



What's new in Mint?





Custom Dashboards!

Create personalised dashboards and track the metrics
that you care for your team!





All unresolved tickets

149

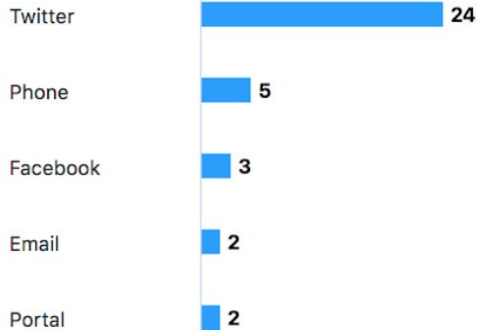
Pending

36

Open

36

Tickets by source



Leaderboard

Across helpdesk this month

[View all](#)



Steve

Most valuable player



Tim

Sharpshooter



Rojas

Speed racer

🔔 18:55

On-hold

36

L2 queue

36

L4 queue

36

FCR Trends - EU Support

Product: [All](#) | Group: [All](#) | Last 30 days

80% ▲ 11%

🔔 18:55

Tickets Received - EU Support

Product: [All](#) | Group: [All](#) | This month

97 ▼ 56%

🔔 18:55

Time Trends - EU Support

Product: [All](#) | Group: [All](#) | This month

48s ▼ 20%

🔔 18:55



Widget library

Live widgets



Score card



Bar chart

Team performance and trend



Customer
satisfaction



Leaderboard



Ticket trends



Time trends



SLA trends

← Save and back

[Remove](#)

Widget title

Ticket Resolved

Choose metric

Tickets resolved

Group

L2 - Analysis and Troubleshooting

Product

All Products

Time

This month

Widget highlights

■ Alert if lesser than
60

■ Critical if lesser than
40

[Help me decide](#) 



Announcement Widget!

Use announcements and keep them sticky inside
Freshdesk





Announcements

Network downtime! Hello, there is a maintenance scheduled tomorrow (22/08/2018) between 9PM and 3AM.

49



Frank

POST



Visible to: All agents

Announcements

Clone

Edit



Network downtime! Hello, there is a maintenance scheduled tomorrow (22/08/2018) between 9PM and 3AM.

Frank | 21st Aug 2018, 06:18 pm



Announcements

Announcement history

Last 30 days

Network downtime! Hello, there is a maintenance scheduled tomorrow (22/08/2018) between 9PM and 3AM.

F Frank | 21st Aug 2018, 06:18 pm

STOP

Network downtime! Hello, there is a maintenance scheduled tomorrow (21/07/2018) from 8am to 5pm.

F Frank | 20th July 2018

18 views




Ticket List View Search!


Do you have a lot of ticket views? Find the right one fast.








Chann×




Channels and CRM




Channels and CRM - Resolved Tickets

Channels and CRM Open Tickets



vika Kishan Kishan on Trello Int
Created 33 minutes ago • First resp



desk New UI Updates #1313
Created 19 hours ago • First respon






Table View for Tickets!

View more tickets at a glance and customise what you see



***New and my open tickets**

Got some feedback?

New

S

☐ Sort by : **Date created**

Export

1 - 30 of 63

Contact	Subject	State	Group / Agent	Priority	Status	
<input type="checkbox"/> Sarah	Console does not power on #79	<div>Response Due</div>	Jason Korrs	Low	Open	
<input type="checkbox"/> Adrian	Transaction failure #78	<div>Overdue</div>	Robert Sims	High	Open	
<input type="checkbox"/> Timothy	Payment failed #77	<div>Overdue</div>	Carol Peters	Low	Open	



Quick Actions!

Canned response addition made super simple





From: **Aaron** support@hcommerce.freshdesk.com

To: aza@gmail.com

/c refund|

Cancel order

Delivery status - dispatched

Refund order



Undo Send!

Phew, Finally :)





💡 **Made a mistake?**

Enable undo send and get a 10-second window to cancel your response and correct typos :)

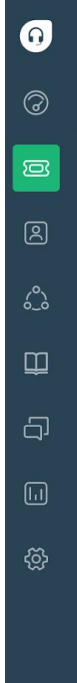
ENABLE

Dismiss



Quick Reply!





≡ All tickets

Got some feedback?

