

Pricing is subject to change in the ordinary course of Freshwork Inc. business. All pricing is current as of March 4, 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
crm_cxsuite_growth_USD_Yearly	Customer Service Suite	Growth	Billed Annually	29
crm_cxsuite_growth_USD_Monthly	Customer Service Suite	Growth	Billed Monthly	35
crm_cxsuite_pro_USD_Yearly	Customer Service Suite	Pro	Billed Annually	69
crm_cxsuite_pro_USD_Monthly	Customer Service Suite	Pro	Billed Monthly	83
crm_cxsuite_enterprise_USD_Yearly	Customer Service Suite	Enterprise	Billed Annually	109
crm_cxsuite_enterprise_USD_Monthly	Customer Service Suite	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	<b>Freshservice</b>	Growth	Billed Monthly	59
pro_annual	<b>Freshservice</b>	Pro	Billed Annually	95
pro_monthly	<b>Freshservice</b>	Pro	Billed Monthly	115
enterprise_annual	<b>Freshservice</b>	Enterprise	Billed Annually	119
enterprise_monthly	<b>Freshservice</b>	Enterprise	Billed Monthly	145
sales360_clc_growth_USD_Yearly	<b>Freshsales Suite</b>	Growth	Billed Annually	9
sales360_clc_growth_USD_Monthly	<b>Freshsales Suite</b>	Growth	Billed Monthly	11
sales360_clc_pro_USD_Yearly	<b>Freshsales Suite</b>	Pro	Billed Annually	39
sales360_clc_pro_USD_Monthly	<b>Freshsales Suite</b>	Pro	Billed Monthly	47
sales360_clc_enterprise_USD_Yearly	<b>Freshsales Suite</b>	Enterprise	Billed Annually	59
sales360_clc_enterprise_USD_Monthly	<b>Freshsales Suite</b>	Enterprise	Billed Monthly	71
sales360_sales_growth_USD_Yearly	<b>Freshsales</b>	Growth	Billed Annually	9
sales360_sales_growth_USD_Monthly	<b>Freshsales</b>	Growth	Billed Monthly	11
sales360_sales_pro_USD_Yearly	<b>Freshsales</b>	Pro	Billed Annually	39
sales360_sales_pro_USD_Monthly	<b>Freshsales</b>	Pro	Billed Monthly	47
sales360_sales_enterprise_USD_Yearly	<b>Freshsales</b>	Enterprise	Billed Annually	59
sales360_sales_enterprise_USD_Monthly	<b>Freshsales</b>	Enterprise	Billed Monthly	71
sales360_marketing_growth_USD_Yearly	<b>Freshmarketer</b>	Growth	Billed Annually	19
sales360_marketing_growth_USD_Monthly	<b>Freshmarketer</b>	Growth	Billed Monthly	23
sales360_marketing_pro_USD_Yearly	<b>Freshmarketer</b>	Pro	Billed Annually	149
sales360_marketing_pro_USD_Monthly	<b>Freshmarketer</b>	Pro	Billed Monthly	179
sales360_marketing_enterprise_USD_Yearly	<b>Freshmarketer</b>	Enterprise	Billed Annually	299
sales360_marketing_enterprise_USD_Monthly	<b>Freshmarketer</b>	Enterprise	Billed Monthly	359

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Customer Service Suite Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freshbots	Per 1,000 sessions pack	ALL Frequency	100
freddy_copilot_cxsuite_usd_yearly	Freddy Copilot	Per agent basis	Annually billed (/month)	29
freddy_copilot_cxsuite_usd_monthly	Freddy 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 contacts 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

Freshdesk Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_revised_price_annual_21	Freshbots	Per 1,000 sessions pack	ALL Frequency	100
freddy_copilot_license_annual	Freddy Copilot	Per agent basis	Annually billed (/month)	29
freddy_copilot_license	Freddy 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	Freshbots	Per 1,000 sessions pack	ALL Frequency	100
freddy_copilot_freshchat_usd_yearly	Freddy Copilot	Per agent basis	Annually billed (/month)	29
freddy_copilot_freshchat_usd_monthly	Freddy 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 contacts 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

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

Freshservice Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
freddy_copilot_freshservice_usd_yearly	Freddy Copilot	Per agent basis	Annually billed (/month)	29
freddy_copilot_freshservice_usd_monthly	Freddy 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)	75

saas_management	Saas Management	per employee basis	Monthly billed (/month)	1
business_agents	Business Agent	Per agent basis	Monthly billed (/month)	39
unlimited_packet_v3	Unlimited Asset Packet	per pack	Monthly billed (/month)	1500
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

Freshsales Suite Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freshbots	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 contacts 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

Freshsales Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freshbots	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

Freshmarketer Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_session_packs_annual_usd	Freshbots	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 contacts 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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Customer Service Suite Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_auto_recharge_pack_usd	Freshbots Auto recharge	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	Customer Service Suite API Limit - 1000rpm	per 1000rpm	Monthly billed (/month)	3,500

Freshdesk Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_auto_recharge_pack_21	Freshbots Auto recharge	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	Freshbots Auto recharge	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

Freshsales Suite Addons				
SKU ID	Addon	Units/Plans	Frequency	USD
bot_auto_recharge_pack_usd	Freshbots Auto recharge	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	Freshbots Auto recharge	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	Freshbots Auto recharge	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	Slab/Onboarding Package	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	Slab/Onboarding Package	Price
					USD
premium_support_usd	Premium Support	Recurring (per month)	NA	NA	20% of MRR / 2000 (whichever is higher)