


Silver Onboarding Package





Silver Onboarding Package | 6 week engagement


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




 Getting Started	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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 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.
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 Go Live + Handover	Your Product Specialist will provide support during 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.
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Add Ons

 Migrations	<p>Freshworks can provide data migration priced at an additional cost.</p>
 Custom Integration	<p>Integrations with systems not listed in the Freshworks Marketplace will be scoped and priced separately.</p>
 Additional Training	<p>Freshworks can provide additional remote training at an additional cost.</p>
 Additional Engagement	<p>Any engagement extending beyond 6 weeks will incur additional charges priced per week.</p>

Onboarding Timeline

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Kickoff	Configuration		Test & Train	Go Live	Hypercare

Some of our happy customers

Klarna.



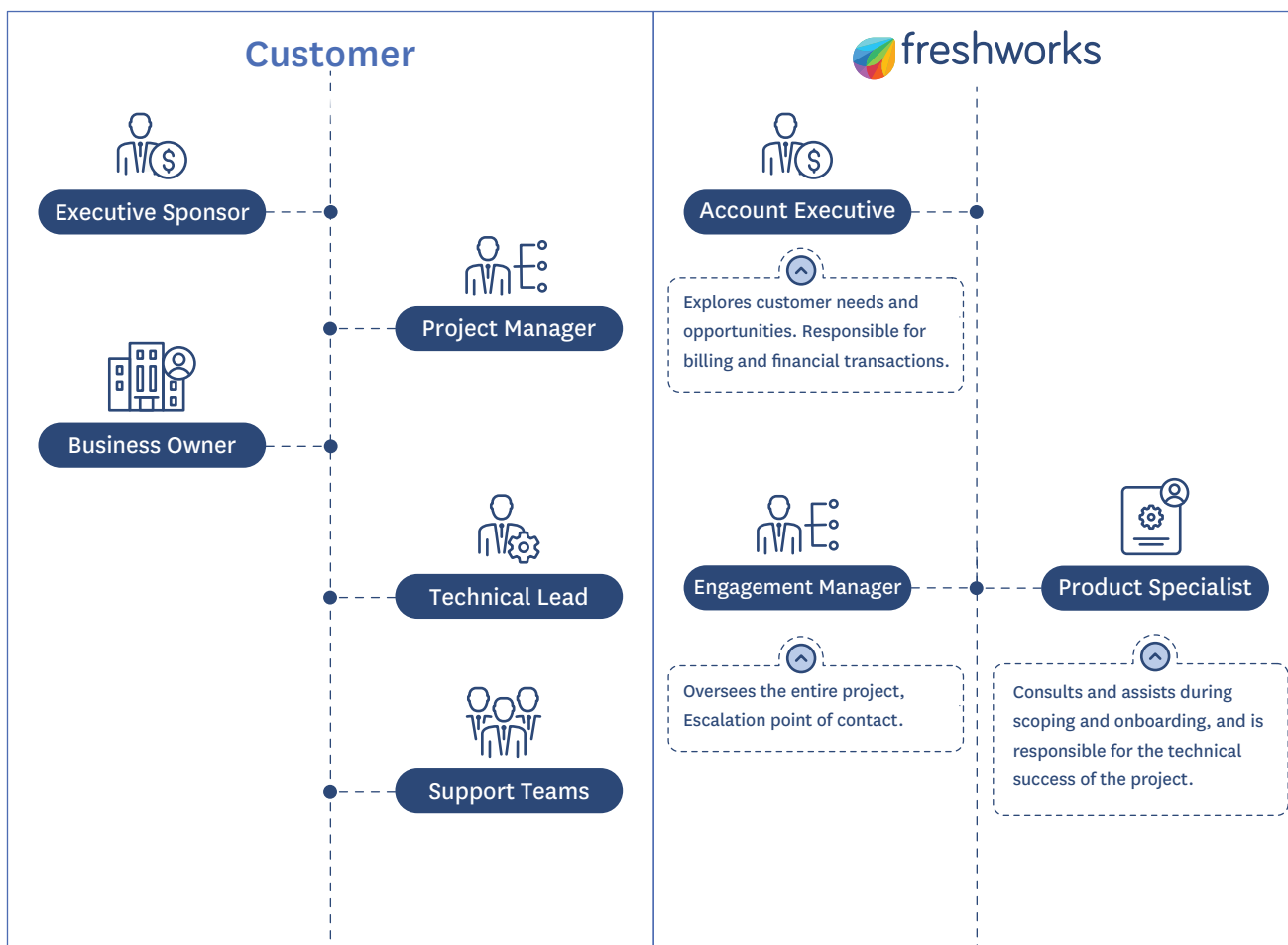
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Harvey Norman





Engagement Model



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