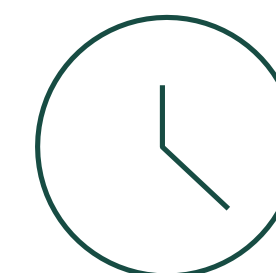
Automatic Ticket Dispatch

The “Dispatch’r”
automatically categorizes,
prioritizes and assigns
every ticket that comes
into Freshdesk



Event Triggered Actions

The “Observer” looks for
specific events in your
helpdesk and follows
them up with
set action



Time Based Action

The “Supervisor” handles
repetitive routines and
maintenance tasks
by setting time based
reminders and actions



SELF SERVICE

Create a self-service experience
that supports your brand



Knowledge Base

Put together all the tutorials, documentation and tips in a single convenient place so your customers can find the answers they need

Solutions

Solutions

MANAGE

NEW ARTICLE

Payment questions

- Online payment FAQs (3)
- Offline payment FAQs (3)
- Questions on Acme commerce wallet (2)

Orders

- Delivery FAQs (0)
- Policies (1)

Shipping information

- Shipping within India (2)
- International shipping (3)
- Key information on shipping to Canada (2)

Customer support

- Chat support (2)
- Phone support (2)
- Email support (2)

Shipping and Delivery questions

- Shipping FAQs (2)
- Delivery FAQs (2)

Tutorials and explainers

- Pre-purchase (1)
- Post-purchase (3)

Subscription questions

- Acme commerce Prime (2)
- Acme commerce Gold (2)

Account management

- Managing your Acme commerce account information (4)
- Payment information (4)

Got some feedback?

A

Drafts

All Drafts

How are refunds for COD ...

Edited by You, 5 months ago

Fwd: What we ship and wh...

Edited by You, 10 months ago

Article Feedback

On My Articles

You's feedback, 5 months ago

on What are your shipping...

Status : Waiting on finance

Help me set up my knowledge base



Community Forum

Platform where customers can share ideas, give you feedback and communicate to each other

Forums

Suggestions?

[All Categories](#) / [Training test account Forums](#) / [Announcements](#)

[REPLY](#)

[EDIT TOPIC](#)

[MARK AS SPAM](#)

[LOCK TOPIC](#)

[MERGE TOPIC](#)

International Orders

4 replies

2 people like this Announcement

10 views

[Leena Joseph](#) created topic

22 minutes ago on Fri, 8 Sep at 3:39 AM

Hey Acme patrons,

We are now open to taking international orders. We ship to 12 countries as of now. If you have questions regarding international shipping, here is a good place to ask us and your fellow patrons.

[2 people](#) upvoted this

[Robert Tribbiani](#) replied

22 minutes ago on Fri, 8 Sep at 3:40 AM

Are there any special charges incurred with international shipping, and how does customs duty work?

[Leena Joseph](#) replied

20 minutes ago on Fri, 8 Sep at 3:42 AM

Hello Robert,

Thank you so much for your interest. Right now, we've planned to create a Custom Order. You let us know the items you've selected and we'll calculate the shipping cost and send you an invoice.

In order to calculate all of this - please provide us your complete address.

Cheers,
Leena

[Reply](#)

Topic is marked as sticky

You like this Announcement ?

[Convert Topic to Ticket](#)

2 people participating in this topic

2 people following this topic



GLOBAL SUPPORT

Scale your support for multiple
products, timezones and
languages.



Multi-Product Support

Support an unlimited number of products from a single helpdesk

Admin

Products

NEW PRODUCT

	Acme doll View Portal	doll@acme.com	Customize portal	Edit	
	Acme electronics View Portal	electronics@acme.com @Freshcartcare	Customize portal	Edit	
	Acme fashion View Portal	fashion@acme.com	Customize portal	Edit	



Multiple Language & Time zones



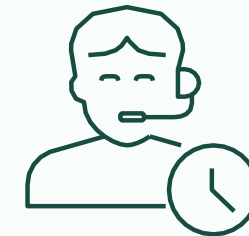
Support in 33 languages

Support customers in 33 different languages and agents can customize their languages individually



Multiple Business Hours

Each team can have multiple working hours based on location and shift. The varied timings will be reflected in all the automations rules



Support across time-zones

Provide faster support to global customers by tailoring workflows according to the time zones of the agents



Multilingual Support

Helps curate information in various languages in your customer portal across teams and geographies



Multiple SLA Policies

Set multiple SLA policies according to the requirements of each group, product or department within a company

The screenshot displays the Freshdesk Admin interface for managing SLA Policies. On the left is a dark sidebar with navigation icons. The main content area is titled 'Admin' and 'SLA Policies'. It features a list of three policies, each with a green status icon, a title, a description, and an 'Edit' button. The policies are: 'Returns and refunds SLA policy' (governs returns and refunds group), 'Account compromised' (policies on account comprised), and 'Default SLA Policy' (default policy). Above the list are 'REORDER' and 'NEW SLA POLICY' buttons. On the right, a sidebar provides explanatory text about SLA policies, including their purpose, how they are used to determine 'Due By' times, and the importance of ordering them. It also mentions SLA reminders and their configuration.

