

Freshworks Partners with Engagely.ai

Engagely will empower Freshworks with its AI capabilities



Mumbai, Mar 4, 2020 ([Issuewire.com](https://www.issuewire.com)) - [Engagely.ai](https://www.engagely.ai) - a leader in Conversational AI Platform and Products, is pleased to announce its strategic partnership with [Freshworks Inc.](https://www.freshworks.com), the customer engagement software company to unlock the limitless possibilities to transform the customer experience.

Engagely.ai is a global AI Product company based out of multiple global cities, delivering impact-full conversational AI platform over multiple channels like [WhatsApp](https://www.whatsapp.com), Messenger, [Line](https://www.line.me), etc. to domain leaders like HDFC, SBI General, Marsh and many more.

With this strategic partnership, Freshworks will enable channel expansion and service-automation offerings using Engagely's Enterprise Conversational AI Platform and application suite.

The pinnacle of this affiliation is attributed to how Engagely's AI-enabled Conversational Platform collaborates with Freshworks products like Freshdesk and Freshchat to deliver superior services to its customers.

“In today’s world, organisations need easy and flexible tools to improve the productivity of their workforce, while empowering their businesses to expand exponentially. Hence, Engagely’s custom-made capabilities of NLP engine and smart integrations will create a seamless conversational experience for a wide range of stakeholders and use cases across domains.” said Himanshu Chauhan, Global Head of Engagely.ai.

“At Freshworks, we are focussed on helping businesses create customers for life. Engagely’s AI, NLP-enabled solutions support many ASEAN languages and will help us regionalize customer engagement for businesses of all sizes in APAC.” said Anand Venkatraman, VP of Global Partnerships at Freshworks.

About Freshworks

Freshworks provides innovative customer engagement software for businesses of all sizes, making it easy for teams to acquire, close, and keep their customers for life. Freshworks SaaS products provide a 360-degree view of the customer, are ready to go, easy to use and offer a quick return on investment. Headquartered in San Mateo, Calif., Freshworks’ 2,500+ team members work in offices throughout the world. For more information, visit www.freshworks.com

About Engagely

Engagely.ai is an enterprise-grade Conversational AI Platform by Exponentia. It is powered with NLP, multi-lingual support, no-code platform, easy to integrate, and top-notch security platform.

© 2019 Freshworks Inc. All rights reserved. Freshworks, Freshdesk, Freshservice, Freshsales, Freshcaller, Freshteam, Freshmarketer and the Freshworks logo are trademarks or registered trademarks of Freshworks Inc.

Media Contact

Engagely.ai

kapil.gadhire@exponentia.ai

Singapore

Source : Exponentia

[See on IssueWire](#)