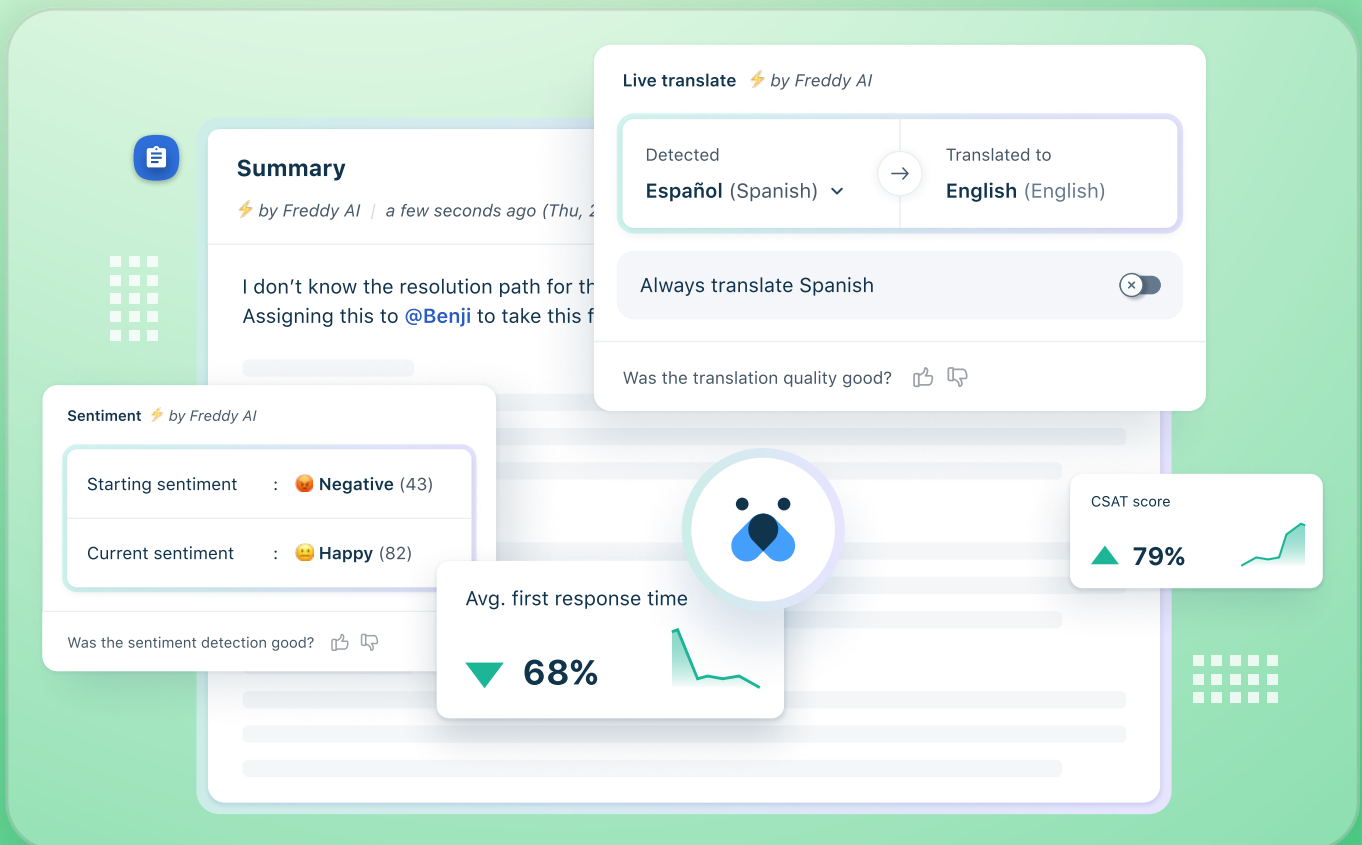


Empower your agents with their smartest ally, **Freddy AI Copilot**



The image displays a screenshot of the Freddy AI Copilot interface, which is overlaid on a chat conversation. The interface includes several key components:

- Summary:** A section titled "Summary" by Freddy AI, indicating it was generated "a few seconds ago (Thu, 2)". It contains the text: "I don't know the resolution path for the... Assigning this to @Benji to take this f...".
- Live translate:** A section titled "Live translate" by Freddy AI. It shows a detected language of "Español (Spanish)" being translated to "English (English)". Below this is a toggle switch for "Always translate Spanish" which is currently turned on. A feedback prompt asks, "Was the translation quality good?" with thumbs up and down icons.
- Sentiment:** A section titled "Sentiment" by Freddy AI. It displays two sentiment states: "Starting sentiment : 😡 Negative (43)" and "Current sentiment : 😊 Happy (82)". A feedback prompt asks, "Was the sentiment detection good?" with thumbs up and down icons.
- Performance Metrics:** A central circular icon with a face is surrounded by three data cards:
 - Avg. first response time:** Shows a downward arrow and "68%", accompanied by a line graph showing a downward trend.
 - CSAT score:** Shows an upward arrow and "79%", accompanied by a line graph showing an upward trend.