Admin

Got some feedback?

SLA Policies

REORDER NEW SLA POLICY

	Returns and refunds SLA policy SLA policy that governs the returns and refunds group.	Edit
	Account compromised SLA policies on account comprised.	Edit
	Default SLA Policy Default policy	Edit

SLA Policy

A service level agreement (SLA) policy lets you set standards of performance for your support team. You can set SLA policies for the time within which agents should respond to, and resolve tickets based on ticket priorities. You can choose whether you want each SLA rule to be calculated over calendar hours or your business hours.

Your SLA Policies will be used in Freshdesk to determine the "Due By" time for each ticket.

Using Multiple SLA Policies

You can have multiple SLA policies, triggered by specific conditions like the customer who requested the ticket, the group it is assigned to, its source and/or product.

The order of your SLA policies is important.

The first SLA Policy that matches all conditions for a ticket will be applied to it, so remember to order your important rules closer to the top

SLA reminders

You can set up reminders to make sure that agents are notified about the approaching due by time for tickets. The reminders can be for ticket response and resolution.

The reminder email can contain contextual information like the URL of the ticket and ticket priority and can be configured in Admin



SECURITY

Your customer's data is critical. Protect it.



Data Center : Freshdesk data center is hosted in the US (North America), Europe (Dublin & Frankfurt) and Australia (Sydney). Data centers are hosted on AWS (ISO 27001, SSAE16 and HIPAA compliant).

ISO 27001 : Freshdesk's privacy practices are TRUSTE certified and we are ISO 27001:2013 compliant



Custom SSL Certificate

Make your custom domain or a vanity URL for your portal secure by using a SSL certificate





Trusted IP

Whitelist specific IP ranges restricts access to your support portal

☒ IP Whitelisting

Restrict access to your support portal to only trusted locations and networks by defining the range of allowed IP addresses.

Your current IP is **182.73.13.166** . You will not be allowed to save the new IP settings without your current IP address in the list.

Applies to :

- ☒ Agents
☐ Agents and Customers

IP Ranges :

−

182.73.13.166

-

182.73.13.166

+

Add New



Single Sign-On

Enable single-on so users can easily login without having to re-enter credentials

Security

☒ Single Sign On (SSO)

☒ SAML SSO

SAML is an XML standard used for communicating identities between two web applications. You can use it to let large teams access your support portal easily using Single Sign On.

SAML Login URL

Freshdesk will redirect users to this URL to login. You can get this from your SAML Identity Provider.

Logout URL

Optional logout URL to which users will be sent to when they logout of freshdesk.

Security Certificate Fingerprint

Fingerprint (SHA256) of the SAML certificate provided by your SAML Provider. This will be used for encryption / validation

☐ Simple SSO

Single Sign On allows you to use your own application or a centralized Server (like MS Active Directory) to authenticate agents and customers so that they can access Freshdesk without entering a separate username and password.



Configurable Password Policy

Configure password policy according to your requirements

Password Policy

Changes you make to the password policy will be applicable within 8 hours. Your agents will be prompted to update their passwords during this time. If they fail to conform, they will be logged out of the support portal and will be forced to change their passwords the next time they try to log in. Please note that once you enable password policy for your account (either default or advanced), you will not be able to disable it.

For Contacts

☐ Default ☒ Advanced

☒ Minimum of 8 characters ▾

☒ Cannot contain username

☒ Password expires in Never ▾

☐ Cannot be same as last 3 passwords ▾

☐ Have an alphabet and a number

☐ Have mixed case

☐ Have a special character

CANCEL

SAVE



Role Based Access Control

Customize roles for each agent in your cross-departmental support team

Admin

Forums

Customers

Reports

Agent can

☒ View forums tab

☒ Create / Edit category or forum

☒ Create or Edit a forum topic

☐ Edit everyone's forum topic

☒ Edit only their own forum topic

☒ Delete and Moderate forum topic

Agent can

☒ View customers tab

☐ Create or edit new contact or company

☐ Delete contact or company

☐ Export Customers

Agent can

☒ View reports tab

☐ Export Reports



Custom Mail Servers

Use your own email servers for sending and receiving emails through Freshdesk

Mail Server:

☐ Default (Freshdesk)

☒ Use your own mail server

Email System:

Gmail

Use mail server for:

☒ Incoming and Outgoing

☐ Outgoing only

Incoming Mail Settings

Incoming Mail server:

imap.gmail.com

993

☒ Use SSL

IMAP server name to fetch the emails

☐ Delete emails from server after fetching?

