

## FRESHWORKS ANALYTICS - USER GUIDE

## **About the Guide**

Analytics is one of the most crucial features within Freshworks that helps you to leverage data and make business-critical decisions across the customer lifecycle.

The best part? **Freshworks Analytics** is not only fast and powerful, but it is also a no-code platform that anyone can use without any coding or querying.

This guide is to help new users get a glance at the features available, which in turn can help with creating and managing reports to derive insights.



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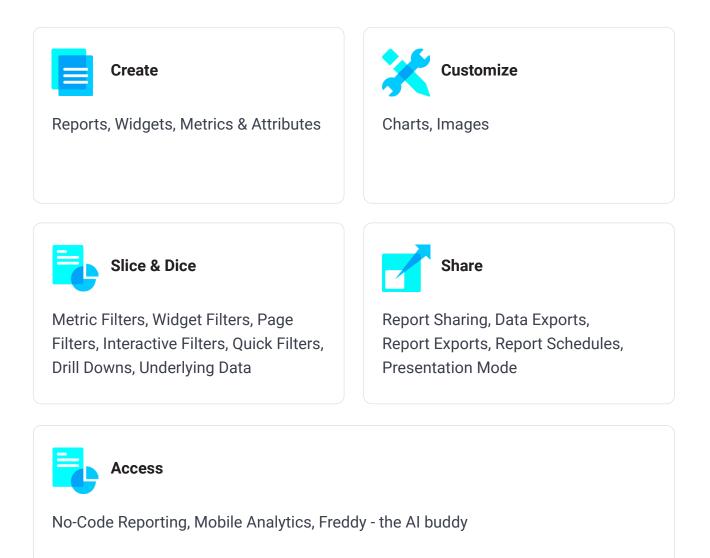
## **Analytics Glossary**

Here are few terms that we commonly use in the context of Freshworks Analytics.

Metrics	Widgets	Reports
Metrics are numbers you will use as a base for your charts.	Widgets are made up of one or more metrics put together in a single block.	Reports is the page where you can analyze your data.
Example: Total Tickets, Number of Deals, Total Contacts etc.		A Report is made up of one or more Widgets.
		There are two types of Reports: Custom Reports and Curated Reports.
Filters	Types of Widgets	Homepage
Filters help you with narrowing down your datasets based on many parameters.	Text Widgets Chart Widgets Image Widgets Interactive Filter Widgets	Homepage is where you will access all your reports from. This is where you will find Curated and Custom
Types of Filters		Reports.
Metric Filters Widget Filters Page Filters Report Filters Interactive Filters Quick Filters		You can also delete a report, mark them as favorites, and access recent reports from the homepage.

## **ABCs of Freshworks Analytics**

While we pride in providing an offering that is vast and comprehensive, as a new user, it might be daunting at first glance. To make it easy for you to get up to speed, we have identified five critical pillars within analytics that cover the most important features you should know about.





### Create

#### A. Reports

There are two types of reports in Freshworks Analytics primarily:-

2



**Curated Reports** 

**Custom Reports** 

Curated Reports are pre-built, readily available reports that have been created by the domain experts and can be used right away. Custom Reports, on the other hand, are reports that you choose to create based on your business needs.

One thing to keep in mind when using reports is, in a Custom report, you can either add widgets or edit them. In a Curated report, you can only view them and not make any modifications to them. You can, of course, clone a curated report and make any edits you'd like in the cloned version.

Curated Reports	Custom Reports
Pre-built, readily available	Have to be built from scratch
Cannot add or delete metrics	Can add or delete metrics
Same report for users across the team	Visibility based on the report type
Visible to everyone	Available as per the pricing plans
Available across plans	

An important distinction between the two is, Curated Reports are visible to users across your team, Custom Reports have three visibility options that you can choose at the time of creating a report:



Private





Private Reports - Reports created by you and not shared with anyone.Owned Reports - Reports created by you and shared with others.Shared Reports - Reports created by someone else and shared with you.

#### **Creating a Report**

•							•
-	Analytics				Q Search	Help Center New	Report
٩	🕑 Recent	Recent reports				Sort by:	Name 🗸
© ≣	☆ Favorites	Report name	Created by	Created date	Last Modified by	Last modified date	
\$	All reports	🔶 Email Campaign Reports Curated	System	03/10/2022		20/02/2023	:
	Curated Reports	රු Acme - Sales Reports	Jane Cooper	16/08/2022	Marvin McKinney	16/02/2023	:
	Shared reports	* E-Commerce Journey Email Reports Curated	System	28/10/2022		28/01/2023	:
¢3		ය Australia - Q4	Courtney Henry	07/05/2022	Floyd Miles	07/01/2023	:
		ム E-Commerce Email Campaign Reports Curated	System	18/09/2021		18/09/2022	:
		* E-Commerce Marketing Journey Reports Curated	System	12/06/2021		12/06/2022	:
		습 E-Commerce SMS Campaign Reports Curated	System	12/06/2021		12/06/2022	:
		습 E-Commerce WhatsApp Campaign Re Curated	System	07/05/2021		07/05/2022	:
S	ប៊ី Trash	රු North America - Q1	Floyd Miles	07/05/2021	Jane Cooper	07/05/2022	÷
<i>€</i> <b>∷</b>	Settings >	් North America - Q2	Jenny Wilson	07/05/2021	Dianne Russell	07/05/2022	:

Homepage is the basecamp for all things Analytics. The top right corner of the **Home Page** contains the '**New Report**' button, which takes you to the **Reports page**.

