Freshservice End User FAQ – Support Department

This FAQ is customized for common service requests and incidents related to the department. It is aligned with ITIL practices to support effective service delivery and user satisfaction.

## How do I escalate a customer issue?

Submit a ticket labeled 'Customer Escalation'. Provide case details, impact level, and any prior resolution attempts.

## What do I do if the helpdesk or chat tool is down?

Submit an Incident through Freshservice or contact the IT team directly if Freshservice itself is impacted.

## Can I request updated training materials?

Yes. Use the 'Training Content Request' to ask for updated guides, onboarding walkthroughs, or tool refreshers.

## Where can I find standard operating procedures (SOPs)?

Check the Knowledge Base section called 'Support SOPs'. These include workflows, escalation paths, and quality checklists.

## Can I suggest improvements to workflows?

Yes. Submit a Service Request titled 'Process Improvement Suggestion' and describe your proposed enhancement.