

Freshdesk Messaging Professional Services



Choose a plan that fits your needs

Implementation Services

With this service, the Freshdesk Messaging Delivery team will take care of end-to-end bots implementation. Our team will understand the conversational flows, share the best practices, set up, train, and help you to go live.

Managed Services

After Implementation services, the Freshdesk Messaging Delivery team will take care of building additional bot flows along with consulting and training. This also includes when you wanted to work with us on the agile model. It will be a bucket of hours engagement, where you can pre-purchase a block of hours that can be used over a set period of time (3, 6, or 12 months).

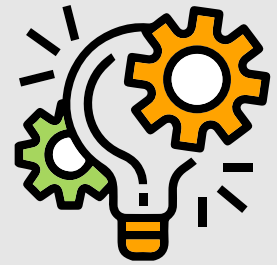


Implementation Services

With this service, the Freshdesk Messaging Delivery team will take care of end-to-end bots implementation. Our team will understand the conversational flows, share the best practices, and setup, train, and help you to go live.

Prerequisites

- Chatbot flow diagrams to come up with the estimation
- Details of existing chatbot(s), if any, to be ported to Freshworks bots
- Any security or compliance guidelines to adhere with
- Pain points with existing systems, if any
- Expected business goals from the chatbot journey



Package Features



Duration

Estimated hours and timeline based on the requirements in the SOW



Configuration

Ownership
Freshworks



Out of Box Integration

REST API Integration provided the APIs are available



Instructor-led Remote Training

1 training session (max of 2 hours)



Engagement Manager

Assigned



Bot Developer

Assigned



Number of Remote Meetings Per Week

Weekly Review Meeting (1 hour)



Escalation POC

Head – Freshdesk Messaging Delivery



Change Request

A change request will be raised in case of any modifications to the original scope



Managed Services













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Prerequisites

- Chatbot use case documents
- Details of existing chatbot(s), if any, to be ported to Freshworks bots
- Any security or compliance guidelines to adhere with
- Pain points with existing systems, if any
- Expected business goals from the chatbot journey



Package Features

 Duration 3/6/12 months	 Configuration Ownership Freshworks
 Out of Box Integration REST API Integration provided the APIs are available	 Instructor-led Remote Training 1 training session (max of 2 hours)
 Technical Manager Assigned	 Bot Developer Assigned
 Number of Remote Meetings Per Week Daily Standup Meetings (1 hour)	 Number of Hours Working Per Quarter 300
 Balance hours can be carried forward to the next quarter No	 Price Per Hour (USD) Discuss with the Account Executive
 Escalation POC Head - Freshdesk Messaging Delivery	 Additional Bucketed Hours Discuss with the Account Executive

