

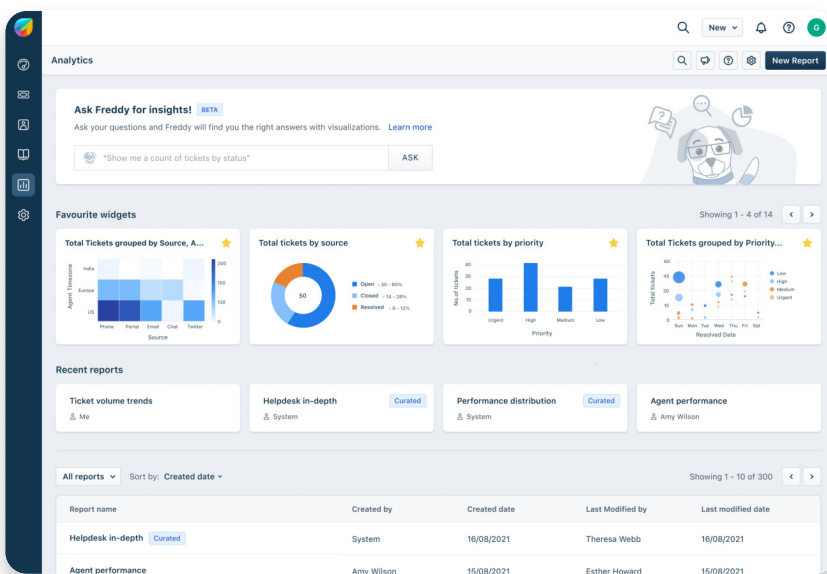
Freshworks Analytics

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

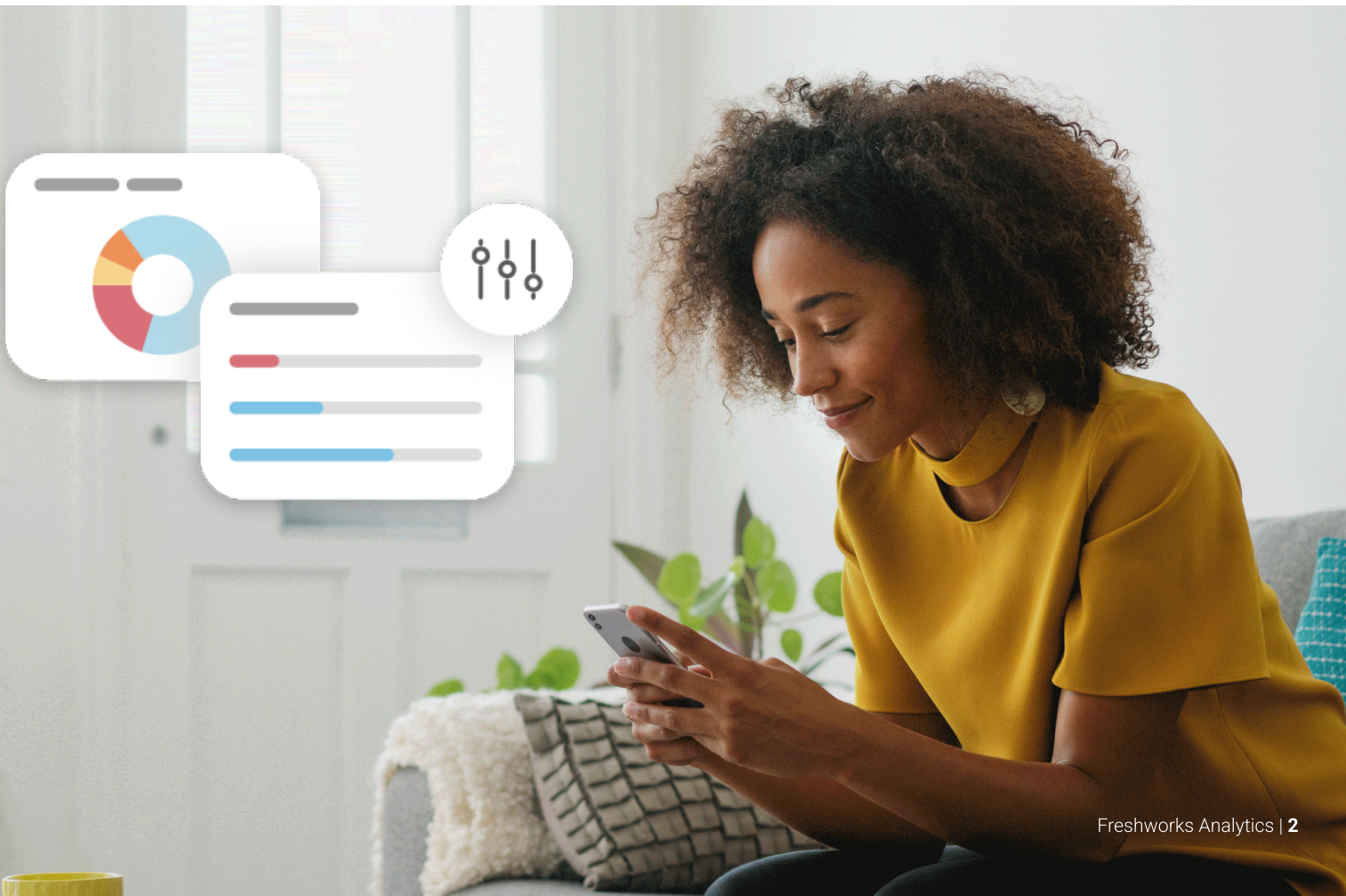
Customize as you please

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



Powered by  Freshworks Neo