Freshservice End User FAQ – Marketing 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 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.