# Freshservice Hypercare Plan Checklist

This checklist is used during the Hypercare phase following Freshservice go-live to ensure continuous support, monitor stability, and align ongoing enhancements with stakeholder expectations. It supports Service Operation and Continual Improvement practices.

## Checklist Activities

* Daily review of ticket volume and backlog
* Monitor automation logs and failed workflows
* Conduct agent feedback sessions
* Review CSAT trends and open escalations
* Hold weekly post-launch reviews with stakeholders
* Track enhancement requests in a dedicated queue
* Transition open configuration items to the backlog or roadmap