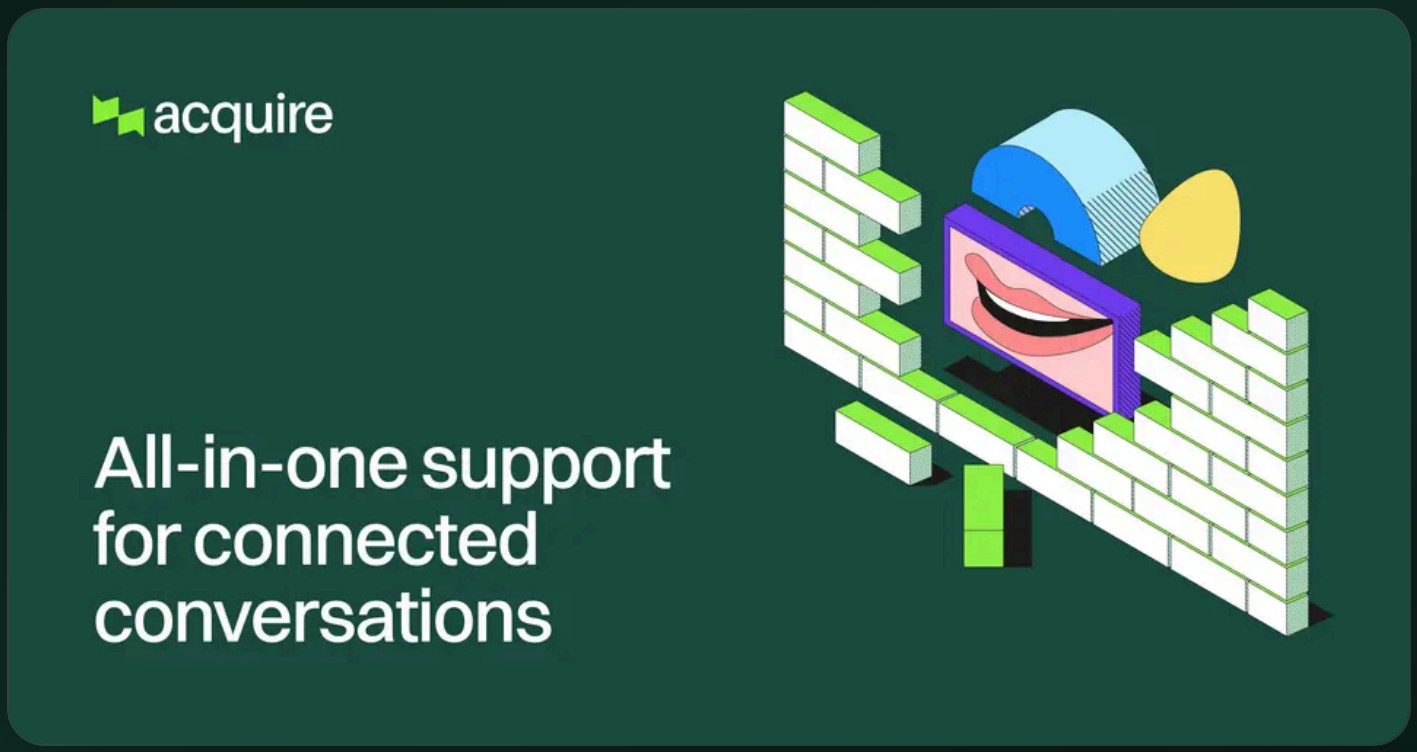
ToolGPA

NOVEMBER 2026

Acquire

The Insider's Guide

Customer support platform with live chat, SMS, email and video



Every plan, grade, refund rule and rival among help desk and live chat tools, read from Acquire's own pages.

Made by Acquire · checked Nov 12, 2026 · toolgpa.com

1.8
GPA

acquire



All-in-one support for connected

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Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Acquire's own pages, its app-store listings and our grades. Every fact in it is on Acquire's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 3 of the 66 other help desk and live chat tools we grade

Acquire is a customer support platform that brings live messaging, SMS, email and live video into one agent view. Workflows, queues, SLAs and routing rules decide which agent gets each conversation. It also sells custom integrations and professional services.

To get you started, here are **8 things to know about Acquire**, taken from its own pages and our grades.

> **It shows no prices, and the pricing page lists a bot and cross-channel conversations as coming soon.**
>
> From our report card of Acquire

1 **Best for chat, SMS and email in one agent workspace**

Acquire puts live chat, SMS, email and video calling in one workspace for support teams.

2 **You can try it first**

The site offers a free trial; its length is not stated

3 **It runs on Web**

Web.

4 **Live messaging**

A chat widget for websites, with SMS and email channels in the same conversation view.

5 **Unified agent view**

Shows the whole conversation history and customer information in one place and lets an agent switch between chat, SMS and email.

6 **Workflows and API**

API-based workflows bring customer information from other systems into the conversation and drive prioritization and self-service.

7 **A 1.8 GPA, above 3 of 66**

That is against the other help desk and live chat tools we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

To replace Acquire you would be making one mailbox that several people work at once. That is not a weekend's work, with an AI app builder or without one.