New ▾



☐ Sort by : Date created ▾

Tags

Export



31 - 35 of 35



FILTERS

Card view

Table view



Search fields

Agents

Any



Groups

Any



Created

Last 30 days



Due by

Any



Status

Any



☐ **Response Due** shipment
RELATED: What payment methods do you employ? #240
📞 😊 lloyd sylvester (Ashley Scrooge) • Created a month ago • Pending for a few seconds

Low ▾
Finance / Ashley B. ▾
Pending ▾

CSAT response

☐ **Overdue** refund failure
TRACKER: Delay in shipping #239
S Susan added a private note
a month ago (Thu, 21 Sep 2017 at 4:09 PM)

Low ▾
Shipping / Susan ▾
Open ▾

☐ A
In touch with the reseller. Meanwhile, can we check if the shipment took place as intended now?

Low ▾
-- / Susan ▾
Pending ▾

← Reply Add note

Quick reply and Add note

☐ RELATED: When will my couch arrive? #237
📧 lloyd sylvester (Ashley Scrooge) • Agent responded a month ago • Pending for a month

Low ▾
Shipping / Susan ▾
Pending ▾




To-do Reminders!


Don't just create tasks on tickets, create reminders on it as well




TO-DO



 Add a to-do

☐ **Call Sadie and ask her if she can connect back online**
 IN 6 MINUTES

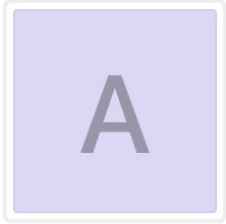
☐ **Call the service provider and ask if the outage is fixed**
 SET REMINDER



Quick ticket create from Contacts!

Search for a customer and log a ticket right from there!





Aniket Sharma

Freshworks



Timeline

Tickets

Notes

Forums



harma

Merge

Aniket Sharma

Freshworks

Notes Forums

No conversations. It's pretty quiet here!

New ticket

The contact will receive an email about this ticket. This notification can be disabled from Admin > Email notifications.

Contact *

Aniket Sharma <aniket.sharma@freshworks.com>

Add Cc

Subject



Type

--

Status

Priority

Low

Assign to

-- / --

Freshdesk L2 Teams

--

Freshdesk Support Ticket ID

Description

CANCEL

SAVE



Customer Notes!

Create notes on customers for all team members to see





Edit

Delete



Gourmet Chocos

32 contacts

Timeline

Tickets

Notes



Add notes about this company (like implementation details, their reviews, etc.)

General



Contract doc

Attaching the signed contract document for this company in this note.

× Contracts - validated and signed.csv



A

General



Testimonial

General

CANCEL

UPDATE NOTE



Customer Segments!

Create groups of customers and add rules for them



≡ * All contacts ✓ ✕

+ New ticket ▾



S





☐ Select all

🔍 Search all contacts

📄 Import

1 - 4 of 4



Contact	Title	Company	Email address	Work phone	Facebook	Twitter	
<input type="checkbox"/>  Ashley	Support Specialist	Buy Today!	tashley.dale@hotmail.com	--	--	@ashhhh93	:
<input type="checkbox"/>  Krauff	Product expert	Smithy Inc	smithk@hotmail.com	--	--	@kraftsmith	:
<input type="checkbox"/>  Sam	Product Expert	Smithy Inc	samlaughlin@gmail.com	--	--	@laughsam	:
<input type="checkbox"/>  Riaz	CMO	Smithy Inc	sheikmriaz@hotmail.com	--	--	@its_riaz	:



FILTERS

Created

Any time ▾

Time zone

Any ▾

Tags

Any ▾

Companies

Any ▾

Location

✕ San Bruno ▾

+ Add filters

APPLY



☰ * *All contacts* ✓.. ✕

Save customer segment as



Ticket Summaries!

The entire context for the ticket in a single place





Open

First response due in a day

Due in 3 days [Edit](#)

[New](#) [Add tags](#)



Unable to login

Sadie reported an issue META

2 days ago ⋮

Created by : Sadie

I have been trying to login to my account in the last 3 hours and I'm pretty sure that the password I used to log in is right.

I'm not able to login, can you please help

Thanks,
Henry



Summary

1 day ago ⋮

Added by: Aaron Mathew

So here's what we know about the issue so far:

- The customer has logged in multiple times but failed to login
- The password he is using is right and we've also done a reset for him, but looks it's not working
- Looked at the logs, could not find any discrepancies



↩ Reply

📝 Add note

➡ Forward

🗯 Discuss



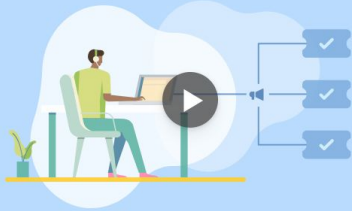
Advanced Ticketing!