Authentication:

Plain

✉

User Name

🔑

Password

Outgoing Mail Settings

Gmail limits the number of emails sent per day. [Click here](#) to learn more.

Outgoing Mail Server:

smtp.gmail.com

587

☒ Use SSL/TLS

SMTP server name to send emails

Authentication:

Plain

✉

User Name

🔑

Password



Email Signing (DKIM)

Digitally sign emails from your helpdesk with your domain name(s) and build your brand identity in all your communication with customers

Email Settings / DKIM Settings

[How to configure DKIM settings?](#)

Please update the following DNS settings in your Internet Service Provider's website. Once you have copied all the settings for each domain, you can click the Verify button to validate that the settings are active

▼ g.com

Remove

Verify

Type	Host Value ?	Data ?	Status
CNAME	m1._domainkey.g.com	acc690042.domainkey.freshdesk.com	!
CNAME	fddkim.g.com	spfmex.domainkey.freshdesk.com	!
CNAME	s1._domainkey.g.com	s1acc690042.domainkey.freshdesk.con	!
CNAME	s2._domainkey.g.com	s2acc690042.domainkey.freshdesk.con	!

DKIM Settings



DKIM helps you digitally sign email from your help desk with your email domain name(s). This helps build you brand identity in all communications with your customers.



Spam Filter Using Captcha

Use captcha service to prevent spamming

Portals

Portal

Settings

User Signup and Login

Allow users to Sign Up from the customer portal

☒ Yes ☐ No

Allow users to Sign in using...

☐ Google ☐ Twitter ☐ Facebook

User Permissions for portal

Who can submit a new ticket on portal

☐ Logged in users ☒ Everyone

☒ Enable CAPTCHA to help avoid spam

☒ Auto suggest solutions while creating a new ticket
This also applies to the search feature inside feedback widget.

Who can view tickets on portal

☐ Logged in users ☒ Anyone with public ticket URL [?](#)

Who can view solutions

☐ Logged in users ☒ Everyone

CANCEL

SAVE



Helpdesk Restrictions

Restrict your helpdesk only to certain users

Helpdesk restrictions

Who can log in (or) sign up (or) create tickets?

- ☒ Users from any domain
- ☐ Users from whitelisted domains (includes existing contacts and company domains)

CANCEL

SAVE



REPORTING

Measure and track performance
using reports



Insights

The Freshdesk Reporting Suite includes 10+ different reports that help you set data-driven goals and track the right metrics



Performance distribution

Shows the agent/group performance metrics like first response time, average response time and resolution time.



Helpdesk in-depth report

Gives you an overview of the helpdesk and all important metrics associated with creating and resolving tickets.



Multi channel reporting (Phone & chat)

Gives you a summary of calls/chat handled by the support agents



Agent performance

Enables you to sort agents based on various metrics and generate reports of the agent performance for the selected time period.