Why AI, why now?

For years, customer service teams have grappled with rising ticket volumes, repetitive queries, and overworked agents. Scaling operations typically meant hiring more people, an expensive and unsustainable solution.

Did you know?



52%

of support teams say repetitive workflows are the biggest barrier preventing agents from handling complex issues efficiently in 2025.

Source: Freshworks Customer Survey

AI is changing that equation.

Back in 2023, AI first entered the customer service space with curiosity and caution. Fast-forward to today, and it's at the center of every high-performing support team. AI is not just a futuristic idea; it is now an everyday enabler of agent productivity, operational efficiency, and business resilience.

Did you know?



79%

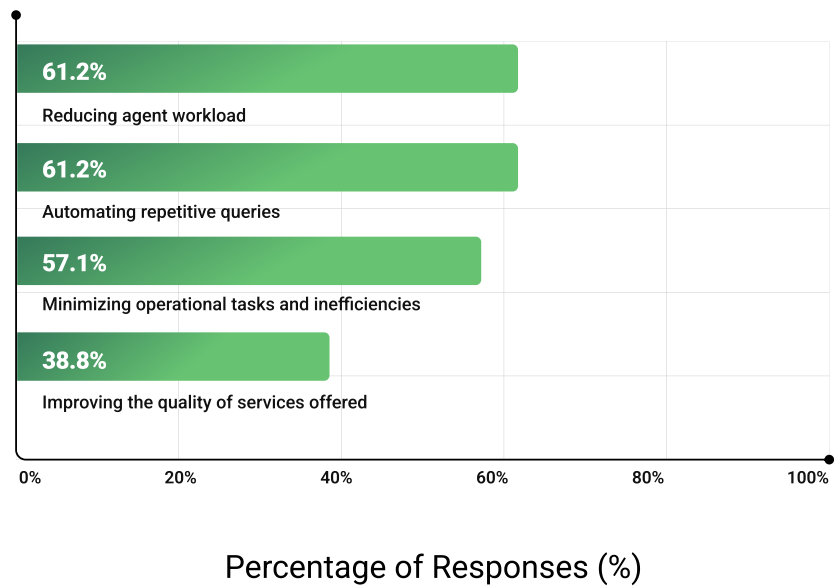
of customer service leaders plan to implement AI by the end of 2025.

Source: Freshworks Customer Survey

In 2025, AI-assisted support isn't a trend, it's table stakes

We asked Freshworks customers where they're seeing the biggest impact of AI in 2025. Their responses confirm what high-performing teams already know: AI is a strategic advantage in making agents more productive.

