Freshservice End User FAQ

This document answers frequently asked questions for end users interacting with the Freshservice support portal. It is aligned with ITIL best practices to ensure a consistent, user-friendly experience.

## What is Freshservice and how do I access it?

Freshservice is our IT Service Management platform used to request support, report incidents, and access IT services. You can access it via your browser using the company’s support portal link or by logging in with your organization credentials.

## What is the difference between an Incident and a Service Request?

An Incident refers to an unplanned disruption (like a system outage), while a Service Request is a formal request for a service (such as software installation). This distinction aligns with ITIL best practices for managing IT services effectively.

## How do I submit a new ticket?

From the Freshservice portal, click on 'New Ticket' or 'Request Something'. Fill out the form with all required details and submit. You'll receive an email confirmation and updates as your request progresses.

## Can I check the status of my requests?

Yes. Log in to Freshservice and go to 'My Tickets' to view the status, progress notes, and expected resolution time of your submitted requests.

## How long will it take to resolve my issue?

Resolution times vary depending on the type and priority of your request. SLAs (Service Level Agreements) define expected response and resolution times, which you can view in your ticket details.

## What should I do if my issue is urgent?

Mark the ticket as 'High Priority' if available, and follow up by contacting the IT Service Desk directly via phone or chat, depending on your support options. This helps escalate your issue appropriately.

## Can I reopen a ticket that was closed?

Yes. You can reopen a resolved ticket if the issue persists. Simply respond to the ticket email or access it through 'My Tickets' and click 'Reopen' if available.

## What happens after I submit a request?

Your request is routed to the appropriate team. You may receive updates, tasks to complete (like approvals), or communications asking for clarification. You’ll be notified at each stage.

## Is there a Knowledge Base I can use to resolve issues myself?

Yes. Freshservice includes a searchable Knowledge Base where you can find how-to guides, troubleshooting steps, and company policies. This supports ITIL’s focus on self-service and reducing ticket volume.

## How do I provide feedback on the service I received?

Once a ticket is closed, you'll typically receive a feedback form or satisfaction survey via email. Your input helps us improve service quality and align with continuous improvement goals from ITIL.