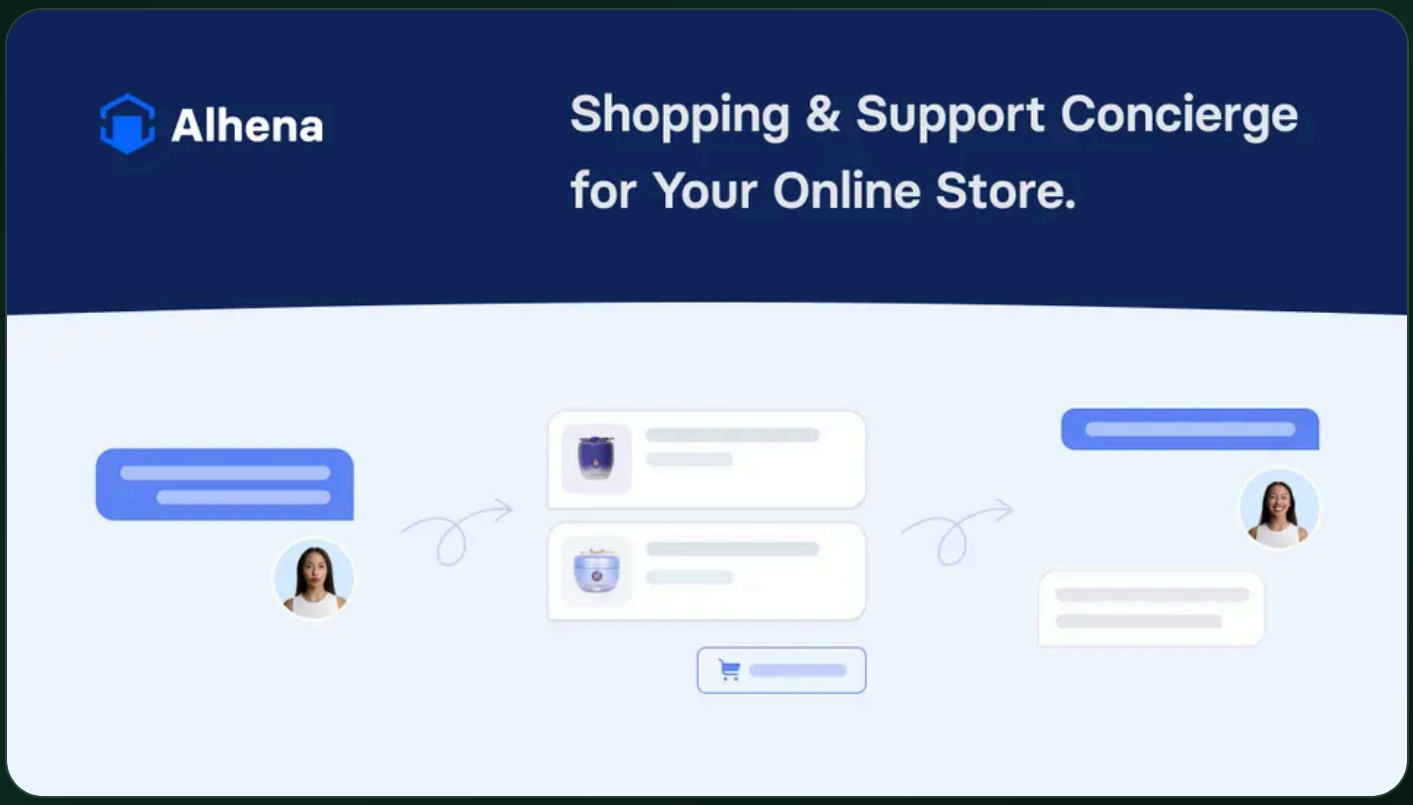
ToolGPA

NOVEMBER 2026

Alhena AI

The Insider's Guide

AI shopping and support assistant for online stores



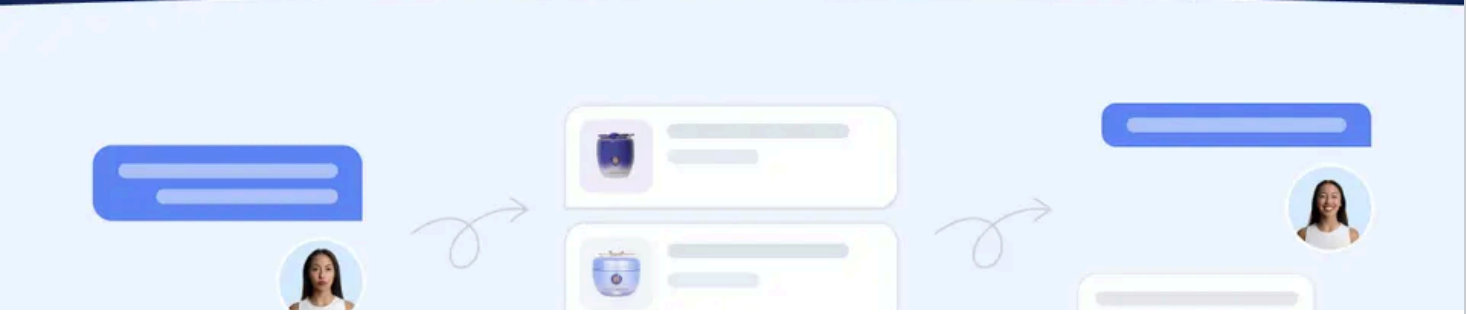
Every plan, grade, refund rule and rival among AI agents, read from Alhena AI's own pages.

Made by Helix3 Labs · checked Nov 13, 2026 · toolgpa.com

2.0
GPA

Alhena

Shopping & Support Concierge for Your Online Store.



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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 Alhena AI's own pages, its app-store listings and our grades. Every fact in it is on Alhena AI's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

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

2.0

GPA, above 64 of the 178 other AI agents we grade

Alhena AI, formerly Gleen, adds an AI assistant to an online store that answers shopper questions, recommends products and handles support. It also tracks how a store's products show up in AI search engines. Plans are priced by monthly conversations and AI questions tracked.

To get you started, here are **9 things to know about Alhena AI**, taken from its own pages and our grades.

> **No store rating on record, and your catalogue and help content have to be loaded first.**
>
> From our grade for ease of use

1 **Best for AI support and shopping help for online shops**

Alhena is an AI chat assistant for online shops that answers support questions and helps shoppers, and it also tracks how AI engines mention your brand.

2 **Paid plans start at $199 a month**

As its pricing page puts it: $199 per month, billed annually ($239 billed monthly).

3 There is a free plan

25 conversations a month, 500 URLs or SKUs, 1 AI profile and a snapshot of AI visibility for 5 questions.

4 It runs on Web

Web.

5 AI support concierge

Answers customer questions from store and help-desk data and can hand off to a human through the connected help desk.

6 AI shopping assistant