Where Freshworks customers see the biggest impact of AI in customer service

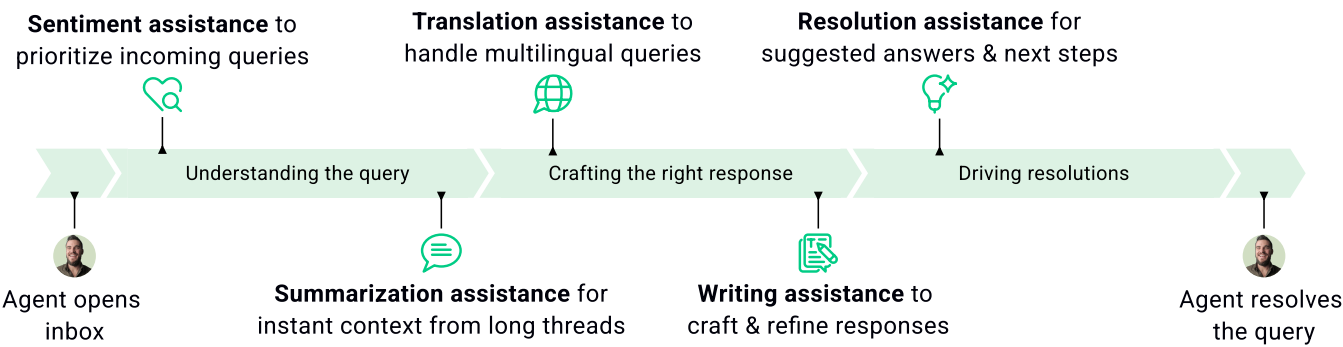


Introducing Freddy AI Copilot

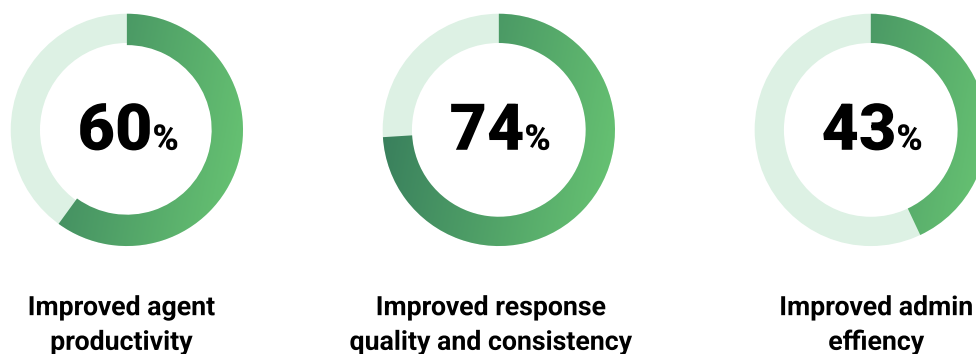
Today’s top support teams aren’t replacing agents, they’re supercharging them. AI augments every part of the support journey, helping humans do what they do best: empathize, problem-solve, and build relationships.

Freddy AI Copilot is the assistant your agents need to uncomplicate their daily tasks. It summarizes issues, suggests relevant answers, and helps your agents with the next steps, enabling them to resolve more queries in less time and deliver rapid impact.

Freddy AI Copilot helps agents at every step of the support journey



The biggest benefits users have seen using Freddy AI Copilot by percentage of responses



