

Helpshift Pricing Comparison Chart



Digital Channels

	Essentials	Business	Elite
Mobile In-App Messaging <i>Embed in-app messaging-based support into your mobile app</i>	◆	◆	◆
Web Messaging <i>Deliver messaging-based support on your website</i>	◆	◆	◆
Email Ticketing <i>Manage email-based customer support</i>	◆	◆	◆
Live Chat <i>Offer live chat-based support across web and mobile</i>	◆	◆	◆



AI & Automation

Automation Bots <i>Create and deploy custom bots to automate repetitive customer issue types</i>	◆	◆	◆
AI-powered Classifications <i>Auto-classify new issues using our AI-model to drive service workflows</i>	◆	◆	◆
New Issue Automations <i>Respond, resolve or assign issues based on context</i>	◆	◆	◆
Time-based Automations <i>Take action on issues if a customer or 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>Balance workloads across different queues</i>		◆	◆
Optimized Routing <i>Route issues based on priority, agent skill and availability</i>		◆	◆
Proactive Support <i>Deliver proactive notification via push 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>Embed FAQs into an app experience</i>	◆	◆	◆
Web Help Center <i>Deliver a web-navigatable set of FAQs</i>	◆	◆	◆
AI-powered Answer Bot <i>Automatically recommend FAQs based on customer questions</i>	◆	◆	◆



Ticketing & Support Software

	Essentials	Business	Elite
Agent Desktop <i>Enable agents to respond, route and resolve customer issues</i>	◆	◆	◆
Case Management <i>Coordinate with full team to resolve complex issues</i>	◆	◆	◆
Quick Replies <i>Utilize pre-formatted replies for common customer issues</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>Measure issue resolution metrics, FAQ usage, CSAT trends and team performance</i>	◆	◆	◆
Advanced Analytics <i>Utilize 75+ advanced reports in Power BI to measure performance of agents, bots, FAQs and more</i>	◆	◆	◆
Real-time Operations <i>Monitor support teams via a live, actionable dashboard</i>			◆
Teams Management <i>Create agent teams across departments or geographies</i>			◆



Enterprise Platform

APIs* <i>Enable programmatic access to issues, FAQs, analytics and messaging</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>Use company authentication credential to access Helpshift</i>	◆	◆	◆
Analytics API <i>Pull analytics within common reporting tools such as Qlick, Tableau, etc.</i>		Available as an add-on	Available as an add-on
Salesforce Integration <i>Support customers from Salesforce Service Cloud with turnkey Salesforce AppExchange app</i>		Available as an add-on	Available as an add-on
Zendesk Integration <i>Support customers from Zendesk with turnkey Zendesk marketplace integration</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 for your team</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