

Bronze Onboarding Package



Bronze Onboarding Package | 3-week engagement

The Bronze Onboarding Package includes a review of the configurations completed by your team and feedback from a Freshworks Product Specialist.

Getting Started



Configuration Review



Go-live



Getting Started

You will be introduced to your assigned Product Specialist and provided with access to a product configuration checklist with steps to complete before your first configuration review meeting.



Configuration

Thirty-minute weekly meeting between your team and your assigned Freshworks Product Specialist who will review completed configurations and give feedback and best practice suggestions.



Integration

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



Training

Access to Freshworks Academy and other training guides.



Go Live + Handover

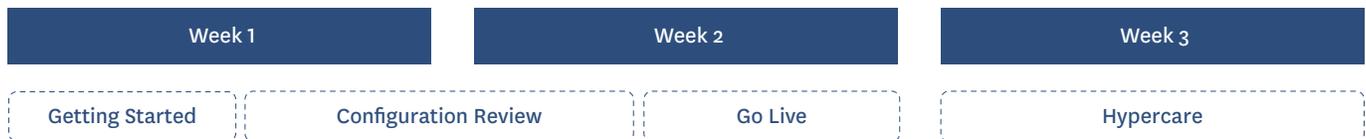
Upon successful rollout at the end of the second week, your Product Specialist will provide support during a one-week hypercare period. Our technical support team will be available 24/7 to prioritize and resolve your queries within established support SLAs.



Add Ons

 <p>Additional Training</p>	<p>Freshworks can provide additional remote training at an additional cost.</p>
 <p>Additional Engagement</p>	<p>Any engagement extending beyond 3 weeks will incur additional charges priced per week.</p>

Onboarding Timeline

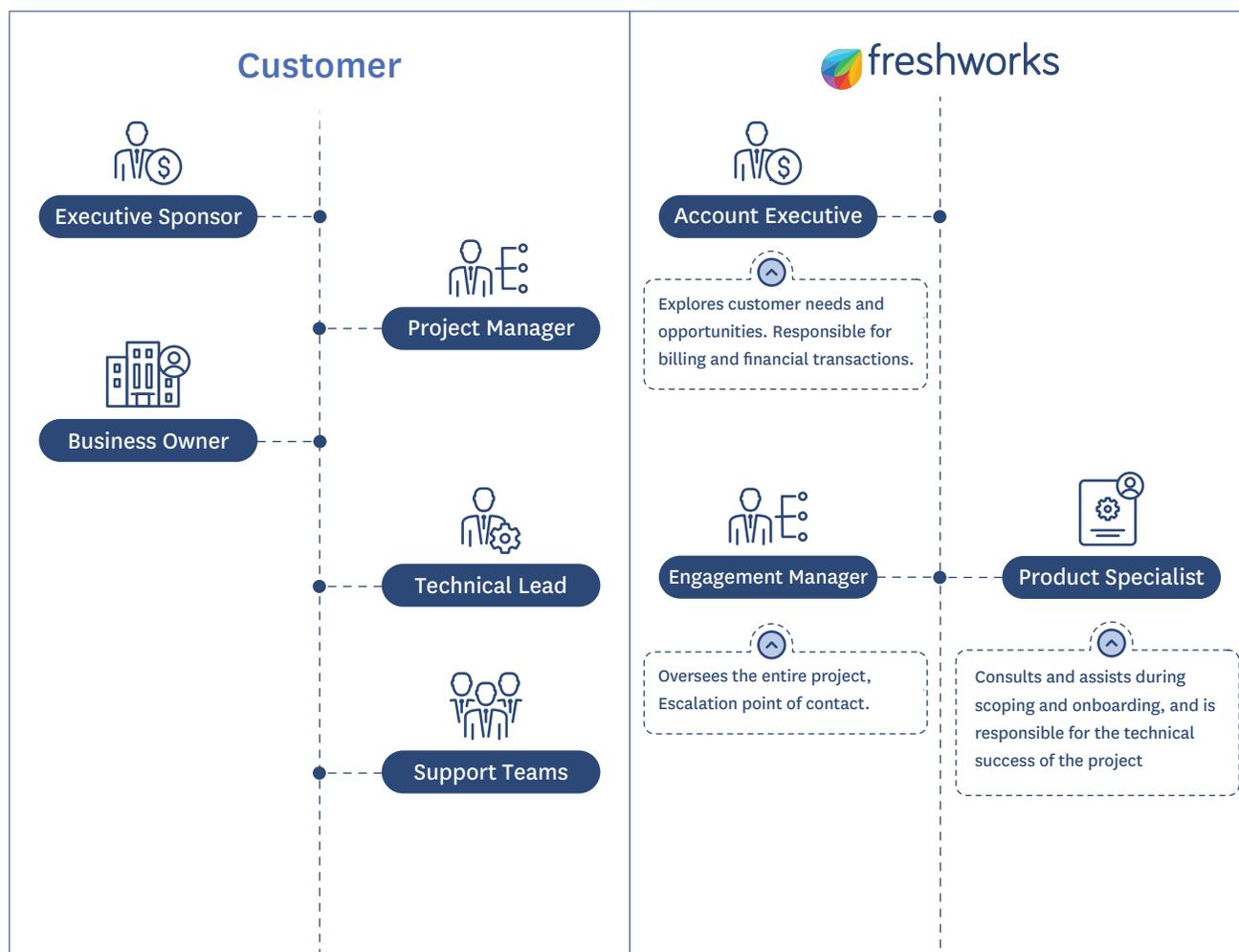


Some of our happy customers





Engagement Model



Considerations for Successful Onboarding

- The configuration checklist provided by Freshworks must be reviewed and configurations must be completed before review meetings with the Product Specialist.
- 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 Bronze Onboarding Package will work for you? Please reach out to your Account Executive for more information and to review our other onboarding packages.