



FRESHDESK PRICING GUIDE

Delight your customers with effortless customer service

*Engage in more meaningful conversations every day, across every channel,
with every customer*



Freshdesk Omni

All-in-One, easy-to-use, omnichannel customer service solution– with an AI Boost

		
GROWTH	PRO	ENTERPRISE
£25.00	£39.00 (1 - 100 Agents) £36.00 (101 - 250 Agents) £33.00 (251+ Agents)	£58.00 (1 - 100 Agents) £53.00 (101 - 250 Agents) £49.00 (251+ Agents)
<i>/agent/month, billed annually in advance priced through the bands</i>		
Omnichannel - o Web Widget - o Messaging Channels - o Email Self Service - o Customer Portal - o Knowledge Base - o Chatbots Conversational Engagement - o Unified Agent Inbox - o Conversation Switch - o Proactive Support Journeys and Campaigns Ticketing - o Agent Collision Detection - o Custom Agent Status Administrator Capabilities - o Collaboration – Threads and Tasks - o Customizable Contact Conversation and Ticket	Everything in Growth, and... Omnichannel - o Bring Your Own Channel (BYOC) - o Bring Your Own Telephony (BYOT) Self Service - o Multilingual Knowledgebase - o Article Versioning - o Full Portal Customisation - o Community Forums Conversational Engagement - o Multilingual Conversations Ticketing - o Ticket Templates - o Canned Forms - o Dynamic Ticket Fields (Sections) - o Advanced Custom Fields	Everything in Pro, and... Self Service - o Approval Workflow - o Flexible Knowledge Base Hierarchy Ticketing - o Agent Shifts - o Out of Office Scheduler Administrator Capabilities - o Audit Logs - o Skill-Based Assignment Dashboard and Analytics - o Custom Object Analytics Security and Privacy - o JWT Authentication - o Allowed Domains - o IP Whitelisting

Properties Contacts and Account Management - o Customer 360 – Contact Events Tracking and Lifecycle Dashboard and Analytics - o APIs – Report Extraction, Conversations, Tickets - o Reports – Curated and Custom - o Standard Real-Time Dashboard Security and Privacy - o Role-Based Access Control - o Single Sign-On	Administrator Capabilities - o Multilingual CSAT - o Business Hours – Global, Multiple, Group Specific - o Assignment – Intelliassign, Round Robin, Loaded Balance - o Multiple SLA Policies - o Parent-Child Ticketing - o Dynamic Email Notifications - o Multiple Products - o Custom Objects Contacts and Account Management - o User Targeting Dashboard and Analytics - o Agent Availability Dashboard - o Custom Real-Time Dashboards	
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****Please see purchase terms for further information***



Freshdesk combines best-in-class ticketing, self-service, and reporting

			
Free For Getting Started	GROWTH For fast growth	PRO For high-performance	ENTERPRISE For Enterprise-grade support
£0	£12.00	£28.00 (1 - 100 Agents) £26.00 (101 - 250 Agents) £24.00 (251+ Agents)	£42.00 (1 - 100 Agents) £39.00 (101 - 250 Agents) £36.00 (251+ Agents)
<i>Up to 10 Agents</i>	<i>/agent/month, billed annually in advance priced through the bands</i>		
•Integrated Ticketing Across Email and Social •Ticket Dispatch •Knowledge Base •Ticket Trend Report •Out-of-the-box Analytics and Reporting •Chose Your Data Center Location •Team Collaboration •24x7 Email Support	Everything in Free and: •Automation •Collision Detection •1,000+ Marketplace Apps •In-Depth Helpdesk Report •SLA Management and Business Hours •Custom Email Server •Custom Ticket View •Custom Ticket Fields and Status •Custom SSL •Easily track time spent by agents on tickets •24x5 Phone Support	Everything in Growth and: •Multiple Products •Includes up to 5,000 Collaborators •Round Robin Routing •Custom Roles •Custom Objects •Custom Reports and Dashboards •Segment Customers for Personalised Support •Customer Journeys •Canned Forms •Manage Versions in Knowledge Base •Community Forums •Extendable API Limits •CSAT Surveys and Reports •Multiple SLA Policies and Business Hours	Everything in Pro and: •Unlimited Products •Sandbox •Easily Manage Agent Shifts Across Time Zones •Audit Logs •Skill-based Routing •Knowledge Base Approval Workflow •Flexible Knowledge Base Hierarchy •IP Range Restriction

		•SLA Reminder and Escalation •Multilingual Knowledge Base •Custom Apps •Average Handling Times •Custom Metrics •Report Sharing	
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**Please see purchase terms for further information*



