

Pricing is subject to change in the ordinary course of Freshwork Inc. business. All pricing is current as of April 7th, 2025. 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
crm_cxsuite_growth_USD_Yearly	Freshdesk Omni	Growth	Billed Annually	29
crm_cxsuite_growth_USD_Monthly	Freshdesk Omni	Growth	Billed Monthly	35
crm_cxsuite_pro_USD_Yearly	Freshdesk Omni	Pro	Billed Annually	69
crm_cxsuite_pro_USD_Monthly	Freshdesk Omni	Pro	Billed Monthly	83
crm_cxsuite_enterprise_USD_Yearly	Freshdesk Omni	Enterprise	Billed Annually	109
crm_cxsuite_enterprise_USD_Monthly	Freshdesk Omni	Enterprise	Billed Monthly	131
growth_21_annual	Freshdesk	Growth	Billed Annually	15
growth_21_monthly	Freshdesk	Growth	Billed Monthly	18
pro_21_annual	Freshdesk	Pro	Billed Annually	49
pro_21_monthly	Freshdesk	Pro	Billed Monthly	59
enterprise_21_annual	Freshdesk	Enterprise	Billed Annually	79
enterprise_21_monthly	Freshdesk	Enterprise	Billed Monthly	95
crm_messaging_growth_USD_Yearly	Freshchat	Growth	Billed Annually	19
crm_messaging_growth_USD_Monthly	Freshchat	Growth	Billed Monthly	23
crm_messaging_pro_USD_Yearly	Freshchat	Pro	Billed Annually	49
crm_messaging_pro_USD_Monthly	Freshchat	Pro	Billed Monthly	59
crm_messaging_enterprise_USD_Yearly	Freshchat	Enterprise	Billed Annually	79
crm_messaging_enterprise_USD_Monthly	Freshchat	Enterprise	Billed Monthly	95
crm_contact_center_growth_USD_Yearly	Freshcaller	Growth	Billed Annually	15
crm_contact_center_growth_USD_Monthly	Freshcaller	Growth	Billed Monthly	18
crm_contact_center_pro_USD_Yearly	Freshcaller	Pro	Billed Annually	39
crm_contact_center_pro_USD_Monthly	Freshcaller	Pro	Billed Monthly	47
crm_contact_center_enterprise_USD_Yearly	Freshcaller	Enterprise	Billed Annually	69
crm_contact_center_enterprise_USD_Monthly	Freshcaller	Enterprise	Billed Monthly	83
starter_annual	Freshservice	Starter	Billed Annually	19
starter_monthly	Freshservice	Starter	Billed Monthly	29
growth_annual	Freshservice	Growth	Billed Annually	49

growth_monthly	Freshservice	Growth	Billed Monthly	59
pro_annual	Freshservice	Pro	Billed Annually	99
pro_monthly	Freshservice	Pro	Billed Monthly	119
enterprise_annual	Freshservice	Enterprise	Billed Annually	Contact Us
enterprise_monthly	Freshservice	Enterprise	Billed Monthly	Contact Us
sales360_clc_growth_USD_Yearly	Freshsales Suite	Growth	Billed Annually	9
sales360_clc_growth_USD_Monthly	Freshsales Suite	Growth	Billed Monthly	11
sales360_clc_pro_USD_Yearly	Freshsales Suite	Pro	Billed Annually	39
sales360_clc_pro_USD_Monthly	Freshsales Suite	Pro	Billed Monthly	47
sales360_clc_enterprise_USD_Yearly	Freshsales Suite	Enterprise	Billed Annually	59
sales360_clc_enterprise_USD_Monthly	Freshsales Suite	Enterprise	Billed Monthly	71
sales360_sales_growth_USD_Yearly	Freshsales	Growth	Billed Annually	9
sales360_sales_growth_USD_Monthly	Freshsales	Growth	Billed Monthly	11
sales360_sales_pro_USD_Yearly	Freshsales	Pro	Billed Annually	39
sales360_sales_pro_USD_Monthly	Freshsales	Pro	Billed Monthly	47
sales360_sales_enterprise_USD_Yearly	Freshsales	Enterprise	Billed Annually	59
sales360_sales_enterprise_USD_Monthly	Freshsales	Enterprise	Billed Monthly	71
sales360_marketing_enterprise_USD_Yearly	Freshmarketer	Enterprise	Billed Annually (flat fee)	15
sales360_marketing_enterprise_USD_Monthly	Freshmarketer	Enterprise	Billed Annually (flat fee)	18

