

Pricing is subject to change in the ordinary course of Freshwork Inc. business. All pricing is current as of January 24, 2024. The use of the Freshworks products and services is subject to the terms of service located at <https://www.freshworks.com/terms/>.

Subscription Plans

SKU Id	Product	Plan	Frequency	Prices (per month)				
				USD	EUR	GBP	INR	AUD
crm_cxsuite_growth_USD_Yearly	Freshdesk Omni	Growth	Billed Annually	29	29	25	2299	45
crm_cxsuite_growth_USD_Monthly	Freshdesk Omni	Growth	Billed Monthly	35	35	30	2799	55
crm_cxsuite_pro_USD_Yearly	Freshdesk Omni	Pro	Billed Annually	69	69	55	5499	105
crm_cxsuite_pro_USD_Monthly	Freshdesk Omni	Pro	Billed Monthly	83	83	66	6599	126
crm_cxsuite_enterprise_USD_Yearly	Freshdesk Omni	Enterprise	Billed Annually	109	109	89	8899	165
crm_cxsuite_enterprise_USD_Monthly	Freshdesk Omni	Enterprise	Billed Monthly	131	131	107	10679	198
growth_21_annual	Freshdesk	Growth	Billed Annually	15	15	12	999	25
growth_21_monthly	Freshdesk	Growth	Billed Monthly	18	18	15	1199	30
pro_21_annual	Freshdesk	Pro	Billed Annually	49	49	35	3599	69
pro_21_monthly	Freshdesk	Pro	Billed Monthly	59	59	42	4299	83
enterprise_21_annual	Freshdesk	Enterprise	Billed Annually	79	79	60	5699	109
enterprise_21_monthly	Freshdesk	Enterprise	Billed Monthly	95	95	72	6899	131
crm_messaging_growth_USD_Yearly	Freshchat	Growth	Billed Annually	19	19	15	1499	29
crm_messaging_growth_USD_Monthly	Freshchat	Growth	Billed Monthly	23	23	18	1799	35
crm_messaging_pro_USD_Yearly	Freshchat	Pro	Billed Annually	49	49	39	3999	75
crm_messaging_pro_USD_Monthly	Freshchat	Pro	Billed Monthly	59	59	47	4799	89
crm_messaging_enterprise_USD_Yearly	Freshchat	Enterprise	Billed Annually	79	79	65	6399	119
crm_messaging_enterprise_USD_Monthly	Freshchat	Enterprise	Billed Monthly	95	95	79	7699	145
crm_contact_center_growth_USD_Yearly	Freshcaller	Growth	Billed Annually	15	15	12	999	25
crm_contact_center_growth_USD_Monthly	Freshcaller	Growth	Billed Monthly	18	18	15	1199	30
crm_contact_center_pro_USD_Yearly	Freshcaller	Pro	Billed Annually	39	39	29	2799	55
crm_contact_center_pro_USD_Monthly	Freshcaller	Pro	Billed Monthly	47	47	35	3399	66
crm_contact_center_enterprise_USD_Yearly	Freshcaller	Enterprise	Billed Annually	69	69	55	4999	99
crm_contact_center_enterprise_USD_Monthly	Freshcaller	Enterprise	Billed Monthly	83	83	66	5999	119
starter_annual	Freshservice	Starter	Billed Annually	19	15	15	1399	25
starter_monthly	Freshservice	Starter	Billed Monthly	29	25	25	2099	40
growth_annual	Freshservice	Growth	Billed Annually	49	40	40	3599	70
growth_monthly	Freshservice	Growth	Billed Monthly	59	50	45	4299	85
pro_annual	Freshservice	Pro	Billed Annually	99	84	79	7299	141
pro_monthly	Freshservice	Pro	Billed Monthly	119	102	95	8799	169
enterprise_annual	Freshservice	Enterprise	Billed Annually	Contact Us	Contact Us	Contact Us	Contact Us	Contact Us
enterprise_monthly	Freshservice	Enterprise	Billed Monthly	Contact Us	Contact Us	Contact Us	Contact Us	Contact Us
sales360_clc_growth_USD_Yearly	Freshsales Suite	Growth	Billed Annually	9	9	7	749	15
sales360_clc_growth_USD_Monthly	Freshsales Suite	Growth	Billed Monthly	11	11	9	899	18
sales360_clc_pro_USD_Yearly	Freshsales Suite	Pro	Billed Annually	39	39	29	3239	59
sales360_clc_pro_USD_Monthly	Freshsales Suite	Pro	Billed Monthly	47	47	35	3889	70
sales360_clc_enterprise_USD_Yearly	Freshsales Suite	Enterprise	Billed Annually	59	59	49	4899	89
sales360_clc_enterprise_USD_Monthly	Freshsales Suite	Enterprise	Billed Monthly	71	71	59	5879	106
sales360_sales_growth_USD_Yearly	Freshsales	Growth	Billed Annually	9	9	7	749	15

