

Radically simple pricing

Customer service platform pricing that works the way you do. Pay only for what you use.

Hero

\$150

per Support Hour/month
Billed annually
10 seat minimum

All the capabilities you need, natively built in, to make customer service your business

TALK TO SALES

Super Hero

\$180

per Support Hour/month
Billed annually

Everything in the Hero package plus custom reporting, 99.9% uptime, increased API capacity, and Premium Support

TALK TO SALES

Features included

- ✔ Communicate on all channels, out-of-the-box including voice, email, chat, and social
- ✔ Natively built-in voice and IVR
- ✔ All the details about a customer is available in a single view
- ✔ Match customers with the best service hero with People Match
- ✔ See a customer's entire conversation history, no matter what channel they come from, in a single view
- ✔ Leverage a single knowledge base to publish answers across all channels and languages
- ✔ Understand team performance across agents, channels, and conversations with historic and real-time reporting
- ✔ Integrations that make it easy to work with the applications your teams already love

All Hero features

- ✔ Custom reporting with Insight Builder to simplify creating reports and dashboards
- ✔ 99.9% uptime to keep your business running
- ✔ Increased API capacity to make it easy to work with all your applications and data
- ✔ Premium 24x7 Support to get help when you need it

"Not only have we seen significant results in reduced response times and email backlog, but Gladly has helped us develop more meaningful, personal relationships with our customers. For a brand that stands for individuality, that is the most valuable service a partner can provide."

Drew Chamberlain
Director of Operations and Customer Experience, JOANN

Take the First Step Towards Transforming Your Contact Center with Gladly

Schedule your personalized consultation and custom quote with us today by filling out the form below.

First, tell us a bit about yourself.

By completing this form, I agree to receive marketing and other communications from Gladly Software, Inc. and agree to abide by the below Privacy Policy and Terms of Service. [Privacy Policy](#) | [Terms of Use](#)

TALK TO SALES

FAQ

- I really don't need a separate Voice platform anymore? +
- What do you mean by pay only for what you need? +
- What's the difference between a Customer Facing user and Task User? +
- Are telecom fees included? +
- Are payment transaction fees included? +
- Do you help with data migration from my current platform? +

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- Do you help with data migration from my current platform? +
- Is there a charge for Self-Service Threads? +

Product

- Customer Support Platform
- Pricing
- Product Tour
- Request Demo
- Gladly vs. Zendesk
- Gladly vs. Oracle
- Gladly vs. Gorgias
- Gladly vs. Kustomer
- Gladly vs. Freshdesk
- Gladly vs. Salesforce
- Gladly vs. Genesys

Support

- System Status
- Support Docs
- FAQs
- API Reference
- Implementation Guides
- Security Agreement
- Security, Privacy & Compliance

Learn

- Reports and Handbooks
- Blog
- Webinars
- Podcast
- Events
- Gladly Connect Live
- CX Maturity Assessment

Gladly

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