



PARTNER SUCCESS STORIES

Our partners recount their
delightful journey with Freshworks



Meet **Vatika** from  TeamViewer

“

Freshworks ISV partner team is one of the best partner team that we have worked with. Their commitment towards their ISV partners is something that has always impressed us. We have partnered with Freshworks team to drive the joint marketing initiatives in APAC and NORAM regions.

”



Vatika Maheshwari

Business Development Manager

Vatika Maheshwari is the Business Development Manager at TeamViewer managing commercial partnerships with top strategic partners. Vatika has almost 6 years of experience in Sales and Business development and worked for companies like Microsoft and GSK consumer healthcare.

Partnering with Freshworks

Freshworks has one of the most renowned IT helpdesk solutions out there, that's why we stumbled many times across Freshworks as a respectable player in this space. The potential and high growth rates of the various Freshworks products as well as the innovative spirit are a good foundation for a strong joint sales and partnering motion.





Better IT Support with Remote Access

The increasing complexity of providing technical support to internal employees and external customers poses a tremendous challenge to IT and support departments around the world. The TeamViewer integration for Freshservice, Freshdesk, and Freshchat empowers IT administrators and customer support specialists to:

- Access and control corporate devices remotely and securely
- Provide efficient IT services for internal employees
- Troubleshoot technical issues to reduce downtime

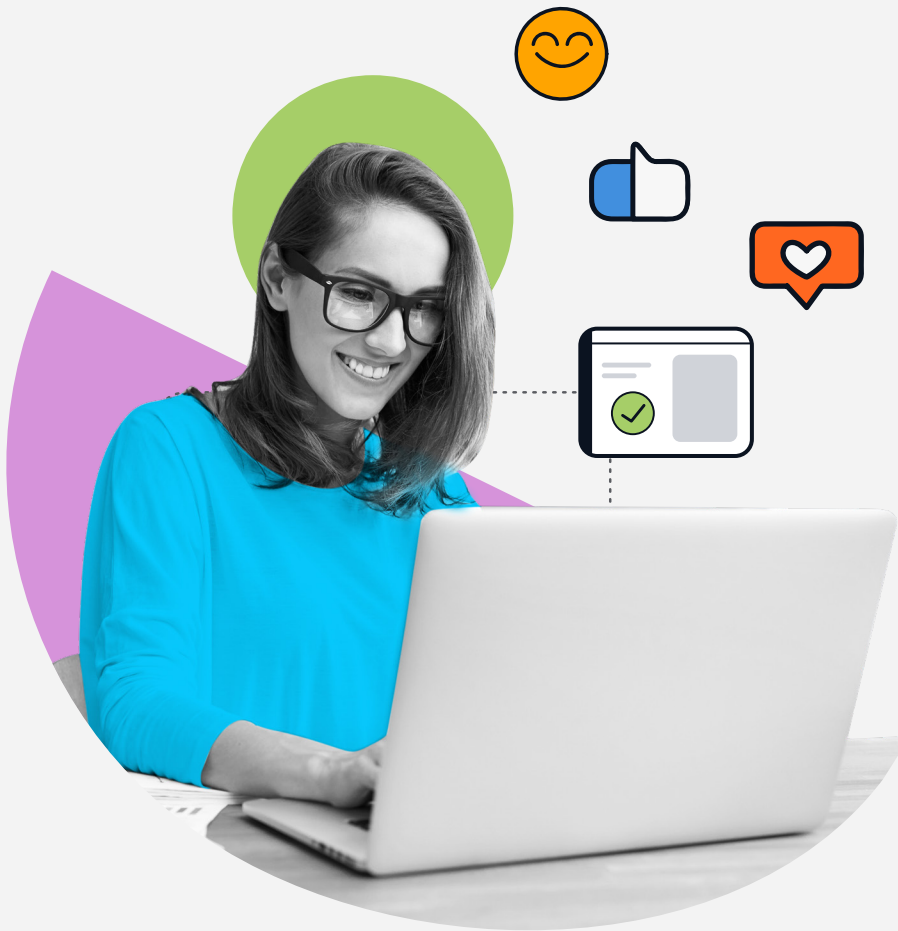
After connecting the Freshworks platform to a licensed TeamViewer account, the end-to-end workflow for providing in-app support is very fast and intuitive, eliminating the need for lengthy phone calls and inefficient email exchanges.

- IT admins can securely connect to any employee device to enable a service or troubleshoot an issue, remotely.
- Customer support representatives can quickly and easily support customer devices either through the freshdesk ticketing system or while in a live web chat with the customer through freshchat.

Key benefits of the integrated solution for customers:

- Remotely access and/or control any employee or customer device — regardless of which platforms the support agents use to connect to remote devices — to resolve technical issues faster.
- Increase productivity and decrease downtime for employees and business services.





- Reduce the cost of lost man hours by getting employees up and running with corporate applications and systems quickly, with a highly intuitive, user-friendly solution requiring no training.
- Leverage secure remote-control sessions with interactive screen sharing to show employees how to configure and use corporate applications.
- Empower customer support teams to launch instant remote support sessions to help external customers quickly and efficiently, directly from any Freshworks customer communication channel.

When TeamViewer is integrated with Freshworks products, customer service representatives can automatically insert remote control session requests into their current active channels (ticketing portal, email, or live web chat) with the click of a button from the Freshworks console. Being able to remotely control customers' computers on-demand empowers you to resolve technical issues — fast. No setup, no training required — just pure, fresh efficiency...and happy customers.

About TeamViewer

At TeamViewer, we empower people to help people through secure, easy-to-use technology that connects...Anyone. Anything. Anywhere. Anytime. TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots on any platform, including Windows, macOS, Android, and iOS. TeamViewer lets you remote into computers or mobile devices located anywhere in the world, access, support or use them as though you were there. Basically, it doesn't matter what kind of operating system, what kind of form factor, where the user is- we are able to connect to everyone and everything securely.



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.

[Click here to visit our website](#)

