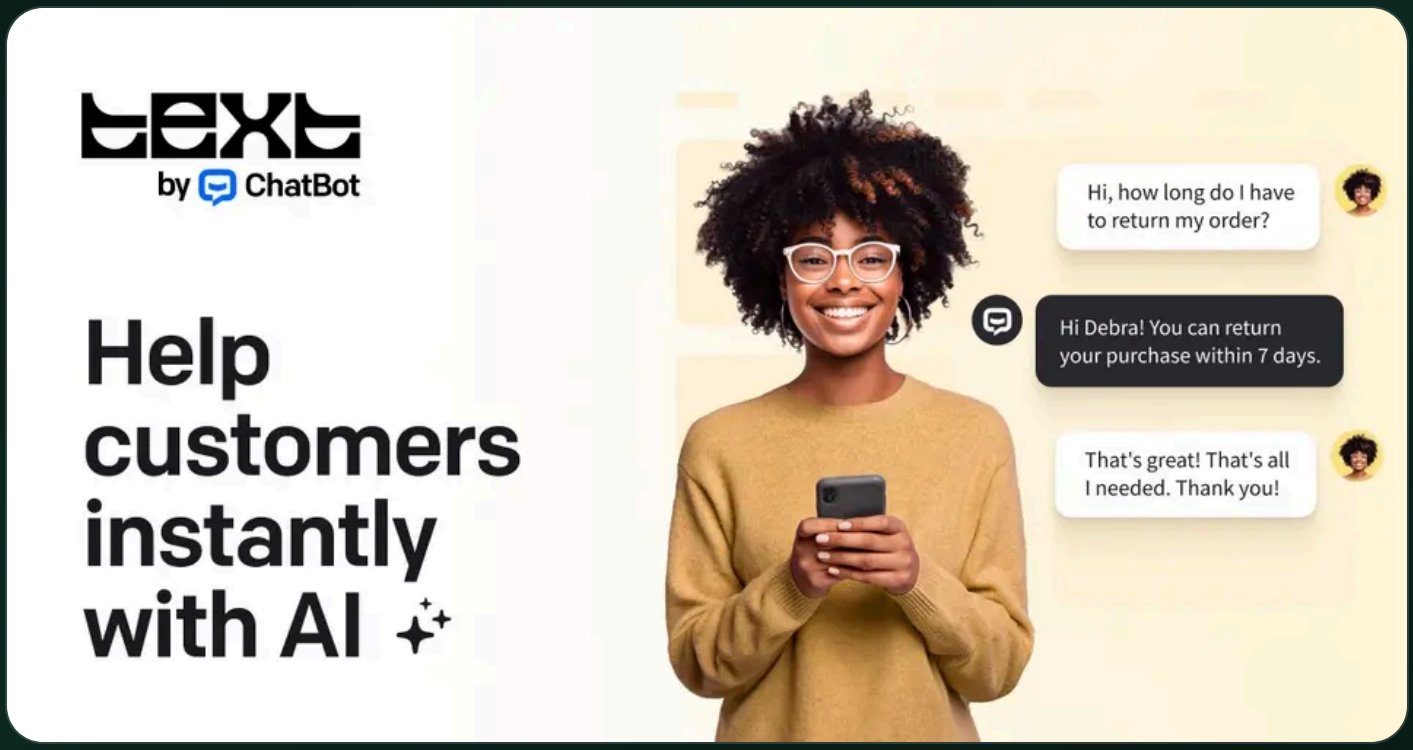
ToolGPA

NOVEMBER 2026

ChatBot

The Insider's Guide

AI customer service agent and chatbot builder from Text



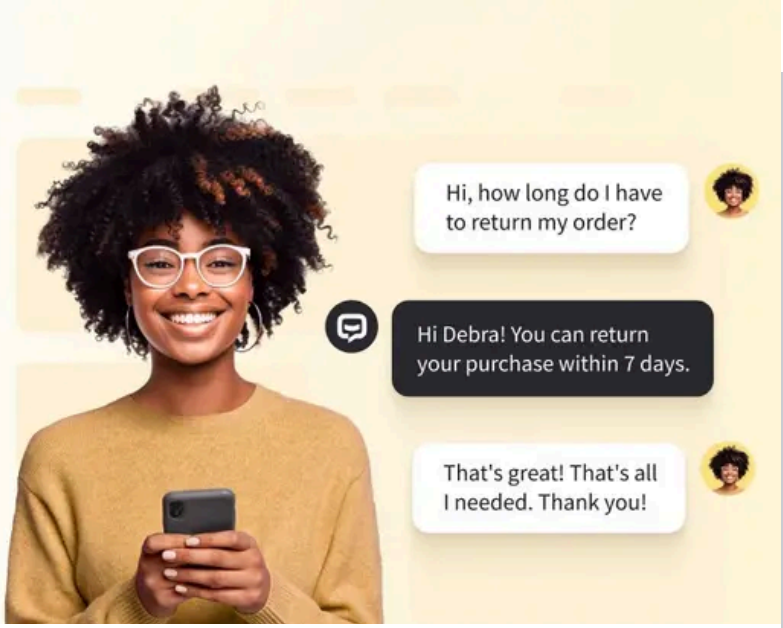
Every plan, grade, refund rule and rival among help desk and live chat tools, read from ChatBot's own pages.

