

# Pricing

No matter your size or ambitions, we've got a plan for you.

\$ € £

Monthly Yearly

Essential	Growth	Ultimate	Custom
Start to engage and build your customer base with these service essentials.	Delight your customers and increase retention with personalized service at scale.	Create lasting customer loyalty with advanced automations and Knowledge-Centered Service.	Made to suit your needs. Drive better business outcomes with every customer interaction.
<b>\$39</b> per Agent/Month	<b>\$89</b> per Agent/Month	<b>\$139</b> per Agent/Month	<a href="#">Contact us</a>
<a href="#">Book a Demo</a>	<a href="#">Book a Demo</a>	<a href="#">Book a Demo</a>	
<ul style="list-style-type: none"> <li>Dixa Messenger as a Channel</li> <li>Conversation Timeline</li> <li>Intelligent Routing</li> <li>Offers</li> <li>Advanced Search</li> <li>Slide Conversations</li> <li>Notes &amp; Tags</li> <li>Transfers</li> <li>Analytics</li> <li>Activity Log</li> <li>Data Export</li> <li>Integrations</li> <li>Mobile SDK</li> <li>Customizable Contact Forms</li> <li>Contact Form API</li> <li>Contacts</li> <li>Conversation Overview</li> </ul>	<ul style="list-style-type: none"> <li>All Features from Essential</li> <li>All Channels (Phone, Email, Dixa Messenger, Live Chat, SMS, Facebook Messenger, Instagram, Twitter, Whatsapp, and Contact Forms)</li> <li>External Knowledge Base</li> <li>CSAT Measurement for Live Chat, Email, and Dixa Messenger</li> <li>Callback</li> <li>Language Detection</li> <li>Scheduled Conversations</li> <li>Agent Teams</li> <li>Unlimited Custom Cards</li> <li>Custom Conversation Attributes</li> <li>Business Critical Integrations</li> <li>Multiple Organizations</li> </ul>	<ul style="list-style-type: none"> <li>All Features from Growth</li> <li>Routing with External Data</li> <li>Knowledge-Centered Service</li> <li>Advanced Conversation Automations</li> <li>Agent Identity with SCIM</li> <li>Activity Log API</li> <li>Bulk Actions</li> <li>Routing Assistant in Dixa Messenger</li> <li>Sandbox Access</li> </ul>	<ul style="list-style-type: none"> <li>All Features from Ultimate</li> <li>Custom API Limit</li> <li>Knowledge API</li> <li>Custom Services and Support</li> <li>Special Integration and Transition Support</li> </ul>

[Compare all plans](#)

All pricing plans has a 7 seat minimum. Monthly billing frequency will incur a surcharge to the annual billing prices shown. For packages under 7 seats, please reach out.

## Supercharge your setup

### Chatbot

Efficiency is the name of the game here: Offer customers the right help at the right time with conversations that start with a chatbot. Automate up to 80% of your requests so that you can focus on the customers that need the human touch.

[See key features](#)

**\$999** per month + **\$75** per 1000 bot conversations

### Quality and Insights

Take your customer experience to the next level with our advanced quality assurance solution. Driven by powerful analytics, easily audit and analyze agent performance to develop your agents and improve customer interactions.

[See key features](#)

**\$29** per agent / month

## Add-ons

### View-Only Users

View-Only Users can administer processes, rules, chatbots, account settings, and check KPIs or perform any other non-customer facing task inside Dixa.

**\$15** per user / month

### Seasonal Agents

Don't know how many agents you might need in peak season? No problem. Easily add agents to Dixa and receive the charge on your next bill.

Pricing based on plan

### Custom Card Assistance

Get help setting up our powerful Custom Cards. All we need from you is a little bit of code, we'll do the rest. With Custom Cards, you can display information from external sources like your CRM or ecommerce platform in Dixa, so your agents have everything they need without having to switch systems.