Shared ownership? Parent child ticketing? Linked tickets?
Try them



Advanced ticketing

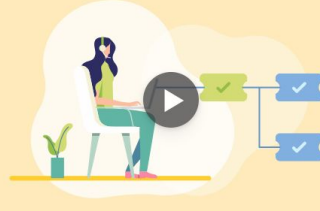
Linked tickets



Link similar tickets, and share status updates in one shot for easy communication. Great when you have different customers reporting the same problem.

[Learn more](#)

Parent-child ticketing



Break down a complex issue into separate child tickets. Great when you have multiple teams working in parallel for faster resolution.

[Learn more](#)

Shared ownership



Collaborate with another team or an agent by sharing tickets. Great for retaining visibility while an internal team member is working on the issue.

[Learn more](#)





Jump to tickets!

Need to go back to a recently viewed ticket? Jump to any of the recent tickets right from the current ticket page.



ation

ticket ID

CONTACT DETAILS | [Edit](#)

S

Swaminathan.chandr...
Freshworks

Email

swaminathan.chandrasekaran@fre
shworks.com

Recent tickets

Conversation with João Gab...
#1322
Status: Open

Conversation with Mark Tal...
#1321
Status: Open

Importing/exporting contac...
#1320
Status: Open

Preview issue in Freshdesk...
#1310
Status: Resolved

[View all](#)



Interactive forms!

Canned responses are so 2017 now





From: **Katie Johnson** (support@sauls.freshdesk.com)



To: **abid.khan@gmail.com**

[Cc](#) [Bcc](#)

Hello **Abid!**

We'll check ASAP and make sure you don't miss the sale! |

Canned forms



Saved



SEND



PROPERTIES

CONTACT DETAILS

an hour ago (Thu, 5 Jul 2018 at 10:37 AM) :

Thanks,
Katie

an hour ago (Thu, 5 Jul 2018 at 10:41 AM) :

Issue locally reproducible?
Yes

Product

[↩ Reply](#) [📝 Add note](#) [➡ Forward](#) [🗑 Discuss](#)





Annotate Attachments!

No more download, open MS Paint.



Period	Average 1st response time
Current: August 1 to August 31	60 mins
Previous: July 1 to July 31	80 mins

Comparison = $(80-60)/80 \times 100 = \sim 25\%$ decrease.

So, if the **Average 1st response time** has decreased by 25%, this denotes that your helpdesk has improved in comparison with the last month.



Shopify Integration!

The best integration if you run on Shopify.





All tickets > 14

+ New ticket

🔍

🔔

H

☆

↩ Reply

📄 Add note

➡ Forward

🗯 Discuss

🔒 Close

🔗 Merge

🗑 Delete

⋮

Show activities

⏪

⋮

⏩

📄

📞

Open

Due in 4 days (Sat, 21 Jul 2018 at 11:59 PM) [Edit](#)

[Add tags](#)

S

Any update on my refund request?

Steve reported an issue a month ago (Thu, 14 Jun 2018 at 2:09 PM) ⋮

Created by: Sauls

Hello team,

Can you please give me an update on this? I had requested for a refund of my order #1281

Thanks,
Steve

📄

Add summary

H

↩ Reply

📄 Add note

➡ Forward

🗯 Discuss

PROPERTIES

Type

Problem

Status *

Open

Priority

Low

Assign to

-- / --

SHOPIFY

Store

Sauls Shop

MOST RECENT ORDER (#1283)

[show past orders](#)

150.00 AED

☒ Paid

☐ Fulfilled

[Full refund](#)

1. Gift Card × 1

100.00 AED | [Refund](#)

2. Gift Card × 1

50.00 AED | [Refund](#)

Shipping address

San Bruno

[More details on Shopify](#)

UPDATE



Phewww!





And much more...

A simpler ticket details page

Hard delete for contacts

Contract Management

Auto ticket merger

Automatic Timers

Attachment reminders

Session Replay

Agent Branding

Customer Journey

One Drive Integration

Shopify Integration

Custom Ticket Fields App



Are you on it yet?