In the top left, you have 'Recent' which shows all the recent reports you opened.

Below, you have **Favorites**, which are important widgets and reports you want to easily keep track of.

In the section right after that, you can find all your reports neatly categorized as **All**, **Curated**, **Owned**, **Shared with me**.

At the bottom left is the **Settings** icon, where you can set up schedules, export data, or create custom metrics and attributes.

Right above **Settings** is 'Trash' where your reports are moved into when you delete them. You can delete a report from the Report page or the Analytics homepage. To delete a report from the homepage, click on the **three dots** symbol next to the report you want to delete and select '**Remove**'. All the deleted reports are moved to 'Trash' from where they can either be retrieved or permanently deleted. If no action is taken, the reports are deleted after 180 days in the trash folder.

#### **Custom Reports**

	ed Report 💌		Add Widgets     ⑦    & Discard     Save
Total Tickets 1243	Customer Reply Count 469	Total tickets grouped by Status	CHART CONFIGURE X Total Tickets grouped by Priority 🖉
		372	METRICS ()
Unresolved Tickets	Reopened Tickets	st 432	<ul> <li>Total Tickets</li> </ul>
4339 ▲ 121.62%	520 🔻 1.4%	400 389	Metric
		200	Tickets ~ Total ~
			from Tickets
Resolution Time in hrs 15d 19h 51m 36s	Tickets within Resolution SLA 236	0 Open Closed Invalid Status	G filter
			e metric
Total Tickets grouped by So			GROUP BY ①
India	9		Priority
9	300		group by
Burope		Low, 763 - 78.5%	
Goode		1243 Medium, 217 - 10. High, 126 - 6.2%	4%
	200	Urgent, 137 - 5%	
US			

When building a custom report, you can use the options on the right to edit your report.

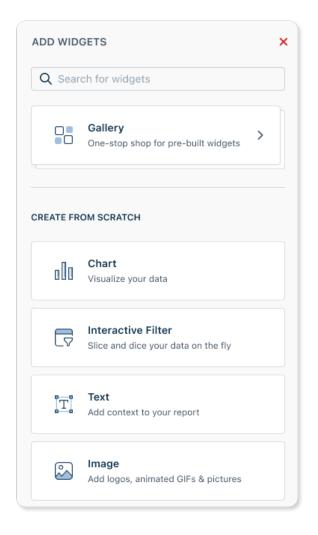
Note: You have to click on the 'Edit' button to start editing

#### You can:

- Add widgets by clicking on the 'Add Widgets' button
- Click on 'Configure' icon to change your report layout, orientation, etc
- Add Filters by clicking on the 'Filter' icon
- Customize styling options by clicking on the 'Palette' icon

#### B. Widgets

When adding widgets to your reports, you can either choose them from '**Gallery**' (contains popular widgets, templates and custom gallery) or build from scratch with metrics and attributes of your choice using the chart widgets.



#### **Building Widgets from scratch**

#### Chart

Charts are the most popular widgets in Analytics - you can add multiple metrics to a Chart and visualize the data however you'd like - bar chart, horizontal bar chart, line chart, donut chart, summary table, pie chart, matrix, bubble, heatmap, or tabular.

There are three components to every chart widget:





#### Metrics

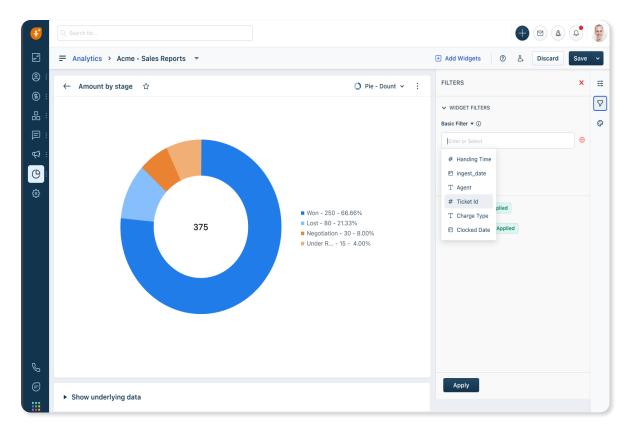
Metrics are categorized by module (for example, the 'Ticket' module contains all the metrics related to tickets)

CHART CONFIGURE			×
METRICS ①			
<ul> <li>Total Deals</li> </ul>			
Metric			
Contacts	^	Total	~
Enter or Select			
DEALS			
# Days in Stage			
# Deal score			
# Expected deal value			
# Deal amount			
Deals			
SALES EMAILS			
Sales emails			

