

Support for multiple products

To set up Freshdesk to allow customers to raise tickets for different products, start by configuring multiple support email addresses—one for each product e.g isco@akvo.org, idc@akvo.org etc. This ensures that tickets are categorised based on the product they relate to. Once done, on the contact us form there is a **Product dropdown**, allowing customers to specify the product when submitting a ticket.

Additionally, we set up Automation Rules (Admin > Automations) to automatically assign tickets to the relevant support agents or collaborators based on the product selection.

This setup allows us to also have different SLAs for each product where needed.

Revision #2

Created 13 February 2025 11:14:46 by Jonah Kisioh

Updated 17 February 2025 11:21:03 by Jonah Kisioh