Made by Text, Inc. · checked Nov 13, 2026 · toolgpa.com

2.2
GPA

by ChatBot

Help customers instantly



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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 ChatBot's own pages, its app-store listings and our grades. Every fact in it is on ChatBot'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

2.2

GPA, above 39 of the 92 other help desk and live chat tools we grade

ChatBot, now presented with Text's AI Agent, builds an AI agent that answers customer questions and sells products in a website chat. It includes an inbox with ticketing, workflow automation and human takeover. Plans are priced per user and include a set number of AI resolutions, with extra packs sold on top.

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

> "
>
> **The AI agent needs training and channels need connecting.**
>
> From our grade for ease of use

1 **Best for an AI chatbot and customer service agent**

ChatBot is an AI customer service agent and chatbot builder from Text.

2 **Paid plans start at $19 a month for each person**

As its pricing page puts it: $19 per user / month, billed yearly ($25 billed monthly).

3 **You can try it first**

Free 14-day trial, no credit card required

4 **It runs on Web**

Web.

5 **AI Agent**

An agent that answers from your help articles, documents, URLs and PDFs, replies in 48 languages and hands over to a person on request.

6 **Custom skills**

Rules that tell the agent what to do in a situation, such as offering a discount or escalating, up to 10 skills per agent.

7 **AI Copilot**

Drafts replies, polishes text and suggests similar tickets for human agents; monthly per-user allowances are capped by plan.

8 **A 2.2 GPA, above 39 of 92**

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

9 **Keep it**

To replace ChatBot 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.

ChatBot at a glance

PRICING
Free trial, from $19 per user / month, billed yearly ($25 billed monthly)

FREE PLAN
No

FREE TRIAL
Free 14-day trial, no credit card required

RUNS ON
Web

MADE BY
Text, Inc.

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.2 GPA, fair

The report card

Best for an AI chatbot and customer service agent

ChatBot is an AI customer service agent and chatbot builder from Text. Essential is $19 a user a month, but it includes 10 AI resolutions, and Growth is $79.

TOOLGPA REPORT CARD	ChatBot	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	$19 a user a month billed yearly, but the AI is capped at 10 resolutions, and Growth at $79 is above the dearer quarter of $45.
Free plan and trial	C	A 14-day trial with no card. No free plan.
Features	C	An AI agent, skills, a copilot, inbox and ticketing and channels. Resolutions are capped at 10 on Essential and 200 on Growth.
Ease of use	C	No store rating on record. The AI agent needs training and channels need connecting.
Platforms and integrations	B	Web only, with Messenger, WhatsApp, SMS, Shopify, WordPress and Slack.
Grade point average		Fair, out of 4.0 **2.2**

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 ChatBot is for

- ✓ Fits if you want an AI agent on a site you already chat on
- ✓ Works for a small team on Shopify or WordPress

Who it is not for

- ✕ Tight if you rely on the AI, since Essential includes 10 resolutions and Growth 200, and a pack of 50 costs $49.50
- ✕ Pricey if you add agents, as it is priced per user plus resolution packs
- ✕ Skip it if you want summaries, as they need Growth at $79
- ✕ Watch out: SSO, audit logs and a white-label widget need a sales conversation

Good to know

Good for

- ✓ Online stores that want an AI agent to answer and sell in chat
- ✓ Small teams that want AI answers priced by resolution
- ✓ Support teams that want agents to step in on AI chats

Worth knowing

- ⓘ Resolutions are capped (10 on Essential, 200 on Growth); an extra pack of 50 costs $49.50.
- ⓘ Essential limits workflow rules, proactive campaigns to 3 and tracks 50 live visitors; chat summaries need Growth.
- ⓘ Prices are per user, so the cost rises with each agent added on top of resolution packs.
- ⓘ Enterprise features such as SSO, audit logs and a white-label widget need a sales conversation.

