

PLANS FOR EVERYONE			ENTERPRISE	
Team	Growth	Professional	Enterprise	Enterprise Plus
€49 per agent/month*	€79 per agent/month*	€99 per agent/month*	€150 per agent/month*	€215 per agent/month*
For teams that are just starting out To get the CX fundamentals right	For growing service teams To cost-effectively meet rising support volumes	For mature service teams To improve collaboration and streamline operations	For teams with very high service volumes To deliver personalized customer experiences at scale	For multi-department service teams, teams with advanced IT needs To differentiate themselves by providing bespoke, best-in-class experiences

Omnichannel support

(email, voice, chat, messaging, self-service, agent workspace basic reporting)

Self-service and automation

(light agents, advanced Guide features)

Deeper collaboration, routing, and analytics

(community forums, IVR routing, side conversations, customizable dashboards, HIPAA, data center locality)

Tailored user experiences, deeper analytics, built for scale

(custom roles & permissions, premium sandbox advanced reporting, up to 300 brands)

Enhanced security, increased CX partnership

(higher usage capacity, flexible terms, dedicated support, disaster recovery)



*Pricing per agent, per month - paid annually

PLANS FOR EVERYONE

ENTERPRISE

Team

Growth

Professional

Enterprise

Enterprise Plus

Omnichannel support

Make it easy for customers:

- Email
- Voice
- Chat
- Messaging
- Self-service

Set your teams up for success:

- Agent workspace

Keep your business in sync:

- Basic reporting

Self-service and automation

Make it easy for customers:

- Advanced help center features

Set your teams up for success:

- Light agents

+ everything in Team

Deeper collaboration, routing, and analytics

Make it easy for customers:

- Community forums
- IVR routing

Set your teams up for success:

- Side conversations

Keep your business in sync:

- Customizable dashboards
- HIPAA
- Data center locality

+ everything in Growth

Tailored user experiences, deeper analytics, built for scale

Set your teams up for success:

- Custom roles and permissions

Keep your business in sync:

- Up to 300 brands supported
- Premium sandbox
- Advanced reporting

+ everything in Professional

Enhanced security, increased CX partnership

Keep your business in sync:

- Higher usage capacity
- Flexible terms
- Dedicated support
- Disaster recovery

+ everything in Enterprise

Suite	Team	Growth	Professional	Enterprise	Enterprise Plus
Annual subscription term	€49 per agent/month	€79 per agent/month	€99 per agent/month	€150 per agent/month	€215 per agent/month

Products

Support	Team	Professional	Professional + SBR	Enterprise	
Chat/Messaging	Team		Professional + SBR	Enterprise	
Talk	Team / Partner		Professional / Partner	Enterprise / Partner	
Guide	Lite	Professional		Enterprise	
Explore	Lite		Team	Enterprise	
Sunshine	Lite		Team	Professional	Enterprise
Answer Bot	Up to 50 Resolutions	Up to 100 Resolutions	Up to 500 Resolutions	Up to 1000 Resolutions	Up to 5000 Resolutions
Gather			Professional		
Add-Ons included in Offers	Social Messaging				
		Light Agents (up to 50)	Light Agents (up to 100)	Light Agents (up to 1000)	Light Agents (up to 5000)
		Side Conversations			
		Multibrand (up to 5)		Multibrand (up to 300)	
		Productivity Pack		Productivity Pack (included in Support Enterprise)	
		Data Center Locality			
		Advanced Compliance			
				Premium Sandbox Partial	Premium Sandbox Full Production
					Enhanced Disaster Recovery
					High Volume API

SBR = skills based routing

Pricing does not include WhatsApp phone numbers. WhatsApp phone numbers cost €70 per phone number per month. You will need at least €100 of Talk Credits to set up your plan. This will be charged upon the start of your plan and automatically renewed when necessary. [More info here.](#)

	BRONZE	SILVER	GOLD
Monthly subscription (in Euro)			
Team	Included	€39	€59
Professional	Included	€59	€89
Enterprise	Included	€99	€149
Support credits/month	-	5	8
Response time (business hours)	16 hrs	8 hrs	4 hrs
Support services			
Access to help center	✓	✓	✓
One touch questions (no credits needed)	✓	✓	✓
Incident/problem/service management	•	✓	✓
Minor change to existing workflow	•	✓	✓
Troubleshooting via account assumption	•	✓	✓
Major scope change and additional workflows	•	•	•
✓ Included in monthly subscription • Hourly rates apply			
Access to support			
Email	✓	✓	✓
Contact Form	✓	✓	✓
Phone	-	-	✓
Hourly rates			
All support services are included in the monthly subscription fee, except when marked "•". For those services, hourly rates apply.	€115 meas./60 min	€95 meas./15 min	€95 meas./15 min

All prices in Euro and ex. VAT
Credits do not get transferred from one month to the next.

