

Freddy AI for Freshservice

True AI with Real Impact for Your Workforce

🕒 **Faster Resolution: Reduce average ticket handling time by 60%**

67% of average ticket handling time is saved by writing quick and effective responses.

Enhance agent communication, maintain a consistent tone, and quickly deliver responses that effectively address employee needs.

80% of average ticket handling time saved from searching for answers from the knowledge base.

Reduce the time agents spend drafting responses from scratch by using auto-generated responses based on the ticket details and available knowledge articles.

75% of average ticket handling time saved by adding quick summaries.

Accelerate response time with the automated analysis of ticket exchanges and creation of clear concise summaries.

🔍 **Improved Productivity: Reduce time performing service desk tasks by 54%**

65% of time saved in creating articles by using help article generator.

With just a few prompts, quickly generate knowledge articles and FAQs using public sources of information.

40% of time saved in doing service desk tasks.

Perform simple admin tasks like creating agent groups, adding an agent to groups, and more using conversational prompts.

⚙️ **Streamlined Efficiency: Save time reviewing content by 31%**

29% of time saved in reviewing ticket summaries.

Save agent time from manually reviewing lengthy ticket conversations to add an accurate summary of ticket progress.

50% of time saved in reviewing help articles.

Save time spent on review cycles by using Freddy AI to draft standardized articles to save time spent in reviewing articles.



As a leading source of Freshservice knowledge and services, Flycast Partners can provide a comprehensive overview of Freddy AI to help you understand the new features and how its capabilities align with your organizational needs.

- Platinum Partner of Freshworks
- US-Based + Certified in ITIL and Freshworks
- Freshworks North American Most Valuable Partner of the Year
- Freshworks Global ITSM Strategic Partner of the Year



**Get Started
with Freddy AI**

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