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**: 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.

*Remote sessions require internet connectivity and should be conducted in a quiet environment.
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

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### Some of our happy customers

- Klarna
- PhonePe
- sling
- Rightmove
- Harvey Norman
- ELSEVIER
- A&E
- HelloFresh
- Carrefour
- StubHub
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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 Gold Onboarding Package will work for you? Please reach out to your Account Executive for more information and to review our other onboarding packages.