

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

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