Top customer analysis

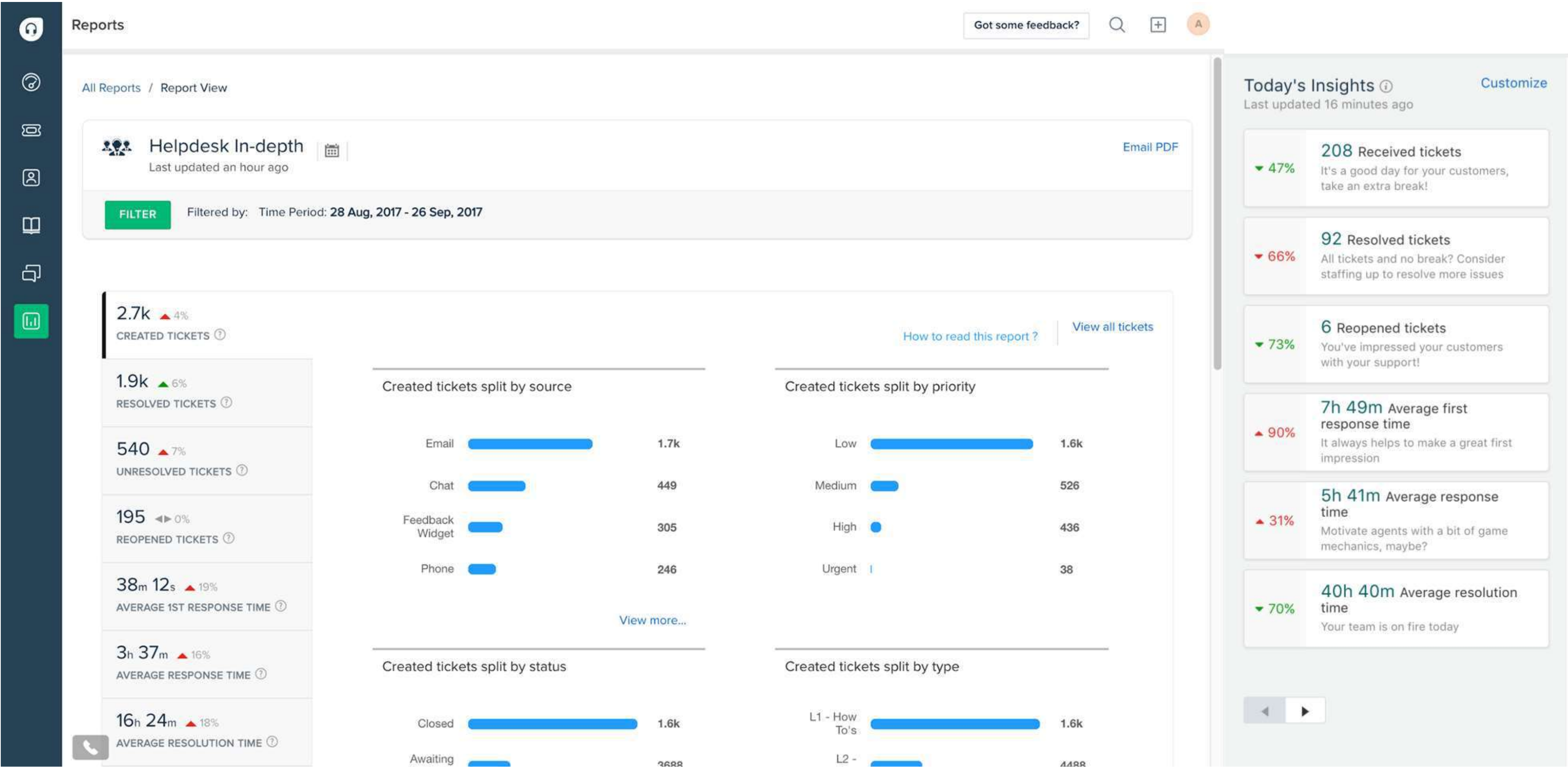
helps you find out which customer is important and which customer takes the majority of your agents times.



Ticket lifecycle report

Dig out reasons behind SLA breaches using ticket lifecycle reports by analyzing resolved tickets in the selected time period.

Reports





Customer Satisfaction Survey

Integrate satisfaction surveys into your support conversations and measure how happy your customers are with your support

Edit Survey

CANCEL

PREVIEW

SAVE

Survey name

Agent Satisfaction Survey

Rating order

Bad to Good

Customer satisfaction survey

This question helps assess the overall satisfaction for the response provided by the agent. It appears below your signature at the bottom of the email sent to the customer.

Survey question

How was your support experience?

Point scale

2

3

5

Very bad

Bad

Neutral

Good

Very good

Hey Bob,

The download and save buttons are now tucked under more options. Please try that and let me know if you need more help.

Sam

On Tue, 5 Apr at 6:36 PM , Bob <bob@wellbeing.com> wrote:

Hi,

I want to download the phone specs. I was able to do it till yesterday. I am not able to see it now. Please help.

Bob

How was your support experience?

Very bad

Bad

Neutral

Good

Very good



2,3,5 & 7 Point Scale

Not only can you send a survey question to your customers, you can also choose the point scales (2,3,5 or 7) and ask additional questions

Admin

Got some feedback?

?

New Survey

CANCEL

SAVE

Survey name

Happiness survey

Rating order

Bad to Good

Customer satisfaction survey

This question helps assess the overall satisfaction for the response provided by the agent. It appears below your signature at the bottom of the email sent to the customer.

Survey question

How would you rate your experience with Acme Support? Did our agent satisfy your expectation?

Point scale

2

3

5

7

Extremely dissatisfied

Mostly dissatisfied

Slightly dissatisfied

Neither satisfied nor dissatisfied

Slightly satisfied

Mostly satisfied

Extremely satisfied

When a satisfaction rating is selected, a thank you page is shown to collect more feedback

Thank you page

Your portal layout will be applied to this page. [How to change it?](#)

Thank you message for Customer Satisfaction Survey

Thank you so much for your feedback :)

☐ Include additional comments box

Enabling Satisfaction Survey

You can add a satisfaction survey in the agent ticket replies to find out how happy customers are with the support/company/product. You can choose to send surveys with all emails or only when an issue is 'closed' or 'resolved'. Customers' response can be seen in **Reports > Customer Satisfaction Report**

Satisfaction Survey

You can ask one customer satisfaction survey question and additional survey questions. The customer satisfaction survey is shown inside the email, and when customers choose a survey option, they will be taken to a page with the additional survey questions. The observer rules and gamification points will be based only on the customer satisfaction survey.

