

Your all-in-one source for Freshdesk

New Implementations | Custom Enhancements | Rent an Expert | Ongoing Administration + Support

5,600+

successful IT implementations in many different business verticals

1,600+

customers throughout North America

Certified

Consultants and Engagement Managers

Premier

Partner of Freshworks

New and Custom Implementations

For over a decade, Flycast Partners has specialized in IT consulting and implementation services, continually meeting and exceeding customer expectations. Our wealth of industry and product knowledge gives our US-based team of experts the competitive edge to supervise and address all aspects of the sales, planning, implementation, training, and support cycles. Flycast Partners is your one-stop shop for all Freshdesk support needs.

Maximize CX/CRM Capabilities

Flycast Partners utilizes the knowledge of 10+ years of implementing Gartner-leading technologies. Leveraging a tested project management methodology, Freshworks-certified Consultants have the expertise to engage with customers immediately, providing a more straightforward, more efficient approach for ensuring project objectives exceed both strategic and tactical goals.

Our Strategic Approach



DESIGN - According to detailed objectives



DOCUMENT - Enhanced process flows



BUILD - The configurations needed



TEST - To meet organizational requirements



GO-LIVE - Be self-sufficient with the new features

Don't need a full approach? Contract an Expert.



Centralize Multichannel Support

- Email
- Phone
- Chat
- Social Media
- Portal
- Feedback Widget
- E-commerce

Key OOTB Features

Our dedicated team of Freshdesk specialists can ensure the platform is fully configured to fit your specific organizational needs.

- Agent Management
- Availability Tracking
- Chatbot
- Collaboration Tools
- Customer Satisfaction Surveys
- Field Service Management
- Knowledge Base
- Mobile App
- Reporting and Analytics
- Self-Service Portal
- SLA Management
- Ticket Management
- Time Tracking
- Workflow Automation

Create Advanced Workflows

- Complex Approvals
- Multi-Department Tasks
- Ticket Routing
- Password Reset

Design Self-Resolution Functions

- Adding and Setting up Chatbots
- Conversational Interface
- Self-Service Features
- Ticket Forms

Develop OOTB or Custom Automation

- Cross-Functional Ticketing
- Nudge Notifications
- Ticket Assignments
- Time-Based Automations

1000 + Integrations

- Google
- HubSpot
- Microsoft
- Salesforce
- Shopify
- Slack