

# Silver Onboarding Plan



## Silver Plan | 6 week engagement

The Silver Plan is recommended if you have basic configuration needs and dedicated internal resources who can configure the solution with guidance.



 Kickoff	Meeting between your team and Freshworks Onboarding team to define project objectives, scope, expectations and requirements.
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 Configuration	Your team will configure the solution and your Product Specialist will provide feedback and best practice recommendations during one-hour weekly meetings.
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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





### Training

Following a train-the-trainer model, the Freshworks Product Specialist will conduct a one-hour remote training session with your system administrator(s) and/or product champions.



### Go Live +Handover

Your Product Specialist will provide support during 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.

## Add Ons



### Migrations

Freshworks can provide data migration priced at \$250 per 2,500 records.



### Custom Integration

Integrations with systems not listed in the Freshworks Marketplace will be scoped and priced separately.



### Additional Training

Freshworks can provide additional remote training at \$250 per 1 hour session

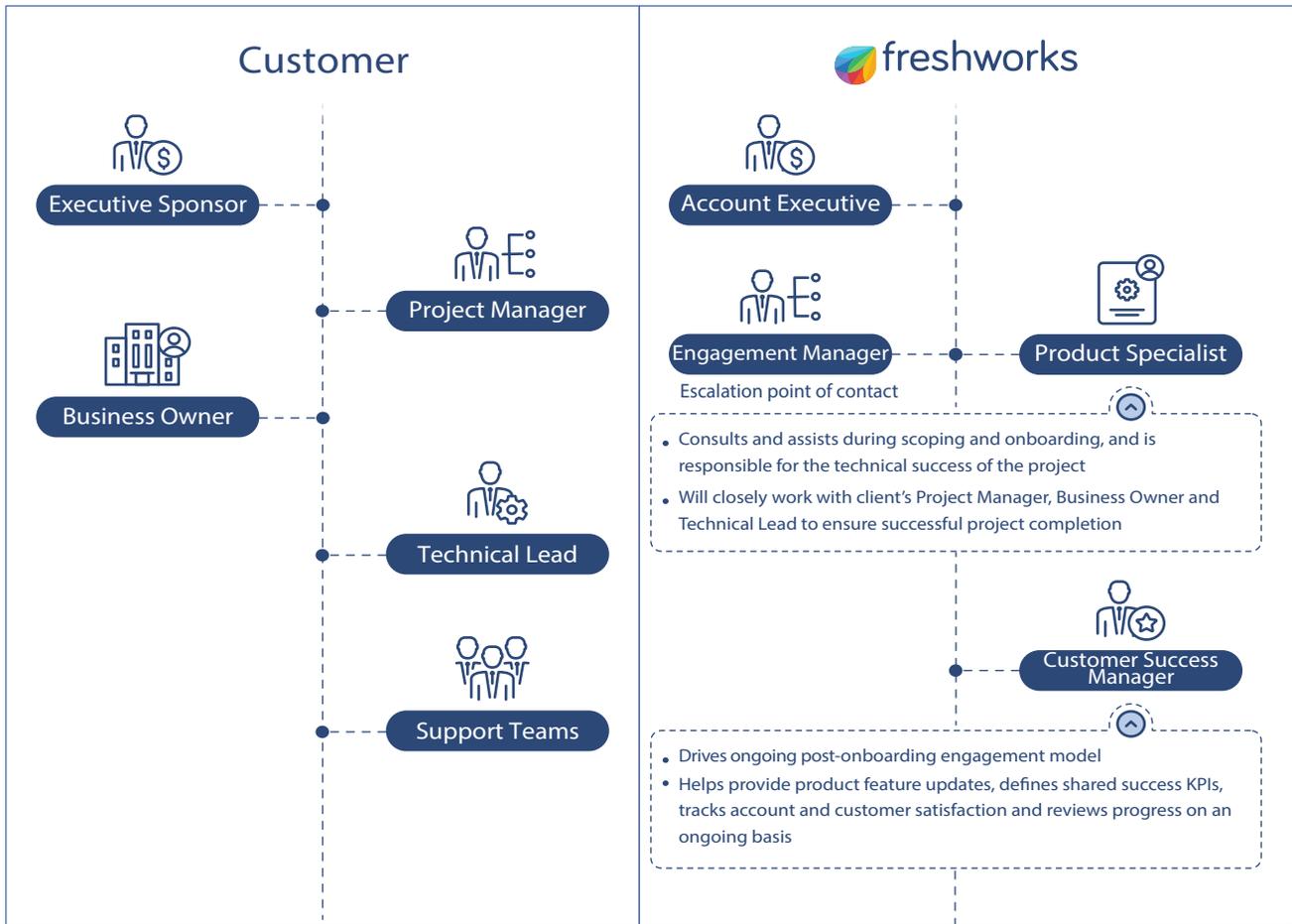


### Additional Engagement

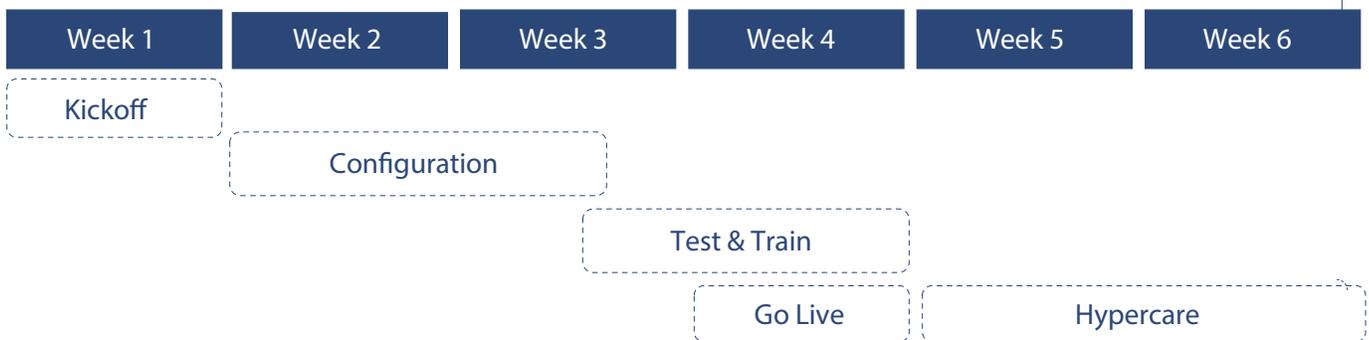
Any engagement extending beyond 6 weeks will be priced at \$1,000 per week



# 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 Silver Plan will work for you? Please reach out to your Account Executive for more information and to review our other onboarding plans.