


Gold Onboarding Plan





Gold Plan | 10-week engagement

The Gold Plan is recommended if you have some complex configuration needs and require assistance with configuration from a Freshworks Product Specialist.



 Kickoff	Meeting between your team and the Freshworks Onboarding Team to align on engagement scope, timeline, resources, process and expectations.
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 Configuration	Two weekly one-hour calls between your team and your Freshworks Product Specialist, who will provide guidance and assistance with out-of-the-box configurations.
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 Integration	Freshworks will provide guidance on setting up out-of-the-box Freshworks Marketplace integrations.
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"Hands down one of the best onboarding teams I've worked with!" - Senior Director of IT, VICE


Some of our happy customers





 <p>Training</p>	<p>Following a train-the-trainer model, your Freshworks Product Specialist will conduct one one-hour remote* admin training session and two one-hour remote* agent training sessions</p>
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 <p>Go Live +Handover</p>	<p>Your Freshworks Product Specialist will provide a two-week hypercare period after your Go-Live. Upon successful rollout, the Freshworks Onboarding team will introduce you to your dedicated Customer Success Manager.</p>
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Add Ons

 <p>Migrations</p>	<p>Freshworks can provide migration priced at \$750 per 10,000 records.</p>
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 <p>Custom Integration</p>	<p>Integrations with systems not in the Freshworks Marketplace will be scoped and priced separately.</p>
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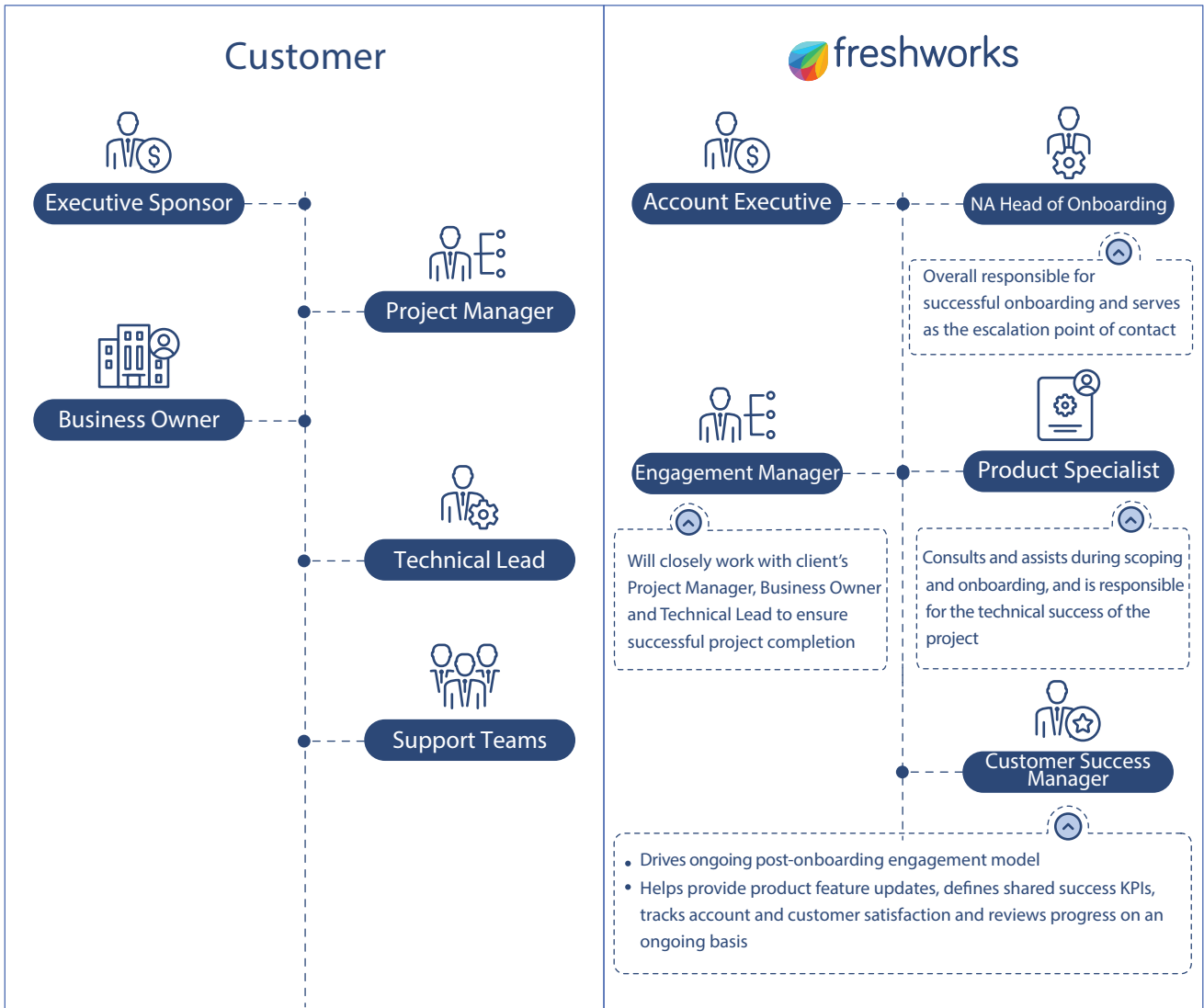
 <p>Additional Training</p>	<p>Freshworks can provide additional remote training at \$250 per 1 hour session.</p>
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 <p>Additional Engagement</p>	<p>Any engagement extending beyond 10 weeks will be priced at \$2,000 per week.</p>
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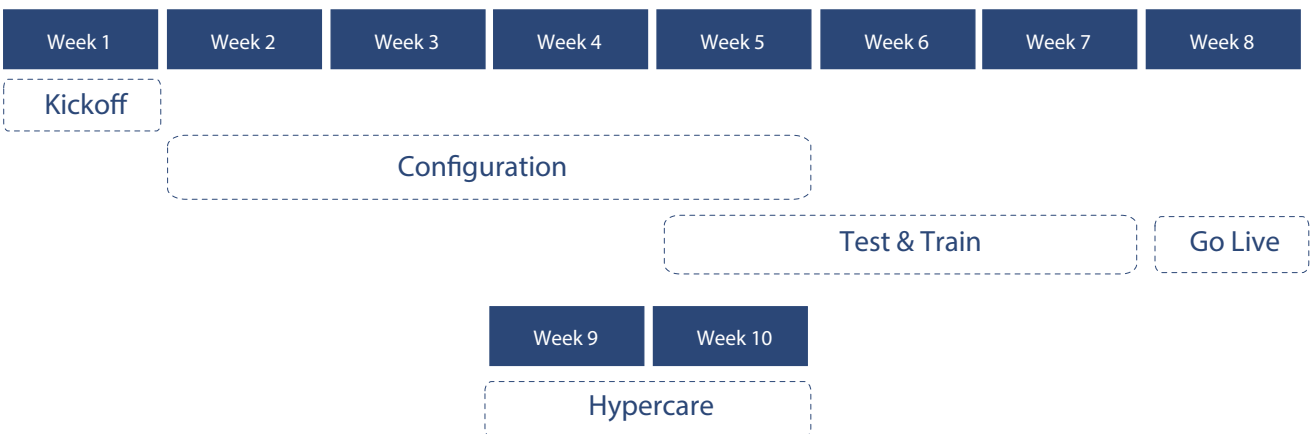
*Onsite visits are priced at \$1,000 per Freshworks resource, T&E not included



Engagement Model



Onboarding Timeline





Considerations for Successful Onboarding

- We recommend that you identify a point of contact to take ownership of configurations and champion the product internally as required.
- Freshworks will work collaboratively with your assigned points of contact / technical lead to ensure project scope remains consistent and issues are resolved on a timely basis.

Not sure if the Gold Plan will work for you? Please reach out to your Account Executive for more information and to review our other onboarding plans.