# Go-Live Checklist

## What It Is

A pre-flight checklist of tasks to complete before transitioning Freshservice from implementation to production use.

## Why It Matters

Helps catch configuration gaps or incomplete training before users begin relying on the platform.

## Key Items Included

• All workflows tested and published

• Roles and groups verified

• Email routing and notifications validated

• Training sessions completed

• SLA and escalation logic reviewed

See the accompanying Excel checklist for tracking progress and responsibilities.