#### 2

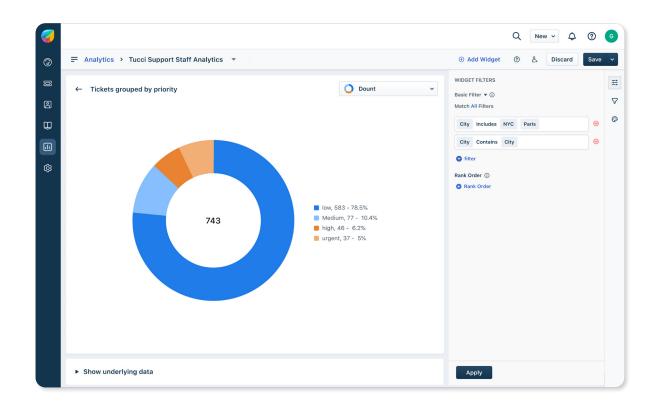
#### Filters

Filters are one of the most commonly used Analytics features to get a more nuanced look of the data.. A filter component can either be a date (calendar icon), a text (font icon), or simply a number (# icon).



#### **Examples of Filters**

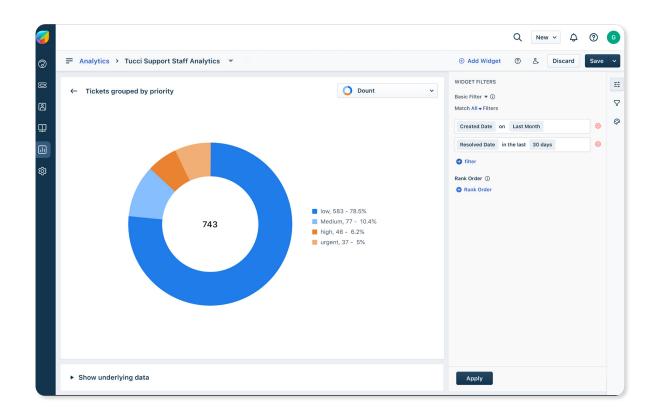
Text:



- If you're filtering your dataset for both NYC and Paris, you will use **City** includes **NYC**, **Paris**.
- If you're filtering your dataset for a list of all cities that include the word 'city, you'd use contains: New York City, Vatican City, Mexico City etc.

#### **Examples of Filters**

Date:



- When you use last month, Analytics will take it to be calendar month i.e August? if you're in September.
- When you use 30 days, Analytics will take it as the last 30 days from today i.e if today is Oct 30: Oct 1 to Oct 30.

#### **Examples of Filters**

#### Number:



- If your 'Agent Reply Count' is less than 5, Analytics will filter all tickets where the agent reply was less than 5.
- If your 'Agent Reply Count' not equal to 2, is less than 5, Analytics will filter all agent reply counts except for ones with 2 replies.

#### **3** Group by:

As the name suggests, 'Group By' allows you to summarize rows of data with attributes of same value into groups. For example, like Priority or Region.

Enter or Select	Θ
T Deal Pipeline	
T Updated by	
T Web Form	
T Account Name	
T Product	
T Deal Stage	
T Territory	
Арріу	

• Like filters, they also have Text, Date, and Number components.

#### **Examples of Group by**

• A 'Group By' based on priority will return all tickets with low, medium, and high priorities.

**Note**: The visualization options available for a particular Chart depends on the kind of metric you are adding, and not all options may be available for every metric.

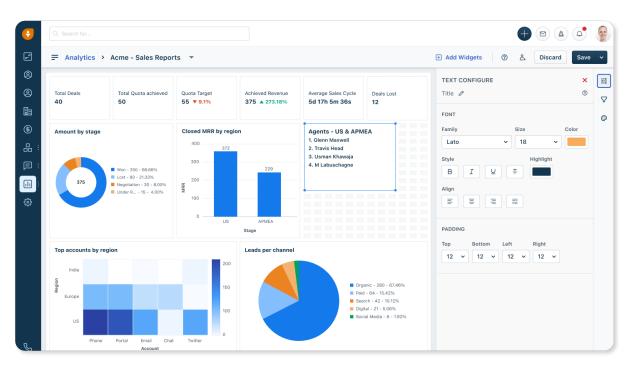
#### **Interactive Filter Widget**

Q New ~	\$ @	) G
+ Add Widgets ⑦ & Disc	Sard	ive v
FILTER CONFIGURE	:	× I
CONFIGURE Choose Filter T Source	Page Filter	• ©
Display Type		
<ul> <li>Advanced Options</li> <li>Select one option at a time</li> <li>Enable Search</li> <li>Select Default Value(s) ①</li> </ul>		
Enter or Select		

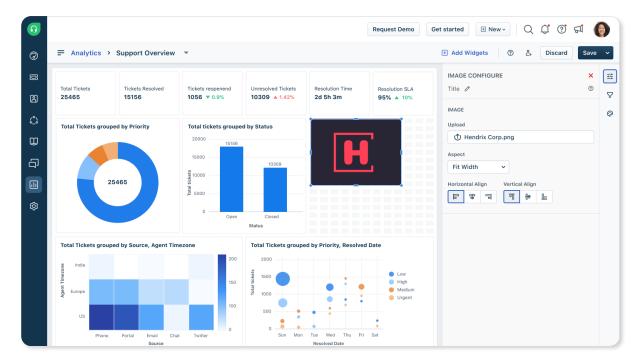
Interactive Filters are page level, report level filters that help you narrow down and focus on a specific subset of data.