Price upon request

## Included in all plans

<h3>Uptime Guarantee</h3> <p>With a guaranteed uptime SLA of 99.9%, never worry about lapses in service affecting your customers.</p>	<h3>Dixa Academy</h3> <p>Get rid of headache-inducing workflows and see the difference a happier, more productive team can make.</p>	<h3>Data &amp; File Storage</h3> <p>Use as much, or as little, space as you need. No hidden storage fees or limits</p>
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## Frequently asked questions

<h3>Can you make calls with Dixa?</h3> <p>Yes! We have a flexible, full-featured call center and phone system that runs entirely in your browser. Pay as you go and get discounts based on volume. Includes unlimited phone numbers.</p>	<h3>Is Dixa geared toward specific industries?</h3> <p>Dixa works well across a multitude of industries, such as: Ecommerce, Retail, Fintech, Insurtech, Travel &amp; Hospitality, Transport &amp; Mobility, Telecommunications, Media &amp; Entertainment, and many more. See our customer stories for examples of how we've created value and solved challenges for companies in your industry.</p>
<h3>Is there a minimum number of seats?</h3> <p>Yes, we have a 7 seat minimum.</p>	<h3>Do I need any hardware?</h3> <p>All you need is a computer and an internet connection. That being said, we do recommend headsets with active noise cancellation for the best possible experience.</p>
<h3>Do you offer monthly pricing?</h3> <p>All our pricing plans are billed annually, but monthly pricing is available upon request (please note that it includes a surcharge).</p>	<h3>Can I use desk phones with Dixa?</h3> <p>Yes, we integrate with selected USB desk phones. Please reach out for more details.</p>
<h3>Can I keep my existing phone numbers?</h3> <p>Yes, you can. Simply contact us to transfer your existing numbers from your current phone carrier to Dixa (known as "porting"). Please note that in some countries, it can take some time. We'll let you know what to expect, as well as help you throughout the process.</p>	<h3>Is Dixa GDPR compliant?</h3> <p>Yes, Dixa is GDPR compliant. For more information, please reach out.</p>

WISTIA | allplants | *Rapha.* | Butternut Box

**“**

We've built the allplants brand on our ability to delight our customers and build strong personal relationships with them. We chose Dixa because we needed a customer service platform that could keep pace with our growth as well as the evolving demands of our customers. So far, we've been delighted with the results.”

Felicity Bell  
Head of Delight at Allplants

[Read customer story](#)

## Calculate the potential business impact of Dixa

See how Dixa can impact your profitability. It only takes 2 minutes.

[See for yourself](#)

<h3>Platform</h3> <ul style="list-style-type: none"> <li>Product Tour</li> <li>Dixa Channels</li> <li>Dixa Agent Hub</li> <li>Dixa Conversation Engine</li> <li>Dixa Discover</li> <li>Integrations</li> </ul>	<h3>Pricing</h3> <ul style="list-style-type: none"> <li>Pricing</li> <li>Compare Plans</li> <li>Book a Demo</li> <li>Free Trial</li> <li>Referral Program</li> <li>Value Calculator</li> </ul>	<h3>Customers</h3> <ul style="list-style-type: none"> <li>Customers Stories</li> <li>Dixa Customer Success</li> <li>G2 Reviews</li> </ul>	<h3>Resources</h3> <ul style="list-style-type: none"> <li>Blog</li> <li>eBooks &amp; Reports</li> <li>Events and Webinars</li> </ul>	<h3>Support</h3> <ul style="list-style-type: none"> <li>Help Center</li> <li>System Status</li> <li>Product Status</li> <li>API Documentation</li> <li>Desktop App</li> </ul>	<h3>Company</h3> <ul style="list-style-type: none"> <li>About</li> <li>Careers</li> <li>Press</li> <li>Partners</li> <li>Contact Us</li> </ul>
<h3>Why Dixa?</h3> <p>Customer Friendship™ at Dixa</p>	<h3>Solutions</h3> <p>Business Leaders Customer Service Operations Large Businesses Medium Businesses Startups</p>				
<h3>Industries</h3> <p>Ecommerce Food &amp; Grocery Fintech &amp; Insurtech Transport &amp; Mobility Pet Care &amp; Food Fashion &amp; Design Health &amp; Wellness Logistics &amp; Mobility</p>	<h3>Compare</h3> <p>ZenDesk vs. Dixa Freshdesk vs. Dixa Kustomer vs. Dixa</p>				
<h3>Capabilities</h3> <p>Dynamic Knowledge Dixa Messenger Chatbot Quality Assurance</p>	<h3>Explore</h3> <p>Customer Service Software Call Center Software Ticketing System Help Desk Software</p>				
<h3>Social</h3> <p>Facebook LinkedIn Twitter Instagram</p>	<h3>Legal</h3> <p>Terms of Service Privacy Policy Cookie Policy GDPR 3rd Party Services Service-level Agreement Data Security</p>				