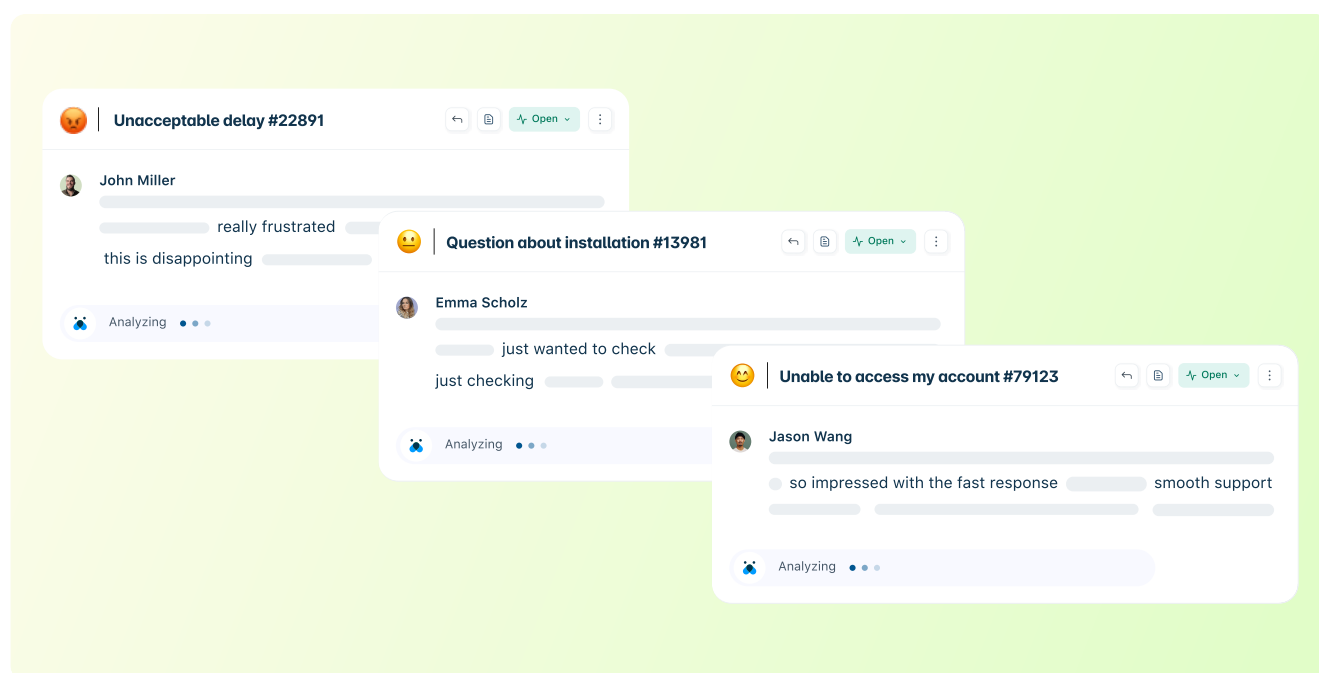
Source: Freshworks Customer Survey

How AI Copilot empowers agents to improve productivity

1. Prioritize queries based on real-time customer sentiment

Sentiment Assistance: Freddy reads between the lines. It detects urgency, frustration, or confusion in a message and flags sentiment instantly, helping agents prioritize and personalize their response with empathy.

- **Outcome:** Fewer escalations, stronger customer trust, and better CSAT.
- **Best for:** : High-stakes queries, VIP customers, and SLA-sensitive tickets.



2. Summarize long threads in seconds

Summarization Assistance: Freddy condenses sprawling ticket threads into concise, readable summaries. This makes it easier for agents to jump in, escalate effectively, or handle reassigned tickets with zero context lost.

- **Outcome:** Faster triage, smarter handoffs, less agent fatigue.
- **Best for:** Escalations, shift handovers, and resolving multi-thread queries.

The screenshot shows a user message from Emma Scholz on the left, a 'Generate summary' button in the center, and a generated summary on the right. The summary is titled 'Summary' and includes a timestamp 'Created by Luke Ford | a few seconds ago'. The summary text reads: 'Emma reported an issue with a Black & White polka dots T-shirt ordered on 10th March. The item was received without the necessary tags, which are essential for the product's authenticity. Emma expressed the inability to use the product without these tags and requested a return.'

Emma Scholz
Hi,
I have received the Black & White polka dots T-shirt that I ordered on 10th March. However, upon inspecting the item, I noticed that it did not have the tags attached to it. I am unable to use the product without the tags as it is an important part of the product's authenticity. Therefore, I would like to request a return for the product.
Please let me know the procedure for returning the product without any further delay. I would appreciate it if you could provide me with a return label so that I can send the item back to you in a secure manner. I am looking forward to your quick response to this matter.
Thanks,
Emma

Generate summary

Summary
Created by **Luke Ford** | a few seconds ago

Emma reported an issue with a Black & White polka dots T-shirt ordered on 10th March. The item was received without the necessary tags, which are essential for the product's authenticity. Emma expressed the inability to use the product without these tags and requested a return.

3. Translate conversations in real time

AI Translation Assistance: Language is no longer a barrier. With Freddy, any agent can seamlessly support global customers. Real-time, in-thread translation across 50+ languages ensures that customers feel heard in their own voice.

- **Outcome:** Reduced handoffs and improved first-contact resolution globally.
- **Best for:** Multilingual markets, global brands, or distributed support teams.

The screenshot shows a user message from Luca Ramos on the left, a translation menu in the center, and the translated message on the right. The translation menu includes options for 'Translate to English', 'Translate to Spanish', and 'Write with AI'. The translated message is from Amy Clark, an agent, and reads: 'Estimado Luca, disculpe las molestias. Hemos detectado que el error "Token inválido" está relacionado con un problema de caché, que se solucionará automáticamente en la próxima hora.'

Luca Ramos
Estimado equipo de Acme soporte, Recientemente actualicé la aplicación a la última versión. Ahora, al ingresar mis credenciales, aparece el mensaje de error "Token inválido".
[Translate to English](#)

[Translate to English](#)
[Translate to Spanish](#)
[Write with AI](#)