Bots and messaging for all businesses - Small, Medium, and Enterprise

			
Free For Getting Started	GROWTH For fast growth	PRO For high-performance	ENTERPRISE For Enterprise-grade support
£0	£15.00	£31.00 (1 - 100 Agents) £29.00 (101 - 250 Agents) £27.00 (251+ Agents)	£45.00 (1 - 100 Agents) £42.00 (101 - 250 Agents) £39.00 (251+ Agents)
<i>up to 10 agents</i>	<i>/agent/month, billed annually in advance priced through the bands</i>		
•No FREE Sessions •Inbox Views •Topics •Groups •Conversations Labels	Everything in Free and: •Assignment Rules •Priority Inbox •Canned Responses	Everything in Growth and: •Auto-resolve •Intelliassign •Business Hours (by	Everything in Pro and: •Allowed Domains •User Authentication (JWT) •Skill-Based Routing

•Bulk Actions •User Properties •Email •Mobile SDK •Wordpress •Shopify •Conversation Switch •Contact Enhancement •Threads •Conversation Properties •Freddy •Chatbots •Chatbot Analytics	•Private Notes •User Events & Timelines •User Segmentation •Business Hours (Global) •Offline Experience •Basic Dashboard •Conversation Overview Report •Facebook Messenger •Files •Marketplace •SMS •Whatsapp Business •Freshdesk Integration •Instagram DM •LINE •Google Business Messenger •Task Management •Telephony in Freshchat •Knowledge Base	- Groups) •Live Translate •Advanced Dashboard •Team Performance Report •Agent Availability Report •CSAT Survey and Report •Conversation APIs •Multilingual Knowledge Base •Knowledge Base Approval Workflow •Advanced Automations	
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****Please see purchase terms for further information***



Freshcaller

Elevate care with fast and easy conversations

			
Free For Getting Started	GROWTH For fast growth	PRO For high-performance	ENTERPRISE For Enterprise-grade support
£0	£12.00	£23.00 (1 - 100 Agents) £22.00 (101 - 250 Agents) £21.00 (251+ Agents)	£39.00 (1 - 100 Agents) £36.00 (101 - 250 Agents) £33.00 (251+ Agents)
<i>/agent/month + pay/min, billed annually</i>	<i>/agent/month, billed annually in advance priced through the bands</i>		
•No FREE Minutes •Buy Local Numbers •Buy Toll-free Numbers •Inbound Caller ID •Desktop Notifications •Call Notes •Custom Greetings •Call Metrics •Conversation Properties •Inbox	Everything in Free and: •Up to 2,000 incoming minutes/month FREE •Number Porting •Basic Call Queues •Wait Queues •Voicemail •Warm Transfer •Cold Transfer •Call Recording •Pre-Built Reports •Parallel Calling •Queue Transfer	Everything in Growth and: •Up to 3,000 incoming minutes/month FREE •Holiday Routing •Advanced Call Metrics •Call Barging •Call Center Agent Statuses •Call Recording Opt-Out •Agent Availability Report •Queue Callback (Virtual Hold) •Routing Automation •Call Lifecycle	Everything in Pro and: •Up to 5,000 incoming minutes/month FREE •Speech Enabled IVR (Phone Trees) Freddy •Abandoned Call Metrics •Service Level Monitoring

		•Call Monitoring •Pause Recordings •IVR (Phone Trees) •Custom Reports •Call Conferencing •Bring Your Own Carrier •SIP Connections •Agent Extensions •Smart Escalations	
Additional caller credits can be purchased as required (£0.83 per caller credit)			

***Please see purchase terms for further information**

Add-ons to support you with Freshdesk Offerings

Multi Product Onboarding Plans	Net Price
Silver	£11,250.00
Gold	£28,200.00
Platinum	£56,250.00

Single Product Onboarding Plans	Net Price
Silver	£5,600.00
Gold	£16,900.00
Platinum	£39,400.00

Additional add-ons to help you with Freshdesk Offerings	Net Price
Freshbots by Freddy AI Agent sessions (100 bot sessions)	£36.00

Freddy Co-Pilot Pro and Enterprise must be purchased in same quantity as agent licences		Net Price
1 – 100 Agents		£14.00
101 – 250 Agents		£12.75
250 + Agents		£11.50

*** Pricing is per agent/month.**

Day Passes	Desk Chat Caller
Growth	£1.50
Pro	£5.00
Enterprise	£8.00

***Pricing is per agent/day**

Introducing Premium Support	
<i>Premium support gives your mission-critical systems the priority attention it needs with our premium support plan. Premium support is implemented to support your customer and employee service platform with personalised support from the get-go with 24/7 dedicated assistance from our product experts.</i>	
List Price	£2000 Minimum**

****Premium Support is priced at a monthly cost of 20% of your monthly contract value or a £2,000 monthly price (whichever is higher)**

*Purchasing terms

Our purchasing terms relate to any customer that is looking to purchase Starter, Growth, Pro and Enterprise plans with Freshdesk.

