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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.

Office 365 Calendar

Schedule and sync Freshservice events to your Office 365 calendar.

Ticket Conversation Customizations

Enable swift customizations for agents navigating their day-to-day ticket conversations

Automerger

Merge duplicate tickets within the specified period based on selected ticket fields such as group, status, priority, subject, requester, and more.

Admin Dashboard

Instantly access essential agent data, operational status, API speed limit, and more through five intuitive sections for effortless decision-making.

Communication and Collaboration

Discover apps that facilitate seamless internal and external communication.

Zoom - Concurrent Meetings

Enable multiple agents to schedule concurrent Zoom meetings with customers.

Skype

Integrate Skype with Freshservice to quickly initiate conversations with requesters and resolve tickets faster.

Google Hangouts

Initiate seamless conversations with requesters and expedite query resolution directly from the ticket details page.

TeamViewer

Offer remote assistance to requesters effortlessly through the TeamViewer App for Freshservice. This integration spans various platforms, operating systems, and devices, ensuring swift problem resolution.

AI-driven Automation

Explore AI-driven automation apps to enhance operational efficiency.

Servicebot for Microsoft Teams

Address your employees' queries and service requests directly within Microsoft Teams using an AI-powered virtual agent.

Workativ Assistant

Automate repetitive tasks with a no-code AI chatbot and app workflow platform.

Servicebot for Slack

Provide instant resolution for your users with a virtual agent that understands user queries and offers solutions.

Azure AD - Orch

Automate repetitive actions in Freshservice and track accurate usage information for SaaS management.

Enabling data sync & migration

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

Azure Active Directory Provisioning (SCIM)

Sync user data from Azure Active Directory (AAD) to Freshservice using SCIM standards.

Intune

Sync your discovered apps, mobile and computer devices that are managed in Intune to Freshservice.

Trello

Enable ticket-to-Trello card conversion to effectively manage workflows, promote inter-team collaboration, and prioritize tasks based on ticket importance.

User Importer

Streamline data migration from CSV files to Freshservice, automating the process to reduce user involvement and supervision.

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