Recommends products from the catalog, suggests bundles and nudges shoppers who stall on a page.

7 AI visibility tracking

Tracks which products appear in AI search answers, with an audit and a count of AI questions tracked per plan.

8 A 2.0 GPA, above 64 of 178

That is against the other AI agents we grade, on value, the free plan, features, ease of use and platforms.

9 Keep it

To replace Alhena AI you would be making an AI model answering your customers from your own help articles. That is not a weekend's work, with an AI app builder or without one.

Alhena AI at a glance

PRICING
Free plan, from $199 per month, billed annually ($239 billed monthly)

FREE PLAN
Yes

FREE TRIAL
14-day free trial of Essentials, Growth or Scale; card required, billed automatically when it ends

RUNS ON
Web

MADE BY
Helix3 Labs

CATEGORY
AI Agents

OUR GRADE
2.0 GPA, fair

The report card

Best for AI support and shopping help for online shops

Alhena is an AI chat assistant for online shops that answers support questions and helps shoppers, and it also tracks how AI engines mention your brand. The free plan is 25 conversations a month, paid plans start at $199 a month, and extra conversations cost $1.20 each.

TOOLGPA REPORT CARD — **Alhena AI** — Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	D	Essentials is $199 a month billed yearly ($239 monthly), well above the category's $150 line for the dearest tenth, and extra credits are $1.20 each.
Free plan and trial	C	A free plan with 25 conversations a month and 500 URLs or SKUs is a cap you will hit quickly. The 14-day trial needs a payment method and bills automatically.
Features	C	Support concierge, shopping assistant, AI visibility tracking and review management. The free plan watches only 1 AI engine, and data export is Enterprise only.
Ease of use	C	No store rating on record, and your catalogue and help content have to be loaded first.
Platforms and integrations	B	Web, with eight integrations listed. No phone or desktop app.

