



# Refreshingly simple customer engagement software



## About Freshworks

Freshworks is a leading cloud-based customer engagement company offering a suite of products that is transforming the way world-class organizations collaborate. Our products are used by over 225,000 organizations across the world including the NHS, Honda, Rightmove, Hugo Boss, Citizens Advice, Toshiba, and Cisco. Founded in October 2010, Freshworks is backed by Accel, Tiger Global Management, CapitalG, and Sequoia Capital India. Freshworks has offices in California, India, UK, Australia, and Germany.

## The Freshworks growth story

8  
Global Offices

8  
Years

10  
Acquisitions

8  
Products

2K+  
Employees

### OUR INVESTORS

Accel

TIGER  
Tiger Global Management, LLC

capitalG

SEQUOIA 

## OUR PRODUCTS



### freshdesk

*Omnichannel customer support software*

- Streamline customer conversations
- Automate repetitive tasks
- Power up self-service with AI



### freshcaller

*Call center software for all businesses*

- Customizable cloud-based call center software
- Live call monitoring and call center metrics
- IVR, automatic call recorder, and voicemail



### freshservice

*IT service management software*

- ITIL-aligned ITSM solution
- Easy to use and set up
- In-depth visibility of your IT Assets



### freshteam

*Applicant tracking software*

- ATS for sourcing and hiring great talent
- Build a candidate database using talent pool
- Better hiring team collaboration to hire faster



### freshsales

*The all-in-one sales CRM*

- Built-in phone and email
- Automate actions using workflows
- Manage sales pipeline better



### freshchat

*Customer messaging software*

- Engage visitors and users proactively
- Generate and qualify leads with bots
- Bring self-service and messaging



### freshmarketer

*Conversion optimization suite*

- Increase website conversions
- Track visitor behavior
- Provide personalized experience



### freshconnect

*Contextual collaboration software*

- Collaborate alongside your tickets and deals
- Invite anyone and provide instant context
- Track discussions on relevant tickets and deals

225,000+ CUSTOMERS



HONDA



TOSHIBA



To learn more, visit

[www.freshworks.com](http://www.freshworks.com)