Point scales

You can choose different point scales for the customer satisfaction survey and additional survey questions. It could be
2 point (Eg: Yes, No)
3 point (Eg: Agree, Undecided, Disagree)
5 point (Eg: Always to Never)
7 point (Eg: Very Poor to Exceptional)

Once a customer takes the survey, the scales will be locked down and they cannot be edited.

You can learn more about satisfaction surveys from [this solution article](#).



7 Point Scale

You can choose 7 point scale and ask additional questions for your **Customer Satisfaction Survey**



Sarah James

to me ▾

12:07 (1 hour ago) ☆



Hi Henry,

Thank you so much. We're so glad you love it :)

Ticket: <https://acmecommerce ltd.freshdesk.com/helpdesk/tickets/239>



How would you rate your experience with Acme Support?

Extremely satisfied	Mostly satisfied	Slightly satisfied	Neither satisfied nor dissatisfied	Slightly dissatisfied	Mostly dissatisfied	Extremely dissatisfied
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Ideas? New



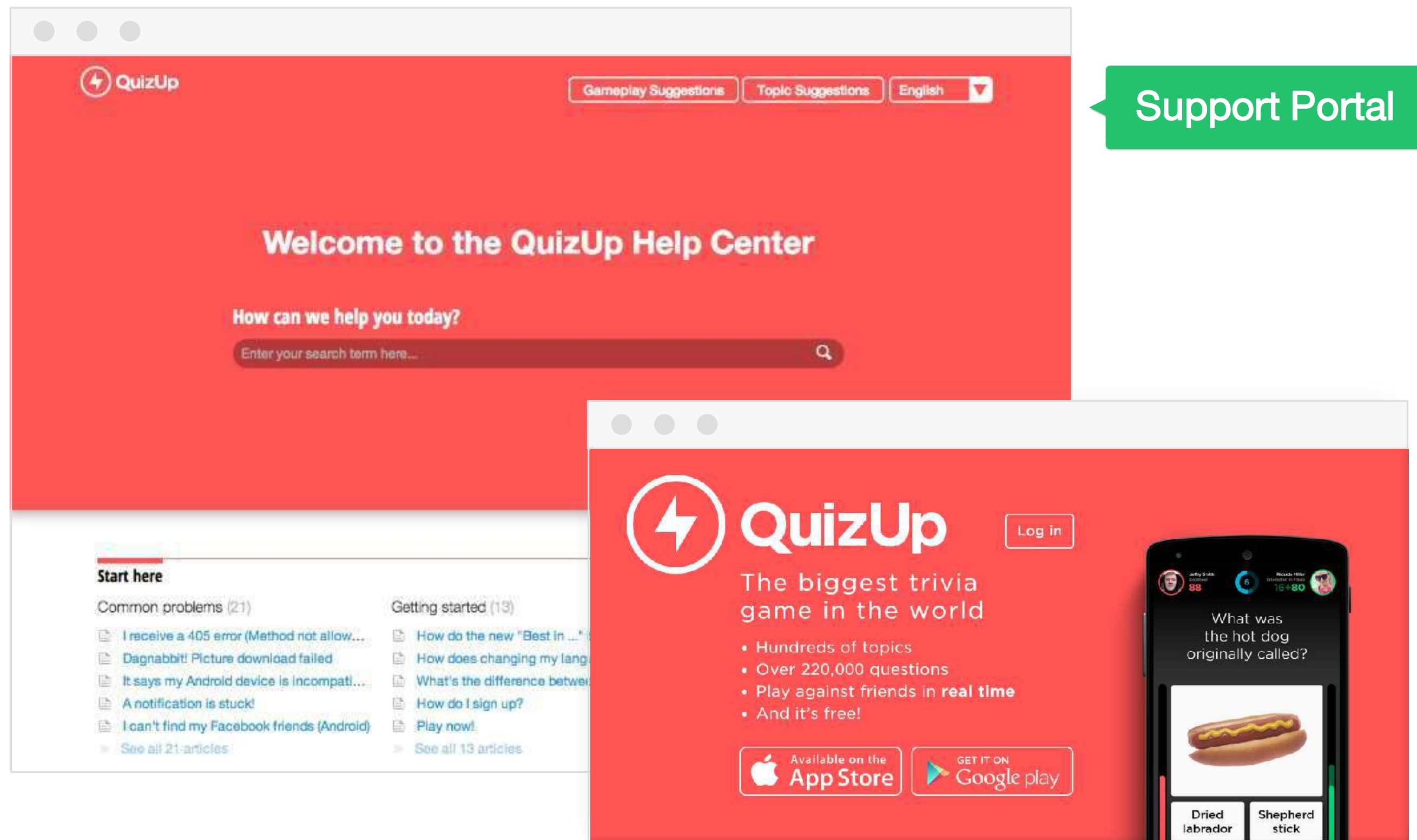
APPS

Extend your support capabilities



Self Service Portal

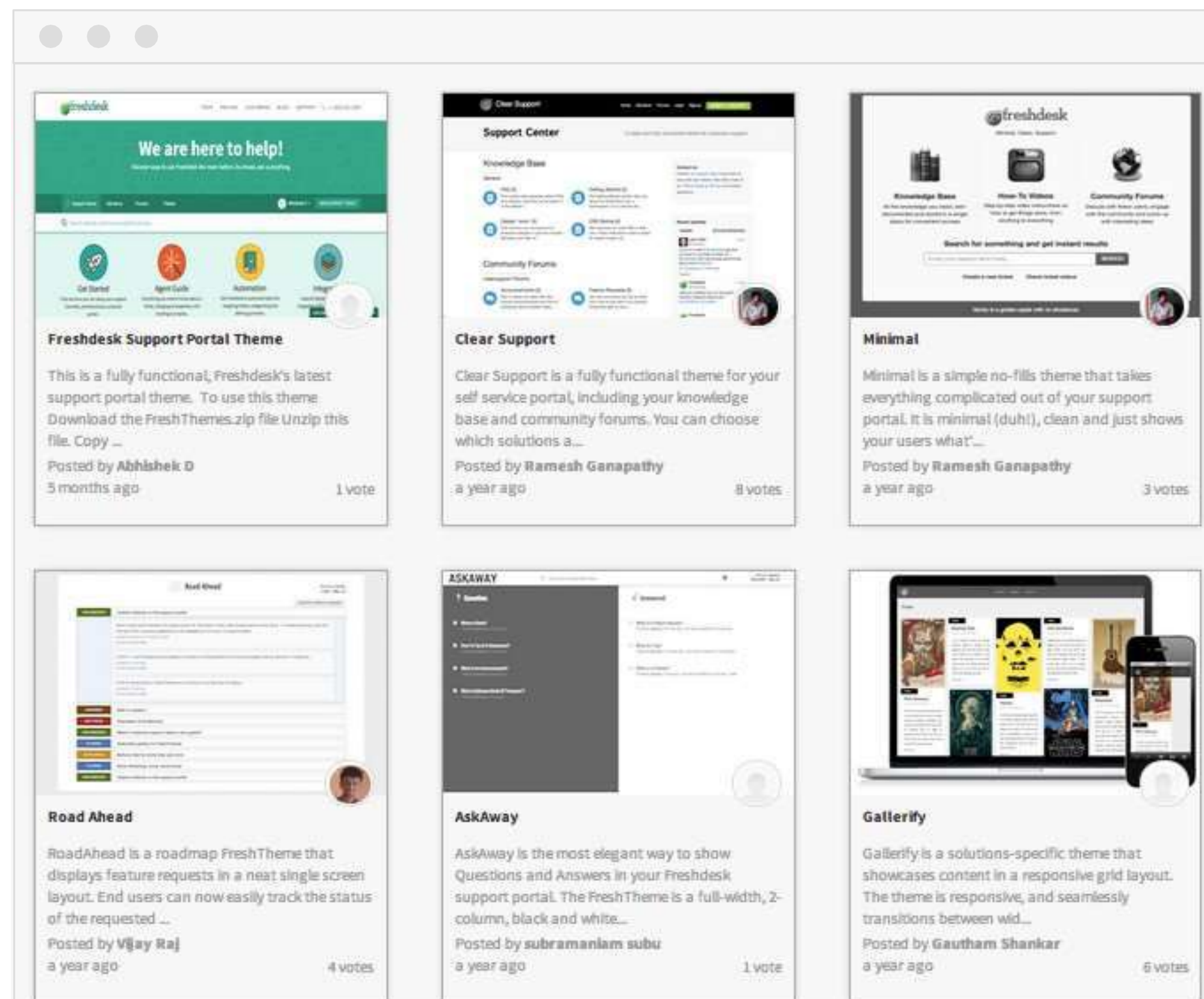
Customize your support portal to look like an extension of your brand





FreshThemes

Customizable templates that can be used to extensively change the look and feel of your support portal