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Freshdesk Omni Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100
freddy_copilot_cxsuite_usd_yearly	Freddy AI Copilot	Per agent basis	Annually billed (/month)	29
freddy_copilot_cxsuite_usd_monthly	Freddy AI Copilot	Per agent basis	Monthly billed (/month)	35
caller_agent_growth_USD_Yearly	Freshcaller Agent Addon	Growth plan (Per agent basis)	Annually billed (/month)	15
caller_agent_growth_USD_Monthly	Freshcaller Agent Addon	Growth plan (Per agent basis)	Monthly billed (/month)	18
caller_agent_pro_USD_Yearly	Freshcaller Agent Addon	Pro plan (Per agent basis)	Annually billed (/month)	39
caller_agent_pro_USD_Monthly	Freshcaller Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	47
caller_agent_enterprise_USD_Yearly	Freshcaller Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	69
caller_agent_enterprise_USD_Monthly	Freshcaller Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	83
cxsuite_daypass_growth_usd	Day Pass	Growth plan (Per agent basis)	Non-recurring	5
cxsuite_daypass_pro_usd	Day Pass	Pro Plan (Per agent basis)	Non-recurring	10
cxsuite_daypass_enterprise_usd	Day Pass	Enterprise plan (Per agent basis)	Non-recurring	15
sales_agent_growth_USD_Yearly	Freshsales Agent Addon	Growth plan (Per agent basis)	Annually billed (/month)	9
sales_agent_growth_USD_Monthly	Freshsales Agent Addon	Growth plan (Per agent basis)	Monthly billed (/month)	11
sales_agent_pro_USD_Yearly	Freshsales Agent Addon	Pro plan (Per agent basis)	Annually billed (/month)	39
sales_agent_pro_USD_Monthly	Freshsales Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	47
sales_agent_enterprise_USD_Yearly	Freshsales Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	59
sales_agent_enterprise_USD_Monthly	Freshsales Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	71
NA	Campaign Contacts	Tiered based pricing (1 unit = 5,000 Contacts)	NA	NA
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	1 - 5 contacts tier	Monthly billed (/month)	100
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	6 - 20 contatcts tier	Monthly billed (/month)	75
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1.0
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0

Freshdesk Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_revised_price_annual_21	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100
freddy_copilot_license_annual	Freddy AI Copilot	Per agent basis	Annually billed (/month)	29
freddy_copilot_license	Freddy AI Copilot	Per agent basis	Monthly billed (/month)	35
growth_21	Day Pass	Growth plan (Per agent basis)	Non-recurring	2

pro_21	Day Pass	Pro Plan (Per agent basis)	Non-recurring	7
enterprise_21	Day Pass	Enterprise plan (Per agent basis)	Non-recurring	12

Freshchat Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100
freddy_copilot_freshchat_usd_yearly	Freddy AI Copilot	Per agent basis	Annually billed (/month)	29
freddy_copilot_freshchat_usd_monthly	Freddy AI Copilot	Per agent basis	Monthly billed (/month)	35
caller_agent_growth_USD_Yearly	Freshcaller Agent Addon	Growth plan (Per agent basis)	Annually billed (/month)	15
caller_agent_growth_USD_Monthly	Freshcaller Agent Addon	Growth plan (Per agent basis)	Monthly billed (/month)	18
caller_agent_pro_USD_Yearly	Freshcaller Agent Addon	Pro plan (Per agent basis)	Annually billed (/month)	39
caller_agent_pro_USD_Monthly	Freshcaller Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	47
caller_agent_enterprise_USD_Yearly	Freshcaller Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	69
caller_agent_enterprise_USD_Monthly	Freshcaller Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	83
freshchat_daypass_growth_usd	Day Pass	Growth plan (Per agent basis)	Non-recurring	2
freshchat_daypass_pro_usd	Day Pass	Pro Plan (Per agent basis)	Non-recurring	7
freshchat_daypass_enterprise_usd	Day Pass	Enterprise plan (Per agent basis)	Non-recurring	12
NA	Campaign Contacts/Marketing Contacts	Tiered based pricing (1 unit = 5,000 Contacts)	NA	NA
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	1 - 5 contacts tier	Monthly billed (/month)	100
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	6 - 20 contatcts tier	Monthly billed (/month)	75
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1.0
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0

