



PARTNER SUCCESS STORIES

Our partners recount their delightful
journey with Freshworks



Meet
Sameer Narkar from



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The team at Freshworks is excellent. It has always been a pleasure experience working with the team. It has also helped us in closing some major deals where the prospect was looking for a Konnect Insights + Freshdesk solution.

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Sameer Narkar
Founder, Konnect Insights

Sameer is the Founder and Chief Software Architect at Konnect Insights. Although a techie at heart, Sameer has a flair for story-telling and often wears multiple hats as a marketer, business developer and other aspects of the business.

Partnering with Freshworks



Our solution is an ideal candidate to integrate with Freshdesk as using our APIs the tickets can flow from our system to Freshdesk where the agents can take actions on it. So, it was a natural partnership and when we decided to be a part of the Freshworks marketplace we were happy with the support we received from the team.



Leveraging Social Listening for Enhanced Support

Freshdesk acts as one platform where all tickets can flow in and that is the business challenge that is addressed by our integration.

This is for a Fin-tech brand where they wanted a solution to seamlessly integrate data from the social platforms to their existing ticketing platform which was Freshdesk in this case. There were 100 plus agents already working on Freshdesk and to ask them to switch between 2 systems and then again train them on a new system was a challenge. Using our integration, it became all so easy for the brand to manage all their tickets in one place.



About Konnect Insights



We offer a SaaS product **Konnect Insights** which is a customer centric platform that offers an all-in-one solution to help you listen to your customers, learn and engage with them and Act based on the insights. It offers Social Listening + Online Reputation + Social CRM + Social Media Analytics + Surveys + Dashboard and BI Tools + Crisis Management in one product.

As a platform we offer data from all blogs, forums, news, consumer forums, review sites and all public social media platforms as well as for authenticated social media channels. You can deep dive based on the signals you get from this big-data. Insights such as sentiment, volume, classification, media type, demographics, campaign insights, competition benchmarking, industry analysis and a lot more.

About 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.