Orchestration

Freshservice Orchestration Center serves as the one-stop solution for managing your service desk's integration and automation needs. Our Professional Services team will work with you to simplify complex automations and unlock productivity by building custom Orchestration workflows that involve zero code. We are here to help you scale, streamline and optimize frequent, repeatable processes to ensure accurate & seamless delivery of services.

What's included?

- **Configuration Assistance & Consultation**

- **Troubleshooting of app installation**

- **Admin Training, Solutioning, and Workflow Design**

  - Interactions with other modules in Freshservice such as Ticketing, Employee Onboarding, and Change Management

  - Use of Liquid Placeholders, Custom Objects

Recommended Prerequisites	Package details
At least one of the following: • Silver (or higher) professional services package planned, in progress, or completed • DAP engagement or product usage experience of at least 6 months Admin has a good understanding of the tool and demonstrated technical skillset	**Meeting cadence:** 75-minute meetings, once per week **No.of weeks:** Four **Type of engagement:** Remote

Key benefits of Orchestration:

Free up the workforce to focus on what matters most

Seamless integration with 3rd party apps using Workflow Automator

Boost agents' productivity & reduce MTTR (Mean time to resolution) by investing in automation.

Improve operational efficiency by utilizing debugging & auditing options

Evaluate the executions associated with the app actions at an aggregate level and make informed decisions with the curated Orchestration report

Increase employee satisfaction through instant fulfillment of requests

Common use cases for Orchestration:

1. Automation of your entire employee lifecycle
   - User account provisioning at the time of onboarding
   - Updates for moves, changes, and transfers
   - Deprovisioning for employee terminations

2. Automated Service Request fulfillment

3. Automatic alerting and escalation for incidents

4. Password resets and account unlocks

5. Assigning/Modifying/Revoking user licenses

6. Provisioning/Deprovisioning virtual machines on AWS, Azure & Google Cloud

7. Email list management - Adding users to a distribution group

8. Actions in collaboration tools such as Slack and MS Teams

For information related to pricing, please contact your Account Manager.

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