

Helpshift Pricing Comparison Chart

Digital Channels	Essentials	Business	Elite
Mobile In-App Messaging <i>Support your customers by embedding Helpshift's in-app messaging experience in your mobile app</i>	●	●	●
Web Messaging <i>Support your customers via asynchronous messaging over any website</i>	●	●	●
Email Ticketing <i>Solve customer issues by offering email-based customer support</i>	●	●	●
Live Chat <i>Offer live chat-based support to your customers across web and mobile</i>	●	●	●
AI & Automation			
New Issue Automations <i>Use issue context to automatically respond, resolve, or assign issues to agents</i>	●	●	●
Time-based Automations <i>Use time-based automations to take action if the customer or an agent hasn't replied in a specified time frame</i>	● Up to 1 hr	● Up to 1 min	● Up to 15 sec
Auto Assignment Rules <i>Automatically distribute issues to agents based on each agent's availability</i>	●	●	●
Flexible Queues <i>Create prioritized groupings of issues for intelligent issue resolution</i>	●	●	●
Load Balancing <i>Capability to balance workload across different queues</i>	●	●	●
Optimized Routing <i>Ability to allow case routing based on priority, agent skill, and availability</i>	●	●	●
AI-powered Classifications <i>Auto-classify new issues using our AI-model to drive service workflows</i>	●	Available as an add-on	Available as an add-on
Automation Bots <i>Create and deploy custom bots to automate repetitive customer issue types</i>	●	Available as an add-on	Available as an add-on
Proactive Support <i>Engage users proactively with targeted push notifications and in-app messages</i>	Available as an add-on	Available as an add-on	Available as an add-on
Self Service			
Mobile In-App Help Center <i>Let customers get their common questions answered via an in-app help center</i>	●	●	●
Web Help Center <i>Let customers get their common questions answered via a web-based help center</i>	●	●	●
AI-powered Answer Bot <i>Automatically recommend top-three most relevant FAQs to customers through a turnkey AI model</i>	●	Available as an add-on	●

Ticketing & Support Software

Agent Desktop <i>Respond, route, and resolve customer issues through a powerful set of features for agents</i>	●	●	●
Case Management <i>Speedily resolve customer cases with full team coordination</i>	●	●	●
Quick Replies <i>Use pre-formatted replies for common customer scenarios to save time</i>	●	●	●
Collaborative Notes <i>Seamlessly and privately bring in team members into a customer conversation</i>	●	●	●
Knowledge Management <i>Create, edit, and publish FAQ content through a visual interface</i>	●	●	●
Out-of-the-box Reports <i>A set of reports that highlight issue resolution metrics, FAQ usage, CSAT trends, and team performance</i>	●	●	●
Advanced Analytics <i>More than 75 advanced reports on Support, Agent, Bot and FAQ performance, available through Power BI</i>	●	●	●
Real-Time Operations <i>A live, actionable dashboard for supervisors to monitor the health of their support teams</i>	●	●	●
Teams Management <i>Gain efficiency by creating agent teams across departments or geographies</i>	●	●	●

Enterprise Platform

APIs* <i>APIs allow programmatic read/write access to Helpshift's issues, FAQs, analytics and messaging capabilities</i> <small>* API usage rate up to 1500 requests/min can be purchased as an add-on</small>	● 60 requests/min	● 60 requests/min	● 300 requests/min
Single Sign On <i>Allows you to use your company's authentication credentials to access Helpshift</i>	●	●	●
Analytics API <i>Ability to pull Helpshift Analytics within common reporting tools such as Qlick, Tableau, and more</i>	●	Available as an add-on	Available as an add-on
Salesforce Integration <i>Helpshift's Salesforce appexchange app that allows agents to support customers from within Salesforce Servicecloud</i>	●	Available as an add-on	Available as an add-on
Zendesk Integration <i>Helpshift's Zendesk marketplace integration that allows agents to support customers from within Zendesk</i>	●	Available as an add-on	Available as an add-on
Service Availability SLA <i>Enhanced service uptime guarantees and credits</i>	●	Available as an add-on	Available as an add-on
Named Customer Success Manager <i>Dedicated customer success manager to proactively assist client needs</i>	●	Available as an add-on	Available as an add-on
Premium Support <i>Access to additional support resources and improved support SLAs</i>	●	Available as an add-on	Available as an add-on