











	FEATURES	ANALYTICS	SECURITY FEATURES	PRICING	INTEGRATIONS	PREMIUM FEATURES
	<ul style="list-style-type: none"> Multiple website support 14-day free trial Hosted chat or standalone installation Canned responses Message Sneak-peek Pre-chat & post-chat survey Offline messages Agent rating facility Chat transfers between agents Chat tagging File sharing Ticketing system Statistics and reporting Chatbots 	<ul style="list-style-type: none"> Google Analytics integration Data summary Chat reports Data export Agent reports Ticket reports Customer reports Ecommerce tracking & reporting Filters 	<ul style="list-style-type: none"> Chat connectivity secured by 256-bit SSL connection Credit Card masking IP based access restriction 	<p>STARTER \$16 / month / account (Annual Plan) \$19/ month/ account (Monthly Plan)</p> <p>TEAM \$33 / month / account (Annual Plan) \$39 / month/account (Monthly Plan)</p> <p>BUSINESS \$50 / month / account (Annual Plan) \$59/ month / account (Monthly Plan)</p> <p>ENTERPRISE Price on request</p>	<ul style="list-style-type: none"> Integrated with 100+ 3rd party addons Extended APIs Social media integration Custom notifications 	<ul style="list-style-type: none"> Security assistance Product training Software engineer support Key account manager Legal assistance Yearly PO and invoicing
	<ul style="list-style-type: none"> Multiple website support 14-day free trial Canned responses/behaviour triggered messages Customer user profiles Audience segmentation Chat tagging Agent rating facility Chat transfers between agents Multilingual Chatbots 	<ul style="list-style-type: none"> Google Analytics integration Track visitor interactions with Messenger User event tracking 	<ul style="list-style-type: none"> Data sent is encrypted in transit API is TLS/SSL Two-factor authentication 	<p>ESSENTIAL \$87/month</p> <p>PRO \$153/month</p> <p>PREMIUM Custom pricing</p>	<ul style="list-style-type: none"> Multiple categories Apps available for integration through App store APIs and webhooks available 	<ul style="list-style-type: none"> Remove Intercom branding Email customisation Report on SLAs Auto-routing Chats Custom Bots Team mate activity logs Account based marketing Technical support engineers Free tickets to Intercom events Onboarding and training
	<ul style="list-style-type: none"> Multiple website support 14-day free trial Canned responses/behaviour triggered messages Customer user profiles Audience segmentation Chat tagging Agent rating facility Chat transfers between agents Multilingual Chatbots 	<ul style="list-style-type: none"> Google Analytics integration Analytics Dashboard Custom view for upto 10 KPIs 	<ul style="list-style-type: none"> Chat connectivity secured & encrypted via TLS 1.2 Visitor banning Credit Card masking 	<p>5 PRICING LEVELS FOR MONTHLY/ANNUAL SUBSCRIPTION FREE 1 Operator, 1 chat widget</p> <p>TEAM \$29/month,3 operators, 3 chat widgets</p> <p>CORPORATE \$99/month, 5 operators, 5 chat widgets</p> <p>BUSINESS \$299/month, 10 operators, 10 chat widgets</p> <p>FLEX Unlimited plan, Price on request</p>	<ul style="list-style-type: none"> Integrated with popular CRM solutions API access 	<ul style="list-style-type: none"> Chatbot API Dedicated account manager Custom service level agreements
	<ul style="list-style-type: none"> Multiple website support 14-day free trial Hosted chat or standalone installation Canned responses - with 3rd party macros Message sneak-peek Pre-chat & post-chat survey Offline messages Agent rating facility Chat transfers between agents Chat tagging Statistics and reporting 	<ul style="list-style-type: none"> Google Analytics integration Ecommerce tracking & reporting Chat reports Agent reports 	<ul style="list-style-type: none"> GDPR consent option Data stored with AES symmetric encryption Banning IP addresses 	<p>MONTHLY \$19/agent/month</p> <p>1 YEAR \$15/agent/month</p> <p>2 YEARS \$12/agent/month</p>	<ul style="list-style-type: none"> Integrated with popular CRM solutions Custom APIs and Webhooks available 	<ul style="list-style-type: none"> Co-browsing Remove Olark branding Chat translation in 100+ languages Visitor insight from social and professional profiles
	<ul style="list-style-type: none"> Multiple website support Free demo Hosted chat or standalone installation Canned responses Message sneak-peek Pre-chat & post-chat survey Offline messages Agent rating facility Chat transfers between agents Chat tagging Statistics and reporting 	<ul style="list-style-type: none"> Google Analytics integration Visitor behaviour Conversion measurement Event tracking 	<ul style="list-style-type: none"> Chat connectivity secured by 256-bit SSL connection Visitor banning 	<p>BASIC Free with unlimited agents and unlimited chats with the most basic features.</p> <p>STANDARD \$10/month/agent (Annual plan) \$15/month /agent (Monthly Plan)</p> <p>PRO \$19/month/agent (Annual plan) \$29/month/agent (Monthly Plan)</p>	<ul style="list-style-type: none"> Integrated with 3rd party addons. Extended APIs available 	<ul style="list-style-type: none"> Detailed statistics Group of Agents Unlimited team shortcuts Screen sharing Screenshare app
