

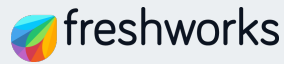


# Gold

# Onboarding

# Package



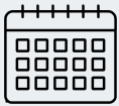


# Gold Onboarding Package

## 10-Week Engagement

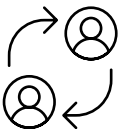
Our Gold Package is perfect for projects that require more hands-on assistance from Freshworks. It's a collaborative approach to implementation - your team and our onboarding specialist jointly own the configuration work. An engagement manager will oversee formal project management to keep us on track. Share your business goals, and our experts will demonstrate how Freshworks can accelerate your journey toward success.

### Package Overview



#### Timeline

Up to ten weeks.



#### Configuration Ownership

Shared between customer and Freshworks.



#### Project Management

Includes a customized project plan crafted and managed by Engagement Manager.



#### Meeting Cadence

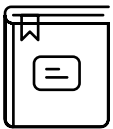
Up to two 50-minute weekly working sessions.

## Package Overview



### Email Q&A

We're ready to address any queries you may have between working sessions.



### Train-the-Trainer Model

We follow a train-the-trainer approach, enabling your designated trainers to educate and support your team. Additionally, we provide a recording of each session for future reference.

- 1 One 90-minute Admin Training session that equips your admins and product champions with the skills and knowledge they need.
- 2 Two 90-minute Agent Training sessions will empower your agents to deliver exceptional performance and enhance customer experiences.



### Hypercare

After your successful Go-Live, our Product Specialist will provide you with two weeks of hypercare support to facilitate a seamless transition and a strong start to your journey.



### Freshworks Team

- **Onboarding Specialist:** Partners with you, leveraging their deep product expertise and offering personalized guidance throughout the implementation journey to achieve optimal configuration and setup.
- **Engagement Manager:** Your central point of contact, creating a project plan and overseeing its execution to ensure seamless alignment with your business goals.

## Key Benefits

**1**

### In-depth Guidance

Maximize your learning and implementation progress with access to an onboarding expert for up to 10 weeks. You'll have ample time to dive deep into best practices, explore various use cases, and receive personalized guidance.

**2**

### Hands-on Experience

As your team collaboratively configures, with assistance from Freshworks, your admin(s) will gain expertise and confidence in independently owning the tool.

**3**

### Project Management

Achieve your milestones with the involvement of an experienced Engagement Manager who will share a customized project plan.

## Best Suited for Organizations With

- Admins seeking a more hands-on approach to implementation.
- Projects requiring a higher configuration and customization level to meet specific business needs.
- Advanced reporting requirements or compliance security requirements that demand specialized attention.



## Add-Ons

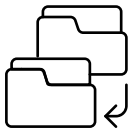
**Extra services to help enhance your Freshworks experience.**

*(Additional costs; scoped and priced separately)*



### Custom Integrations

We'll work with you to integrate Freshworks with your existing tools and systems unavailable in our Marketplace, helping you achieve a unified and streamlined workflow across your organization.



### Migrations

Migrate your data from your previous system with our expert assistance.



### Additional Training

Expand your team's knowledge and capabilities with customized admin or agent-focused training sessions tailored to your needs.



### Additional Engagement

Sometimes, extra time is required. We offer per-week engagement options to accommodate extended needs, allowing for an uninterrupted onboarding experience.



### Orchestration

Receive additional assistance with technical solutioning and configuration to integrate custom workflows with the Freshservice Orchestration module fully.

## Example Timeline



## Customer Testimonial

“

The Freshworks Professional Services team was agile and supportive at every step. They ensured we were always aligned and true to their goal of enabling us to be fully ready to take over and continue operations seamlessly. I would highly recommend working with them.

**Thibault Guerard**

VP Customer Experience and Care - Sodexo Benefits & Rewards Service



For more information and to learn about our other offerings, please reach out to your account executive or contact us at [freshworks.com/professional-services](https://freshworks.com/professional-services)