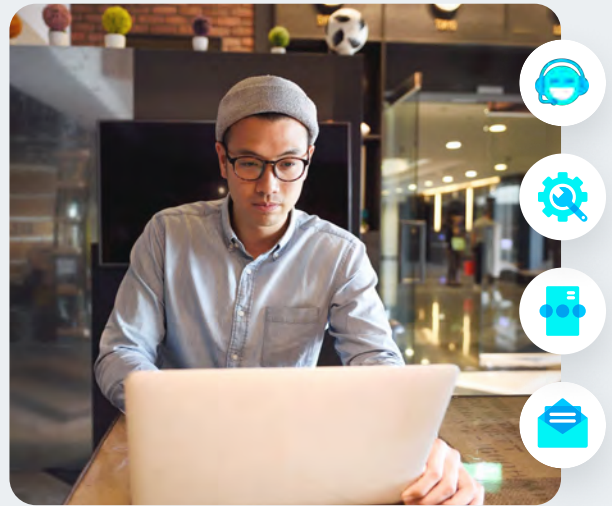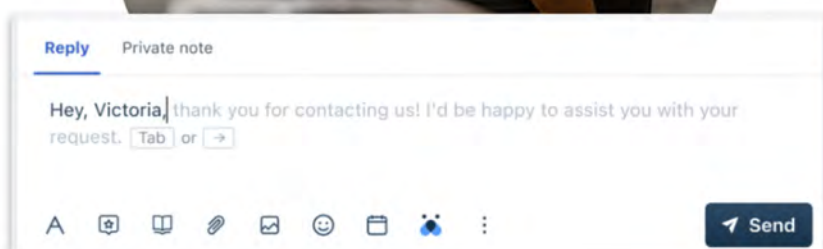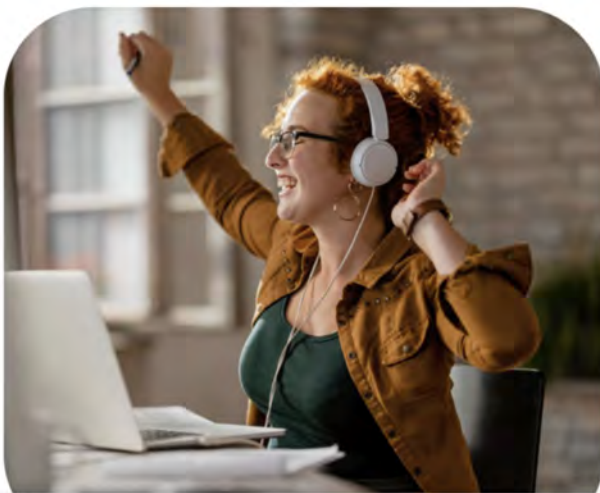# Maximize agent productivity with Freddy Copilot

Do your agents struggle to balance top-tier support and quick customer responses, impacting their performance and efficiency?

Introducing Freddy Copilot, the customer service game changer. Fueled by generative AI, Freddy Copilot enhances agent productivity, automates responses, and maintains consistent quality to meet your customers' high expectations.

Why Freddy Copilot?

Freddy Copilot is your generative AI-powered partner for superior customer service.

Unlock agent productivity

Boost agent productivity with faster content creation, real-time suggestions, and streamlined solution article development.

Elevate response quality

Freddy AI is your secret weapon for faster and higher-quality customer responses. By offering standardized suggestions, it reduces errors and acts as a coach for your agents.

Streamline admin responsibilities

Empower admins to 'get things done' with Freddy's prompt-based interface. Just ask Freddy to build chatbots, manage agents, create new groups, and more.

Gen AI capabilities powered by Freddy Copilot

Article Generator
Quickly create standardized knowledge base articles and FAQs with a few prompts.

Proactive Quality Coach
Coach agents in real-time to improve the caliber of their responses.

Prompt-Based Agent Management
Execute agent management tasks such as adding new agents and creating new groups by using natural language prompts.

Auto-Complete
Proactively complete agent sentences, helping save time and respond to customer inquiries faster.

Tone Enhancer
Adjust the tone of agents' responses to match their customers' needs.

Post Resolution Coach
Evaluate an agent's performance and the overall effectiveness of their support, helping target areas for improvement.

Message Expansion
Create a fully-fledged response with only a few short notes or bullet points.

Rephrase
Replace casual language with more formal alternatives.

Summarizer
Create an automatic summary of a customer and agent ticket conversation.

See the full spectrum of Freddy Copilot capabilities and discover how Freddy can revolutionize your customer service.

Fuel business growth with Freddy AI

Supercharged productivity
Give admins 60% of their time back

Freshworks Value Engineering Assessment of Freddy AI

Faster resolutions
Reduce average handle time by 34%

Freshworks Value Engineering Assessment of Freddy AI

Pricing and availability

All Freddy Copilot features are available now to explore for free during the beta period on the Pro and Enterprise plans. They will be charged as an add-on in the future at:

$29/agent/month

Available on Pro and Enterprise

Revolutionize your customer service with generative AI

LEARN MORE