# Freshservice Communication Templates

## Launch Announcement (Requester-facing)

Freshservice is live! You can now submit requests, report issues, and search help articles using our new support portal at [portal link]. Thank you for helping us improve how we serve you!

## Agent Hypercare Alert

Reminder: Please report any workflow or portal issues during this hypercare period using the form labeled ‘Post-Go-Live Issues’. We’ll review and prioritize daily.

## Change Freeze Notification

From [date] to [date], a temporary change freeze is in effect to ensure platform stability following the Freshservice go-live. Emergency changes will still follow the standard approval path.