

Partner Success Stories

Our partners recount their delightful
journey with Freshworks



Meet Sean Mancillas from Delighted



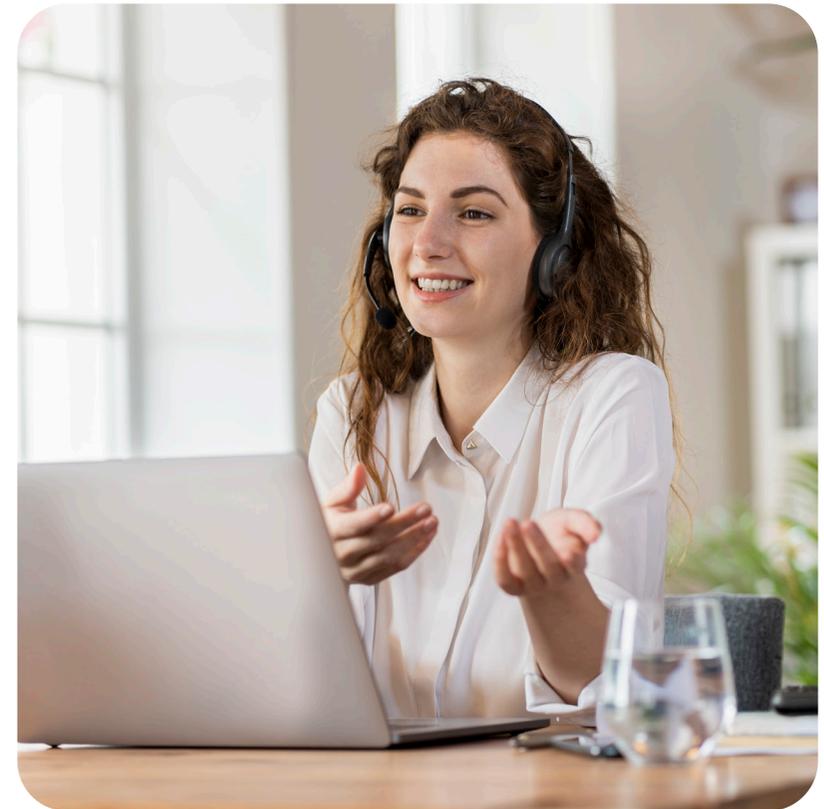
Sean leads Delighted's Customer Concierge team, helping businesses learn, improve, and excel using customer feedback

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Partnership teams are constantly strapped for time, so having a team like Freshworks to handle the curation of initiatives, and also consistently tackle the heavy lifting, makes partnering with them a no-brainer! They've done an incredible job at isolating opportunities where we can bring mutual value to both our customer bases.”

Coming together with Freshworks

Delighted's customers depend on ecosystem partners in order to trigger Delighted surveys at the best moments in the customer journey, as well as to route feedback back to those platforms to help facilitate the closing of the loop. We offer a Freshdesk integration in order to trigger Delighted CSAT / CES surveys following support interactions.



Truly understanding the voice and needs of customers

Working with the Freshworks team has always been a tremendous value add. Our joint solution empowers businesses to do more by:

- Increased LTV since happy customers have a lifetime value nearly 10x that of a one-time customer.
- Minimizing customer effort. Studies show that after a high-effort experience with a company, 96% of customers decrease in loyalty.



Freshdesk and Delighted: Exceeding customer expectations through feedback

Triggering Delighted's CSAT surveys following support interactions in Freshdesk allows frontline teams the ability to:

- Stay close to customer sentiment and monitor global CSAT as it trends over time (e.g. week-over-week)
- Implement automation to route feedback to the right folks and allow managers to be alerted of dissatisfied customers to close the loop quickly



Delighted



Delighted is the fastest and easiest way to gather actionable feedback from your customers and employees. Delighted uses cutting-edge Customer Experience (CX) metrics, such as Net Promoter Score and Customer Effort Score, to gather real feedback from customers and employees. At our core, we're focused on understanding customers + employees, improving experiences, delivering surveys folks enjoy, lowering churn, and fueling growth.

[Learn more](#)

 freshworks



Freshworks products are designed around the principles of simplicity and functionality. Empower your teams with solutions that are intuitive, and provide the right data to make informed support, sales, and marketing decisions. Our products do away with complex setup and manual tasks, and let you switch your focus back to growing your business the way you want.

[Learn more](#)



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