sales360_sales_growth_USD_Monthly	Freshsales	Growth	Billed Monthly	11	11	9	899	18
sales360_sales_pro_USD_Yearly	Freshsales	Pro	Billed Annually	39	39	29	3239	59
sales360_sales_pro_USD_Monthly	Freshsales	Pro	Billed Monthly	47	47	35	3889	70
sales360_sales_enterprise_USD_Yearly	Freshsales	Enterprise	Billed Annually	59	59	49	4899	89
sales360_sales_enterprise_USD_Monthly	Freshsales	Enterprise	Billed Monthly	71	71	59	5879	106
sales360_marketing_enterprise_USD_Yearly	Freshmarketer	Enterprise	Billed Annually (flat fee)	15	15	12	1249	23
sales360_marketing_enterprise_USD_Monthly	Freshmarketer	Enterprise	Billed Annually (flat fee)	18	18	14	1499	27

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Freshdesk Omni Addons									
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD	
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100	100	80	7,999	150	
freddy_copilot_cxsuite_usd_yearly	Freddy AI Copilot	Per agent basis	Annually billed (/month)	29	29	23	2,399	45	
freddy_copilot_cxsuite_usd_monthly	Freddy AI Copilot	Per agent basis	Monthly billed (/month)	35	35	28	2,879	54	
caller_agent_growth_USD_Yearly	Freshcaller Agent Addon	Growth plan (Per agent basis)	Annually billed (/month)	15	15	12	999	25	
caller_agent_growth_USD_Monthly	Freshcaller Agent Addon	Growth plan (Per agent basis)	Monthly billed (/month)	18	18	15	1,199	30	
caller_agent_pro_USD_Yearly	Freshcaller Agent Addon	Pro plan (Per agent basis)	Annually billed (/month)	39	39	29	2,799	55	
caller_agent_pro_USD_Monthly	Freshcaller Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	47	47	35	3,399	66	
caller_agent_enterprise_USD_Yearly	Freshcaller Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	69	69	55	4,999	99	
caller_agent_enterprise_USD_Monthly	Freshcaller Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	83	83	66	5,999	119	
cxsuite_daypass_growth_usd	Day Pass	Growth plan (Per agent basis)	Non-recurring	5	5	4	399	7	
cxsuite_daypass_pro_usd	Day Pass	Pro Plan (Per agent basis)	Non-recurring	10	10	8	799	14	
cxsuite_daypass_enterprise_usd	Day Pass	Enterprise plan (Per agent basis)	Non-recurring	15	15	12	1,199	21	
sales_agent_growth_USD_Yearly	Freshsales Agent Addon	Growth plan (Per agent basis)	Annually billed (/month)	9	9	7	749	15	
sales_agent_growth_USD_Monthly	Freshsales Agent Addon	Growth plan (Per agent basis)	Monthly billed (/month)	11	11	9	899	18	
sales_agent_pro_USD_Yearly	Freshsales Agent Addon	Pro plan (Per agent basis)	Annually billed (/month)	39	39	29	3,239	59	
sales_agent_pro_USD_Monthly	Freshsales Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	47	47	35	3,889	70	
sales_agent_enterprise_USD_Yearly	Freshsales Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	59	59	49	4,899	89	
sales_agent_enterprise_USD_Monthly	Freshsales Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	71	71	59	5,879	106	
NA	Campaign Contacts	Tiered based pricing (1 unit = 5,000 Contacts)	NA	NA	NA	NA	NA	NA	NA
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	1 - 5 contacts tier	Monthly billed (/month)	100	100	75	7,500	150	
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	6 - 20 contacts tier	Monthly billed (/month)	75	75	60	5,500	100	
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50	50	40	3,500	75	
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49	
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49	
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49	
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49	

Freshdesk Addons									
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD	
bot_session_packs_revised_price_annual_21	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100	100	80	7999	150	
freddy_copilot_license_annual	Freddy AI Copilot	Per agent basis	Annually billed (/month)	29	29	23	2399	45	
freddy_copilot_license	Freddy AI Copilot	Per agent basis	Monthly billed (/month)	35	35	28	2879	54	
growth_21	Day Pass	Growth plan (Per agent basis)	Non-recurring	2	2	1.5	149	3	
pro_21	Day Pass	Pro Plan (Per agent basis)	Non-recurring	7	7	5	499	10	
enterprise_21	Day Pass	Enterprise plan (Per agent basis)	Non-recurring	12	12	8	899	16	