Rather than having to modify a filter setting or set up new filters from scratch every time you want to view a specific date range, Interactive Filters allow you to do the same in a single click for a single page or across multiple pages of a report.

#### **Text Widget**



Text Widgets are a simple and efficient way to give more context to your reports. They can be used to add more details to a particular chart or like a summary for the report. They can even be styled with different fonts, colors and sizes to suit the need.



#### Image Widget

Image widgets can be a vivid addition to your reports. The jpegs can also be your brand logos to make your reports look more personalised. You can infact use GIFs to make your reports interactive.

#### C. Custom Metrics and Custom Attributes

While Freshworks Analytics has an exhaustive and ever-growing list of metrics, each business may still need metrics and attributes that are unique to their needs.

Custom Metrics can be created by using a combination of metrics with different functions and operators.

For example:

A support agent may want to track a metric like "Total Replies" which would be a combination of both "Agent Replies" and "Customer Replies". He can now create a custom metric, on his own, by using operators as follows:

Total Replies = Agent reply count + Customer Reply count

Custom Attributes can help with customizing how you want to view or group your data. For example:

To determine the total ticket resolution time, you can create a custom attribute as follows: DATEDIFF\_DAYS(Created date,Resolved date)

There is also a preview window available on the right side that validates the syntax and returns values if its right. These custom metrics and attributes can then be used across chart widgets as needed.

New Metric			
Name •		review	
Ticket Changes	C	sustom metric result	
Description (Optional)		Sum	~
Add description		Sum	•
Module •		13936	
Tickets	~	Total reply count	
Default Date Dimension ① Created date	~		
		🔿 Refresh	
Basic filters 🔻 🛈			
Formula	Insert ①		
1 SUM ( Child Ticket Count ) + Tickets Created	Fields Functions Opreators		
<i>f</i> × total	Q Search columns		
	# Child Ticket Count		
	# Public Ticket Count		
	# Agent Reply Count		
	# Total Quantity # Tickets Reopened		
	# Customer Reply Count		
	# Resolution Time in Bhrs		
Check Syntax	# Agent Reassign Count		

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#### Things to keep in mind when creating reports

To give you powerful reporting capabilities without compromising on the smooth experience, Freshworks Analytics follows certain certain limits that you should be aware of.

You can add a maximum of 4 Metrics per Widget, 33 Widgets per page, and 10 Pages per Report.

#### **Date Range Dimensions**

FILTERS	×	So .
PAGE FILTERS Date Range ③		
between		
31 Dec, 2019 13:30:00 - 31 Dec, 2020 13:30:00		
Apply to all metrics in this page Info		

Date Range Dimensions are filters that are enabled by default when you create reports in Analytics.

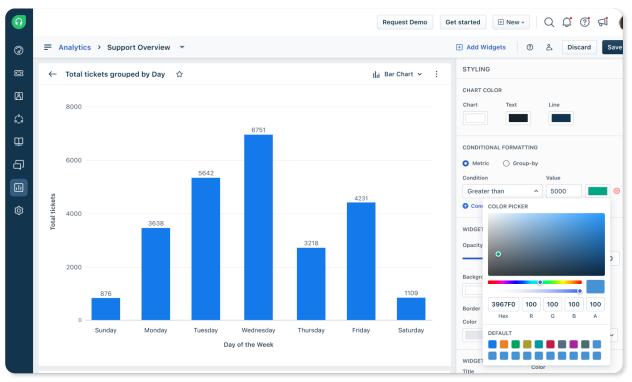
#### Why do we apply this by default?

As you company grows, you will have large volumes of data to analyze, most of which might just be historical data and not relevant right now. The date range filter narrows down the data to just the past year so your reports are a lot more contextual. You can always go ahead and change the filters to view older data.



## Customize

Freshworks Analytics offers you a range of customizing capabilities that give you the flexibility to change the look and feel of the reports, according to your preference.



Your customizing options include:-

#### Layout:

Select a custom layout or choose from the available configurations (16:9, 21:9, 4:3, 3:2, 1:1)

#### Display Mode:

Choose display modes like portrait or landscape to suit your widget types.

#### Colors:

Paint the reports in your favorite colors from the color gradients or even choose based on their Hex code.

#### Background:

Differentiate or highlight widgets by applying background colors of choice.

#### **Opacity**:

Make widgets transparent or opaque or anything in between using the opacity slider.

