freshchat
by freshworks

Convert visitors into leads and users into happy, engaged customers

Modern messaging software powering millions of conversations for sales and customer engagement teams

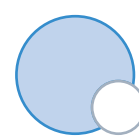## The fastest way to engage prospects and support customers

Modern Messenger

Modern, memorable, and continuous. No more chat sessions, forms, and queues

Proactive Messaging

Send the right message at the right time, based on advanced user properties and events

Proximity

Stay closer to customers with interactive screen sharing, audio chat, and Whatsapp integration

Powering millions of conversations on

website | mobile app | in-product

Features our customers love

Message Channels

Create multiple chat threads that set expectations and connect customers with experts

In-Messenger FAQs

Break free from the silos between chat and self-service with FAQ categories right inside the messenger

Powerful AI Bot

Intelligence that uses intent and context to either send quick replies, trigger goal-based flows, or let humans engage

Contextual Messaging

Respond with context by using event history and an enriched user profile from Clearbit

SmartPlugs

Pull and show data from external apps like your CRM or billing software

IntelliAssign

Route conversations to team members based on their skill levels and current chat load

Cobrowsing

Be on the same page as your customer, literally, with interactive screen sharing and audio chat

Insights and Analytics

Measure conversation labels, team productivity, campaigns, CSAT ratings, and more

Mobile SDK

Take your messenger to your mobile app with inbuilt channels and native FAQs

Trusted by the world's best

"
After switching to Freshchat, **our chat-to-conversion rate and reply rate on campaigns have increased by 50%.**
"

Kyu Renegado,
Head of Customer Happiness and Sales, Poundit

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