

Start using Freshdesk with babelforce today



Level up your support and help more customers with babelforce's Freshdesk integration

babelforce.com
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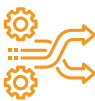
Key benefits

of using Freshdesk with babelforce



Powerful Omnichannel

Delight customers with consistently high-quality service on the channel they choose. Share data across channels to enable more informed, personal conversations.



Upgrade your helpdesk

Simplify support by adding robust telephony functionality to your helpdesk. Allow agents to make calls with a click and send & receive SMS from within the platform.



Automate any workflow

Integrate all the tools your contact center uses, including legacy software. Build workflows across each one to automate key tasks.

1. <https://www.customercontactweekdigital.com/customer-insights-analytics/whitepapers/ccw-market-study-contact-center-success-in-the-automation-age>
2. https://c1.sfdstatic.com/content/dam/web/en_us/www/documents/research/salesforce-state-of-the-connected-customer-4th-ed.pdf/
3. <https://www.invespro.com/blog/state-of-omnichannel-shopping/>

Why Use Freshdesk?



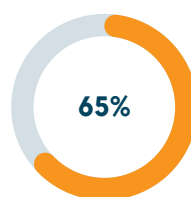
freshdesk

Disconnected technology is one of the biggest challenges for modern customer service teams; over **80% say agents have to access multiple systems** in the majority of customer service interactions. ¹

That's why Freshdesk is the tool of choice for thousands of businesses worldwide; their platform streamlines services and supports meaningful engagement with deep omnichannel support, customer ticketing and more much.

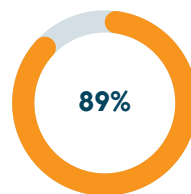
Our Freshdesk integration takes that power even further, with features like **integrated telephony and automated ticketing** making service easy for agents and customers.

Talk to us today to discover why so many businesses add the power of the babelforce automation and telephony platform to their customer engagement strategy.



Effective, consistent services

65% of consumers expect all company representatives to have the same information about them. ²



Supercharged retention

Companies with strong omnichannel engagement strategies retain an average of 89% of their customers. ³



Easy for customers
Easy for agents
Easy for you

babelforce.com



The bottom line



Deploy over 70 languages in conversational AI



Automate up to 90% of tasks



Go live in under 8 weeks



Reach net benefit of €5million per 50 agents