Freshservice End User FAQ – Departmental Guide

This comprehensive guide consolidates FAQs for each department that uses Freshservice. It is designed to support end users with clear, role-specific instructions and aligns with ITIL best practices.

Freshservice End User FAQ – IT 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 reset my password?

Log in to the Freshservice portal and select 'Forgot Password' or submit an Incident Ticket. Password resets are typically resolved within one hour under standard SLAs.

## Can I request new software or hardware?

Yes. Go to the Service Catalog and select the appropriate item under Hardware or Software Requests. You can track your request through the 'My Tickets' view.

## What should I do if the VPN isn't working?

Submit an Incident Ticket marked as High Priority and include your location and device type. You may also refer to the VPN troubleshooting article in the Knowledge Base.

## How quickly will my issue be resolved?

IT tickets are resolved based on priority and SLA. Critical issues (e.g., system outages) receive immediate attention, while lower priority items are resolved within 1–3 business days.

## Can I find solutions myself?

Yes. Visit the Knowledge Base in the Freshservice portal for self-help articles including troubleshooting steps, setup guides, and IT policies.

Freshservice End User FAQ – HR 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 submit an onboarding request for a new employee?

Use the Service Catalog and select 'New Employee Onboarding'. Fill out all required fields and submit the form to HR for processing.

## How do I request a correction to my personal information?

Submit a Service Request titled 'Employee Data Update'. Include the corrected details and attach any supporting documentation if needed.

## What if I cannot access the payroll or benefits portal?

Create an Incident Ticket specifying which portal and what error you're encountering. HR support will respond based on SLA and priority.

## Are my HR tickets private?

Yes. HR tickets are restricted to authorized HR staff only and are managed under strict confidentiality following ITIL and HR data privacy guidelines.

## Can I check the status of my HR request?

Log in to Freshservice and navigate to 'My Tickets' to see progress notes, current status, and the agent assigned to your request.

Freshservice End User FAQ – Facilities Department

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## How do I request office supplies or equipment?

Submit a Service Request under the 'Facilities' category in the Service Catalog. Select the item type, quantity, and location.

## What if my badge access doesn’t work?

Submit an Incident Ticket labeled 'Access Control Issue' and include the building and entry point. Facilities will prioritize the response.

## Can I schedule a desk move or maintenance?

Yes. Use the 'Workspace Move Request' form in the portal and coordinate dates/times with your team lead.

## How do I escalate an urgent issue like a broken HVAC?

Submit an Incident and mark it as 'High Priority'. You may also contact Facilities through the emergency contact method listed in the Knowledge Base.

## Can I track my request status?

Yes. All Facilities-related requests appear in your 'My Tickets' section with updates from the support team.

Freshservice End User FAQ – Finance Department

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## How do I submit an expense reimbursement request?

Use the 'Expense Reimbursement' form found in the Service Catalog under Finance. Upload your receipts for processing.

## Who do I contact if a payment is delayed?

Submit an Incident Ticket with the invoice number and date. Finance will respond according to the SLA defined for payment resolution.

## Can I get help with budget access or reports?

Yes. File a Service Request titled 'Budget Access Request'. Include the department, reporting period, and justification.

## Are financial documents handled securely?

Yes. Finance tickets are handled with restricted permissions. Only authorized users in the Finance team can view or edit your request.

## How long does it take to process a finance ticket?

SLAs vary by request type. Expense reimbursements typically take 3–5 business days. Invoices and budget approvals may take longer depending on complexity.

Freshservice End User FAQ – Legal Department

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## How do I request a contract review?

Use the 'Contract Review' service request form under the Legal section. Attach the document and include relevant background.

## Where do I submit a compliance-related question?

Submit a general Service Request titled 'Compliance Inquiry'. A member of the Legal team will follow up with next steps.

## How are legal requests handled securely?

Legal tickets are visible only to approved members of the Legal department. Sensitive documents are protected under strict access control policies.

## How long does a legal review take?

Turnaround depends on the complexity of the matter. You will be updated through Freshservice if more information or time is required.

## What should I do for urgent legal requests?

Submit a High Priority ticket and notify the Legal department directly using the escalation procedures listed in the portal.

Freshservice End User FAQ – Marketing Department

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## How do I request creative support or assets?

Use the 'Creative Services Request' in the Service Catalog. Be sure to include deadlines, format, and intended audience.

## Where can I find branding guidelines?

Refer to the Knowledge Base section titled 'Marketing Resources' for downloadable templates, logos, and policy documents.

## Can I get help with a campaign launch?

Submit a Campaign Support ticket specifying the channels, schedule, and any approval needed. Track updates in 'My Tickets'.

## What do I do if the CMS or website isn't working?

Submit an Incident Ticket detailing the error. Include URLs, screenshots, and page context to help expedite resolution.

## Can I request email testing or analytics reports?

Yes. File a request titled 'Email Testing or Analytics Report' and select your campaign or time range.

Freshservice End User FAQ – Sales Department

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## How do I request access to CRM or sales tools?

Use the 'Sales Tool Access Request' in the Service Catalog. Include your team, region, and required permissions.

## What if CRM login fails or data is missing?

Submit an Incident Ticket marked 'CRM Access Issue'. Describe the error, and our support team will investigate promptly.

## Can I ask for sales enablement materials?

Yes. Go to the 'Sales Enablement Request' category and indicate what content or decks you need.

## How are sales reports generated or updated?

Request a Sales Report through the portal. You may also find templates or dashboards under the Knowledge Base.

## Can I request customer contact cleanup or merging?

Yes. Use the 'Customer Data Support' request and provide record IDs or segments needing cleanup.

Freshservice End User FAQ – Support Department

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## 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.