Acquire at a glance

PRICING
Free trial

FREE PLAN
No

FREE TRIAL
The site offers a free trial; its length is not stated

RUNS ON
Web

MADE BY
Acquire

CATEGORY
Help Desks & Live Chat

OUR GRADE
1.8 GPA, weak

The report card

Best for chat, SMS and email in one agent workspace

Acquire puts live chat, SMS, email and video calling in one workspace for support teams. It shows no prices, and the pricing page lists a bot and cross-channel conversations as coming soon.

TOOLGPA REPORT CARD — **Acquire** — Graded Nov 12, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	No price is published; the page points to sales or a demo.
Free plan and trial	D	A free trial is offered but its length and terms aren't stated. No free plan.
Features	C	Live messaging, workflows, queues, SLAs, video and reporting. A bot, cross-channel conversations and task management are marked coming soon.
Ease of use	C	No store rating on record. Workflows and routing queues to set up.
Platforms and integrations	C	Web only, and the listing names no integrations.
Grade point average		Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Acquire is for

- ✓ Fits if your support team wants chat, SMS and email in one workspace
- ✓ Works for teams that sometimes need a video session with a customer

Who it is not for

- ✕ Skip it if you want a price on the page, as none is shown
- ✕ Watch out: the bot, cross-channel conversations, video recording and task management are listed as coming soon
- ✕ Not for you if you need to know the trial terms, because they aren't stated
- ✕ Watch out: tailored professional services are sold separately

Good to know

Good for

- ✓ Support teams that want chat, SMS and email in one workspace
- ✓ Teams that sometimes need a face-to-face video session with a customer
- ✓ Businesses that want integrations built to fit their systems

Worth knowing

- ⓘ No prices are published; the pricing page lists features under a self-service and an integrated solution and points to contacting sales or booking a demo.
- ⓘ The pricing page marks a bot, cross-channel conversations, video recording and task management as coming soon.
- ⓘ The free trial is offered on the site, but its length and terms are not stated on the pages read.
- ⓘ Tailored professional services are sold separately.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

Acquire's current pricing could not be confirmed from its own site.

> **No price is published; the page points to sales or a demo.**
>
> From our grade for value for money

We could not confirm Acquire's current prices from its own site, so this guide lists no plans. acquire.io has them.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

Customer support platform with live chat, SMS, email and video. Here is what it does, as its own site describes it, and what it covers: public API, shared inbox, workflow automation, video calls, live chat.

"

Live messaging, workflows, queues, SLAs, video and reporting.

From our grade for features

Live messaging

A chat widget for websites, with SMS and email channels in the same conversation view.

Unified agent view

Shows the whole conversation history and customer information in one place and lets an agent switch between chat, SMS and email.

Workflows and API

API-based workflows bring customer information from other systems into the conversation and drive prioritization and self-service.

Queues, SLAs and routing

Customers can be prioritized by type, wait time or custom attributes, with SLA alerts and several routing setups.

Video support

A live video session can be launched from a chat on either the agent's or the customer's side.

Reporting

The pricing page lists reporting and customer-data import and export among its features.

Where it runs

Web

What it works with

Its own pages name no integrations.

Acquire is made by Acquire.

PART 04 · STANDING

Where it stands

Its grades against its category, and whether to keep it or make your own

3/66

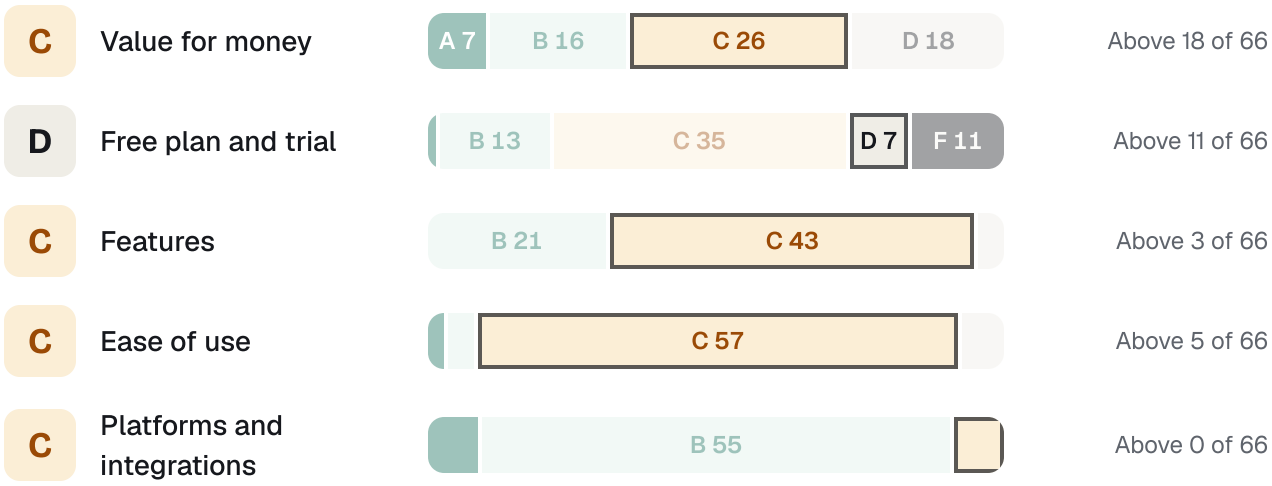
Other help desk and live chat tools it is graded above

Acquire's GPA of 1.8 is higher than 3 of the 66 other help desk and live chat tools we grade, and level with 11.