Grade point average — Fair, out of 4.0 **2.0**

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 Alhena AI is for

- ✓ Fits if you run an online shop and want a chat assistant on your product pages
- ✓ Works for stores that also want to see how AI engines describe them

Who it is not for

- ✗ Tight if you are on the free plan: 25 conversations a month, and one AI engine monitored
- ✗ Pricey if you grow: $1.20 for every conversation over the allowance
- ✗ Watch out: the trial needs a payment method and bills automatically unless you cancel
- ✗ Not for you if you need to export your data, as that is Enterprise only

Good to know

Good for

- ✓ Online stores that want a support and shopping assistant in one product
- ✓ Brands that want to see how AI search engines describe their products

Worth knowing

- ⓘ Usage above the monthly allowance is billed at $1.20 per credit; a conversation is 1 credit.
- ⓘ Only Essentials and above monitor all major AI engines; the Free plan watches 1.
- ⓘ Data export is limited to Enterprise.
- ⓘ Trials need a payment method and bill automatically unless canceled in Billing.

PART 02 · PRICING

What it costs

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

$199

A month to start. There is a free plan too

Alhena AI has a free plan. Paid plans start at $199 per month, billed annually ($239 billed monthly).

FREE

$0

25 conversations a month, 500 URLs or SKUs, 1 AI profile, 5 AI questions tracked on 1 engine.

ESSENTIALS

$199

per month, billed annually ($239 billed monthly)

200 conversations a month, 25 AI questions tracked, 5 optimization credits, email support.

GROWTH

$499

per month, billed annually ($599 billed monthly)

550 conversations a month, 75 AI questions tracked, 25 optimization credits, weekly refresh.

SCALE

$999

per month, billed annually ($1,199 billed monthly)

1,200 conversations a month, 150 AI questions tracked, 50 optimization credits.

ENTERPRISE

Custom

Unlimited conversations, data export, a dedicated customer success manager and custom integrations.

The free plan

25 conversations a month, 500 URLs or SKUs, 1 AI profile and a snapshot of AI visibility for 5 questions.

Trying it first

14-day free trial of Essentials, Growth or Scale; card required, billed automatically when it ends

Read from alhena.ai on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

17% off with annual billing

The pricing page shows annual billing as a 17% saving; for example Essentials is $199 a month billed annually against $239 billed monthly.

Stated on alhena.ai

What it does

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

1

Place it runs: Web

AI shopping and support assistant for online stores. Here is what it does, as its own site describes it, and what it covers: AI features, AI support agent, chatbots, AI search visibility.

> "
>
> **Support concierge, shopping assistant, AI visibility tracking and review management.**

From our grade for features

AI support concierge

Answers customer questions from store and help-desk data and can hand off to a human through the connected help desk.

AI shopping assistant

Recommends products from the catalog, suggests bundles and nudges shoppers who stall on a page.

AI visibility tracking

Tracks which products appear in AI search answers, with an audit and a count of AI questions tracked per plan.

Optimization credits

Spent on product page rewrites, FAQ generation and blog briefs aimed at AI search citations.

Review management

Manages and responds to reviews on platforms such as Trustpilot and Yotpo, on every paid plan.

Where it runs

Web

What it works with

Shopify
Zendesk
Intercom
Gorgias
Freshdesk
Salesforce Service Cloud
HubSpot
WooCommerce

Alhena AI is made by Helix3 Labs.

PART 04 · STANDING

Where it stands

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

64/178

Other AI agents it is graded above

Alhena AI's GPA of 2.0 is higher than 64 of the 178 other AI agents we grade, and level with 16.

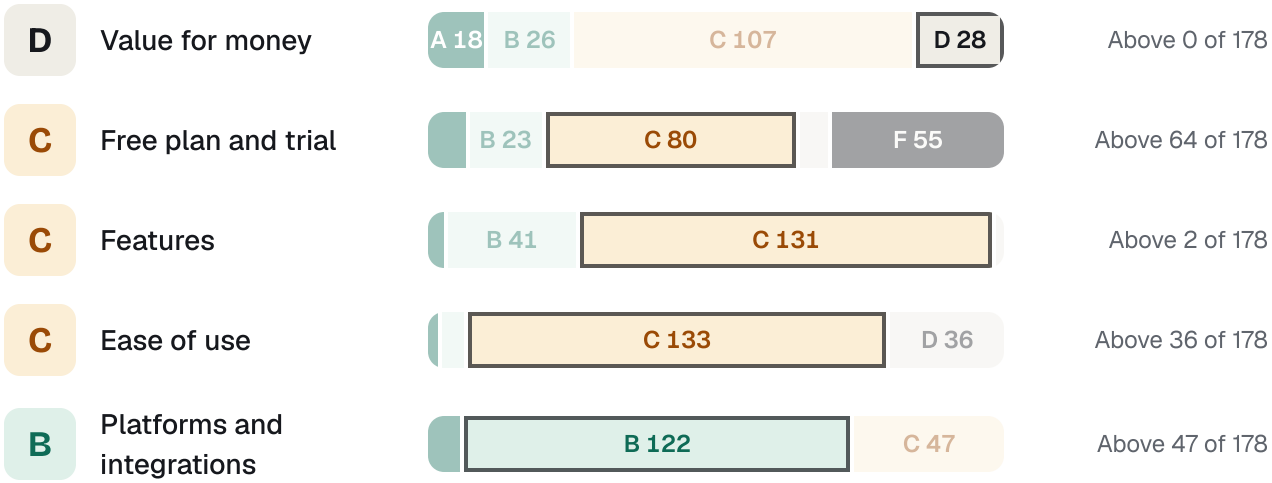
It stands best on platforms and integrations (B, above 47 of 178) and worst on value for money (D, above 0).

