ToolGPA

NOVEMBER 2026

Assembled

The Insider's Guide

Forecasting and scheduling for customer support teams, human and AI



Every plan, grade, refund rule and rival among shift scheduling apps, read from Assembled's own pages.

Made by Assembled · checked Nov 13, 2026 · toolgpa.com

1.8
GPA

Assembled

Contents

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

02 What it costs
Every plan, the free plan, ways to pay less and how prices have moved

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

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

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

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

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

ToolGPA put this guide together from Assembled's own pages, its app-store listings and our grades. Every fact in it is on Assembled'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

1.8

GPA, above 4 of the 49 other shift scheduling apps we grade

Assembled is workforce management software for customer support teams. It forecasts contact volume, builds agent schedules, manages time off and tracks real-time adherence. The same vendor sells AI agents and an AI copilot for support, and each product can be bought separately.

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

> "
>
> **It needs a platform fee quote, integrations and an onboarding process.**
>
> From our grade for ease of use

1 **Best for customer support and contact-center teams**

Assembled does forecasting and scheduling for support teams, and plans for AI agents too.

2 **Paid plans start at $25 a month for each person**

As its pricing page puts it: $25 per agent / month, plus a platform fee.

3 **It runs on Web**

Web.

4 **Forecasting**

Machine-learning forecasts for each support channel, with N-week, seasonal and Prophet options or an uploaded forecast.

5 **Schedule building**

Recurring templates on every plan; AI-powered schedule generation and shift swaps start on Pro.

6 **Real-time management**

Adherence monitoring and intraday adjustments, with live and historical staffing analytics.

7 **A 1.8 GPA, above 4 of 49**

That is against the other shift scheduling apps we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

The plain part of Assembled you could make: time off and reports. What surrounds it you could not. The 5 things listed below take a company, not a weekend.

Assembled at a glance

PRICING Paid, from $25 per agent / month, plus a platform fee	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY Assembled	CATEGORY Shift Scheduling
OUR GRADE 1.8 GPA, weak	

The report card

Best for customer support and contact-center teams

Assembled does forecasting and scheduling for support teams, and plans for AI agents too. The useful parts (AI scheduling, automated time off, swaps) start on a $45 per agent plan, plus a platform fee the page doesn't state.

TOOLGPA REPORT CARD	**Assembled**	Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	D	Core is $25 per agent a month, but AI scheduling, ML forecasting and shift swaps start on Pro at $45, plus a platform fee that is not stated. That is above the category's dearer quarter of $37.50.
Free plan and trial	F	Nothing free is listed: no free plan and no trial on the pages we read.
Features	B	Forecasting, scheduling, real-time adherence, automated time off and planning for human and AI agents. It covers the job for support teams.
Ease of use	C	No store rating on record. It needs a platform fee quote, integrations and an onboarding process.
Platforms and integrations	B	Web, with integrations such as Amazon Connect, Dixa, evaluagent, Slack and Confluence, plus API access on Enterprise. No desktop app on the listing.
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 Assembled is for

- ✓ Fits if you run a support team and want forecasts and schedules from one tool
- ✓ Works for teams planning staffing across human and AI agents

Who it is not for

- ✕ Pricey if you want AI scheduling or swaps, which start on Pro at $45 per agent
- ✕ Skip it if you roster restaurants or shops, as it's for contact centers
- ✕ Watch out: a platform fee is added and its amount is not shown
- ✕ Watch out: AI Agents ($0.65 per conversation) and AI Copilot ($35 a month) are sold separately

Good to know

Good for

- ✓ Customer support teams planning staffing around ticket and call volume
- ✓ Teams that run a helpdesk or contact-center platform and want forecasts from its data
- ✓ Support operations outsourcing to several BPO vendors

Worth knowing

- ⓘ Workforce management is priced per agent plus a platform fee that the page does not state; a quote is needed.
- ⓘ The page does not say whether the per-agent prices are billed monthly or annually.
- ⓘ AI Agents start at $0.65 per conversation and AI Copilot at $35 per month, both sold separately.
- ⓘ Built for support and contact-center teams, not hourly retail or restaurant rostering.

PART 02 · PRICING

What it costs

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

$25

A month to start, for each person

Assembled is a paid product, starting at $25 per agent / month, plus a platform fee.

> **Nothing free is listed: no free plan and no trial on the pages we read.**

From our grade for free plan and trial

WFM CORE

$25

per agent / month, plus a platform fee

Essential scheduling, time tracking, real-time adherence monitoring and staffing analytics.

WFM PRO

$45

per agent / month, plus a platform fee

Adds AI schedule generation, ML forecasting, event optimizations, automated time off, shift swaps and QA reporting.

WFM ENTERPRISE

$75

per agent / month, plus a platform fee

Everything in Pro plus custom API integrations, white-glove onboarding, an account manager and a shared Slack channel.

Read from assembled.com on Nov 13, 2026.

Ways to pay less

NONPROFIT

Flexible pricing for non-profits

The pricing FAQ says non-profits can get flexible pricing and should contact the team; no figure is given.