#### Borders:

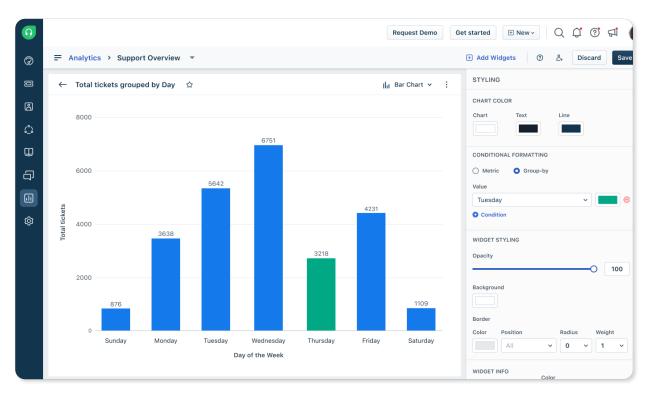
Customize borders by choosing colors, position, radius, and weight.

#### Color Palette:

The color palette allows you to re-arrange the order of colors for charts or even add new ones using Hex codes.

#### **Conditional Formatting:**

Conditional formatting allows you to create conditinal criteria and thereby customize the colors of your charts based on them. This can applied to either metric or group-by values.

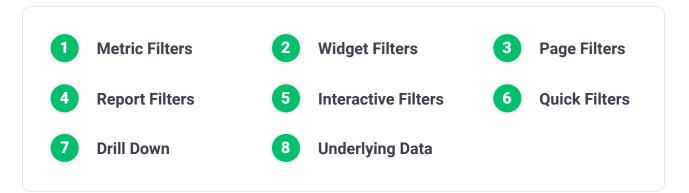


# **Slice and Dice**

## **Slice and Dice**

One of the distinctive offerings of **Freshworks Analytics** is its extensive filtering capabilities that help in getting a view of the data, to the most granular degree possible.

#### Types of Filters:





#### **Metric Filters**

Metric filters can be applied to any metric within a widget. Each filter criteria is defined by functions or operators specific to that criteria. You can apply multiple filters for a single metric.

✓ Total Tic	skets	
Metric		
Handing T	ime 🗸 Sum	~
from Tickets		
Date Range	Dimension is Created_at	-
		Θ
Tickets Id	Enter or Select	Θ
filter	equal	
e metric	greater than	
	less than	
GROUP BY (i)	greater than or equal to	
group by	less than or equal to	
- group by	not equal to	
	between	



#### Widget Filters

Widget filters are filters that can be applied across all metrics of a widget. There are 2 types of widget filters:

#### A. Basic Filters

Any number of basic filters can be applied per widget and depending on the data filtration conditions, "all" or "any" option can be applied.

#### **B. Advanced Filters**

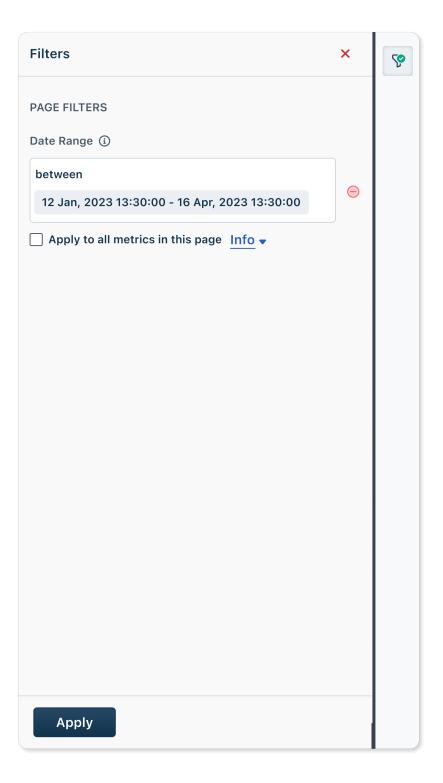
Filters for a granular set of data can be applied by combining the criteria set in 2 or more basic filters

FILTERS	×	ヰ
V WIDGET FILTERS		$\bigtriangledown$
Basic Filter 🔻 🛈		©
Ticket equal Enter or Select	Θ	
Filter		
Rank Order ①		
add		
> PAGE FILTERS Applied		
> REPORT FILTERS Applied		
> REPORT FILTERS Applied		



#### Page Filters

Page filters are exactly like Report filters but applied to the particular page where you create the filter.



4

#### **Report Filters**

You can also use a Report Filter as an interactive filter by simply clicking on the '+' icon next to the Report filter.

