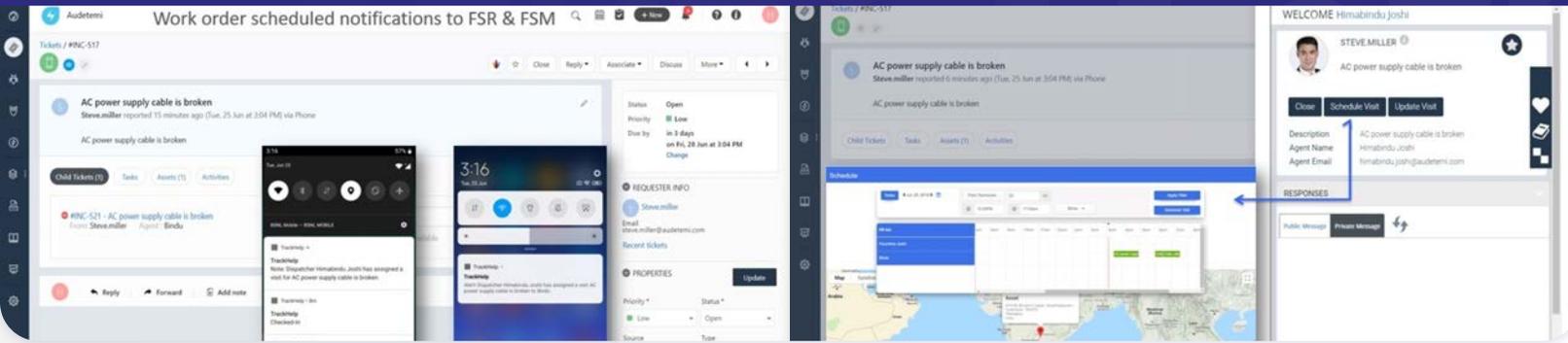


goDeskless + Freshworks Superior Field Service Maximized



Turning your frontline deskless workforce into high-value assets through a more robust field service experience.

GoDeskless partners with Freshworks to deliver advanced, comprehensive, all-mobile field service solution for both Freshdesk and Freshservice.

GoDeskless advanced Field Service apps are available on Freshworks Marketplace.

[START YOUR FREE TRIAL](#)



What GoDeskless brings to Freshworks users:

- Complete and intuitive field service application designed to automate time-intensive processes and accelerate tasks of Freshdesk and Freshservice users in the field.
- Industry-specific features and capabilities result in significantly enhanced field service experience for users.
- Digital footprints such as start time, end time and wait time complement reports and analytics.
- Contextual menus with checklists and customer feedback mechanisms offer an enhanced customer experience and offer a structural approach.
- Modular design allows Freshdesk users to select and implement GoDeskless solutions they need and scale seamlessly and quickly when they have to.
- White-label readiness enables Freshdesk users to tailor their GoDeskless apps to achieve consistency in look and feel, further improving user experience.
- Offer Freshdesk users in the field quick and frictionless access to knowledge base features even when offline.
- Remote data sync ensures impressive native experience.



Designed and Built For The Modern Field Service Workforce

GoDeskless Field Service Apps are designed for:

- Dispatchers
- Field Service Representatives
- Field Service Technicians
- Field Team Managers/Leaders

With GoDeskless, Freshworks users have a role-aware app that delivers contextual process automation based on the user's position, functions, and role, i.e. as a Dispatcher, Field Service Rep, or Team Manager.

With GoDeskless, Freshworks clients can:

- Get their entire field workforce on task for seamless scheduling, communication, and collaboration.
- Automate asset and work scheduling based on availability, expertise, and location, guaranteeing fastest service delivery.
- Create and assign work orders for field workers on the fly and track teams' progress in real-time from start to end.

- Enable field team leaders/managers to assign and approve work orders on demand.
- Simplify and streamline on-site reporting with supplemental videos/images, work logs, and signature capture for accurate updates, faster decision-making, and precise data-gathering.
- Create and implement timely inspections and preventive maintenance schedules for assets based on service history, thus further prolonging service life and increasing asset value.
- Equip field workforce with a suite of features enabling them to fully engage their customers for smooth onsite scheduling, visits, video collaboration, and more.
- Digital Footprints of the actions like start-time, end time, wait time, work start time, end time would compliment and strengthen the reports and analytics.
- Contextual menus, Checklists and Customer Feedback mechanisms would make the FSM a truly enhanced experience to the customer and imbibe a structural approach to the customers.

Take your Freshworks operations and your field service workforce to a new level of communication, collaboration, and performance.

Deliver field service experience that empowers the modern deskless workforce.

BEGIN FREE TRIAL

REQUEST A DEMO