**helpmonks**

# A powerful customer service platform without the high costs

Straightforward pricing per mailbox and not per user. All plans include tools for email collaboration, live chat, and email marketing.

| BUSINESS | TEAMS | GROWTH | STARTER |
|---|---|---|---|
| **$199** | **$69** | **$39** | **$19** |
| per month, per mailbox | per month, per mailbox | per month, per mailbox | per month, per mailbox |
| The **ultimate all-in-one** customer service solution for teams that expect more. | Send **email drip campaigns**, enhanced live chat with triggers, SAML, and more. | Use a **shared inbox, send email newsletter, and use live chat** to grow your business. | Get started with **email collaboration**, live chat and email marketing tools. |

# All plans include...

## Shared inbox (core features)

- ✓ Unlimited users, emails, & storage
- ✓ Unlimited labels for emails & customers
- ✓ Collision detection & Workflows
- ✓ Assign emails to team members
- ✓ Mentions & internal notes
- ✓ Canned responses & shared drafts
- ✓ SLA's & Company records
- ✓ Search across all emails & contacts
- ✓ Response & open email tracking
- ✓ Reminders & scheduled send
- ✓ 2-Factor Authentication & SSL support

## Support

- ✓ Concierge On-boarding
- ✓ Free training
- ✓ Email & Live Chat support

## Email Marketing

- ✓ Unlimited email newsletter campaigns
- ✓ Unlimited email drip campaigns
- ✓ Unlimited contacts
- ✓ Behavioral automation
- ✓ Distribution lists, Segmentation & Tagging
- ✓ Email Templates & import your templates
- ✓ Dynamic content
- ✓ Campaign archive & Reports
- ✓ Open & click tracking
- ✓ Form-Builder for sign-up or contact forms

## Reports & Analytics

- ✓ Intelligent email reporting
- ✓ Analytics for contacts & companies
- ✓ Reports on your teams performance
- ✓ Reports on Labels, Tracking & Approvals

## Live Chat

- ✓ Live chat for all your sites
- ✓ Unlimited agents & chat sessions
- ✓ Behavioral triggers & automated messaging
- ✓ Real-time user activity tracking
- ✓ Visitor analytics & agent reports

## Furthermore...

- ✓ To-Do app for teams
- ✓ Workgroup & Team capabilities
- ✓ Simple CRM feature workflows
- ✓ Optional approval process per user
- ✓ Custom fields & Customer satisfaction
- ✓ Custom application & Zapier integration
- ✓ API, SSO, SAML & oAuth
- ✓ Custom domain & custom SSL
- ✓ IP access restriction
- ✓ Knowledge Base & Blog (coming soon)
- ✓ Show all features

# Business

The ultimate all-in-one customer service solution for teams that expect more.

This plan includes every feature, plus:

- Email Newsletters: Send 500,000 emails/month*
- Distribution Lists: Unlimited lists
- Live Chat: Unlimited chat widgets
- Reports: Unlimited report history
- Shared Inbox: Unlimited workflows
- Support: Zoom sessions
- Support: Prioritized
- Dedicated account manager

*Send additional 500,000 emails for only $100/month. Only for bulk emails. You always can receive/send unlimited emails!*

**$199** per month, per mailbox

Try Helpmonks

★★★★★

Great system that allows for effective day to day business operations. The ability to condense all of your contacts in one location. Allows for fast communication between team members. Simple System to operate. Customer Service is outstanding.

Liam E. (Events Specialist)

# Teams

Send email drip campaigns, enhanced live chat with triggers, SAML, and more.

This plan includes every feature, plus:

- Email Newsletters: Send 100,000 emails/month*
- Support: Prioritized

Limitations:

- Distribution Lists: 50 lists
- Live Chat: 5 sites or in-app
- Shared Inbox: 500 workflows per mailbox
- Reports: 12 months report history

*Send additional 100,000 emails for only $50/month. Only for bulk emails. You always can receive/send unlimited emails!*

**$69** per month, per mailbox

Try Helpmonks

★★★★★

Helpmonks provides many unique features and settings for customization. Multiple options for each user to set up for their own experience. Customer service is very responsive and works through any issues promptly and get back to us in a timely fashion. Option for setting up reminders can be extra helpful so that customer's aren't neglected.

