PRICING

Get started today with DevRev's sir pricing tiers.

Choose a plan for your team

Starter

For small teams, up to 15 users, building and supporting customers while navigating through PMF.

⚙ Try us out for 45 days free

Platform License $9.99
                                   per user/month

Any user in the org needs a platform license to interact with DevRev records.

Support License   Additional $9.99
                                   per user/month

For users who communicate with customers, related records and other support features. User license = Support + Platform price.

Get started

Unlimited viewers at no extra charge

Converge Issue and Ticket Management

Map your product features with Parts and Trails

Customize your data and insights with Vistas

Manage customers and users

Pro   POPULAR

For teams growing and scaling their product while maintaining customer centricity.

⚙ Try us out for 45 days free

Platform License $24.99
                                   per user/month

Any user in the org needs a platform license to interact with DevRev records.

Support License   Additional $34.99
                                   per user/month

For users who communicate with customers, related records and other support features. User license = Support + Platform price.

Get started

⬡ Includes everything from Starter

Authorization roles and groups

Scheduled 2 Way Jira Sync

Advanced Customization*

Ultimate

For advanced, complex (your regulatory and orga

Contact Sales

⬡ Includes everything fr

Audit logging

Increased Storage and F

SLA driven support resp

Advanced object, subtyp

Multi-region High Availab

Live Read Replica Sand

SSO, SCIM, Active Dired

24 x 5 Support

Automate workflows with Marketplace integrations

Sync data across apps with Airdrop

Consumption Services	⌄
Optional Add-On	⌄

Consumption Services	⌄

COMPARISON

See full comparison

DevRev Feature list per plan

Starter
For small teams, up to 15 users, building and supporting customers while navigating through PMF.

Pro
For teams growing and scaling their product while maintaining customer centricity.

Platform

Platform	Starter	Pro
Viewers	-	-
Collaborators	Up to 15	Unlimited
Work Management	✓	✓
Cross Object Work, Parts, and Identity Linking	✓	✓
Customer and User Management	✓	✓
Multi Product SoR - Services, Features, Capabilities	✓	✓
Trails Product Visualization	✓	✓
Real Time Update Notifications	✓	✓
Real Time At Mention Notifications	✓	✓
Real Time Following Notifications	✓	✓
Bulk Actions	✓	✓
Reporting	✓	✓
Real Time Collaboration	✓	✓
Rich Text Editor	✓	✓
Custom Tags	✓	✓
Typing Indicators	✓	✓
Attachments	✓	✓
Attachment Preview	✓	✓
Rest API Access	✓	✓
Semantic Search	✓	✓
AI Powered: Auto Complete	✓	✓
AI Powered: Deduplication, Ticket Clustering, Suggested Links	✓	✓
AI Powered: Auto Suggestion, Auto complete, Type Ahead	✓	✓
Automated Convergence - Cross Record Update Automations	✓	✓
SSO, SCIM, Active Directory Sync	-	-
AuthZ : Role Based Access Control	ADD-ON	✓
Custom Attributes	10	50
Custom Types		✓

Unlimited Airdrops	-	-
Airdrop Sync Schedule	24 hours	Every 1 hr
Message Retention	90 days	365 days
Event Retention	90 days	365 days
Auditing Services		
Community Support	✓	✓
Customer Support	-	Business Hours
Dedicated Customer Success		

Support - Tickets and Conversations

Unified Conversation Inbox	✓	✓
Modern Customizable Ticketing Platform	✓	✓
Unlimited Read/Write Access to Customer Conversation	✓	✓
Private Ticketing Collaboration	✓	✓
Auto Routing	✓	✓
Ticket to Issue/Ticket linking	✓	✓
Multi-Channel Support: Email	✓	✓
Multi-Channel Support: Slack	✓	✓
Bidirectional Slack Updates	✓	✓
SLA Tracking	✓	✓
Custom Ticket Vistas	✓	✓
Shareable Ticket Vistas	✓	✓

Support - PLuG Widget

Customer Ticket Center	✓	✓
Conversations With Verified Users (Consumption Pricing)	✓	✓
Conversation with Anonymous Leads (Consumption Pricing)	✓	✓
Auto Response Workflows	✓	✓
After-Hour Response Automations	✓	✓
Auto Assignment Based on Keywords	✓	✓
Email Notifications On Missed Messages	✓	✓
Multi-Language Chat Translation		✓

Support - Knowledge Services

Knowledge Article Search	✓	✓
Knowledge Articles Management	✓	✓
KB Articles Abstraction and Deflection	✓	✓
Product Based Knowledge File System	✓	✓

Build

Included In Platform Licenses	✓	✓
Modern Issue Management Platform	✓	✓
Now, Next, Later Vista	✓	✓
Custom Issue Vistas	✓	✓
Shareable Vistas	✓	✓
Dependency Tracking	✓	✓
GitHub Event Ingestion	✓	✓
Github Auto Issue Creation	✓	✓
Jira 1 Way Sync (Airdrop)	✓	✓
Jira 2 Way Sync (Airdrop)	✓	✓
Real Time Collaboration	✓	✓
Real Time Event Capture	✓	✓
Real Time Notifications	✓	✓

How do Credits Work? Is there a free trial available?

What is a Platform vs. Support User?

How do Consumption Services Add-Ons work?

What is a conversation add-on?

What are the customer management add-ons

Are there any limits to API usage?

SOC2 compliant
Enterprise grade security to protect customer data

Product

Build

Support

Marketplace

Platform

AirDrop

Analytics

Workflow Engine

Resources

Pricing

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Case studies

Documentation

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The Book of DevRev

Compa

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