Its paid plans start at $199 a month, against a middle price of $25 for the category: 91 of the 98 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 37 tools score higher and cost less.

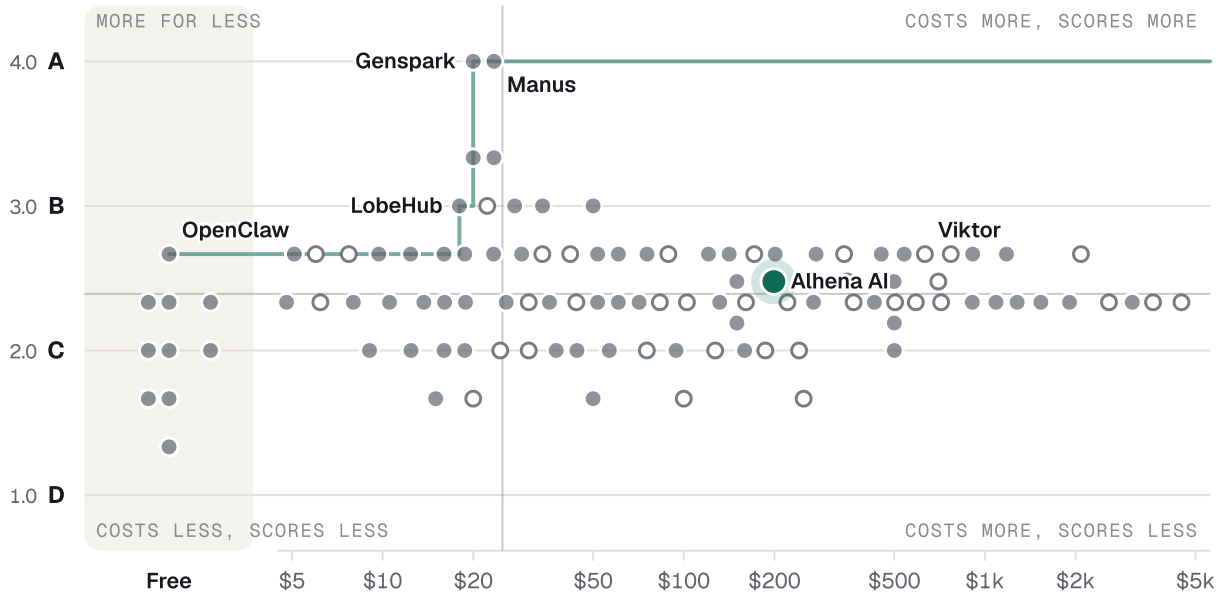
Each grade against the category

Every bar is all 179 AI agents we grade, cut by the letter each got. Alhena AI's own letter is outlined.



Price against what you get

Each dot is one of 109 AI agents. Further left costs less; higher up scores better on features, ease of use and platforms. Alhena AI is the marked dot.



What paid plans start at, a month (each step along is roughly double)

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 Alhena AI you would be making an AI model answering your customers from your own help articles. That is not a weekend's work, with an AI app builder or without one.

It costs $2,388 a year.

What you could not

- ✕ An AI model answering your customers from your own help articles.
- ✕ The same prompts asked of ChatGPT, Perplexity, Gemini and Google's AI answers every day, and the answers kept.

- ✕ A chatbot builder hooked into the messaging apps.
- ✕ It plugs into other products, Shopify, Zendesk and Intercom among them.
- ✕ AI features, unless you pay a model provider for each request yourself.

