

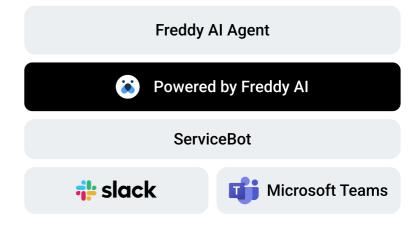
FRESHSERVICE

Understanding Freddy AI Agent

A quick cheat sheet on critical solutions and their availability



With multiple terms being discussed, it's important to distinguish and understand what they mean. Here's a quick cheat sheet for you to get on top of it.



Key solutions



ServiceBot

(Available across all plans*)

The ServiceBot is the foundational collaboration bot within Freshservice, primarily focusing on facilitating ticket creation, updates, and related actions in a centralized communication platform.

AI

Freddy AI Agent -Legacy version

This is the first version of the Freddy AI Agent that has been available on the Enterprise plan since 2020. It supports basic conversational assistance that is powered by NLP models.

Gen Al

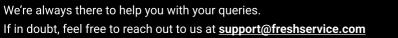
Freddy AI Agent -GenAI version

The latest Freddy Al Agent version encompasses a range of GenAl-powered features designed to empower employees with enhanced self-service functionalities and personalized support through Al Agents.

Detailed comparison

ServiceBot	Freddy AI Agent - Legacy (Previously called Virtual Agent and was in beta for all Enterprise plan customers)	Freddy AI Agent (Previously called Freddy self-service, now in public beta)
	Everything in ServiceBot plus	Everything in Legacy version plus
About the technology Not powered by Al	About the technology Powered by Al	About the technology Powered by GenAl
Search Manual search supported for tickets	Search Al-powered search for solution articles within Freshservice knowledge base and service catalog	Search GenAl-powered search across Freshservice knowledge bases and service catalog
Conversational support	Conversational support	Conversational support
Not supported	 Powered by AI and ML to help you: Ask questions to AI Agent Receive Service Catalog items as responses for you to fill out manually Receive Solution article as responses to read through manually 	 Powered by GenAl to help you: Engage in two-way dialogue between Al Agent and employees Enable Al Agent to fill out forms and auto-create service requests Skip reading through articles with curated and summarized responses from help articles
Language support Multilingual interface	Language support Conversations supported in English.	Language support Conversations and translated responses supported in all service desk languages
Availability Map agent groups to channels/teams to plug service desk updates.	Availability Deploy AI agents on public channels and teams, allowing employees to manually tag them and request assistance.	Availability Deploy AI agents across your team's communication channels to automatically handle first-level support queries from employees. No need for manual tagging.
 Other features Publish announcements (All plans) Ticket collaboration (All plans*) Project management (Pro and Enterprise) 	Other features Reporting: Get visibility into AI Agent performance with a usage report	Other features 1. Citations to responses (Available now) 2. Ticketless Conversations (Coming soon) 3. Personalization (Coming soon) 4. Reporting: Stay on top of the ROI and impact of AI Agents (Coming soon)

*Extended capabilities like integrations with other Freshservice capabilities (Project management, Collaboration history import) will be supported on plans where these capabilities are packaged.





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