Freshcaller Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
freshcaller_daypass_growth_usd	Day Pass	Growth plan (Per agent basis)	Non-recurring	2
freshcaller_daypass_pro_usd	Day Pass	Pro Plan (Per agent basis)	Non-recurring	7
freshcaller_daypass_enterprise_usd	Day Pass	Enterprise plan (Per agent basis)	Non-recurring	12
phoncredits	Phone Credits	per credit	Non-recurring	1.0
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1.0
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0

Freshservice Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
freddy_copilot_freshservice_usd_yearly	Freddy AI Copilot	Per agent basis	Annually billed (/month)	29
freddy_copilot_freshservice_usd_monthly	Freddy AI Copilot	Per agent basis	Monthly billed (/month)	35
fs_orch_pack	Orchestration Transaction pack	packs	Non-recurring	250
500_packet_v3	500 Asset Pack	per 500 asset pack	Monthly billed (/month)	125
saas_management	Saas Management	per employee basis	Monthly billed (/month)	1
business_agents	Business Agent	Per agent basis	Monthly billed (/month)	49
fr_project	New-gen project management for requesters	per Project-only user	Monthly billed (/month)	15
connector_app_tasks_freshservice_usd_annual	Connector App Tasks	per pack	All Frequency	80
freshservice_sandbox_usd_monthly	Sandbox addon	per instance	All Frequency	12% of MRR or USD 500 whichever is higher

Freshsales Suite Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100
NA	Campaign Contacts/Marketing Contacts	Tiered based pricing (1 unit = 5,000 Contacts)	NA	NA
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	1 - 5 contacts tier	Monthly billed (/month)	100
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	6 - 20 contatcts tier	Monthly billed (/month)	75
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50
sales360_cpq_usd	Configure, Price, Quote	Per license	Monthly billed (/month)	19
NA	Conversion Rate Optimization/Monthly Unique Visitors	Tiered based pricing (1 unit = 10,000 access)	NA	NA
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	1 - 1 MUV tier	Monthly billed (/month)	219
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	2 - 5 MUV tier	Monthly billed (/month)	20
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	6 - 10 MUV tier	Monthly billed (/month)	15
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	11 & above MUV tier	Monthly billed (/month)	10
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0

api_extension_usd_monthly	API Extension	per account (max 2 units)	Monthly billed (/month)	250
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Freshsales Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100
sales360_cpq_usd	Configure, Price, Quote	Per license	Monthly billed (/month)	19
sales360_phoncredits_usd	Phone Credits	per credit	Non-recurring	1.0
sales360_phoncredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phoncredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phoncredits_numbers_usd	Phone Credits - Phone Number Charges	per credit	Non-recurring	1.0
api_extension_usd_monthly	API Extension	per account (max 2 units)	Monthly billed (/month)	250

Freshmarketer Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freddy AI Agent Sessions	Per 1,000 sessions pack	ALL Frequency	100
NA	Campaign Contacts/Marketing Contacts	Tiered based pricing (1 unit = 5,000 Contacts)	NA	NA
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	1 - 5 contacts tier	Monthly billed (/month)	100
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	6 - 20 contatcts tier	Monthly billed (/month)	75
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50
NA	Conversion Rate Optimization/Monthly Unique Visitors	Tiered based pricing (1 unit = 10,000 access)	NA	NA
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	1 - 1 MUV tier	Monthly billed (/month)	219
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	2 - 5 MUV tier	Monthly billed (/month)	20
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	6 - 10 MUV tier	Monthly billed (/month)	15
sales360_muv_usd	Conversion Rate Optimization/Monthly Unique Visitors	11 & above MUV tier	Monthly billed (/month)	10
support_agent_growth_usd_Yearly	Messaging Agent Addon	Growth plan (Per agent basis)	Annually billed (/month)	19
support_agent_growth_usd_Monthly	Messaging Agent Addon	Growth plan (Per agent basis)	Monthly billed (/month)	23
support_agent_pro_usd_Yearly	Messaging Agent Addon	Pro plan (Per agent basis)	Annually billed (/month)	49
support_agent_pro_usd_Monthly	Messaging Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	59
support_agent_enterprise_usd_Yearly	Messaging Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	79
support_agent_enterprise_usd_Monthly	Messaging Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	95