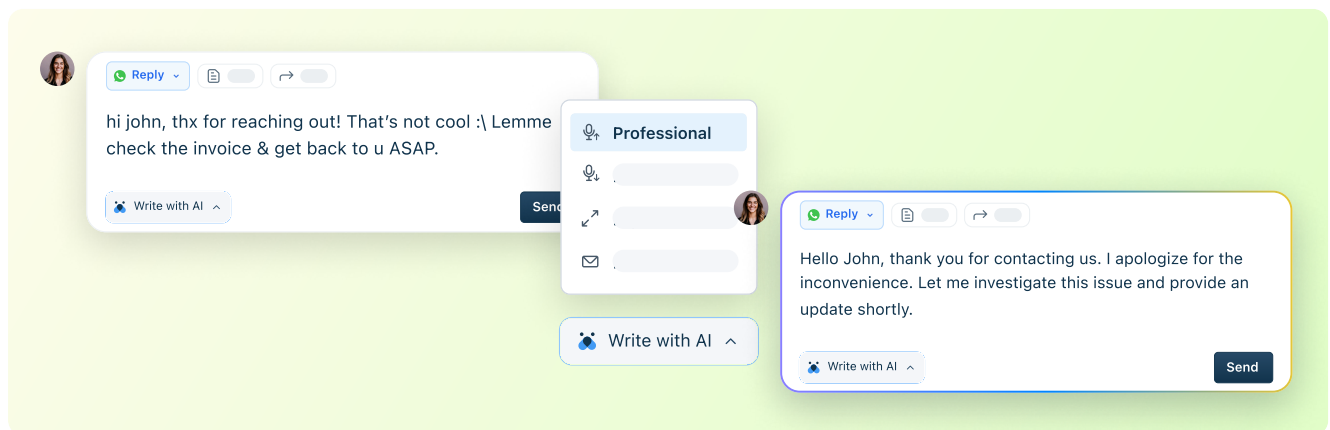
Luca Ramos
Dear Acme Support Team, I recently updated the app to the latest version. Now, when I enter my credentials, I get the error message "Invalid Token."
[Show original](#)

Amy Clark AGENT
Estimado Luca, disculpe las molestias. Hemos detectado que el error "Token inválido" está relacionado con un problema de caché, que se solucionará automáticamente en la próxima hora.

4. Write with AI-powered precision

AI Writing Assistance: Agents no longer waste time crafting replies from scratch. Freddy AI Copilot instantly drafts contextual responses using ticket history, tone preferences, and resolution paths. Agents can fine-tune language or send as-is, cutting down resolution time and boosting consistency.

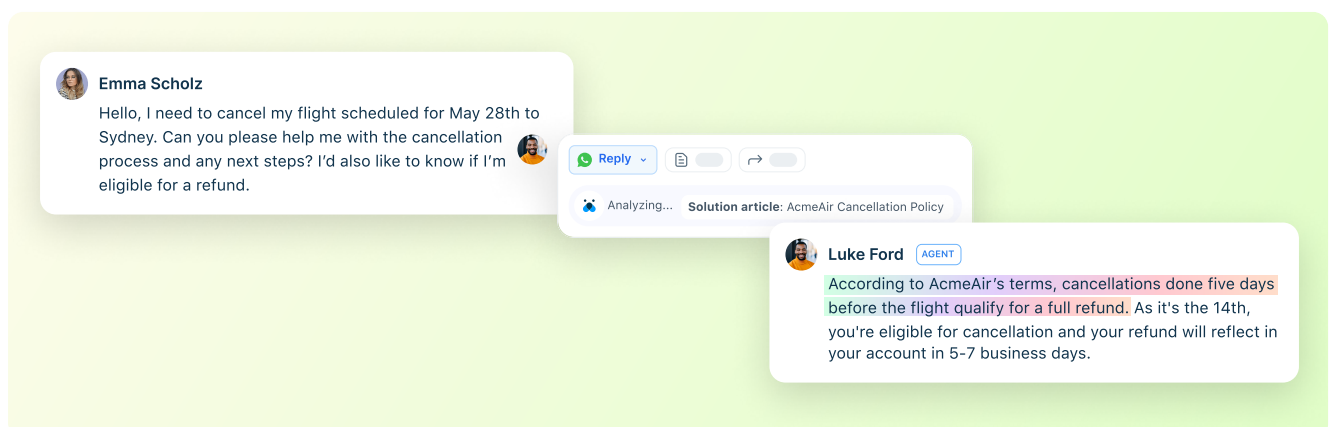
- **Outcome:** Increased agent output without compromising quality.
- **Best for:** High-volume inboxes, training junior agents, and maintaining brand consistency



5. Resolve faster with AI by your side

Resolution Assistance: Freddy proactively suggests answers, next steps, and help articles based on customer queries, empowering agents with knowledge at their fingertips. It also detects when to bring in a human, ensuring the right level of support every time.

- **Outcome:** Reduced time to resolution, improved deflection rates.
- **Best for:** First-response agents, knowledge-driven teams, and scaling support operations.