FILTERS	×
> WIDGET FILTERS Applied	
> PAGE FILTERS Applied	
> REPORT FILTERS	
Basic Filter ▼ ④ Match All ▼ filters	
Agent is anything	Θ
Change Type is anything	Θ
	Θ
Filter	
Date Range (i)	
🕁 date range	
Apply	

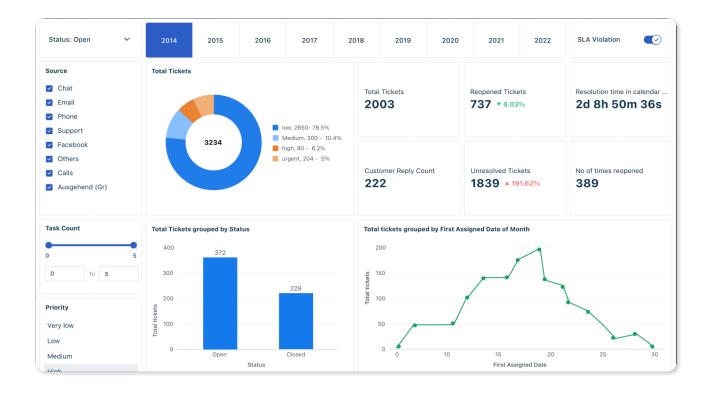


#### **Interactive Filter**

Filters can also be applied in the form of interactive widgets and data can be filtered across the page or even across multiple pages of a report.

There are 5 types of interactive widgets available in the form of List, Drop-down, Button, Slider and Toggle.

Note: A report filter can also be converted to an interactive filter





#### **Quick Filters**

Interact with widgets directly on the reports page using quick filters.

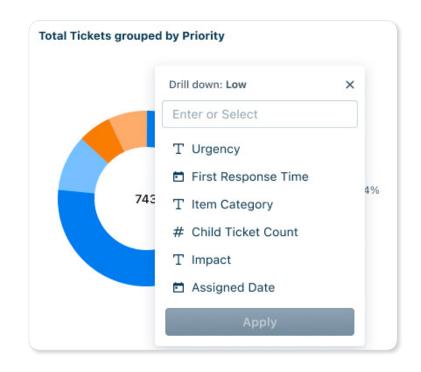
**Note:** Any filter can be converted to a quick filter by selecting the square icon on the right (this will turn blue on selection).

FILTERS	×
<ul> <li>✓ WIDGET FILTER</li> <li>Basic Filter ▼ ④</li> </ul>	
Urgency is High	] ⊖
🔁 group by	
Rank Order (i)	
add	
> PAGE FILTER	
> REPORT FILTER	



#### Drill Down

Drill-downs help you slice and dice your data as much as you want to help you find insights in your reports.



For example, say you are viewing how many support tickets you received for a particular month by email source. Now you want to understand which agent had most email conversations. You can further drill-down by, say, the 'Last assigned date' to get a better idea of agent workload.

#### 8 Underlying Data

Underlying data helps you go from a bird eye view to a microscopic view of data. It helps you understand and deduce the outcomes of the chart visualisations.

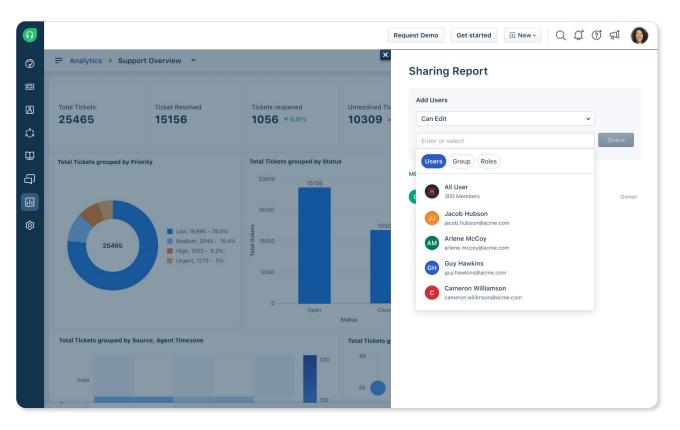
=	Analytics > Acme -	Sales Reports 🔻				◎ ೭, ৩ ~ 모 🖉
	Showing underlying data f	or : Won				7
	Deal Stage	ID	Company Name	Deal amount	Account Owner	Territory
	Won	15000516185	Acme Inc	\$80	Glenn Maxwell	Asia
		15000516239	Solaris	\$80	Glenn Maxwell	Asia
:		15000516287	Strive	\$80	Glenn Maxwell	Asia
1 :		15000516237	Hemley's	\$400	Glenn Maxwell	Rest of Europe
		15000516145	Cesar's	\$160	Marnus Labuschagne	Rest of Europe
		15000516190	Meza	\$100	Marnus Labuschagne	Rest of Europe
		15000516176	Llyod	\$160	Marnus Labuschagne	Rest of Europe
		15000516112	Sentinel	\$160	Marnus Labuschagne	UK
		15000516148	Bakely	\$100	Steve Smith	UK
		15000516109	Pristine	\$240	Steve Smith	UK
		15000516221	Taurus	\$400	Steve Smith	US
		15000516166	GrowSimthio	\$80	Travis Head	US
		15000516233	Simpli	\$80	Travis Head	US
		15000516191	Lava Al	\$240	Travis Head	US
		15000516132	Bartel	\$320	Travis Head	US

Note: The underlying data will always be in the form of a table.



