

Platinum Onboarding Plan



Platinum Plan | 14-week engagement

The Platinum Plan is recommended if you have complex configuration needs and are looking for advanced assistance with configuration and integrations.



Kickoff

Meeting between your team and Freshworks Onboarding team to define project objectives, scope, expectations and requirements.



Configuration

Your Freshworks Product Specialist will configure the product per your requirements. During three weekly meetings, we'll demonstrate the implemented functionality and adjust the configurations as needed.



Integration

Freshworks will provide guidance on setting up out-of-the-box Freshworks Marketplace integrations.



"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 two one-hour remote* admin training sessions and three one-hour remote* agent training sessions.</p>
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 <p>Go Live +Handover</p>	<p>Your Freshworks Product Specialist will provide support during a two-week hypercare period after your Go-Live. Upon successful rollout, we will introduce your team to your dedicated Customer Success Manager.</p>
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Add Ons

 <p>Migrations</p>	<p>Freshworks can provide migration priced at \$1,000 per 25,000 records</p>
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 <p>Custom Integration</p>	<p>Custom Integrations with systems not listed in the Freshworks Marketplace will be scoped and priced separately.</p>
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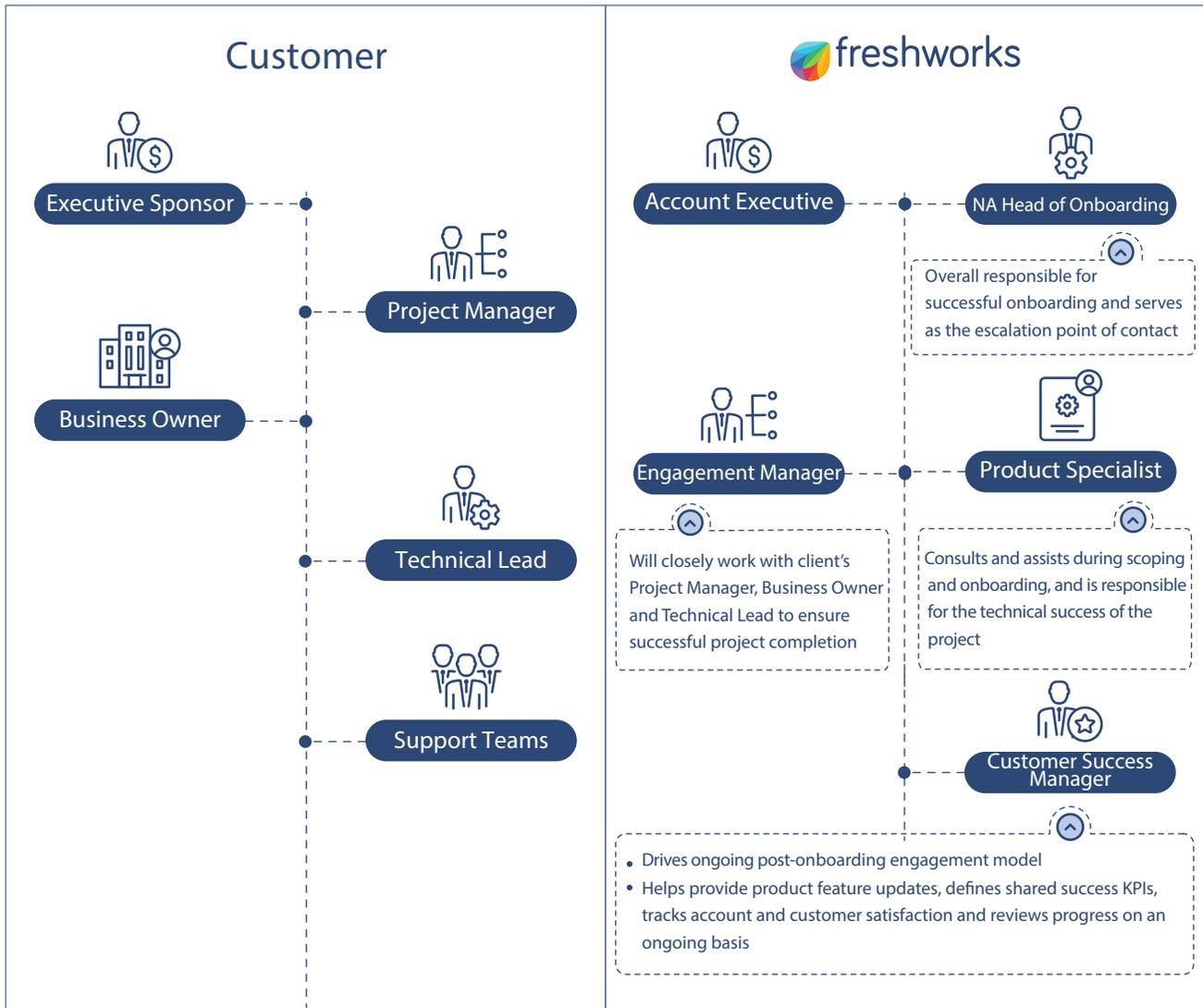
 <p>Additional Training</p>	<p>Freshworks can provide additional remote training at \$250 per 1 hour session</p>
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 <p>Additional Engagement</p>	<p>Any engagement extending beyond 14 weeks will be priced at \$3,000 per week</p>
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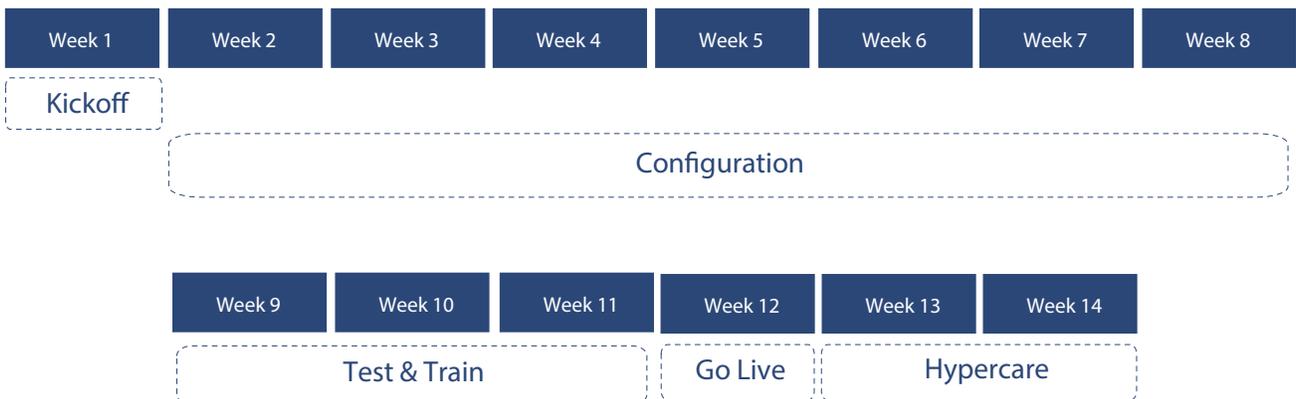
*Onsite visits are priced at \$1,000 per Freshworks resource, T&E not included



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.
- Freshworks will work collaboratively with your assigned points of contact / technical lead to ensure that the project scope remains consistent and issues are resolved on a timely basis.

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