

Managed Services



A dedicated product expert's help can go a long way in efficiently managing your application while allowing you to focus on your core business objectives. With our robust Managed Services offering, we deliver custom solutions for your specific business needs to help you meet your success criteria, tackle challenges, and make improvement efforts proactively.

What's included?

Our Managed Services includes the activities outlined below to help you keep pace with the changes, maintain, and optimize your configuration to ensure continued success with your Freshworks application

- **Configuration:** Design, configuration & deployment of new features, out-of-the-box integrations, or new modules to support existing or new teams within the organization.
- **Ongoing Training:** Customized Agent and Admin training to support knowledge reinforcement and awareness of existing or newly deployed features.
- **Best Practices:** Identification of platform gaps and exchange of best practices for optimizing the existing configuration to improve customer experience, enhance agent productivity, and maintain operational effectiveness.
- **System administration:** Addition of new users, updation of platform configuration to ensure adoption and successful deployment of changes.

Key benefits of Managed Services:

Maximize product adoption

Long-term vision realization with the guidance of a Freshworks expert

Increase long-term employee satisfaction with improved efficiency & ease of use

Mitigate turnover risk

Ability to avail a range of Managed Services for Freshworks products based on your unique needs

Benefit from Freshworks' demonstrated expertise in serving customers from globally diverse industries & fulfilling strategic goals

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