## Share

Collaboration is an integral part of team work and Freshworks Analytics offers multiple features to seamlessly share data and insights across different stakeholders.



#### **Report Sharing**

Report Sharing allows you to share reports with individual users or even user groups. It also gives the flexibility to customise user controls with view, edit or manage access to the reports.

**Note**: Report sharing can only be done with users having access to Freshworks Analytics.

#### **Report Exports**

There are three levels of export in Freshworks Analytics. You can either export at a Report level or at a Widget level - at a Report level, you can export the PDF of your report. At a Widget level, you can export as PDF, CSV, or in tabular format.

In addition to this, there is also a master export option in the **Settings** page.

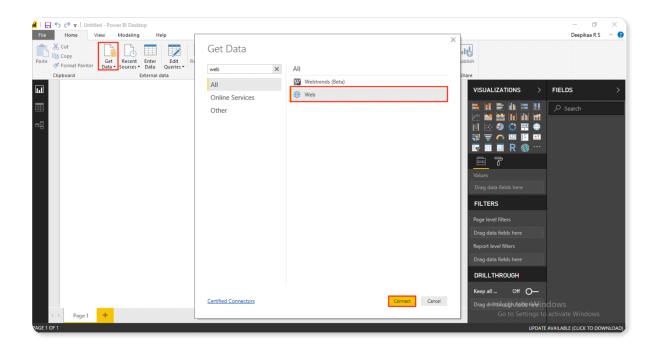
Analytics Home > Settings > Data   New Data Export Data Exports * Ticket Changes Description (Optional) A quick glance at how our team is doing Schedule Monthly ~		Data Exports Tickets		
Data Exports • Ticket Changes Description (Optional) A quick glance at how our team is doine Schedule	9!		~	
Data Exports * Ticket Changes Description (Optional) A quick glance at how our team is doing Schedule	g!		~	
Ticket Changes Description (Optional) A quick glance at how our team is doing Schedule	<u>9</u> !		~	
Ticket Changes Description (Optional) A quick glance at how our team is doing Schedule	31		~	
A quick glance at how our team is doing	gl			
A quick glance at how our team is doing	9!			
Schedule	31			
Monthly ~				
On At				
On At	20 ×			
	20 0			
Time Zone				
(GMT+05:30) Asia/Kolkata			~	
			Apply	
Choose fields to export (Max 70 fields)			Apply	
Total Tickets			Apply 0 fields chosen ~	
Total Tickets	stomer interactions 🗌 Group	Every response status	0 fields chosen 👻	
Total Tickets	stomer interactions Group tt response status Due by Time	Every response status     Survey results	0 fields chosen 👻	
Total Tickets	t response status Due by Time		0 fields chosen 👻	
Total Tickets       Ticket ID       Status       Status       Source       Agent	tt response status Due by Time Is Closed time II Initial response time	Survey results	0 fields chosen 👻	
Total Tickets         Ticket ID       Cui         Status       Firs         Source       Tag         Agent       Skii         Created time       Suite	tresponse status Due by Time is Closed time II Initial response time ject First response time (	Survey results Product Title Instructors First response time (in	0 fields chosen   🗸	
Total Tickets         Ticket ID       Cui         Status       Firs         Source       Tag         Agent       Skii         Created time       Sui         Resolved time       Print	tr response status Due by Time is Closed time II Initial response time oject First response time ( Agent interactions	Survey results Product Title Ihrs) Grift First response time (in Grift Agent interactions	0 fields chosen   🗸	
Total Tickets         Ticket ID       Cur         Status       Firs         Source       Tag         Agent       Skii         Created time       Sui         Resolved time       Print         Last update time       Type	tr response status Due by Time is Closed time I Initial response time ( pipet First response time ( ority Agent interactions re Resolution status	Survey results Product Title Ihrs) Graduet Agent interactions Resolution status	0 fields chosen   🗸	
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Total Tickets         Ticket ID       Cur         Status       Firs         Source       Tag         Agent       Skii         Created time       Sui         Resolved time       Print         Last update time       Type	tresponse status Due by Time is Closed time I Initial response time ( pipet First response time ( prity Agent interactions be Resolution status duct First response time (	Survey results Product Title Ihrs) Graduet Agent interactions Resolution status	0 fields chosen   🗸	
Total Tickets         Ticket ID       Cur         Status       First         Source       Tag         Agent       Skil         Created time       Sul         Resolved time       Print         Last update time       Typ         Every response status       Processon	tresponse status Due by Time is Closed time I Initial response time ( pipet First response time ( prity Agent interactions be Resolution status duct First response time (	Survey results  Product  Title  First response time (in  Agent interactions  Resolution status  hrs)  Resolution status	0 fields chosen   🗸	

Here, you will have options to choose which fields from your report as well as whether you want to receive the file via an API or email.

The API URL will hold the link to the export file. Feeding this into your BI tool will allow it to automatically fetch data from Analytics.

