Simple pricing for businesses of all sizes

Start your omnichannel journey today

30-days free trial   No credit card required   3000+ customers   Trusted by governments   GDPR compliant
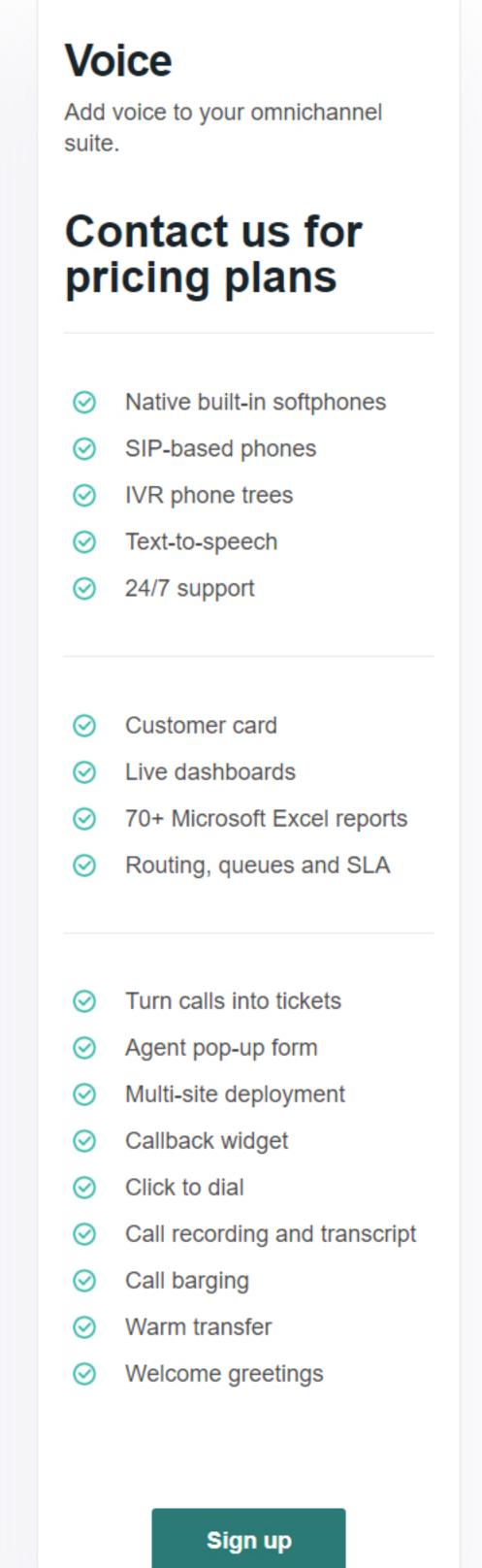
Small cloud
For smaller teams with up to 2 agents.

$9 Per agent per month

- ⊘ Up to 2 email accounts
- ⊘ Up to 2GB storage
- ⊘ Email ticketing
- ⊘ Live chat
- ⊘ 24/5 support

30-day free trial

Cloud
Get the full benefits of FocalScope on secure cloud.

$39 Per agent per month

- ⊘ Unlimited email accounts
- ⊘ 30 / 60 / 90GB storage
- ⊘ Email ticketing
- ⊘ Live chat
- ⊘ 24/7 support

- ⊘ Customer card
- ⊘ Live dashboards
- ⊘ 70+ Microsoft Excel reports
- ⊘ Routing, queues and SLA

- ⊘ Facebook, WhatsApp, SMS
- ⊘ Knowledge base
- ⊘ Multibrand support

30-day free trial

On-premise
Deploy FocalScope securely on-premises.

$39 Per agent per month

- ⊘ Unlimited email accounts
- ⊘ Unlimited storage
- ⊘ Email ticketing
- ⊘ Live chat
- ⊘ 24/7 support

- ⊘ Customer card
- ⊘ Live dashboards
- ⊘ 70+ Microsoft Excel reports
- ⊘ Routing, queues and SLA

- ⊘ Facebook, WhatsApp, SMS
- ⊘ Knowledge base
- ⊘ Multibrand support

On-premise features

- ⊘ Dedicated or virtual server
- ⊘ Dedicated IP address
- ⊘ Access to SQL database
- ⊘ VPN (IPSEC)

Sign up

Voice
Add voice to your omnichannel suite.

Contact us for pricing plans

- ⊘ Native built-in softphones
- ⊘ SIP-based phones
- ⊘ IVR phone trees
- ⊘ Text-to-speech
- ⊘ 24/7 support

- ⊘ Customer card
- ⊘ Live dashboards
- ⊘ 70+ Microsoft Excel reports
- ⊘ Routing, queues and SLA

- ⊘ Turn calls into tickets
- ⊘ Agent pop-up form
- ⊘ Multi-site deployment
- ⊘ Callback widget
- ⊘ Click to dial
- ⊘ Call recording and transcript
- ⊘ Call barging
- ⊘ Warm transfer
- ⊘ Welcome greetings

Sign up

Add on FocalScope chatbots

Leverage AI-powered chatbots to deflect up to 35% of live chat conversations. Serve up answers faster than ever. Let them handle common requests, share knowledge articles, and triage chats on behalf of human agents.

Contact us

Payment options
We accept payment via bank transfer and all major credit cards including Visa, MasterCard, American Express and PayPal. We offer invoicing, purchase orders and flexible billing cycles

Data security
Our servers are hosted in corporate high-capacity secure data centers that are protected and monitored 24/7. We are EU safe harbour compliant and we support SSL encryption for maximum data safety.

30-day free trial
No credit card is required. When you sign up for a plan, you automatically get a 30-day free trial. At any point during the trial period, you can upgrade to a paid subscription plan to continue using the solution.

What is an 'agent'?
An agent is a named user login to the FocalScope system. Each staff member, supervisor and manager needs their own named user license. You can add as many agents to the system as required.

Channels
- Email ticketing
- Voice
- Live chat
- Chatbots
- Messaging
- Knowledge base

Capabilities
- Routing, queues and SLA
- Dashboards and reporting
- Customer card
- Integrations

Solutions
- Travel
- E-commerce and Retail
- Logistics
- Contact centers and BPOs
- Help desks
- Customer service software
- Call center software
- Help desk software

Community
- Customer stories
- Developers
- Partners

Resources
- Pricing
- Implementation
- What's new
- Help center
- System requirements

Company
- About us
- Contact us
- Demo

FocalScope

Start your omnichannel journey with FocalScope

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Subscribe to product and industry news.

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