Freshchat Addons									
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD	
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100	100	80	7999	150	
freddy_copilot_freshchat_usd_yearly	Freddy AI Copilot	Per agent basis	Annually billed (/month)	29	29	23	2399	45	
freddy_copilot_freshchat_usd_monthly	Freddy AI Copilot	Per agent basis	Monthly billed (/month)	35	35	28	2879	54	
caller_agent_growth_USD_Yearly	Freshcaller Agent Addon	Growth plan (Per agent basis)	Annually billed (/month)	15	15	12	999	25	
caller_agent_growth_USD_Monthly	Freshcaller Agent Addon	Growth plan (Per agent basis)	Monthly billed (/month)	18	18	15	1199	30	
caller_agent_pro_USD_Yearly	Freshcaller Agent Addon	Pro plan (Per agent basis)	Annually billed (/month)	39	39	29	2799	55	
caller_agent_pro_USD_Monthly	Freshcaller Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	47	47	35	3399	66	
caller_agent_enterprise_USD_Yearly	Freshcaller Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	69	69	55	4999	99	
caller_agent_enterprise_USD_Monthly	Freshcaller Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	83	83	66	5999	119	

freshchat_daypass_growth_usd	Day Pass	Growth plan (Per agent basis)	Non-recurring	2	2	1.5	159	3
freshchat_daypass_pro_usd	Day Pass	Pro Plan (Per agent basis)	Non-recurring	7	7	5	559	10
freshchat_daypass_enterprise_usd	Day Pass	Enterprise plan (Per agent basis)	Non-recurring	12	12	8	959	16
NA	Campaign Contacts/Marketing Contacts	Tiered based pricing (1 unit = 5,000 Contacts)	NA	NA	NA	NA	NA	NA
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	1 - 5 contacts tier	Monthly billed (/month)	100	100	75	7500	150
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	6 - 20 contactctcs tier	Monthly billed (/month)	75	75	60	5500	100
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50	50	40	3500	75
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49

Freshcaller Addons

SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
freshcaller_daypass_growth_usd	Day Pass	Growth plan (Per agent basis)	Non-recurring	2	2	1.5	159	3
freshcaller_daypass_pro_usd	Day Pass	Pro Plan (Per agent basis)	Non-recurring	7	7	5	559	10
freshcaller_daypass_enterprise_usd	Day Pass	Enterprise plan (Per agent basis)	Non-recurring	12	12	8	959	16
phoncredits	Phone Credits	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49

Freshservice Addons

SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
freddy_copilot_freshservice_usd_yearly	Freddy AI Copilot	Per agent basis	Annually billed (/month)	29	29	23	2399	45
freddy_copilot_freshservice_usd_monthly	Freddy AI Copilot	Per agent basis	Monthly billed (/month)	35	35	28	2879	54
fs_orch_pack	Orchestration Transaction pack	packs	Non-recurring	250	215	195	16590	355
500_packet_v3	500 Asset Pack	per 500 asset pack	Monthly billed (/month)	75	65	60	4999	109
saas_management	Saas Management	per employee basis	Monthly billed (/month)	1	0.85	0.8	65	1.4
business_agents	Business Agent	Per agent basis	Monthly billed (/month)	39	39	35	3099	59
fr_project	New-gen project management for requesters	per Project-only user	Monthly billed (/month)	15	15	10	995	20
connector_app_tasks_freshservice_usd_annual	Connector App Tasks	per pack	All Frequency	80	80	65	6640	120
freshservice_sandbox_usd_monthly	Sandbox addon	per instance	All Frequency	12% of MRR or USD 500 whichever is higher	12% of MRR or EUR 500 whichever is higher	12% of MRR or GBP 400 whichever is higher	12% of MRR or INR 41,500 whichever is higher	12% of MRR or AUD 750 whichever is higher

Freshsales Suite Addons

SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100	100	80	7999	150
NA	Campaign Contacts/Marketing Contacts	Tiered based pricing (1 unit = 5,000 Contacts)	NA	NA	NA	NA	NA	NA
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	1 - 5 contacts tier	Monthly billed (/month)	100	100	75	7500	150
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	6 - 20 contactctcs tier	Monthly billed (/month)	75	75	60	5500	100
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50	50	40	3500	75
sales360_cpq_usd	Configure, Price, Quote	Per license	Monthly billed (/month)	19	19	15	1299	25
NA	Conversion Rate Optimization/Monthly Unique Visitors	Tiered based pricing (1 unit = 10,000 access)	NA	NA	NA	NA	NA	NA
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	1 - 1 MUV tier	Monthly billed (/month)	219	219	165	16499	329

sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	2 - 5 MUV tier	Monthly billed (/month)	20	20	15	1500	30
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	6 - 10 MUV tier	Monthly billed (/month)	15	15	12	1100	20
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	11 & above MUV tier	Monthly billed (/month)	10	10	8	700	15
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1	0.97	0.83	81.39	1.49
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
api_extension_usd_monthly	API Extension	per account (max 2 units)	Monthly billed (/month)	250	230	197	20725	383

