

Partner Success Stories

Our partners recount their delightful
journey with Freshworks



Meet Joe Jorczak from Yext



As Yext's Head of Industry for Service & Support, Joe is responsible for defining and executing the strategic direction for the company's service and support offerings.

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From our first partnership discussion, the Freshworks team has embraced the value of Yext and been open to finding new ways to work together to improve customer, agent, and employee experiences. Yext Search makes a great Freshdesk experience even better and we've found the Freshworks team to be open, helpful, and motivated to work with us every step of the way.”

Coming together with Freshworks

At Yext, we seek to integrate with best-in-class technology to improve our customers' experience and help them maximize their investment with our technology. Across the support technology marketplace, Freshworks stands out for the breadth of its offerings, rapid growth, and commitment to innovation. But what really cemented our interest in a partnership was hearing directly from customers who were asking for an integration.



Maximize your Freshdesk investment by driving efficiencies with Yext

Yext enables brands to deliver seamless self-service and agent-assisted experiences—directly in Freshdesk. Yext collects and organizes all of your support content, then uses AI and Natural Language Processing to understand the intent behind tickets and search queries to deliver direct, actionable answers— not blue links.

Yext's integrations with Freshworks provide a seamless experience, whether searching on help portals, chatbots, in ticket request forms, or on the agent desktop.



Freshdesk and Yext: Supercharged support with stellar search

- **Eliminate information silos:** Show results from all support-related content like help articles, guides, FAQs, tutorials, and other data sources in a single, unified experience with Yext – whether or not it lives in Freshdesk today.
- **Improve ticket deflection and reduce ticket resolution times:** Solve repetitive, high-volume questions instantly – and free up live service interactions for more complex issues.



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- **Increase customer satisfaction (CSAT):** Enhance brand loyalty by reducing wait times and helping customers independently get answers to questions across your Freshdesk help site.
- **Gain valuable insights:** Use data from customer search queries to fill content gaps and optimize the entire search experience.

See how your Support team benefits!





Yext helps organizations answer every question about their business. Yext's Answers Platform collects and organizes content into a Knowledge Graph, then leverages a complementary set of products— including Listings, Pages, Reviews, and Search— to deliver relevant, actionable answers wherever customers, employees, and partners look for information.

[Learn more](#)



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.

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