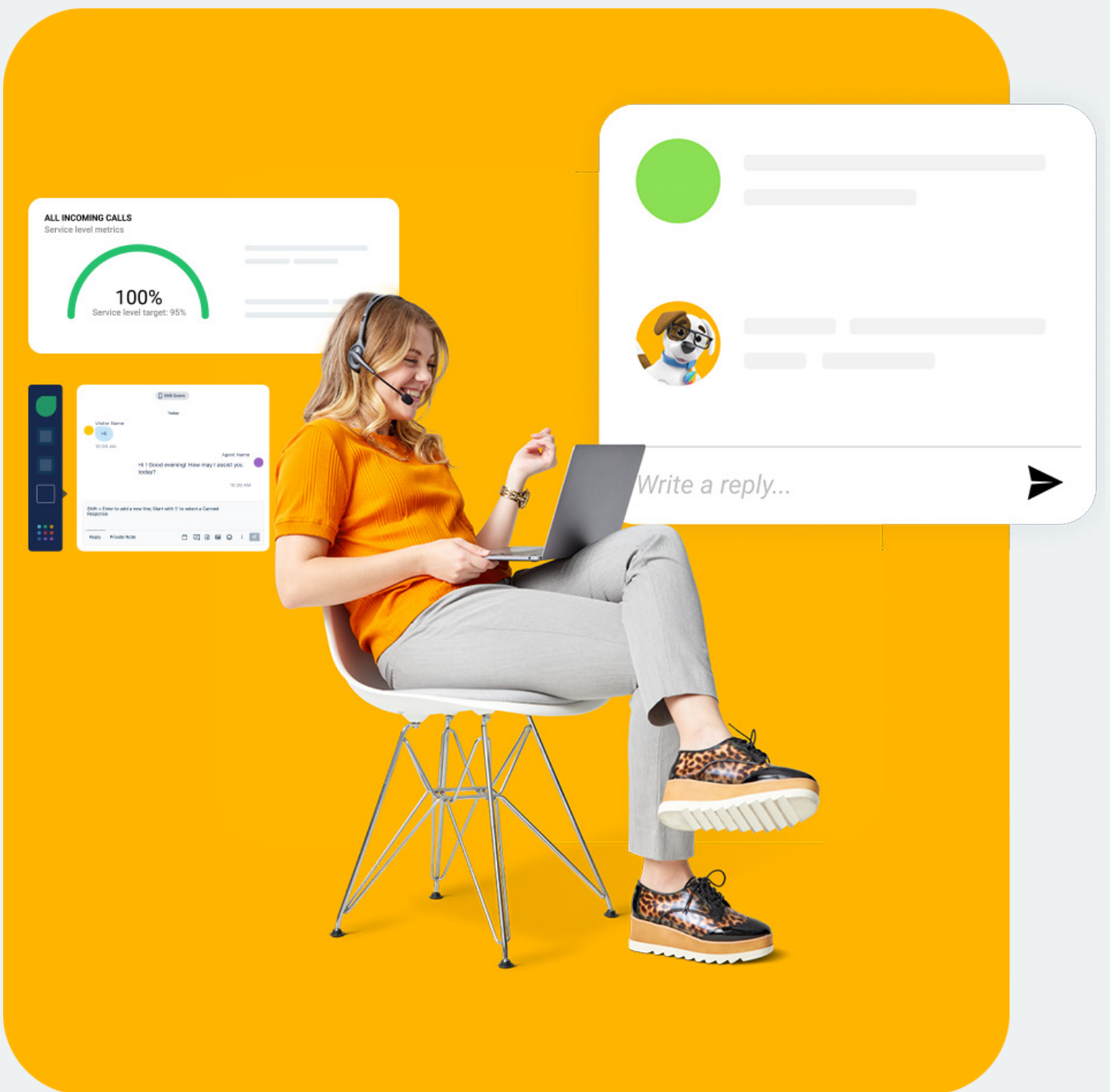




Advisory, Configuration & Training (ACT) Package



A seamless chatbot implementation to meet your business needs and provide your customers a great online experience.

Advisory Services

Dedicated Freshworks experts will gain a deep understanding of your business goals, complete technical feasibility analysis, and share solution designs.

Configuration Assistance

Our collaborative approach to configuration will enable your team to learn product best practices while working closely with our team.

Specialized Training

A deep admin training session that will equip your admin(s) to successfully maintain and update configuration moving forward.



What's included:

Kickoff	Meeting between your team and the Freshworks team to align on engagement scope, timeline, resources, process, and expectations.
Advisory Services	Requirements gathering to gain deep understanding of your goals. Solution designs for up to three simple business workflows. Additional consultation on bot flow design and API design, as needed.
Configuration	Best practices sharing, configuration of bots, testing, and guidance about how to best leverage the product. A collaborative approach to configuration enables the customer team to learn the product while working closely with our experts.
Training	Following a train-the-trainer model, your Freshworks Consultant will conduct a one-hour admin training session. The training will be recorded and shared for future reference.
Go-Live and Hypercare	Our team is here to make sure everything goes smoothly when you go live with the tool. Your Freshworks Consultant will provide support during a hypercare period after your Go-Live. Our technical support team will also be available 24/7 to help and resolve your queries within established support SLAs.
40 Professional Services Hours	Includes up to 3 meetings and 8 hours per week. The hours will expire 8 weeks after project kickoff and any additional hours needed will be charged based on scope.

You can count on us



Engagement Manager

Plans resources and manages expectations with key stakeholders.



Process Consultant / Conversational Designer

Consults and designs bot flows to create a seamless user experience.



Bot Developer

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



Over 150,000+ businesses trust Freshworks

Klarna.



rightmove 

Harvey Norman

To learn more about the ACT package,
consult with your sales team.

GET IN TOUCH

About Freshworks

Freshworks products are designed around the principles of simplicity and functionality. Empower your teams with solutions that are intuitive, and provide the right data to make informed support, sales, and marketing decisions. Our products do away with complex setup and manual tasks, and let you switch your focus back to growing your business the way you want.



freshworks.com