Native Apps

Extend the capabilities of your helpdesk
by integrating with business apps



Google Hangouts



MailChimp



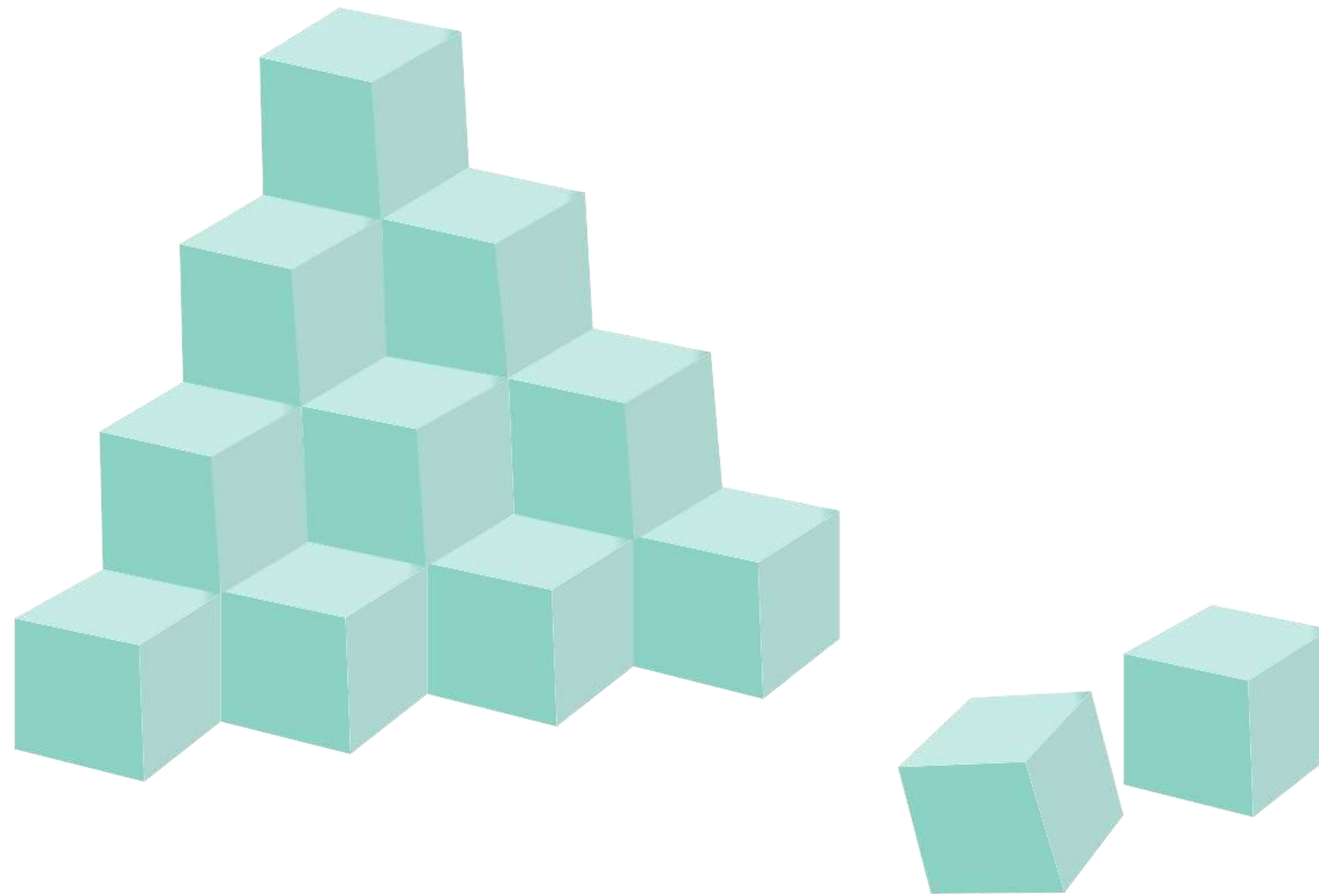
Magento®





Native Apps

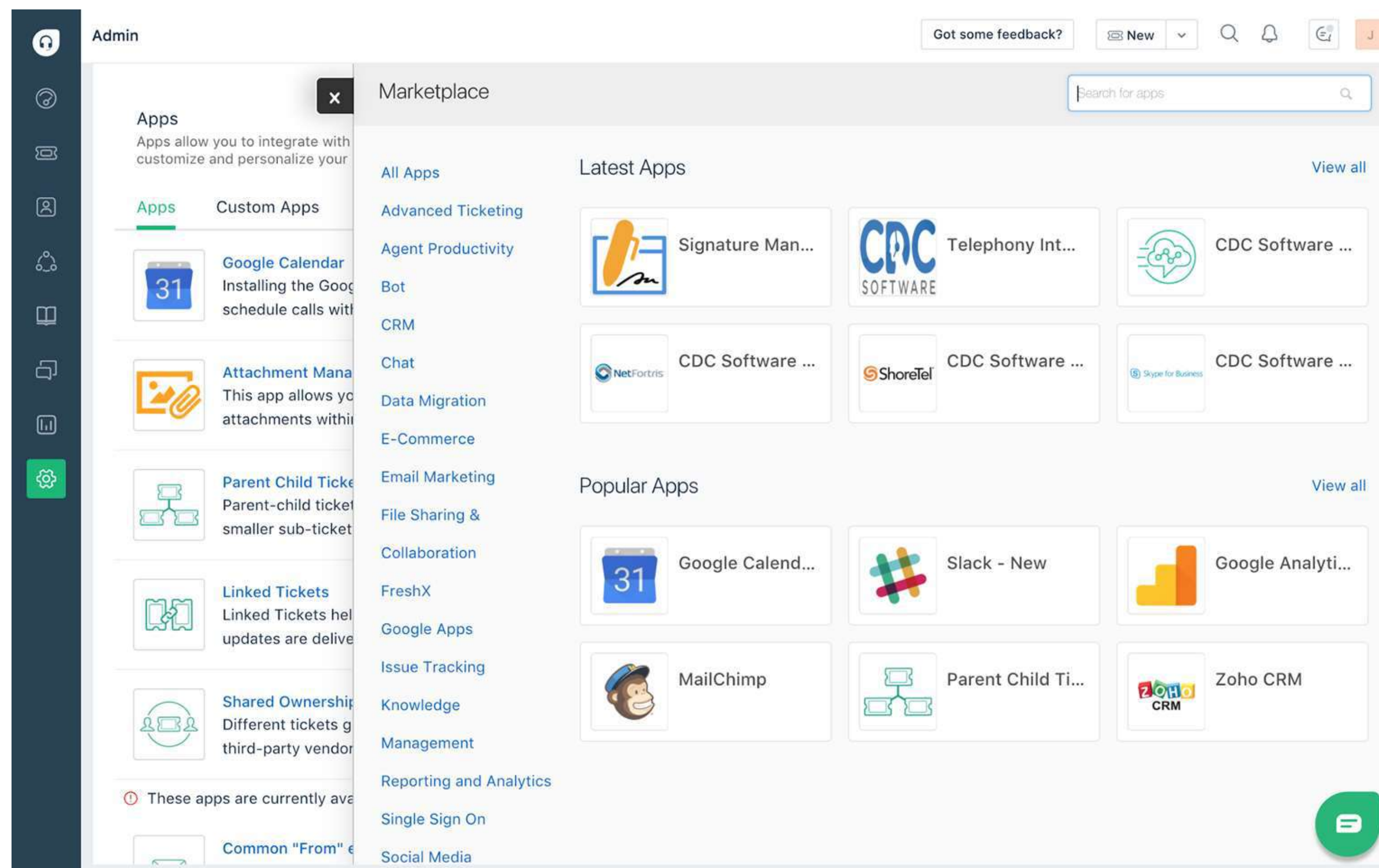
Create your own custom app to bring critical information from third party solutions into your ticket details and contact pages





App Marketplace With 100+ Integrations

The marketplace currently has a portfolio of over 100 available apps, including TeamViewer, Slack, Salesforce, Jira, Skype and G-Suite, covering categories from collaboration to telephony





Pricing

				
SPROUT To get you started	BLOSSOM Perfect for small teams	GARDEN Ideal for growing teams	ESTATE Best value for large teams	FOREST Tailor made for enterprise
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✓ Email Channel ✓ Standard Phone Channel ✓ Basic Social Channel ✓ Knowledge Base ✓ Access to App Gallery	<i>Everything in Sprout and...</i> ✓ Advanced Social Channel ✓ Satisfaction Surveys ✓ Custom Domain Mapping ✓ Custom Apps ✓ Time Tracking	<i>Everything in Blossom and...</i> ✓ Multilingual Helpdesk ✓ Live Chat Channel ✓ Ticket Templates ✓ Community Forums ✓ Scheduled Reports	<i>Everything in Garden and...</i> ✓ Multiple Products ✓ Portal Customization ✓ Shared Ownership ✓ Enterprise Reports ✓ Custom Agent Roles	<i>Everything in Estate and...</i> ✓ IP Whitelisting ✓ Custom Email Servers ✓ EU Data Center ✓ Advanced Phone Channel
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* Pricing is in USD based on an annual plan (monthly pricing is also available)



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