It stands best on value for money (C, above 18 of 66) and worst on free plan and trial (D, above 11).

Each grade against the category

Every bar is all 67 help desk and live chat tools we grade, cut by the letter each got. Acquire's own letter is outlined.



Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Acquire you would be making one mailbox that several people work at once. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 52 of the 66 other help desk and live chat tools grade higher.

What you could not

- One mailbox that several people work at once.
- Connections to other products, each kept working as those products change.
- Video calls.
- A chat box on your site that reaches you the moment a customer types.
- Hooks into the device itself: widgets.

What this rests on. Acquire's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Text by LiveChat, Olark, HelpCrunch, tawk.to and Kayako

The 5 tools Acquire is most often weighed against, with where each one differs from it.

2.4 GPA

Text by LiveChat

Free trial · from $19/mo

Website chat, ticketing and an AI agent from the LiveChat team.

- Only Text by LiveChat lists macOS, Windows, iOS and Android apps.
- Acquire also covers shared inbox, workflow automation and video calls.
- Text by LiveChat also covers help desk and AI support agent.

Acquire and Text by LiveChat compared in full

2.2 GPA

Olark

Free trial · from $29/mo

Live chat for websites, with an optional flat-fee AI agent.

- Only Olark lists iOS and Android apps.
- Acquire also covers shared inbox, workflow automation and video calls.
- Olark also covers AI support agent, sMS marketing, whatsApp messaging and chatbots.

Acquire and Olark compared in full

2.4
GPA

HelpCrunch

Free trial · from $12/mo

Live chat, shared inbox, chatbot and email in one platform.

- Only HelpCrunch lists iOS and Android apps.
- Acquire also covers workflow automation and video calls.
- HelpCrunch also covers email campaigns, help center, AI support agent, chatbots and popups.

Acquire and HelpCrunch compared in full



3.0
GPA

tawk.to

Free plan · from $29/mo

Free live chat, ticketing and help center, with paid add-ons.

- tawk.to has a free plan. Acquire does not, though it has a free trial.
- Only tawk.to lists Windows, macOS, iOS and Android apps.
- Acquire also covers shared inbox, workflow automation and video calls.

Acquire and tawk.to compared in full

1.8
GPA

Kayako

Paid

Help desk with an AI agent billed per resolved ticket.

- Acquire also covers workflow automation and video calls.
- Kayako also covers help desk, help center and AI support agent.

Acquire and Kayako compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

10

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Acquire free?

No, Acquire is a paid product, but you can try it first. The site offers a free trial; its length is not stated.

What platforms does Acquire work on?

Acquire is available on Web.

Does Acquire have an Android app?

No Android app was listed when its pages were read on Nov 12, 2026. Acquire is listed for Web.

Does Acquire have an iPhone app?

No iPhone app was listed when its pages were read on Nov 12, 2026. Acquire is listed for Web.

Is Acquire open source?

Acquire is not described as open source on its own site, as read on Nov 12, 2026.

Does Acquire have an API?

Yes. Acquire offers a public API, according to its own site.

Who makes Acquire?

Acquire is made by a company of the same name.

What are the alternatives to Acquire?

The closest alternatives to Acquire in our directory are Text by LiveChat, Olark, HelpCrunch, tawk.to and Kayako.

How does Acquire compare with other help desk and live chat tools?

Acquire's GPA of 1.8 is higher than 3 of the 66 other help desk and live chat tools we grade, and level with 11.

Could I make my own version of Acquire?

To replace Acquire you would be making one mailbox that several people work at once.

Where this guide comes from

The prices, plans, platforms and features were read from Acquire's own pages on Nov 12, 2026, and the grades were given on Nov 12, 2026. Graded from this listing, whose facts were read from Acquire's own pages on 12 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Acquire. Prices change, so check acquire.io before you buy.

acquire.io/

acquire.io/pricing/

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

5,038

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

5,038	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Acquire, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/acquire

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Acquire: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/acquire
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Know someone choosing between help desk and live chat tools?

Send them this guide: toolgpa.com/tools/acquire/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Acquire, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 67 help desk and live chat tools we grade, compared

Zoho Desk Insider's Guide

Low-cost ticketing help desk with a free plan for three users

3.4 GPA

Tidio Insider's Guide

Live chat, ticketing and the Lyro AI agent priced by conversations

3.2 GPA



tawk.to Insider's Guide

Free live chat, ticketing and help center, with paid add-ons

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Acquire's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Acquire is a trademark of its owner, and this guide is not made, paid for or approved by Acquire. Prices and plans change: check acquire.io before you buy.