

Platinum Onboarding Package



Platinum Onboarding Package | 16-week engagement





Platinum Onboarding Package is recommended if you have complex configuration needs and are looking for advanced assistance with configuration and integrations.



 Getting Started	Meeting between your team and Freshworks Onboarding team to define project objectives, scope, expectations and requirements.
 Configuration	Your Freshworks Product Specialist will configure the product per your requirements. During three weekly meetings, we'll demonstrate the implemented functionality and adjust the configurations as needed.
 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 two one-hour remote* admin training sessions and three one-hour remote* agent training sessions.
 Go Live + Handover	Your Freshworks 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.



Add Ons

 Migrations	Freshworks can provide migration priced at an additional cost.
 Custom Integration	Custom Integrations with systems not listed 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 16 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 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16
Kickoff	Configuration							Test & Train			Go Live	Hypercare		

Some of our happy customers

Klarna.



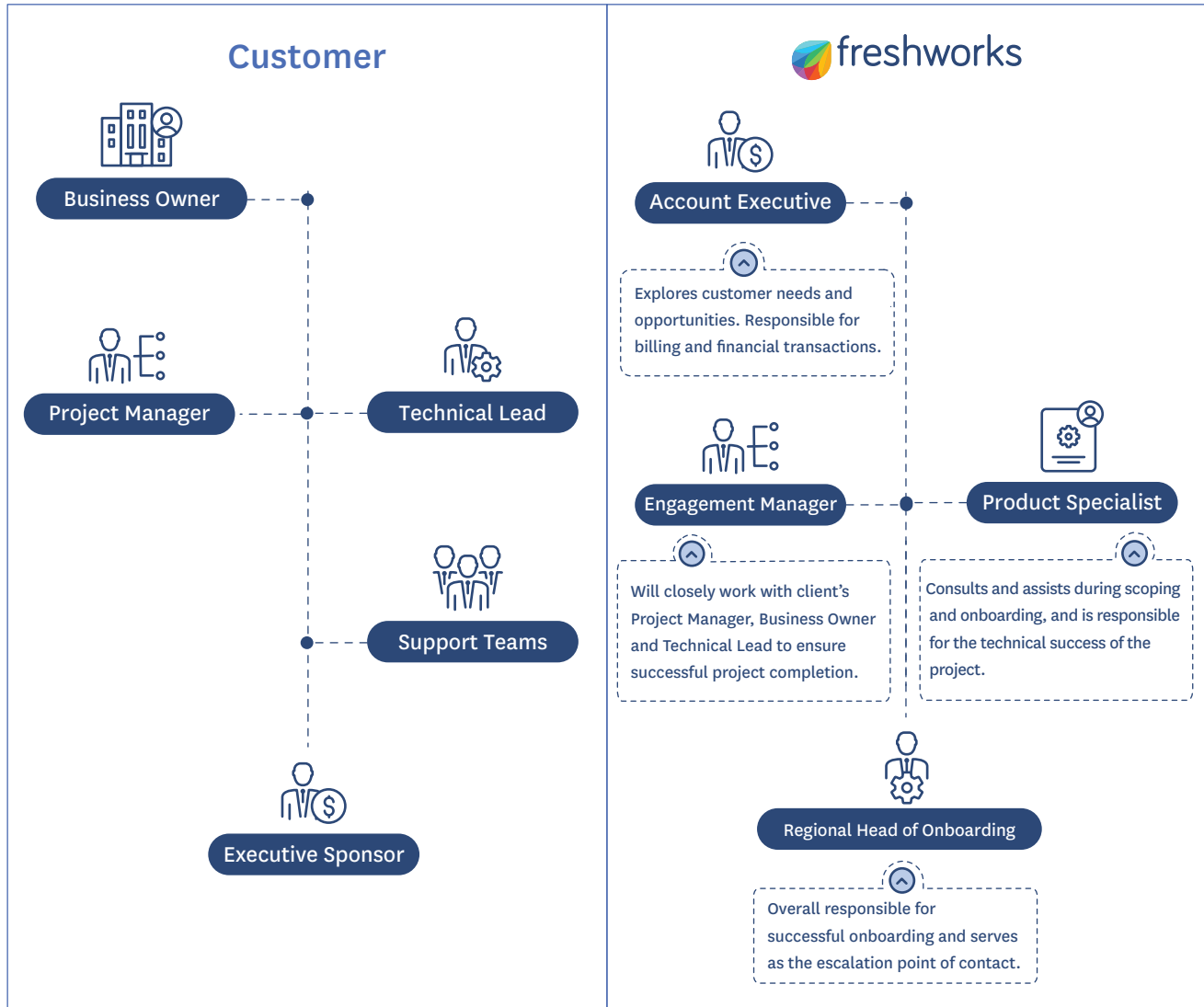
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Harvey Norman





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