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Freshdesk Omni Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_auto_recharge_pack_usd	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100
sales360_cpq_usd	Configure, Price, Quote (enables when freshsales addon purchased)	Per license	Monthly billed (/month)	19
sales360_workflow_usd	Workflow addon (enables when freshsales addon purchased)	Per workflow	Monthly billed (/month)	5
cxsuite_api_1000_usd	Freshdesk Omni API Limit - 1000rpm	per 1000rpm	Monthly billed (/month)	3,500

Freshdesk Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_auto_recharge_pack_21	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100
fd_pro_api_700	PRO API Extension - 700rpm	flat_fee (only one unit)	Monthly billed (/month)	2,000
fd_pro_api_1000	PRO API Extension - 1000rpm	flat_fee (only one unit)	Monthly billed (/month)	3,500
fd_pro_api_2000	PRO API Extension - 2000rpm	flat_fee (only one unit)	Monthly billed (/month)	5,500
fd_ent_api_1000	Enterprise API Extension - 1000rpm	flat_fee (only one unit)	Monthly billed (/month)	3,500
fd_ent_api_2000	Enterprise API Extension - 2000rpm	flat_fee (only one unit)	Monthly billed (/month)	5,500

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

Freshservice Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
api_pack_v3	API Pack	1000rpm/min	Monthly billed (/month)	3,500

hipaa	HIPAA Addon	Per agent basis	Monthly billed (/month)	15
starter	Day pass	Starter plan (per agent basis)	One Time (non-recurring)	3
growth	Day pass	Growth plan (Per agent basis)	One Time (non-recurring)	7
pro	Day pass	Pro Plan (Per agent basis)	One Time (non-recurring)	14
enterprise	Day pass	Enterprise plan (Per agent basis)	One Time (non-recurring)	18
itil_modules_v3	Itil Modules	Per agent basis	Monthly billed (/month)	20
freshvisuals_v3	Freshvisuals/Advanced Analytics	Per agent basis	Monthly billed (/month)	10
freshservice_esignature_usd_annual	E-Signature addon	per pack (30 signatures)	All Frequency	90
freshservice_connector_app_tasks_auto	connector apps auto recharge	per pack(2500 tasks)	One Time (non-recurring)	40

Freshsales Suite Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_auto_recharge_pack_usd	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100
sales360_workflow_usd	Workflow addon	Per workflow	Monthly billed (/month)	5

Freshsales Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_auto_recharge_pack_usd	Freddy AI Agent Auto Recharge Pack	Per 1,000 sessions pack	One Time (non-recurring)	100
sales360_workflow_usd	Workflow addon	Per workflow	Monthly billed (/month)	5

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

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Onboarding Addon pricing				
SKU Id	Onboarding Addon Name	Frequency	Unit/Package details	Price
				USD
onboarding-specialist-usd	Hourly SKU (Onboarding Specialist)	Non-recurring	Per Hour	340
onboarding-engagement-manager-usd	Hourly SKU (Onboarding Engagement Manager)	Non-recurring	Per Hour	340
onboarding-solutions-architect-usd	Hourly SKU (Onboarding Solutions Architect)	Non-recurring	Per Hour	460

Premium Support Addon				
SKU Id	Onboarding Addon Name	Frequency	Unit/Package details	Price
				USD
premium_support_usd	Premium Support	Recurring (per month)	NA	20% of MRR / 2000 (whichever is higher)
advantage_support_usd	Advantage Support	Recurring (per month)	NA	12% of MRR / 1200 (whichever is higher)