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Subscription Plans

				Prices (per month)
SKU Id	Product	Plan	Frequency	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	95
pro_monthly	**Freshservice**	Pro	Billed Monthly	115
enterprise_annual	**Freshservice**	Enterprise	Billed Annually	119
enterprise_monthly	**Freshservice**	Enterprise	Billed Monthly	145
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	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 contatcts tier	Monthly billed (/month)	75
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50
sales360_phonecredits_usd	Phone Credits	per credit	Non-recurring	1.0
sales360_phonecredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phonecredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phonecredits_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	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 contatcts tier	Monthly billed (/month)	75
sales360_email_contacts_pro_monthly_usd	Campaign Contacts/Marketing Contacts	21 & above tier	Monthly billed (/month)	50
sales360_phonecredits_usd	Phone Credits	per credit	Non-recurring	1.0
sales360_phonecredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phonecredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phonecredits_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
phonecredits	Phone Credits	per credit	Non-recurring	1.0

sales360_phonecredits_usd	Phone Credits	per credit	Non-recurring	1.0
sales360_phonecredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phonecredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phonecredits_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 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
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 whicever is higher
freshservice_esignature_usd_annual	E-Signature addon	per pack (30 signatures)	All Frequency	90

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 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_phonecredits_usd	Phone Credits	per credit	Non-recurring	1
sales360_phonecredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phonecredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phonecredits_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

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_phonecredits_usd	Phone Credits	per credit	Non-recurring	1.0
sales360_phonecredits_incoming_usd	Phone Credits - Incoming Calling	per credit	Non-recurring	1.0
sales360_phonecredits_outgoing_usd	Phone Credits - Outgoing Calling	per credit	Non-recurring	1.0
sales360_phonecredits_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	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 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	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	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	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)
advantage_support_usd	Advantage Support	Recurring (per month)	NA	NA	12% of MRR / 1200 (whichever is higher)