

AI Jumpstart

40 hours free Freshchat implementations.



At Freshworks, we're investing in your success. To ensure you get the most out of Freddy AI, we're offering 40 hours of exclusive, custom services at no cost. This includes designing bot journeys, developing and building the bots, and training.

Our team will work closely with you to integrate Freddy AI into your daily operations, ensuring a smooth transition and helping you make an immediate impact. With AI Jumpstart, you'll see a transformation in how you engage with customers and manage workflows – leading to enhanced productivity and innovation tailored to your business needs.

Package Overview:

Timeline:

Up to 5 weeks, including set-up and training

Configuration Ownership:

Handled entirely by Freshworks

Project Management:

Freshworks Engagement Manager will build a robust project plan and will oversee the execution of the project with all necessary risks, tasks, dependencies and deliverables highlighted. They will work closely with your team to ensure smooth execution of the project.

Meeting Cadence:

Up to 3 weekly cadence meetings of 40 minutes each. Two meetings in the 'Value-care' period to ensure everything is working as expected.

Trainings:

Our expert Onboarding Specialist will train your team on the Bot and Agent Chat product to empower them to be able to use the product more effectively.

- 1 60 minute training on the bot to enable minor changes to the content and bot flows as needed.
- 2 60 minute Agent training session to empower your agents to effectively deliver business value via chats.

Value-care:

After your successful go-Live, our team will provide you with two weeks of Value-care support to ensure that the value metrics from Freddy AI are being delivered.

Freshworks Team:

Onboarding Specialist:

Taking charge of all the design and configuration work, the Onboarding Specialist gains a deep understanding of your business, crafts conversational journeys, and optimizes the setup to meet your specific requirements per industry best practices.

Engagement Manager:

In close alignment with your project team and executive stakeholders, the Engagement Manager promotes streamlined coordination, fosters effective communication, and sees to the timely achievement of project milestones.

Scope inclusions:

Option 1:

200 FAQs Ideal for customers who have FAQ content ready but do not have ready APIs to develop automated flows

Option 2:

3 automated use cases with 4 API integrations Ideal for customers who have APIs available to integrate with Freddy AI

Option 3:

- 2 automated use cases with 3 API integrations
- 100 FAQs Ideal for customers who have FAQ content ready and APIs available to integrate with Freddy AI

Other inclusions:

#	Feature	Description
1	CSAT	Trigger CSAT to the user on the chatbot on their bot as well as agent experience.
2	Agent handover	Seamless escalation to human agents for queries and cases that cannot be solved on the bot.
3	PI data collection	Do not miss a potential lead by collecting their PI data while interacting with the agents.
4	Business hour check	Customizable working hour logic check on the bot to ensure agents are available to answer customer query.
5	Platform	The bot will be deployed on only one platform from the following. <ul style="list-style-type: none">• Web• WhatsApp• Facebook
6	Language	The bot will be deployed in English only.

#	Reports	
1	Chatbot overview report	Provides a comprehensive analysis of your bot's performance and insights into customer satisfaction scores for bot conversations.
2	Chat conversation overview report	Provides a high-level understanding of conversation volume, trends, and status across bots and agents.
3	Natural language performance report	Provides essential metrics to evaluate the efficacy of natural language in bots.
4	Chatbot system performance report	Understand how bots perform concerning integrations through response time and success/failure rates. (Not applicable for Silver)
5	Support overview report	Provides an overview of bot and agent performance in handling support queries.
6	Team performance report	Analyze your agent and group performances and make data-driven decisions to enhance overall team productivity.

Key Benefits:

1

Immediate impact:

AI Jumpstart delivers automation solutions in 5 weeks with immediate and direct impact to your business. With shorter time to value, you can maximize benefits from Freddy AI almost instantly. In the long term, this paves the way for continuous innovation and adaptability in an ever-evolving business landscape, keeping you ahead of the curve.

2

Expert solution and guidance at no extra cost:

Enjoy 40 complimentary hours of solutioning and guidance—a substantial investment from Freshworks, demonstrating our commitment to your success. Our team of specialists will assist you in maximizing the potential of Freddy AI in your unique business environment.

3

Data-driven decision making:

The easy-to-use curated reports will help you make data driven, informed decisions to tweak business processes as the customer behavior changes, with just a few clicks on our bot builder.

For more information and to learn about our other offerings, please reach out to your account executive or contact us at

freshworks.com/professional-services

