

PRICING:

Essentials

Your business is relatively new. You're looking for the perfect CEM solution to join you on your journey
\$0.149 per session*
0 - 10,000 sessions per month**
\$350 per month minimum order value
\$500 one-off set up fee
Less than 5 support representatives

Business

Your business is steadily growing & you want to thank your customers by offering them excellent customer support
\$0.119 per session*
10,000 - 100,000 sessions per month**
\$3,000 per month minimum order value
\$2,500 one-off set up fee
less than 20 support representatives

Enterprise

You've made it. Now you need to make sure your customers remain satisfied and continue to feel valued
\$0.095 per session*
100,000+ sessions per month**
\$5,000 per month minimum order value
\$10,000 one-off set up fee
20+ support representatives

*A session is defined as each time the customer or support representative interacts with the Proactive Self-Service solution or Agent Knowledge Search Tool. During each individual session, multiple questions can be asked and they will only be counted as one session until that session is terminated. A session will only be counted after the customer or support representative has marked that session as 'Done', or has closed the tab they are using to interact with that platform.

**Should you exceed the number of sessions allowed per tier you have signed up to (i.e. 'Essentials', 'Business', or 'Enterprise'), you will be charged an additional 15% per session above the agreed amount.