



Embrace Confidence. Choose the Support Right for your business.



At Freshworks, we understand the critical role technology plays in your success. That's why we offer a range of support options tailored to your unique needs. When your complex tech environments demand peak performance and zero downtime, you need a support partner who speaks your language. Advantage and Premium Support plans provide all of that and so much more as we bring in expertise, resilience, and proactive insights to propel your tech stack and empower your business to soar.

With our support plans, build a strategic partnership with Freshworks that empowers your team and maximizes the ROI of your technology investments.

With our support plans, you gain access to:



Expertise

Tap into the knowledge and experience of seasoned tech professionals who understand your challenges and provide proactive solutions.



Priority Access

Enjoy faster response times with our specialised queue management and contextual issue resolution, minimizing disruptions and boosting productivity



Peace of Mind

Gain confidence knowing your systems are constantly monitored, allowing you to focus on what matters most - growing your business.

Let's Compare

We offer three support plans to cater to your specific needs

		Standard	Advantage	Premium
Resolution	Support Availability	24X5*	24x7	24x7
	Email, Phone and Chat Support	✓	✓	✓
	Community Support	✓	✓	✓
	Access to Escalation Matrix	-	✓	✓
	Enhanced First Response SLAs	Critical	2 Hours	1 Hour
High		4 Hours	2 Hours	1 Hour
Medium		6 Hours	4 Hours	2 Hours
Low		8 Hours	6 Hours	4 Hours
Value Delivery	Technical Account Manager	-	Advantage Support Team	Named
Expertise	Feature Usage Consultation	-	Quarterly	As needed
	Configuration Assistance	-	-	✓
Technical Health	Support for Key Events	-	-	✓
	Monthly Health Check	-	-	✓
	Quarterly Technical Review	-	-	✓

*24x7 for critical issues

"Premium Support has been a game-changer for our business. My technical account manager is like an extension of our team, proactively anticipating our needs and resolving issues at lightning speed."



"Premium Support gives us the peace of mind to scale our operations confidently. Knowing we have 24/7 access to expert support empowers us to take on new challenges."



Ready to experience the difference of personalized support? Contact your Sales Representative or Customer Success Manager to find the ideal plan for your success.