Best practices and tips for using Freddy AI Copilot for your agents

Goal	Capability	Best practice
Improve CSAT	Sentiment assistance	<p>If the majority of your customer tickets are negative, configure your system to calculate real-time customer sentiment from the second response onwards.</p> <p>This provides more accurate sentiment scores, avoiding default negative ratings from initial interactions.</p>
Improve CSAT	Sentiment assistance	<p>Create an automation rule to escalate support queries when sentiment shifts from positive to negative, assigning them to a specific group of agents.</p> <p>This allows your team to quickly address customers who are at risk of turning negative, safeguarding your CSAT scores.</p>
Improve response time	Summarization assistance	<p>Before escalating customer conversations to other team members, train your agents to use the Conversation to Ticket Summarizer to create a quick summary.</p> <p>This helps team members quickly grasp the context and respond faster.</p>
Response consistency	Writing assistance	<p>Choose a default tone for all your support agents to use when rephrasing their text, unless otherwise specified.</p> <p>This would help ensure that your agents consistently send out responses and maintain your brand image.</p>
Drive higher resolutions	Resolution assistance	<p>Use Freddy AI Copilot to summarize community threads into knowledge snippets and further suggest resolutions.</p> <p>This will help your AI Copilot learn from real user experiences, and it can help agents handle even the tricky, long-tail questions.</p>

Impact of Freddy AI Copilot on support teams

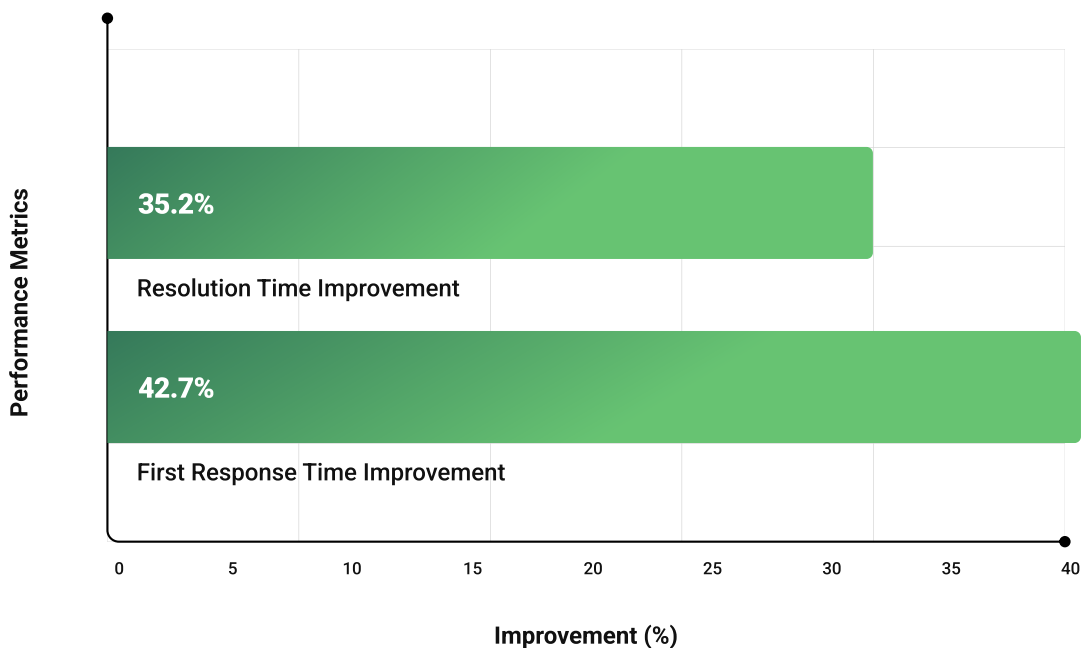
Faster responses: Enables agents to respond instantly to technical queries, improving both speed and quality.

Smarter support at scale: Surfaces relevant knowledge base articles as response suggestions, especially for complex use cases.

Better agent experience: Reduces manual work so agents can focus on building customer relationships, rather than handling repetitive tasks.

These improvements translate to measurable performance gains across both conversational and ticketing metrics, solidifying AI's role as a competitive edge in 2025.

Performance gains from Freddy AI Copilot



First Response Time has improved by 40.08% for companies using Freddy AI Copilot, helping reduce wait times and boosting customer satisfaction.

Resolution Time is down by 34.57%, enabling teams to resolve complex issues more quickly and alleviate operational bottlenecks.

Did you know?