#### Integrating Power BI with Freshworks Analytics

Freshworks Analytics also offers integration with Power BI. To do this, log in to your Power BI Desktop and click onGet Data. From the Get Data window, selectWeb and click on Connect.



In the From Web window, paste the Freshservice API URL in the URL field and click on OK.

📕   🔚 🤝 🏞 🗧   Untitled - Power Bl Desktop		- 0 ×
File Home View Modeling Help		Deepikaa R S 🛛 🔿 😨
Paste Copy Paste Format Painter Clipboard	it Refresh New New Buttons From From Manage Publish	
	VISUALIZATIONS	> FIELDS >
⊞ •	🔟 💀 🌗 🔘 📰 (	mt ⊕
	From Web	···
	Basic Advanced     Advanced     IRL     IRL     IRL     Inttps://bakthi.freshservice.com/api/v2/analytics/exportTid=6ffdde9d-705d     Id	
	ag data fields here OK Cancel LTERS	
	pe level fitters	
	Drag data fields here Report level filters	
	Drag data fields here	
	DRILLTHROUGH Keep all Off O	_
<→ Page 1 +	Drag drillthrough fields he	ere
PAGE 1 OF 1		PDATE AVAILABLE (CLICK TO DOWNLOAD)

Go to Basic Auth. Here enter your Freshservice Username and Password.

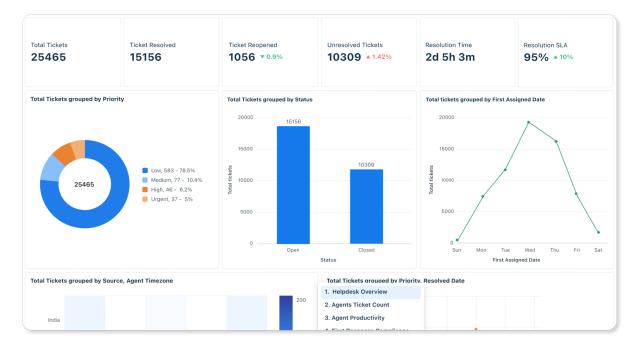
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#### Schedules

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In addition to exporting reports, you can also set up schedules that will automatically send reports at a set frequency, such as Daily, Weekly, or Monthly. The recipients will receive an email of the report as a PDF which can be shared with even external users.

**Note:** Multiple schedules can be created for the same report for different distribution frequecies and recipients.



#### Presentation mode

Analytics also offers a convenient presentation mode to present your reports and insights directly to your audience. The presentation mode offers flexibility to set timers and pause or display a particular page of the report.

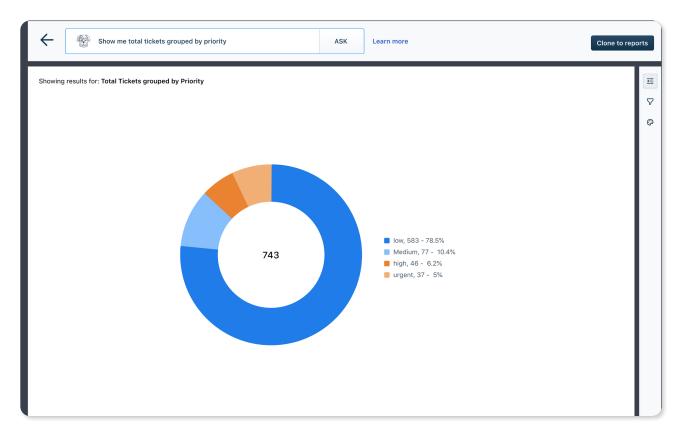


## Access

#### **Mobile Analytics**

Freshworks Analytics is also available on the go if you are someone who prefers to look at your reports on mobile. You can access the Favorite Widgets in the mobile app.

#### Freddy - the AI buddy



Freshworks Analytics also offers AI-powered capabilities through Freddy, for effortless insight management.

Freddy AI can convert simple text commands to charts using its state-of-the-art NLP technology.

Not only showing the present data, Freddy AI can also predict future trends of certain metrics like Ticket Volume, Average Resolution Time, First Response Time through Forecasting etc.

#### Help Center:

If you are new to **Freshworks Analytics** or need a refresher incase you are stuck anywhere, do check out our Help Center on the Analytics Homepage. It has a comprehensive list of video tutorials, interactive product tours, data dictionary, support articles and FAQs.

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#### **Video Tutorials**

Video Tutorials are short videos to assist in understanding the how-to aspects of Analytics.

#### **Interactive Tours**

Interactive tours are step-by-step walkthroughs to get a guided experience of Analytics capabilities.

#### **Data Dictionary**

Data Dictionary is a repository of metric definitions that are used within Freshworks Analytics, with examples to illustrate their usage.

#### **Support Articles**

Support Articles are comprehensive documents that detail various Analytics features and give a deep-dive of their usage.

#### FAQs

FAQs is a repository of the most frequently asked questions by Freshworks Analytics users.

For any feedback, support or questions about the user guide, feel free to drop us a note on neo-pmms@freshworks.com



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