Freshservice End User FAQ – Sales 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 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.