Gold Onboarding Package

Gold Onboarding Package I 10-week engagement

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

Kickoff ▷ Joint Configuration ▷ Test and Train ▷ Go-live

Kick Off

Meeting between your team and the Freshworks Onboarding Team to align on engagement scope, timeline, resources, process and expectations.

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.

Integration

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

Training

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.

Go Live + Handover

Your Freshworks Product Specialist will provide a two-week hypercare period after your Go-Live. Our technical support team will be available 24/7 to prioritize and resolve your queries within established support SLAs.

Add Ons

Migrations

Freshworks can provide migration at an additional cost.

Custom Integration

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

Additional Training

Freshworks can provide additional remote training at an additional cost.

Additional Engagement

Any engagement extending beyond 10 weeks will incur additional charges priced per week.

*Onsite visits are priced additionally, T&E not included

Onboarding Timeline

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Kickoff	Configuration				Test & Train		Go Live	Hypercare	

Some of our happy customers

Klarna. PhonePe sling rightmove Harvey Norman

ELSEVIER A&E Hello Fresh Carrefour StubHub MultiChoice ENRICHING LIVES

Engagement Model

Customer

freshworks

Business Owner

Project Manager

Technical Lead

Support Teams

Executive Sponsor

Account Executive

Explores customer needs and opportunities. Responsible for billing and financial transactions.

Engagement Manager

Will closely work with client's Project Manager, Business Owner and Technical Lead to ensure successful project completion

Product Specialist

Consults and assists during scoping and onboarding, and is responsible for the technical success of the project

Regional Head of Onboarding

Overall responsible for successful onboarding and serves as the escalation point of contact.
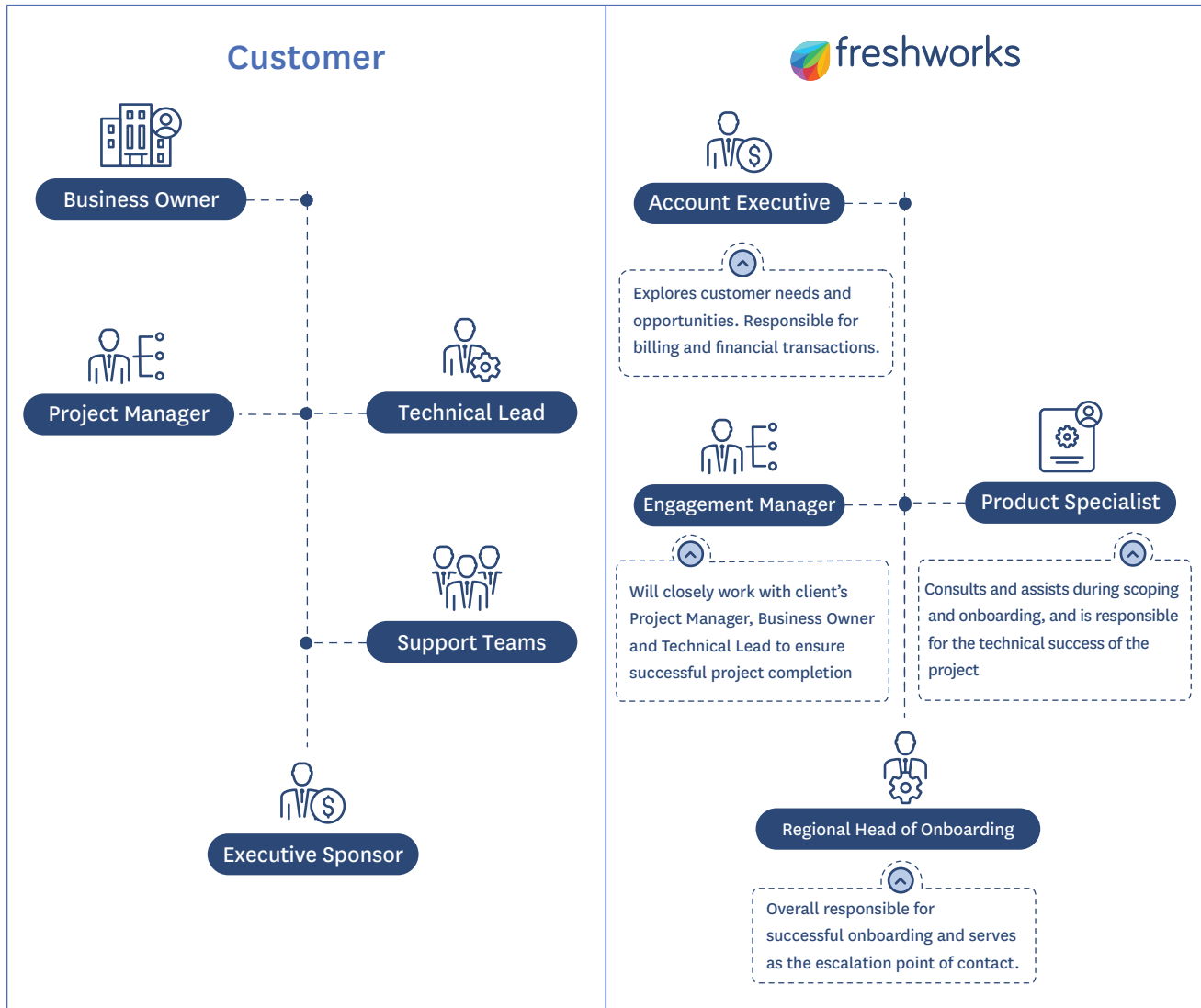
Considerations for Successful Onboarding

- 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 Onboarding Package will work for you? Please reach out to your Account Executive for more information and to review our other onboarding packages.