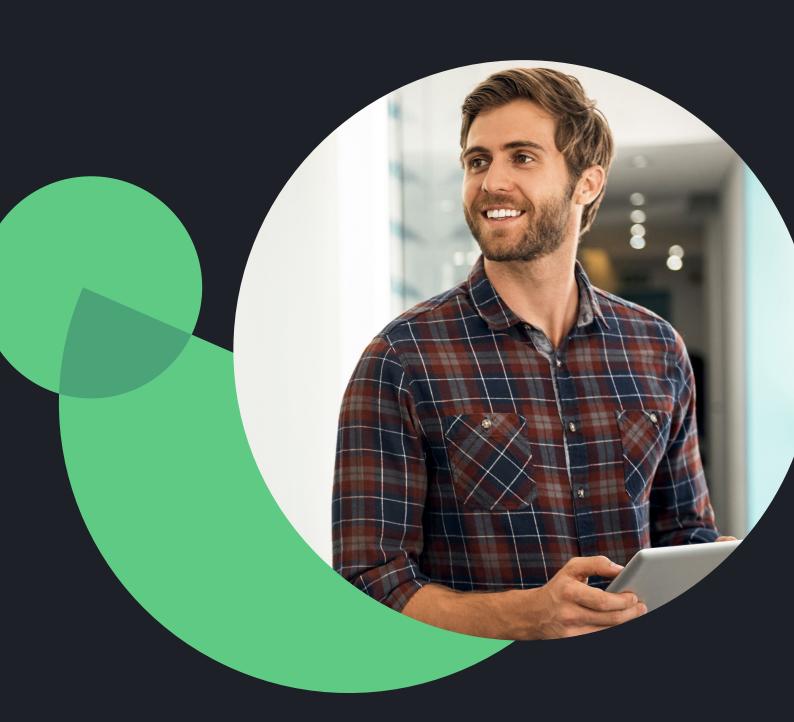**freshworks**

Unleashing the Power of Marketplace Apps
Recommendations for Key Themes

The Freshworks Marketplace provides a wealth of apps to help enhance your Freshworks experience. Here are some of the top apps that improve agent productivity, enhance communication, enable data sync & migration, and unlock AI-driven automation possibilities.

Agent Productivity

Explore apps that streamline workflows, automate tasks, and empower agents to deliver exceptional customer service.

Hide/Disable Ticket Fields

Streamline ticket creation and updates by allowing agents to hide or disable irrelevant default and custom ticket fields.

Ticket Parsing App

Streamline workflows using the app's advanced parsing capabilities to extract crucial details from incoming tickets.

Approval Automations

Streamline the approval process within Freshdesk by creating automated approval workflows.

Tasks To Do

Simplify ticket management for you and your support agents by enabling the creation of your own workflows with custom task lists.

Auto Start Time

Precisely track the time your agents spend on each ticket.

Communication and Collaboration

Discover apps that facilitate seamless internal and external communication.

TeamViewer V2

Provide remote assistance to your customers from within the Freshdesk ticket page, delivering an elevated remote experience.

Google Hangouts Chat

Automatically receive notifications in Google Hangouts Chat whenever there's an update on your Freshdesk ticket.

RingCentral Premium Call Control

Empower Freshdesk users with advanced telephony capabilities for a more collaborative CRM experience.

Advanced SMS Alerts

Enable preset actions that trigger specific automation when distinct criteria are met.

Twilio Plus

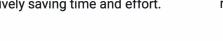Enable 2-way SMS capability in Freshdesk to deliver a true omnichannel experience.

AI-driven Automation

Explore AI-driven automation apps to enhance operational efficiency.

AI by Caffeinated CX

Streamline and automate support processes for customer service representatives, effectively saving time and effort.

AI Smart Assist (Multi-lang)

Enhance your support processes by rephrasing, responding, translating, summarizing, and researching with ChatGPT.

ChatGPT Assistant

Summarize customer messages, provide suggestions, and offer other valuable features to assist agents in addressing tickets.

AI Translate Buddy (Multi-lang)

Interact with customers in their native language, leading to heightened satisfaction and loyalty.

AI Ticket Summary

Analyze sentiment, tone, and language to prioritize and route tickets to the most suitable agent for fast and effective resolutions.

Enabling data sync & migration

Find apps that seamlessly transfer and sync crucial data to create a cohesive ecosystem of information.

Migrate from Zendesk App

Securely migrate all your support tickets, conversations, and more from your Zendesk account to Freshdesk.

Shopify

Enables seamless connection with your Shopify stores, retrieve customer information and more to facilitate support.

Asana Connect

Efficiently handle tickets by automatically creating tasks in Asana from Freshdesk tickets.

Trello

Seamlessly collaborate by easily creating helpdesk tickets and updating the status from Trello cards, improving issue resolution.

GDPR Assistant

Streamline GDPR compliance by automating data and user deletion, enabling simple PDF report generation and more.

freshworks

To explore more such apps, visit the Freshworks Marketplace now.