Freshsales Addons

SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100	100	80	7999	150
sales360_cpq_usd	Configure, Price, Quote	Per license	Monthly billed (/month)	19	19	15	1299	25
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0	0.97	0.83	81.39	1.49
api_extension_usd_monthly	API Extension	per account (max 2 units)	Monthly billed (/month)	250	230	197	20725	383

Freshmarketer Addons

SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100	100	80	7999	150
NA	Campaign Contacts/Marketing Contacts	Tiered based pricing (1 unit = 5,000 Contacts)	NA	NA	NA	NA	NA	NA
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	1 - 5 contacts tier	Monthly billed (/month)	100	100	75	7500	150
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	6 - 20 contactctcs tier	Monthly billed (/month)	75	75	60	5500	100
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50	50	40	3500	75
NA	Conversion Rate Optimization/Monthly Unique Visitors	Tiered based pricing (1 unit = 10,000 access)	NA	NA	NA	NA	NA	NA
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	1 - 1 MUV tier	Monthly billed (/month)	219	219	165	16499	329
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	2 - 5 MUV tier	Monthly billed (/month)	20	20	15	1500	30
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	6 - 10 MUV tier	Monthly billed (/month)	15	15	12	1100	20
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	11 & above MUV tier	Monthly billed (/month)	10	10	8	700	15
support_agent_growth_usd_Yearly	Messaging Agent Addon	Growth plan (Per agent basis)	Annually billed (/month)	19	19	15	1499	29
support_agent_growth_usd_Monthly	Messaging Agent Addon	Growth plan (Per agent basis)	Monthly billed (/month)	23	23	18	1799	35
support_agent_pro_usd_Yearly	Messaging Agent Addon	Pro plan (Per agent basis)	Annually billed (/month)	49	49	39	3999	75
support_agent_pro_usd_Monthly	Messaging Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	59	59	47	4799	89
support_agent_enterprise_usd_Yearly	Messaging Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	79	79	65	6399	119
support_agent_enterprise_usd_Monthly	Messaging Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	95	95	79	7699	145

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Freshdesk Omni Addons								
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_auto_recharge_pack_usd	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100	100	80	7999	150
sales360_cpq_usd	Configure, Price, Quote (enables when freshsales addon purchased)	Per license	Monthly billed (/month)	19	19	15	1299	25
sales360_workflow_usd	Workflow addon (enables when freshsales addon purchased)	Per workflow	Monthly billed (/month)	5	5	4	349	7
cxsuite_api_1000_usd	Freshdesk Omni API Limit - 1000rpm	per 1000rpm	Monthly billed (/month)	3,500	3500	2625	252399	5075

Freshdesk Addons								
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_auto_recharge_pack_21	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100	100	80	7999	150
fd_pro_api_700	PRO API Extension - 700rpm	flat_fee (only one unit)	Monthly billed (/month)	2,000	2000	1500	144199	2900
fd_pro_api_1000	PRO API Extension - 1000rpm	flat_fee (only one unit)	Monthly billed (/month)	3,500	3500	2625	252399	5075
fd_pro_api_2000	PRO API Extension - 2000rpm	flat_fee (only one unit)	Monthly billed (/month)	5,500	5500	4125	396499	7975
fd_ent_api_1000	Enterprise API Extension - 1000rpm	flat_fee (only one unit)	Monthly billed (/month)	3,500	3500	2625	252399	5075
fd_ent_api_2000	Enterprise API Extension - 2000rpm	flat_fee (only one unit)	Monthly billed (/month)	5,500	5500	4125	396499	7975

Freshchat Addons								
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_auto_recharge_pack_usd	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100	100	80	7999	150