PART 02 · PRICING

What it costs

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

$19

A month to start, for each person

ChatBot is a paid product with a free trial, starting at $19 per user / month, billed yearly ($25 billed monthly).

ESSENTIAL

$19

per user / month, billed yearly ($25 billed monthly)

1 AI Agent with 10 AI resolutions, inbox and ticketing, workflow automation, website chat, Messenger, WhatsApp and SMS.

GROWTH

$79

per user / month, billed yearly ($99 billed monthly)

10 AI Agents with 200 AI resolutions, chat topics insights, team reports, 10 workflow rules and 30 proactive campaigns.

ENTERPRISE

Custom

Custom AI agents and workflows, SOC 2 Type 2, SSO and audit logs, white-label widget and a dedicated team; sold through sales.

Trying it first

Free 14-day trial, no credit card required

Read from chatbot.com on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

Save up to 24% with yearly billing

The pricing page shows yearly billing at $19 and $79 per user a month against $25 and $99 when billed monthly.

Stated on chatbot.com

What it does

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

1

Place it runs: Web

AI customer service agent and chatbot builder from Text. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, help desk, live chat, AI support agent, whatsApp messaging, chatbots.

> **An AI agent, skills, a copilot, inbox and ticketing and channels.**

From our grade for features

AI Agent

An agent that answers from your help articles, documents, URLs and PDFs, replies in 48 languages and hands over to a person on request.

Custom skills

Rules that tell the agent what to do in a situation, such as offering a discount or escalating, up to 10 skills per agent.

AI Copilot

Drafts replies, polishes text and suggests similar tickets for human agents; monthly per-user allowances are capped by plan.

Inbox and ticketing

Chats and tickets in one inbox with workflow automation and takeover; Growth adds supervision, canned responses and reports.

Selling through chat

A sales skill, live Shopify catalog sync, cart recovery campaigns and sales reports tied to chats.

Channels

Website chat, Facebook Messenger, WhatsApp and SMS through Twilio, with Shopify, WordPress and WooCommerce integrations.

Where it runs

- Web

What it works with

- Facebook Messenger
- Twilio SMS
- Klaviyo
- WhatsApp
- WordPress
- Shopify
- WooCommerce
- Slack

ChatBot is made by Text, Inc.

PART 04 · STANDING

Where it stands

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

39/92

Other help desk and live chat tools it is graded above

ChatBot's GPA of 2.2 is higher than 39 of the 92 other help desk and live chat tools we grade, and level with 14.

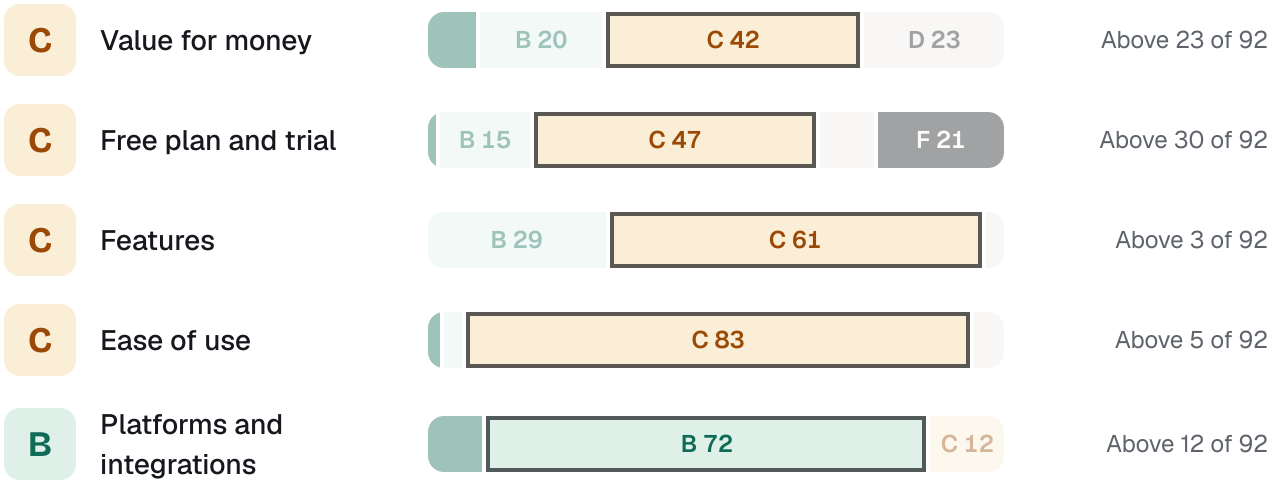
It stands best on platforms and integrations (B, above 12 of 92) and worst on features (C, above 3).

