

Freshservice by Freshworks

Product Benefits Overview — April 2026

<https://freshservice.com>

Pricing

- from \$3
- Free plan available (limited features)
- Custom enterprise pricing on request

Key Strengths

- analytics
- API
- customizable
- AI-powered
- time tracking
- workflow

Limitations

- Some advanced features may require a learning curve
- Premium plans needed for full functionality
- Usage limits on lower-tier plans