Freshservice Office Hours Announcement

Use this template to communicate scheduled Office Hours for Freshservice support and training following go-live. This aligns with ITIL's emphasis on service availability, user engagement, and continual service improvement.

Dear Team,

As part of our Freshservice implementation and post-go-live support, we are pleased to offer dedicated Office Hours. These sessions are designed to assist you with any questions, demonstrate key features, and gather feedback as we continue to improve our IT services.

# Freshservice Office Hours Schedule

• Days: [Insert Days, e.g., Tuesdays and Thursdays]

• Time: [Insert Time, e.g., 2:00 PM – 3:30 PM EST]

• Location: [Insert Link to Virtual Meeting or Room Number]

• Hosted By: [Insert Names of ITSM Leads or Admins]

# What You Can Expect

• Walkthroughs of common tasks (ticketing, approvals, change requests, etc.)

• Tips on using automation and knowledge base features

• Help with request forms, reporting, or incident routing

• A forum for your feedback and improvement ideas

# How This Supports Our ITSM Goals

These Office Hours reflect our commitment to user satisfaction and ITIL-based Continual Improvement. Your questions and insights will help us refine Freshservice configurations and training to better serve our organization.

We encourage all teams to take advantage of this opportunity. We look forward to seeing you there!

Best regards,

[Your Name]

[Your Title]

[Contact Information]