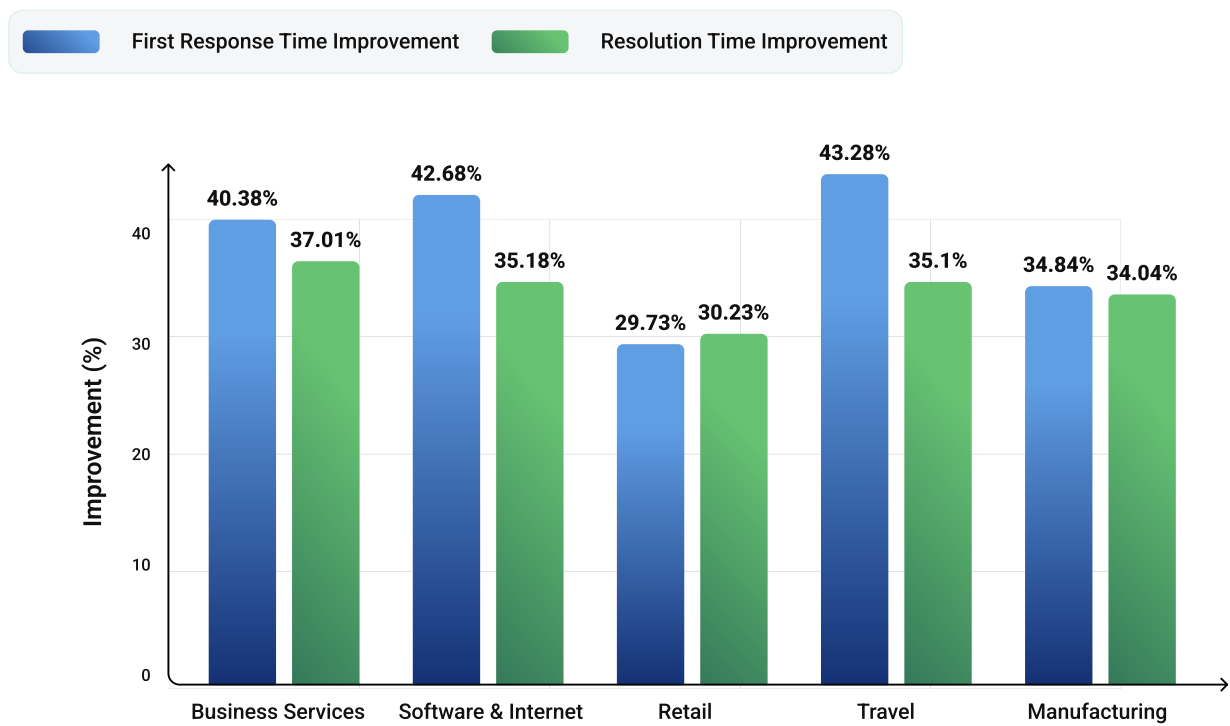


67%

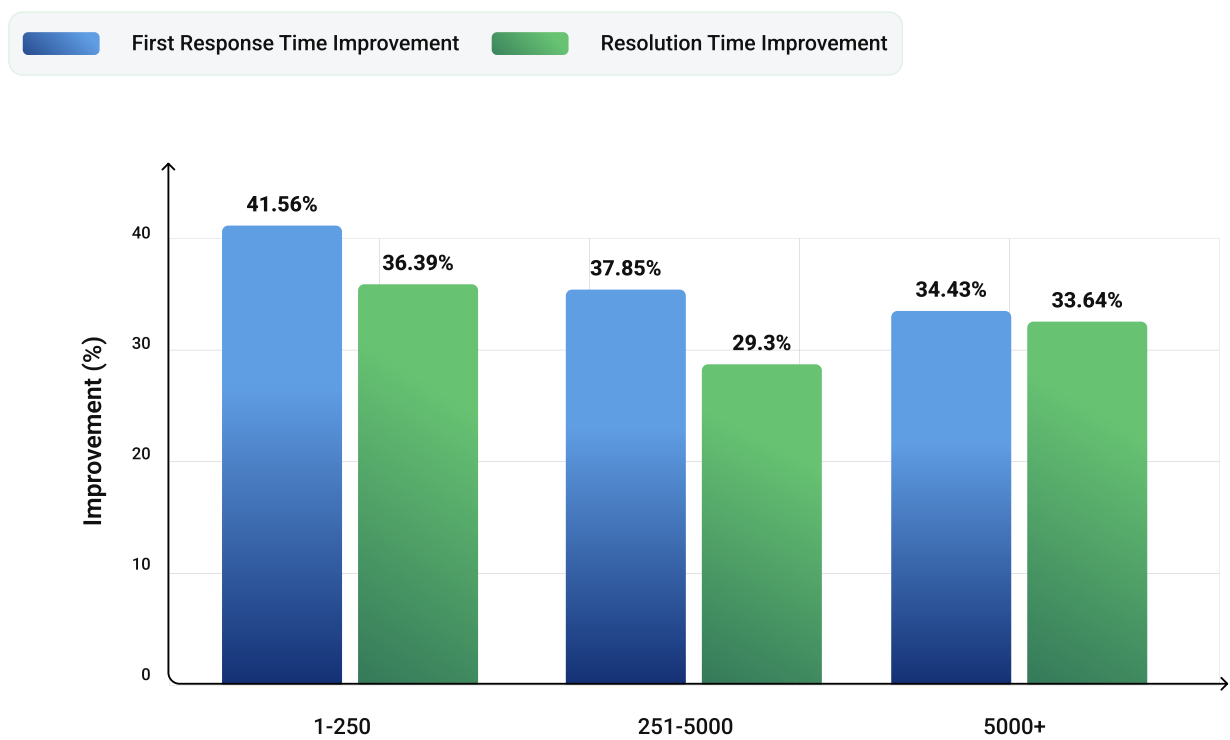
of agents report **improved response quality and consistency** with Freddy AI Copilot.