Heather W.

# Growth

The ultimate all-in-one customer service solution for teams that expect more.

**You'll be missing out on:**

- 🛑 Automated Email Drip Campaigns
- 🛑 CRM & Workgroups feature
- 🛑 Approval process
- 🛑 Custom domain & custom SSL
- 🛑 IP access restrictions
- 🛑 SSO, SAML & oAuth authentication

**Limitations:**

- ⚠️ Distribution Lists: 10 lists
- ⚠️ Live Chat: 3 sites or in-app
- ⚠️ Shared Inbox: 100 workflows per mailbox
- ⚠️ Reports: 6 months report history

**This plan includes all core features, plus:**

- ✔ Email Newsletters: Send 30,000 emails/month*
- ✔ Custom Fields & Custom Applications
- ✔ Customer Satisfaction, Zapier & many other integrations

*\* Send additional 30,000 emails for only $25/month. Only for bulk emails. You always can receive/send unlimited emails!*

**$39** per month, per mailbox

[Try Helpmonks]

⭐⭐⭐⭐⭐

We've been a customer of Helpmonks for a while now and have seen the platform grow and evolve into a full suite of shared productivity tools. The shared inbox transformed the way we respond to customer emails. It allows us to have several agents answering email at the same time, without fear of collisions due to its built in collision detection. In turn, this allows us to have incredible response times, often minutes during normal business hours.

Eric M. (Small Business Owner)

# Starter

The ultimate all-in-one customer service solution for teams that expect more.

**You'll be missing out on:**

- 🛑 Automated Email Drip Campaigns
- 🛑 CRM & Workgroups feature
- 🛑 Approval process
- 🛑 Custom domain & custom SSL
- 🛑 IP access restrictions
- 🛑 SSO, SAML & oAuth authentication
- 🛑 Custom Fields & Custom Applications
- 🛑 Customer Satisfaction, Zapier & many other integrations

**Limitations:**

- ⚠️ Distribution Lists: 1 list
- ⚠️ Live Chat: 1 site or in-app
- ⚠️ Shared Inbox: 3 workflows per mailbox
- ⚠️ Reports: 1 month report history

**This plan includes all core features, plus:**

- ✔ Email Newsletters: Send 5,000 emails/month*

*\* Only for bulk emails. You always can receive/send unlimited emails!*

**$19** per month, per mailbox

[Try Helpmonks]

⭐⭐⭐⭐⭐

We are able to have multiple people work through one mailbox. We use one email address for our accounting department. Different people need different emails. Being able to assign a conversation to someone instead of having to forward it or send slack, we can just assign it to them and it clears the queue. The pricing is amazing and the support is wonderful.

Chris H.

# Compare plans

| Live-Chat & Email Marketing Platform | STARTER | GROWTH | TEAMS | BUSINESS |
|---|:---:|:---:|:---:|:---:|
| **Live-Chat**<br>Add live chat to any website or app | ✔ | ✔ | ✔ | ✔ |
| Live-Chat Seats<br>How many chat widgets per website or app | 1 | 3 | 5 | Unlimited |
| Live-Chat Enhanced<br>Real-time Visitor Statistic, Reports and Chat triggers | | ✔ | ✔ | ✔ |
| **Email Campaigns**<br>Send email newsletters with reports | ✔ | ✔ | ✔ | ✔ |
| Email Campaigns: Distribution Lists<br>How many distributions lists you can create | 1 | 10 | 50 | Unlimited |
| Email Campaigns: Email sending per month<br>How many email sending per month is included | 5000 | 30,000<br>30,000 more only $25 | 100,000<br>100,000 more only $50 | 500,000<br>500,000 more only $100 |
| Form-Builder<br>Create contact or sign-up forms with ease | ✔ | ✔ | ✔ | ✔ |
| **Automated Email Drip Campaigns**<br>Advanced email automation with behavioral actions | | | ✔ | ✔ |