Stated on assembled.com

What it does

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

1

Place it runs: Web

Forecasting and scheduling for customer support teams, human and AI. Here is what it does, as its own site describes it, and what it covers: public API, AI features, reports, shift scheduling, time off.

> **Forecasting, scheduling, real-time adherence, automated time off and planning for human and AI agents.**
>
> From our grade for features

Forecasting

Machine-learning forecasts for each support channel, with N-week, seasonal and Prophet options or an uploaded forecast.

Schedule building

Recurring templates on every plan; AI-powered schedule generation and shift swaps start on Pro.

Real-time management

Adherence monitoring and intraday adjustments, with live and historical staffing analytics.

Automated time off

Pro and above approve or deny time-off requests against staffing needs and SLA thresholds.

Human and AI planning

Workforce plans can cover both human agents and the vendor's AI agents, which are sold as a separate product.

Where it runs

Web

What it works with

Amazon Connect
Confluence
Dixa
evaluagent
Slack

Assembled is made by Assembled.

Where it stands

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

4/49

Other shift scheduling apps it is graded above

Assembled's GPA of 1.8 is higher than 4 of the 49 other shift scheduling apps we grade, and level with 12.

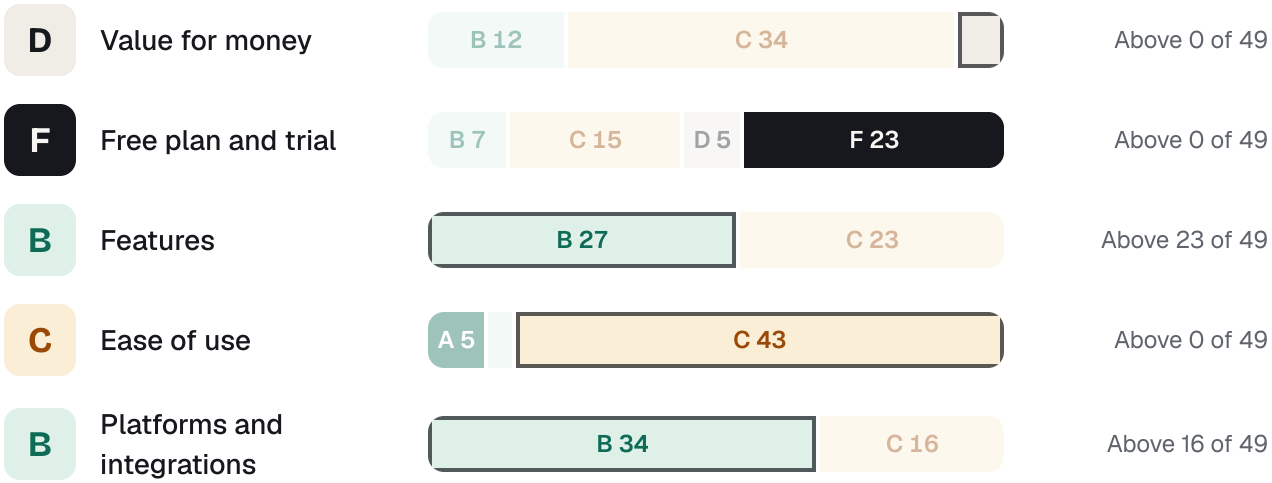
It stands best on features (B, above 23 of 49) and worst on free plan and trial (F, above 0).

Its paid plans start at $25 a month for each person, against a middle price of $16.76 for the category: 18 of the 28 others that charge start lower.

On features, ease of use and platforms it scores 2.7 out of 4. 4 tools score higher and cost less.

