Freshworks Analytics
Put your insights into sight

About Freshworks Analytics

Freshworks Analytics is a no-code platform that helps in data visualization without any complex operations or specialized training. Users can analyze, action and augment data-driven insights with our modern, out-of-the-box solution that is native to Freshworks products. The Analytics platform is built on Neo platform, which provides enterprise-grade architecture to customize, unify and extend as needed for your business.

Highlights

A mix of out-of-the-box and customisable reporting capabilities

AI-powered technology to convert commands to visualizations and generate recommendations

Cross-functional insights across Freshworks product bundles

API integrations to supports data exports to any 3-party tool(s)

Why Freshworks Analytics?

Analytics for Anyone

Anyone can harness the power of no-code Analytics without any coding, querying or training

Analytics Anywhere

Get insights anywhere & access Analytics on any desktop or even on-the-go with Mobile Analytics

Anything with Analytics

Customize anything from metrics, widgets & reports to suit your business needs
Analytics Features

The Analytics platform offers insights in the form of curated and custom reports, combining one or many widgets. Each widget depicts a visual representation of data from one or more metrics, with rich visualizations in the form of line graph, bar graph, bubble chart, pie chart, table etc.

Create to suit your business needs

Reports
Create reports of your choice that are best suited to measure your business metrics

Widgets
Create widgets by selecting the best suited representations to view metrics grouped by attributes

Metrics & Attributes
Build your own metrics and attributes from an exhaustive list of operators and functions

Customize as you please

Charts
Make charts distinctively your own by customizing colors for text, background, borders and also opacity

Images
Create more impactful and engaging dashboards with image widgets or interactive GIFs to highlight the theme
Slice and dice for macro or micro views

Interactive filters as Widgets
Filter data in a report by adding filter(s) in the form of List, Dropdown, Button, Slider or Toggle depending on your criteria

Quick filters for Widgets
Apply quick filters for widgets to view different cuts of data for different filter criteria

Drill Down
Delve into details about each field within a widget using Drill Down and applying filters

Underlying Data
Take a deep dive into the underlying data of any chart visualization to drill down to the most granular level

Share insights seamlessly

Report Sharing
Share reports to specific user(s) along with permissions to view, edit and manage

Data Exports
Seamlessly export data to any 3rd party tool using Analytics API integrators
**Share insights seamlessly**

*Report Exports*
Share reports on-demand, with anyone (even external users), in the form of PDFs

*Schedules*
Set frequency for report schedules for self or users, even external to your organization

*Presentation mode*
Present your dashboards and insights directly to your audience using the Presentation mode

**Get accessible insights, on-the-go**

*No-code Reporting*
Easy-to-use and intuitive platform for anyone and everyone, without any need for coding, querying or training

*Mobile Analytics*
Get insights on-the-go with Mobile Analytics with options to search and mark favorite widgets, view underlying data and zoom in and out

*Freddy, the AI buddy*
Unleash Freddy’s AI capabilities to convert text commands to visual charts
Freshworks Analytics available across

Freshdesk Omnichannel  Freshdesk Support Desk  Freshdesk Contact Center  Freshdesk Messaging

Freshservice  Freshsales Suite  Freshsales  Freshmarketer

Trusted by

trainline  UNIVERSITY OF ABERDEEN  FITNESS passport.  Dwyer  ELSEVIER  SPRINGER NATURE  SAVIYNT

Powered by Freshworks Neo

freshworks.com/platform/analytics