| Shared Inbox / Email Collaboration | STARTER | GROWTH | TEAMS | BUSINESS |
|---|:---:|:---:|:---:|:---:|
| Maximum of users | Unlimited | Unlimited | Unlimited | Unlimited |
| Maximum of emails | Unlimited | Unlimited | Unlimited | Unlimited |
| Maximum of attachments / storage size | Unlimited | Unlimited | Unlimited | Unlimited |
| Sending & receiving of emails per month | Unlimited | Unlimited | Unlimited | Unlimited |
| Workflows per mailbox | 3 | 100 | 500 | Unlimited |
| Report history retention | 1 month | 6 months | 12 months | 24 months |
| Assign emails to team-members | ✔ | ✔ | ✔ | ✔ |
| Collision detection | ✔ | ✔ | ✔ | ✔ |
| Use multiple labels for emails | ✔ | ✔ | ✔ | ✔ |
| Label for customer records | ✔ | ✔ | ✔ | ✔ |
| Mention team-members in internal notes | ✔ | ✔ | ✔ | ✔ |
| Canned response templates / saved-replies | ✔ | ✔ | ✔ | ✔ |
| Share drafts with team-members | ✔ | ✔ | ✔ | ✔ |
| Open Email-Tracking | ✔ | ✔ | ✔ | ✔ |
| Merge and link conversations | ✔ | ✔ | ✔ | ✔ |
| Set custom reminders for each email | ✔ | ✔ | ✔ | ✔ |
| SLA (Service Level Agreement) options | ✔ | ✔ | ✔ | ✔ |
| Company creation and combined history | ✔ | ✔ | ✔ | ✔ |
| SPF and DKIM settings | ✔ | ✔ | ✔ | ✔ |
| Helpmonks SMTP servers powered by Sendgrid | ✔ | ✔ | ✔ | ✔ |

| Feature | STARTER | GROWTH | TEAMS | BUSINESS |
|---|:---:|:---:|:---:|:---:|
| Custom SMTP servers | ✔ | ✔ | ✔ | ✔ |
| Delivery logs | ✔ | ✔ | ✔ | ✔ |
| Send from mailbox email address or change the from to the user | ✔ | ✔ | ✔ | ✔ |
| Send emails from user email address directly | | | ✔ | ✔ |

| **General features** | **STARTER** | **GROWTH** | **TEAMS** | **BUSINESS** |
|---|:---:|:---:|:---:|:---:|
| Reports (Mailbox, Usage, and User activity) | ✔ | ✔ | ✔ | ✔ |
| Desktop and mobile app (PWA) | ✔ | ✔ | ✔ | ✔ |
| Advanced search | ✔ | ✔ | ✔ | ✔ |
| To-Dos for Teams | ✔ | ✔ | ✔ | ✔ |
| Saved searches | | ✔ | ✔ | ✔ |
| Sync outgoing replies to your IMAP mail server | | ✔ | ✔ | ✔ |
| Send emails to all users of a company | | ✔ | ✔ | ✔ |
| Send emails to all internal users | | ✔ | ✔ | ✔ |
| CRM capabilities | | | ✔ | ✔ |
| Groups / Workgroups | | | ✔ | ✔ |
| Approval process (approve before sending) | | | ✔ | ✔ |

| **Integrations / Plugins** | **STARTER** | **GROWTH** | **TEAMS** | **BUSINESS** |
|---|:---:|:---:|:---:|:---:|
| API access and webhooks | ✔ | ✔ | ✔ | ✔ |
| Slack | ✔ | ✔ | ✔ | ✔ |
| Github | ✔ | ✔ | ✔ | ✔ |
| HipChat | ✔ | ✔ | ✔ | ✔ |
| Zapier | | ✔ | ✔ | ✔ |
| Chatra Chat | | ✔ | ✔ | ✔ |
| LiveChat | | ✔ | ✔ | ✔ |
| Trello | | ✔ | ✔ | ✔ |
| Custom Fields | | ✔ | ✔ | ✔ |
| Custom Applications | | ✔ | ✔ | ✔ |
| Customer Satisfaction | | ✔ | ✔ | ✔ |
| Custom domain and custom SSL | | | ✔ | ✔ |
| IP-access restriction | | | ✔ | ✔ |