Source: Freshworks Customer Survey

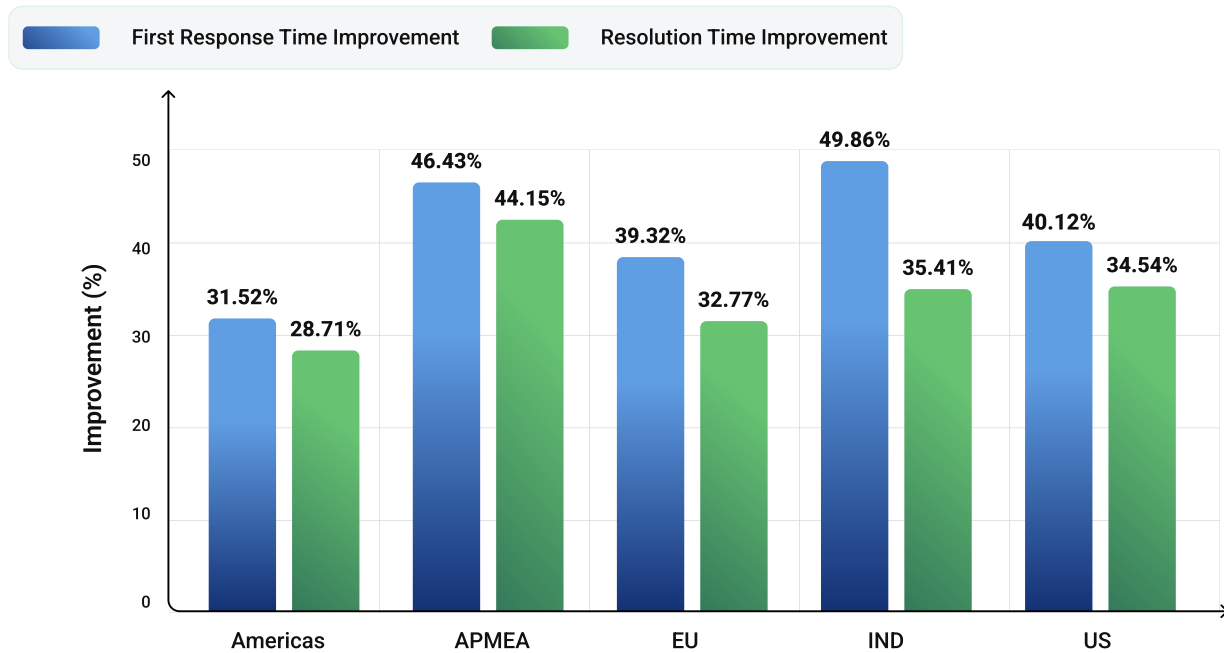
Impact of Freddy AI Copilot on First Response & Resolution Time by Industry



Impact of Freddy AI Copilot on First Response & Resolution Time by Employee Size



Impact of Freddy AI Copilot on First Response & Resolution Time by Region



Did you know?



28%

of agents use Freddy AI Copilot **daily**.

Source: Freshworks Customer Survey

“

We use Freddy to rephrase our conversations all the time. Freddy AI Copilot has been super-helpful and makes us so much better at enhancing our normal, everyday interactions. We even updated a few of our traditional standard replies due to suggestions from Freddy.

Angela Thomas
Director of Customer Care



Make 2025 the year you take customer service to the next level. Try [Freshdesk](#) today.

