

Compare Plans			Professional	Premium	Platinum
USD (\$)	EUR (€)	GBP (£)	\$99 /agent/mo	\$139 /agent/mo	\$179 /agent/mo
HIGHLIGHTS					
Preferred agent			✓	✓	✓
AI-based customer sentiment			✓	✓	✓
WhatsApp			✓	✓	✓
Side conversations (link conversations together)			✓	✓	✓
Personal conversation offers			✓	✓	✓
Satisfaction ratings on all channels			✓	✓	✓
Merge contacts			✓	✓	✓
Timeline (complete customer history)			✓	✓	✓
SMS			✓	✓	✓
Contextual routing with external data			✗	✓	✓
Conversational assistant for chat (menus, messages and input fields)			✗	✓	✓
Extended analytics and report scheduling			✗	✓	✓
CUSTOMER COMMUNICATION CHANNELS					
WhatsApp (unlimited conversations)			✓	✓	✓
Facebook Messenger (unlimited conversations)			✓	✓	✓
Receive & send emails			✓	✓	✓
Phone - receive & make phone calls			✓	✓	✓
Unlimited concurrent phone calls			✓	✓	✓
SMS			✓	✓	✓
Voicemail			✓	✓	✓
Live chat & contact form widget			✓	✓	✓
ROUTING					
Unlimited queues for all inbound conversations			✓	✓	✓
Automatic routing based on first-in-first-out			✓	✓	✓
Automatically route conversations directly to agents			✓	✓	✓
Flow editor for email, phone calls and chat (easily edit setup & routing)			✓	✓	✓
Contextual routing with external data			✗	✓	✓
Conversational assistant for chat (menus, messages and input fields)			✗	✓	✓
Set opening hours for email, chat and call flows			✗	✓	✓
IVR (interactive voice response)			✗	✓	✓
Prioritize queues for conversation distribution			✗	✓	✓
Prioritize agents for conversation distribution			✗	✓	✓
Callback option instead of waiting			✗	✓	✓
Queue overflows and time-outs			✗	✓	✓
Route chats based on URL			✗	✓	✓
Set conditions for hiding chat widget			✗	✓	✓
Deploy offline contact form			✗	✓	✓
TEAM PRODUCTIVITY					
Agent collision detection			✓	✓	✓
Customize after conversation worktime (wrap-up time)			✓	✓	✓
Filtered real-time overview of waiting conversations			✓	✓	✓
Claim conversations in real time			✓	✓	✓
Templates for quick responses			✗	✓	✓
Set workload limits on all channels			✗	✓	✓
Advanced algorithm			✗	✓	✓
CUSTOMER MANAGEMENT					
Timeline (complete conversation history)			✓	✓	✓
Contact database (customers & companies)			✓	✓	✓
Automatic contact creation for new customers			✓	✓	✓
Automatic customer recognition			✓	✓	✓
Search in conversations & contacts			✓	✓	✓
Merge contacts			✗	✓	✓
COLLABORATION					
Set agent presence per channel			✓	✓	✓
Write internal notes on all conversations			✓	✓	✓
Transfer calls and conversations (assisted transfer)			✗	✓	✓
Transfer calls and conversations (blind transfer)			✗	✓	✓
Transfer calls and conversations to a queue			✗	✓	✓
Forward calls and emails externally			✗	✓	✓
Internal calls			✗	✓	✓
Barge in & listen in			✗	✓	✓
Call recording			✗	✓	✓
Side conversations (link conversations together)			✗	✓	✓
TEAM MANAGEMENT & PERFORMANCE OVERVIEW					
Add new agents & admins on the fly			✓	✓	✓
Upgrade & downgrade users on the fly			✓	✓	✓
Set service levels for each queue			✗	✓	✓
Queue alerts			✗	✓	✓
ADVANCED COMMUNICATION					
Music on hold & in queue			✓	✓	✓
In-queue phone announcements			✓	✓	✓
Email attachments (max 5 MB)			✓	✓	✓
Rich text emails			✓	✓	✓
Auto replies for emails			✓	✓	✓
Send email transcripts			✓	✓	✓
Mobile optimized chat experience			✓	✓	✓
Phone numbers in 60+ countries			✓ \$	✓ \$	✓ \$
Number porting (use your existing numbers)			✓ \$	✓ \$	✓ \$
Toll-free numbers			✓ \$	✓ \$	✓ \$
Pay-as-you-go rate of \$0.02 per minute (inbound)			✓ \$	✓ \$	✓ \$
Premium phone numbers (the nice ones!)			✗	✓ \$	✓ \$
Flat rate packages (discounts on inbound calls)			✗	✓ \$	✓ \$
Click-to-call			✗	✓	✓
Receive calls on mobile (simultaneous ring)			✗	✓	✓
Outgoing caller ID			✗	✓	✓
Email attachments (max 20 MB)			✗	✓	✓
Different live chat & contact form widgets on different pages			✗	✓	✓
BRANDING AND CUSTOMIZATION					
Custom wait music			✗	✓	✓
Custom email signatures			✗	✓	✓
SPF support (send from your original email addresses)			✗	✓	✓
Customize language, text & look of chat widget			✗	✓	✓
Customize language, text & look of contact form			✗	✓	✓
Remove Dixa logo from chat widget			✗	✓	✓
Choose chat widget & contact form placement			✗	✓	✓
KNOWLEDGE CENTER					
External knowledge center			✓	✓	✓
Unlimited articles			✓	✓	✓
Content management system			✓	✓	✓
Rich media support			✓	✓	✓
Suggest content			✓	✓	✓
Internal knowledge center for agents			✗	✓	✓
Permissions - article access control			✗	✓	✓
Show related articles / article interlinking			✗	✓	✓
Third party content auto sync			✗	✗	✓
Multilingual content support			✗	✗	✓
Automation features			✗	✗	✓
REPORTING AND ANALYTICS					
Satisfaction ratings on all channels			✓	✓	✓
Historical analytics for conversations and agent performance			✓	✓	✓
Tag & categorize all conversations			✓	✓	✓
Daily queue performance stats (updates in real-time)			✓	✓	✓
Daily team performance stats (updates in real-time)			✓	✓	✓
Real-time dashboard for all queues			✓	✓	✓
TV-mode with real-time call & queue stats			✓	✓	✓
Extended analytics and report scheduling			✗	✓	✓
Full conversation log data exports			✗	✓	✓
Customizable reports and analytics designer access			✗	✗	✓
PLATFORM					
Custom integrations via custom cards			✓	✓	✓
3rd party integrations			✓	✓	✓
Core API features			✓	✓	✓
Outgoing webhooks			✓	✓	✓
Mobile SDK			✗	✓	✓
Extended API functionality without rate limiting			✗	✓	✓
SUPPORT & SLA					
Email support			✓	✓	✓
In-app chat support			✗	✓	✓
Onboarding & go-live help			✗	✓ \$	✓ \$
Agent & manager training			✗	✓ \$	✓ \$
Phone support			✗	✗	✓
Service level agreements (SLAs) on uptime			✗	✗	✓