

# Understanding Freddy AI Agent

A quick cheat sheet on critical solutions and their availability



Freddy AI Agent



Powered by Freddy AI

ServiceBot



Microsoft Teams

## Key solutions

Non-AI

### 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 AI

### Freddy AI Agent - GenAI version

The latest Freddy AI Agent version encompasses a range of GenAI-powered features designed to empower employees with enhanced self-service functionalities and personalized support through AI 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)
	<b>Everything in ServiceBot plus...</b>	<b>Everything in Legacy version plus...</b>
<b>About the technology</b> Not powered by AI	<b>About the technology</b> Powered by AI	<b>About the technology</b> Powered by GenAI
<b>Search</b> Manual search supported for tickets	<b>Search</b> AI-powered search for solution articles within Freshservice knowledge base and service catalog	<b>Search</b> GenAI-powered search across Freshservice knowledge bases and service catalog
<b>Conversational support</b> Not supported	<b>Conversational support</b> <b>Powered by AI and ML to help you:</b> <ul style="list-style-type: none"> <li>• Ask questions to AI Agent</li> <li>• Receive Service Catalog items as responses for you to fill out manually</li> <li>• Receive Solution article as responses to read through manually</li> </ul>	<b>Conversational support</b> <b>Powered by GenAI to help you:</b> <ul style="list-style-type: none"> <li>• Engage in two-way dialogue between AI Agent and employees</li> <li>• Enable AI Agent to fill out forms and auto-create service requests</li> <li>• Skip reading through articles with curated and summarized responses from help articles</li> </ul>
<b>Language support</b> Multilingual interface	<b>Language support</b> Conversations supported in English.	<b>Language support</b> Conversations and translated responses supported in all service desk languages
<b>Availability</b> Map agent groups to channels/teams to plug service desk updates.	<b>Availability</b> Deploy AI agents on public channels and teams, allowing employees to manually tag them and request assistance.	<b>Availability</b> Deploy AI agents across your team's communication channels to automatically handle first-level support queries from employees. No need for manual tagging.
<b>Other features</b> <ul style="list-style-type: none"> <li>• Publish announcements (All plans)</li> <li>• Ticket collaboration (All plans*)</li> <li>• Project management (Pro and Enterprise)</li> </ul>	<b>Other features</b> <b>Reporting:</b> Get visibility into AI Agent performance with a <b>usage report</b>	<b>Other features</b> <ol style="list-style-type: none"> <li><b>1. Citations to responses</b> (Available now)</li> <li><b>2. Ticketless Conversations</b> (Coming soon)</li> <li><b>3. Personalization</b> (Coming soon)</li> <li><b>4. Reporting:</b> Stay on top of the <b>ROI and impact</b> of AI Agents (Coming soon)</li> </ol>

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

We're always there to help you with your queries.

If in doubt, feel free to reach out to us at [support@freshservice.com](mailto:support@freshservice.com)