What this rests on. Alhena AI'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



Intercom Fin, Decagon, Ada, Wonderchat and Sierra

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

2.2 GPA

Intercom Fin

Free trial · from $19/mo

AI customer service agent billed per resolved conversation.

- Alhena AI has a free plan. Intercom Fin does not, though it has a free trial.
- Alhena AI also covers AI search visibility.
- Intercom Fin also covers AI agents, help desk and live chat.

Alhena AI and Intercom Fin compared in full

1.6 GPA

Decagon

Paid

AI concierge agents for customer support across voice, chat and email.

- Alhena AI has a free plan. Decagon does not.
- Alhena AI also covers AI search visibility.
- Decagon also covers AI agents and a/B testing.

Alhena AI and Decagon compared in full



1.6
GPA

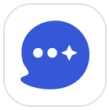
Ada

Paid

AI customer service agent platform for chat, email, voice and social.

- Alhena AI has a free plan. Ada does not.
- Alhena AI also covers AI search visibility.
- Ada also covers AI agents.

Alhena AI and Ada compared in full



2.2
GPA

Wonderchat

Free plan · from $32.50/mo

AI customer service agent with a built-in helpdesk.

- Alhena AI also covers AI search visibility.
- Wonderchat also covers AI agents, help desk and live chat.

Alhena AI and Wonderchat compared in full



1.6
GPA

Sierra

Paid

Conversational AI agents for customer service at large brands.

- Alhena AI has a free plan. Sierra does not.
- Alhena AI also covers AI search visibility.
- Sierra also covers AI agents.

Alhena AI and Sierra compared in full

PART 06 · QUESTIONS

Quick answers

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

14

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 Alhena AI free?

Alhena AI has a free plan. 25 conversations a month, 500 URLs or SKUs, 1 AI profile and a snapshot of AI visibility for 5 questions.

How much does Alhena AI cost?

Alhena AI lists 5 plans. Free: $0.

What platforms does Alhena AI work on?

Alhena AI is available on Web.

Does Alhena AI offer any discounts?

Alhena AI publicly lists the following: 17% off with annual billing.

Does Alhena AI have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Alhena AI is listed for Web.

Does Alhena AI have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Alhena AI is listed for Web.

Is Alhena AI open source?

Alhena AI is not described as open source on its own site, as read on Nov 13, 2026.

What does Alhena AI integrate with?

Alhena AI's listing names Shopify, Zendesk, Intercom, Gorgias, Freshdesk, Salesforce Service Cloud, HubSpot and WooCommerce.

Does Alhena AI have a free trial?

Yes. 14-day free trial of Essentials, Growth or Scale; card required, billed automatically when it ends.

Who makes Alhena AI?

Alhena AI is made by Helix3 Labs.

What are the alternatives to Alhena AI?

The closest alternatives to Alhena AI in our directory are Intercom Fin, Decagon, Ada, Wonderchat and Sierra.

How does Alhena AI compare with other AI agents?

Alhena AI's GPA of 2.0 is higher than 64 of the 178 other AI agents we grade, and level with 16.

Is Alhena AI good value for money?

ToolGPA grades Alhena AI D for value for money. Its paid plans start at $199 a month, against a middle price of $25 for the category: 91 of the 98 others that charge start lower.

Could I make my own version of Alhena AI?

To replace Alhena AI you would be making an AI model answering your customers from your own help articles.

Where this guide comes from

The prices, plans, platforms and features were read from Alhena AI's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Alhena's own pages on 13 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 Helix3 Labs. Prices change, so check alhena.ai before you buy.

alhena.ai/pricing

alhena.ai

PART 07 · ABOUT

About ToolGPA

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

7,721

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**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Alhena AI, kept up to date

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

toolgpa.com/tools/alhena-ai

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, "Alhena AI: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/alhena-ai
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Know someone choosing between AI agents?

Send them this guide:
toolgpa.com/tools/alhena-ai/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded AI agents after Alhena AI, each with an Insider's Guide of its own.

AI Agents Insider's Guide

Every one of the 179 AI agents we grade, compared

Genspark Insider's Guide

AI workspace with an agent for research, slides, sheets and docs

3.2 GPA

Manus Insider's Guide

General AI agent for research, slides, websites and browser tasks

3.2 GPA

OpenClaw Insider's Guide

Open-source personal AI agent you run yourself and message in chat

3.2 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 Alhena AI'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. Alhena AI is a trademark of its owner, and this guide is not made, paid for or approved by Helix3 Labs. Prices and plans change: check alhena.ai before you buy.