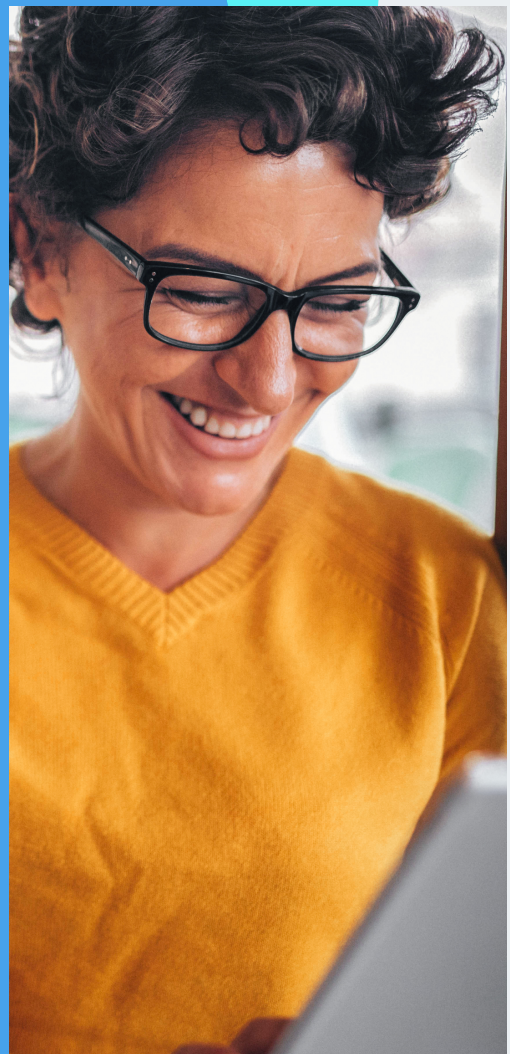




Silver

Onboarding

Package



Silver Onboarding Package

6-Week Engagement

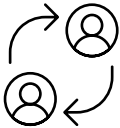
If you have straightforward configuration needs, our Silver package is designed to get you from zero to value - fast. Benefit from our expert guidance at every step as your team implements the tool. In just six weeks, you'll be up and running, experiencing the real power of Freshworks.

Package Overview



Timeline

Up to six weeks.



Configuration Ownership

You take the lead with our team providing prescriptive guidance.



Meeting Cadence

One 50-minute working session every week.



Email Q&A

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

Package Overview



Training

Equip your administrators and product champions for success with a comprehensive 90-minute Admin Training session.



Hypercare

After your successful go-live, our onboarding specialist will provide you with two weeks of hypercare support to facilitate a smooth transition and a strong start to your journey.



Freshworks Resource

Onboarding Specialist: Acts as your trusted guide, sharing their product expertise and providing step-by-step guidance throughout the implementation process.

Key Benefits

1

Proven Methodology

Leverage our proven methodology to get you live with the product quickly, honed through the successful onboarding of thousands of customers.

2

Solid Foundation

With our Silver package, we prioritize establishing a solid foundation for your organization's use of Freshworks, setting you up for long-term success.

3

Empowered Administrators

Your admin(s) will gain the necessary knowledge and skills to confidently and independently manage and optimize the tool.

Best Suited for Organizations With

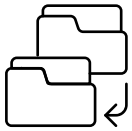
- A configuration owner experienced in implementing new software
- Simple use cases and basic reporting requirements



Add-Ons

Extra services to help enhance your Freshworks experience.

(Additional costs; scoped and priced separately)



Migrations

Migrate your data from your previous tool 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

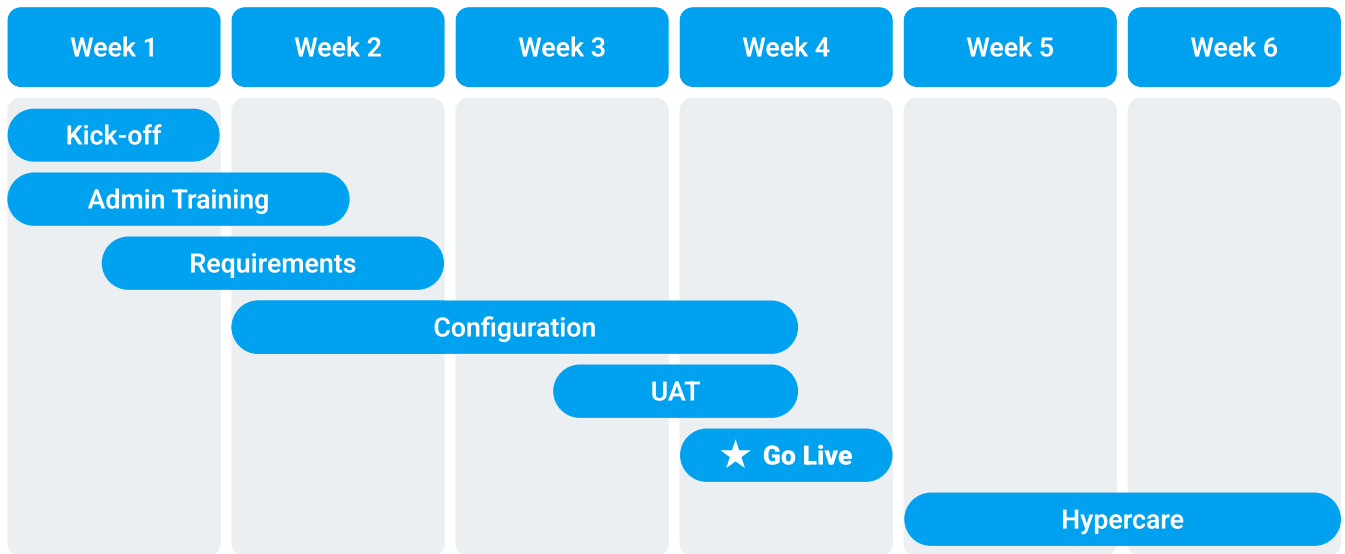
Sometimes, extra time is required. We offer per-week engagement options to accommodate extended needs, allowing for an uninterrupted onboarding experience.



Orchestration

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

Example Timeline



Customer Testimonial



I would recommend the Freshworks Professional Services (FPS) as it's very helpful to have specialist assistance to alleviate technical issues and have an accountable point of contact to ensure steady progress during implementation.

Emiel Smeman

Business Information Manager - ATAG Benelux



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