What you need to know

<i>Pricing tiers</i>	<i>Customers are eligible to purchase into the pricing tier at the beginning of their contract term. Tier pricing will be determined based on their licensing posture (agent count for example) which grants them tiered concession eligibility for the term of their contract prior to signing a contract term. Tiered pricing is only applicable per instance and cannot be applied across multiple instances.</i>
<i>Mid-term purchases</i>	<i>Any additional agents purchased after the initial signing of the contract will be priced and prorated based through the tiers. If a customer exceeds their eligible tier within contract term they will be eligible to purchase eligible agents within the next tier offering.</i>
<i>End of term</i>	<i>At the end of term, the account will auto-renew as per current account setup. If there is a revised price discussion for renewal - this has to be mutually agreed over a new renewal contract or extension of the current contract through an order form.</i>

For example

If a customer wants to buy Freshdesk Omni Pro - 80 licenses in total, they may do so for £39.00/agent price per the Tier (1 - 100) mentioned above. However, if the Customer wants to purchase an additional of 40 agents, then the first 20 agents will be priced at £39.00/agent (Tier 1 - 100) and the remaining 20 agents at a lower price of £36.00/agent (Tier 101 - 250).

UK Freshworks Customer Onboarding Packages

for single product implementations (Freshdesk, Freshchat, Freshcaller)

			
Package Features	Silver	Gold	Platinum
Duration	6 weeks	10 weeks	16 weeks
Configuration Ownership	Customer	Joint	Freshworks (on FW products)
Out of the Box Integration	Customer	Joint	Freshworks (on FW products)
Instructor led Remote Training	1 Admin session	1 Admin + 2 Agent sessions	2 Admin + 3 Agent sessions
Engagement Manager	Not Assigned	Assigned	Assigned
Onboarding Specialist	Assigned	Assigned	Assigned
Number of Remote Meetings per week	1 (1 hour each)	2 (1 hour each)	3 (1 hour each)
Escalation POC	Engagement Manager	Regional Head of Onboarding	Regional Head of Onboarding
Price per product	£5,600	£16,900	£39,400
Add Ons			
Additional Weeks (per week)	£1,000	£2,000	£3,000
Additional Remote Training per one hour session	£250	£250	£250
Migration	Up to 30K records = £1,000	Up to 250K records = £6,400	Up to 1m records = £9,200
Custom Integration	Small integration £3K	Medium integrations £8K	Large integration £16K

UK Freshworks Customer Onboarding Packages

for Freshdesk implementation

			
Package Features	Silver	Gold	Platinum
Duration	8 weeks	12 weeks	18 weeks
Configuration Ownership	Customer	Joint	Freshworks (on FW products)
Out of the Box Integration	Customer	Joint	Freshworks (on FW products)
Instructor-led Remote Training	3 Admin session	3 Admin + 2 Agent sessions	3 Admin + 4 Agent sessions
Engagement Manager	Not Assigned	Assigned	Assigned
Onboarding Specialist	Assigned	Assigned	Assigned
# of Remote Meetings per week	2 (1 hour each)	3 (1 hour each)	4 (1 hour each)
Escalation POC	Engagement Manager	Regional Head of Onboarding	Regional Head of Onboarding
Price per product	£11,250	£28,200	£56,250
Add Ons			
Additional Weeks (per week)	£1,500	£2,500	£3,500
Additional Remote Training per one-hour session	£250	£250	£250
Migration	Up to 30K records = £1,000	Up to 250K records = £6,400	Up to 1m records = £9,200
Custom Integration	Small integration £3,000	Medium integration £8,000	Large integration £16,000

**Additional services will be charged at a standard day rate of £250/hour, based on actual scope and technical requirements.*

Trusted by 74k+ businesses worldwide, big and small

Freshworks is a leading provider of modern SaaS solutions that solve multiple, complex business problems for companies of all sizes. Businesses from more than 120 countries around the world use our products to delight their customers and employees – every day.



Contact us	
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