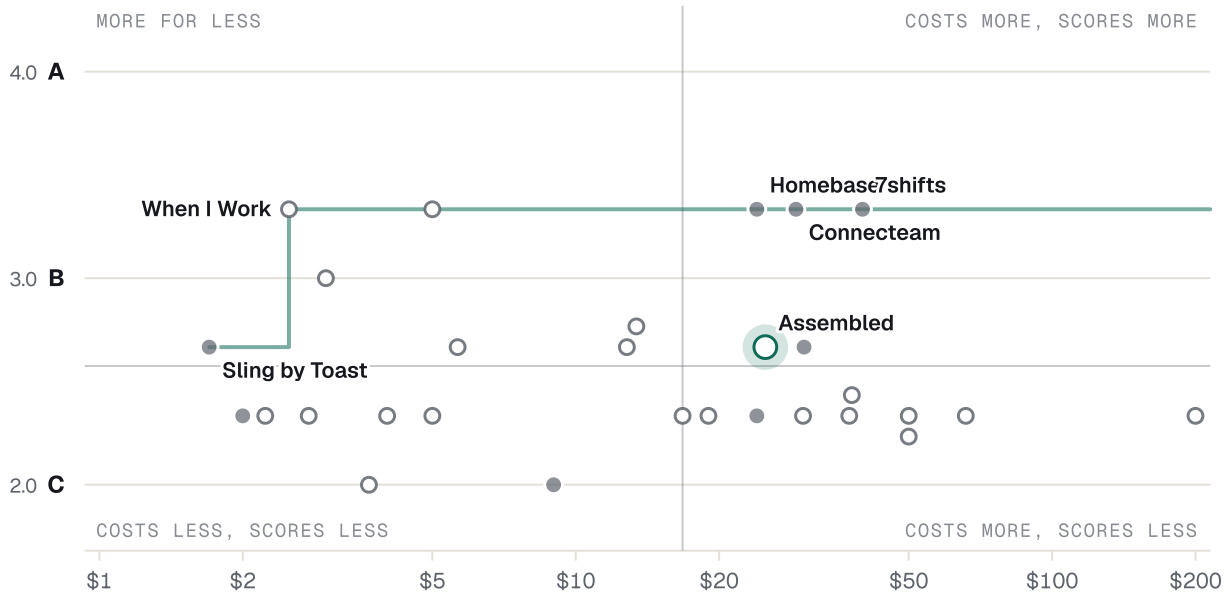
Each grade against the category

Every bar is all 50 shift scheduling apps we grade, cut by the letter each got. Assembled's own letter is outlined.



Price against what you get

Each dot is one of 29 shift scheduling apps. Further left costs less; higher up scores better on features, ease of use and platforms. Assembled 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

The plain part of Assembled you could make: time off and reports. What surrounds it you could not. The 5 things listed below take a company, not a weekend.

That makes this kind of software worth paying for, not this one in particular: 33 of the 49 other shift scheduling apps grade higher. It costs $300 a year.

What you could make

- Time off and reports: an app builder makes these well.

What you could not

- A rota the whole staff sees on their phones, with swaps and alerts.

- It is priced for each person, which means accounts and billing for a team.
- It plugs into other products, Amazon Connect, Confluence and Dixa among them, and has an API.
- AI features, unless you pay a model provider for each request yourself.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Assembled'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



Verint Workforce Management, Legion, Quinyx and Workforce.com

The 4 tools Assembled is most often weighed against, with where each one differs from it.

1.8 GPA

Verint Workforce Management

Paid

Contact center forecasting, scheduling and intraday management.

- Verint Workforce Management also covers auto-scheduling.

Assembled and Verint Workforce Management compared in full

1.8 GPA

Legion

Paid

Enterprise workforce management with AI schedule optimization.

- Legion also covers time clock.

Assembled and Legion compared in full

1.6 GPA

Quinyx

Paid

Enterprise workforce management with forecasting and scheduling.

- Quinyx also covers time clock.

Assembled and Quinyx compared in full

1.8
GPA

Workforce.com

Paid

Scheduling, HR and payroll for hourly, shift-based teams.

- Assembled also covers reports.
- Workforce.com also covers payroll, time clock, applicant tracking and employee records.

Assembled and Workforce.com compared in full

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 Assembled free?

No. Assembled is a paid product, starting at $25 per agent / month, plus a platform fee.

How much does Assembled cost?

Assembled lists 3 plans. WFM Core: $25 per agent / month, plus a platform fee.

What platforms does Assembled work on?

Assembled is available on Web.

Does Assembled offer any discounts?

Assembled publicly lists the following: Flexible pricing for non-profits.

Does Assembled have an Android app?

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

Does Assembled have an iPhone app?

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

Is Assembled open source?

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

Does Assembled have an API?

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

What does Assembled integrate with?

Assembled's listing names Amazon Connect, Confluence, Dixa, evaluagent and Slack.

Who makes Assembled?

Assembled is made by a company of the same name.

What are the alternatives to Assembled?

The closest alternatives to Assembled in our directory are Verint Workforce Management, Legion, Quinyx and Workforce.com.

How does Assembled compare with other shift scheduling apps?

Assembled's GPA of 1.8 is higher than 4 of the 49 other shift scheduling apps we grade, and level with 12.

Is Assembled good value for money?

ToolGPA grades Assembled D for value for money. Its paid plans start at $25 a month for each person, against a middle price of $16.76 for the category: 18 of the 28 others that charge start lower.

Could I make my own version of Assembled?

The plain part of Assembled you could make: time off and reports. What surrounds it you could not.

Where this guide comes from

The prices, plans, platforms and features were read from Assembled'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 Assembled'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 Assembled. Prices change, so check assembled.com before you buy.

assembled.com/pricing

assembled.com/integrations

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

Assembled, kept up to date

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

toolgpa.com/tools/assembled

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:

```
ToolGPA, "Assembled: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/assembled
```

Know someone choosing between shift scheduling apps?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded shift scheduling apps after Assembled, each with an Insider's Guide of its own.

Shift Scheduling Insider's Guide

Every one of the 50 shift scheduling apps we grade, compared

Connecteam Insider's Guide

Employee app for shifts, time clock, chat and HR, free up to 10 users

3.2 GPA

Homebase Insider's Guide

Small-business scheduling, time clock and payroll, priced per location

3.2 GPA

7shifts Insider's Guide

Restaurant scheduling, time clock, tips and payroll, per location

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 Assembled'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. Assembled is a trademark of its owner, and this guide is not made, paid for or approved by Assembled. Prices and plans change: check assembled.com before you buy.