	<ul style="list-style-type: none"> Multiple website support 10-day free trial Hosted chat or standalone installation Canned responses Message sneak-peek Pre-chat form Offline messages Agent rating facility Chat transfers between agents File sharing Statistics and reporting 	<ul style="list-style-type: none"> Google Analytics integration Visitor tracking Event tracking Ecommerce tracking 	<ul style="list-style-type: none"> Chat connectivity secured by 256-bit SSL connection Visitor banning 	<p>FREE FOREVER 1 agent and basic features for communication</p> <p>PREMIUM From \$18 per agent/month (Annual plan) \$24 per agent/month (Monthly Plan)</p> <p>10 days Free trial with all features enabled</p>	<ul style="list-style-type: none"> Integrated with CRM solutions Offers extended API 	<ul style="list-style-type: none"> Advanced integrations
	<ul style="list-style-type: none"> Multiple website support 15-day free trial Hosted chat or standalone installation Canned responses Message sneak-peek Pre-chat & post-chat survey Offline messages Agent rating facility Chat transfers between agents Chat tagging File sharing Ticketing System Statistics and reporting Chatbots 	<ul style="list-style-type: none"> Chat Reports Agent reports Event tracking Ecommerce tracking available with Enterprise plan 	<ul style="list-style-type: none"> Chat connectivity is secured by 256-bit SSL connection Visitor banning Credit Card masking IP based access restriction 	<p>TEAM \$29 / month / agent</p> <p>BUSINESS \$49 / month / agent</p> <p>ENTERPRISE Price on Request</p> <p>Free trial offered on Team and Business plans</p>	<ul style="list-style-type: none"> Integrated with 3rd party addons Extended APIs available 	<ul style="list-style-type: none"> Video live chat available in Business and Enterprise plans Screen sharing is available Co-browsing Social media integration Auto chat translation Personalised onboarding and training Extended analytics Advanced routing Dynamic chat campaigns Visitor segmentation
	<ul style="list-style-type: none"> Multiple website support Hosted chat or standalone installation Canned responses Message sneak-peek Pre-chat & post-chat survey Offline messages Agent rating facility Chat transfers between agents Chat tagging File sharing Statistics and reporting Chatbots 	<ul style="list-style-type: none"> Google Analytics integration Event tracking Visitor behaviour Monitors up to 25 visitors on a website at any given time 	<ul style="list-style-type: none"> Chat connectivity is secured by 256-bit SSL connection. Visitor banning 	<p>FREE 3 users/operator</p> <p>GROWTH \$39/month (Annual plan) \$49/month (Monthly Plan)</p> <p>PRO \$79/Month (Annual plan) \$99/month (Monthly Plan)</p>	<ul style="list-style-type: none"> Integrated with 3rd party addons Extended APIs and Java Script API. 	<ul style="list-style-type: none"> Realtime analytics Remove Purechat branding Priority support 1000 SMS notifications Account statistics and reporting
	<ul style="list-style-type: none"> Multiple website support 15-day free trial Hosted chat or standalone installation Chat tagging Multilingual Ticketing system Agent rating facility Skill based routing of chats Pre-chat & offline forms Statistics and reporting File sharing Chatbots 	<ul style="list-style-type: none"> Ecommerce tracking available Agent reports 	<ul style="list-style-type: none"> Hosts data in AWS data centers Certified ISO 27001, PCI/DSS Service Provider Level 1 SOC 2 compliance Encrypted using HTTPS/TLS 2 factor authentication IP restrictions 	<p>All plans billed annually</p> <p>PROFESSIONAL From \$89/agent/month</p> <p>ENTERPRISE From \$149/agent/month</p>	<ul style="list-style-type: none"> Integrated with 3rd party addons Offers extended APIs 	<ul style="list-style-type: none"> Custom roles and permissions Multibrand Co-browsing is available through Addons. Additional charges apply
	<ul style="list-style-type: none"> Multiple website support 7-day free trial Hosted chat or standalone installation Canned responses Message sneak-peek Pre-chat & post-chat survey Offline messages Agent rating facility Chat transfers between agents Chat tagging Statistics and reporting Chatboat API 	<ul style="list-style-type: none"> Google Analytics integration Visitor behaviour Detailed chat statistics Event tracking 	<ul style="list-style-type: none"> Single Sign-On (SSO) via SAML 2.0 and Microsoft Active Directory Federation Server (ADFS). SSL and Double-layer Encryption Credit Card masking HIPAA and GDPR-compliant 	<p>All plans billed annually</p> <p>ESSENTIALS From \$16 user/month</p> <p>PROFESSIONAL From \$26 user/month</p> <p>ENTERPRISE From \$40 user/month</p>	<ul style="list-style-type: none"> Integrated with 3rd party Apps Extended APIs available 	<ul style="list-style-type: none"> Co-browsing and remote screenshots possible. Customised to your website starting with Business plan + whitelabel on Enterprise plan