

Pricing is subject to change in the ordinary course of Freshwork Inc. business. All pricing is current as of Jun 13th, 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
core_annual	Freshservice for MSPs	Core	Billed Annually	49
core_monthly	Freshservice for MSPs	Core	Billed Monthly	59

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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	3239	59
sales_agent_pro_USD_Monthly	Freshsales Agent Addon	Pro plan (Per agent basis)	Monthly billed (/month)	47	47	35	3889	70
sales_agent_enterprise_USD_Yearly	Freshsales Agent Addon	Enterprise plan (Per agent basis)	Annually billed (/month)	59	59	49	4899	89
sales_agent_enterprise_USD_Monthly	Freshsales Agent Addon	Enterprise plan (Per agent basis)	Monthly billed (/month)	71	71	59	5879	106
NA	Campaign 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	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)	125	110	100	8299	179
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)	49	49	44	3999	74
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(5000 tasks)	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
freshservice_esignature_usd_annual	E-Signature addon	per pack (30 signatures)	All Frequency	90	90	72	7499	135

Freshservice For MSPs Addons								
SKU ID	Addon	Units/Plans	Frequency	USD	EUR	GBP	INR	AUD
mvp_core_daypass_usd	Core Day pass	Core plan (per agent basis)	Non-recurring	7	7	6	595	12

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 contact tiers	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 contact tiers	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_connector_app_tasks_auto	connector apps auto recharge	per pack(2500 tasks)	One Time (non-recurring)	40	40	32	3320	60
freshservice_freddy_ai_agent_usd	Freddy AI Agent	per pack (500 sessions)	One Time (non-recurring)	125	115	100	188	10500

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

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 Jun 13th, 2025. 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	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)