| **Security / Authentication** | **STARTER** | **GROWTH** | **TEAMS** | **BUSINESS** |
|---|:---:|:---:|:---:|:---:|
| Two-Factor (2-step) authentication | ✔ | ✔ | ✔ | ✔ |
| Hardware key support (Yubikey) | ✔ | ✔ | ✔ | ✔ |
| SSL / HTTPS connection | ✔ | ✔ | ✔ | ✔ |
| Custom Domain & SSL certificate<br>Use your domain & SSL, e.g., https://team.mydomain.com | | | ✔ | ✔ |

| | STARTER | GROWTH | TEAMS | BUSINESS |
|---|---|---|---|---|
| SSO / SAML / oAuth authentication | | | ✔ | ✔ |
| IP-address access restriction | | | ✔ | ✔ |
| **Support and training** | **STARTER** | **GROWTH** | **TEAMS** | **BUSINESS** |
| On-boarding session for your team | 1 hour | 2 hours | 4 hours | 6 hours |
| Secure backup of your data | ✔ | ✔ | ✔ | ✔ |
| In-app live chat | ✔ | ✔ | ✔ | ✔ |
| Email | ✔ | ✔ | ✔ | ✔ |
| Import of emails (from Gmail with labels) | $ | $ | ✔ | ✔ |
| Migration help<br>We'll help you migrate from another vendor | $ | $ | ✔ | ✔ |
| Phone & Zoom support<br>We provide personal support for account with over 5 mailboxes | | | ✔ | ✔ |
| Priority support | | | within 6 hours | within 3 hours |
| Dedicated Account Manager | | | | ✔ |

# Common questions

## Is the price really only per mailbox?

Yes, our business model is based on how many mailboxes you add. With Helpmonks you get **unlimited users, unlimited emails, and unlimited storage space for your attachments**. Please, compare our plans to see what's included with each plan.

## What is a mailbox?

A mailbox in Helpmonks is a distinct container for emails corresponding to a shared email address, i.e. support@domain.com, sales@domain.com. You can add an unlimited amount of mailboxes to your account.

## Can I change the number of mailboxes?

Yes, you can change the number of mailboxes at any time within your account. There are **no additional charges and we automatically pro-rate your account** , there are no additional fees for switching plans!

## Is my data safe?

All your data is secure and safe in Helpmonks. We deploy the best practices to secure your account and servers (encryption, SSL, firewall, etc.). Our dedicated security page explains this in more detail.

## Can I switch to a cloud server any time?

Surely, you can switch to a cloud server at any point in time. We even help you migrate your emails and settings.

## Can I import my email history?

Yes, we do offer a service to import emails from your mail server. Simply contact us .We'll be happy to help.

## Is there an email limit in receiving or sending?

No, there is no limit in receiving or sending emails in your account. We do have a very generous sending limit for bulk emails, e.g., email newsletters. The limit is based on your account plan and can be extended. Contrary to our competitors, there is also **no limit on the amount of contacts**. You can compare our plans to see what's included with each plan.

## What happens after my trial ends?

If you choose to keep using Helpmonks, simply choose which plan you'd like within your account. However, if you reach the end of your trial without choosing a plan, your account will be deactivated. For expired accounts we'll retain your data for a limited amount of time so that you can choose a plan and continue using Helpmonks as you've configured it.

## What if I'm still not decided after the trial period has ended?

No problem. We are all busy. Simply contact us we are more than happy to extend your trial.

## Is this a long-term contract or commitment?

No, there is no contract or commitment for our monthly plans. You may cancel at any time through your account page.

## Do you have a discount for open source projects and non-profit organizations?

We acknowledge the hard work that goes into your projects and love to support you. Please refer to our open source and non-profit page.

## I have more questions

Please contact us or schedule a demo. We'll be happy to help.