



Premium Support

Personalized support for your success

Give your mission-critical systems the priority attention it needs with our premium support plan.

Back your customer and employee service platform with personalized support from the get-go with 24/7 dedicated assistance from our product experts.

Invest in this premium partnership with Freshworks that'll help you attain technical excellence.



Our Premium Support Plan includes



Technical Account Manager (TAM)

Access to designated senior technical experts who are familiar with your setup and history. They will be responsible for faster resolution, proactive risk identification, and assessment. Your designated TAM will conduct monthly reviews of open cases and identify recurring issues to ensure your solution's reliability and technical excellence.



Quicker turnaround times

With rapid responses within 30 minutes for P1 issues and 1 hour for P2 issues, we will get you back up and running in no time. P1 issues raised with the TAM will get a thorough root cause investigation to safeguard against future incidents.



24/7 Phone and Email Support

Access to senior technical specialists who will provide vital support 24/7 through phone and email. They will work closely with the TAM to assist on critical issues even outside your business hours.



Quarterly Technical Reviews

The TAMs will assist with a deep dive into your technical environment, and configuration, and performance optimization. They will report on feature usage and share recommendations to use features that'll help with your goal.

Premium support factsheet

| Premium services | Free Support | Premium Support |
|---|---------------------|------------------------|
| Quarterly Technical Review | No | Yes |
| Monthly health checks | No | Yes |
| 360 degree product support | No | Yes |
| Escalation matrix | No | Yes |
| Support commitment | Free Support | Premium Support |
| Email support availability | 24/5 (M-F)* | 24/7 |
| Phone and chat support availability | 24/5 (M-F) | 24/7 |
| Designated Technical Account Manager (TAM) | No | Yes (Regional hours) |
| Channels (Email, Phone, and Chat) | Yes | Yes |
| Access to resources (Community, Academy, Videos, Blogs) | Yes | Yes |
| First response SLA | Free Support | Premium Support |
| Severity 1 - Critical | 2 Hours | 30 minutes |
| Severity 2 - High | 4 Hours | 1 Hour |
| Severity 3 - Medium | 6 Hours | 2 Hours |
| Severity 4 - Low | 8 Hours | 4 Hours |

*Severity-1 issues will be provided 24/7 Support

To learn more or get started with Premium Support, please consult with your Sales representative or Customer Success Manager