

# Admin coaching



Learn in an interactive, hands-on environment & realize the full potential of Freshworks products. Our seasoned expert will work with your Admin to design a custom training plan based on the areas you wish to focus on. Become a product expert in no time with our extensive training & expert guidance. Our team is here to help you scale as you grow and set you up for long-term success.

## What's included?

- **Training & configuration:**

In-depth product training covering core functionalities and use cases:

- Explanation of features and best practices
- Solutioning assistance
- Customer-owned configuration

- **In-Depth Consultation & Process Design:**

We provide detailed guidance for the use cases you are looking to implement and share best practices on how to optimally use the product features to meet your exact business outcomes

- **Interactive Q & A session:**

An interactive Q&A session to clear your conceptual & workflow-related doubts

## Package details

**Meeting cadence:** 75-minute meetings, once per week

**No.of Weeks:** Five

**Type of engagement :** Remote

**Products supported:** Freshdesk, Freshsales, Freshservice, Freshcaller and Freshchat

## Key benefits:

Improve product adoption

Interactive, hands-on private training sessions led by our product expert exclusively for your organization

Exchange of industry-specific best practices

Be empowered to configure & manage the product configuration seamlessly

Cut down the time you spend exploring how the features work on your own

Training tailored to your business & product goals

## Admin Coaching is best suited for

- 1 New Admins who have recently joined your team
- 2 Admins who need a refresher training to hone product knowledge and stay up-to-date on best practices
- 3 Teams wishing to expand the adoption of specific modules, adopt recently released product features, or improve the efficiency of their overall product usage

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For information related to pricing, please contact your Account Manager.