Freshservice Addons								
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
api_pack_v3	API Pack	1000rpm/min	Monthly billed (/month)	3,500	3000	2750	232295	4990
hipaa	HIPAA Addon	Per agent basis	Monthly billed (/month)	15	13	12	996	21
starter	Day pass	Starter plan (per agent basis)	One Time (non-recurring)	3	3	2	199	4
growth	Day pass	Growth plan (Per agent basis)	One Time (non-recurring)	7	6	5	465	10
pro	Day pass	Pro Plan (Per agent basis)	One Time (non-recurring)	14	12	11	929	20
enterprise	Day pass	Enterprise plan (Per agent basis)	One Time (non-recurring)	18	15	14	1195	26
itil_modules_v3	Itil Modules	Per agent basis	Monthly billed (/month)	20	17	16	1327	29
freshvisuals_v3	Freshvisuals/Advanced Analytics	Per agent basis	Monthly billed (/month)	10	9	8	664	14
freshservice_esignature_usd_annual	E-Signature addon	per pack (30 signatures)	All Frequency	90	90	72	7499	135
freshservice_connector_app_tasks_auto	connector apps auto recharge	per pack(2500 tasks)	One Time (non-recurring)	40	40	32	3320	60

Freshsales Suite Addons								
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_auto_recharge_pack_usd	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100	100	80	7999	150

sales360_workflow_usd	Workflow addon	Per workflow	Monthly billed (/month)	5	5	4	349	7
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Freshsales Addons								
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_auto_recharge_pack_usd	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100	100	80	7999	150
sales360_workflow_usd	Workflow addon	Per workflow	Monthly billed (/month)	5	5	4	349	7

Freshmarketer Addons								
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
bot_auto_recharge_pack_usd	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100	100	80	7999	150
sales360_dedicated_ip_address_usd	Dedicated IP Address	Per account	Monthly billed (/month)	199	199	149	14999	299

Pricing is subject to change in the ordinary course of Freshwork Inc. business. All pricing is current as of January 24, 2024. The use of the Freshworks products and services is subject to the terms of service located at <https://www.freshworks.com/terms/>.

Onboarding Addon pricing											
SKU Id	Onboarding Addon Name	Frequency	Unit/Package details	Slab/Onboarding Package	Price						
					USD	USD-India	USD-MEA	GBP	EUR	AUD	INR
onboarding-specialist-usd	Hourly SKU (Onboarding Specialist)	Non-recurring	Per Hour	-	340	100	340	225	225	200	NA
onboarding-engagement-manager-usd	Hourly SKU (Onboarding Engagement Manager)	Non-recurring	Per Hour	-	340	100	340	225	225	200	NA
onboarding-solutions-architect-usd	Hourly SKU (Onboarding Solutions Architect)	Non-recurring	Per Hour	-	460	145	460	335	335	400	NA

Premium Support Addon									
SKU Id	Onboarding Addon Name	Frequency	Unit/Package details	Slab/Onboarding Package	Price				
					USD	GBP	EUR	AUD	INR
premium_support_usd	Premium Support	Recurring (per month)	NA	NA	20% of MRR / 2000 (whichever is higher)	20% of MRR / 2000 (whichever is higher)	20% of MRR / 2000 (whichever is higher)	20% of MRR / 3000 (whichever is higher)	20% of MRR / 150000 (whichever is higher)
advantage_support_usd	Advantage Support	Recurring (per month)	NA	NA	12% of MRR / 1200 (whichever is higher)	12% of MRR / 1200 (whichever is higher)	12% of MRR / 1200 (whichever is higher)	12% of MRR / 2000 (whichever is higher)	12% of MRR / 100,000 (whichever is higher)

S.no	Change made by	Change details	Impacted products/services	date
1	Sivaranjan M	Removed Freshmarketer Growth & Pro plans and updated enterprise plan prices	Freshmarketer plans	13th March 2024
2	Deepak Tuli	Changed heading for all tabs from Mar 4th to Mar 13th	All Tabs	18th March 2024
3	Sivaranjan M	Added API Extension addon for Freshsales & Freshsales Suite	All product addons tab	2nd May 2024
4	Sivaranjan M	Removed unlimited asset pack addon	Freshservice	21st June 2024
5	Sivaranjan M	Added Sandbox addon for Freshservice & Advantage support addon (support addon)	Freshservice & all products (advantage support)	14th August
6	Sivaranjan M	Updated the following 1. Rebranding for CSS to Freshdesk Omni 2. Phone Credit Incoming, Outgoing and phone charges 3. Dropbox addon	1. CSS 2. CSS, CRM, Chat, Caller 3. Freshservice	17th October
7	Sivaranjan M	1. Updated the connector apps auto recharge SKU 2. Freddy copilot to Freddy AI Copilot naming change	Freshservice	20th November
8	Sivaranjan M	Updated new prices for Freshservice Pro plans and removed the prices for Ent plans (with "Contact Us")	Freshservice	7th January
9	Sivaranjan M	Updated New Brand name of Freshbots to Freddy AI Agent	All products	24th January