Its paid plans start at $19 a month for each person, against a middle price of $29 for the category: 18 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 8 tools score higher and cost less.

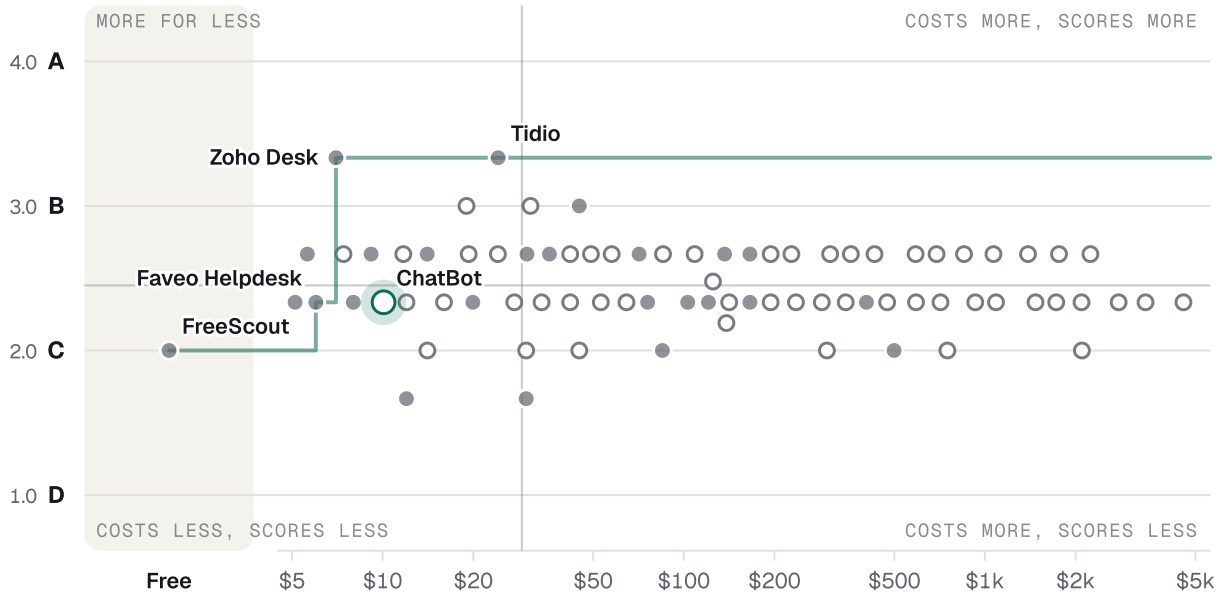
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. ChatBot's own letter is outlined.



Price against what you get

Each dot is one of 80 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. ChatBot 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 ChatBot 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 $228 a year.

What you could make

- Help desk: an app builder makes this well.

What you could not

- An AI model answering your customers from your own help articles.

- The WhatsApp Business API, which Meta opens only through approved partners.
- Connections to other products, each kept working as those products change.
- A chatbot builder hooked into the messaging apps.
- A chat box on your site that reaches you the moment a customer types.
- It is priced for each person, which means accounts and billing for a team.
- AI features, unless you pay a model provider for each request yourself.

What this rests on. ChatBot'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



Tidio, Chatbase, Intercom, Text by LiveChat and Siena AI

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

3.2 GPA

Tidio

Free plan · from $24.17/mo

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

- Tidio has a free plan. ChatBot does not, though it has a free trial.
- Only Tidio lists macOS, Windows, iOS and Android apps.
- ChatBot also covers workflow automation, whatsApp messaging and chatbots.

ChatBot and Tidio compared in full

2.0 GPA

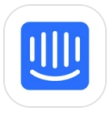
Chatbase

Free trial · from $32/mo

Build AI support agents trained on your content, priced by credits.

- ChatBot also covers workflow automation, live chat, whatsApp messaging and chatbots.

ChatBot and Chatbase compared in full



2.4
GPA

Intercom

Free trial · from $29/mo

Helpdesk with live chat and the Fin AI agent priced per outcome.

- Only Intercom lists iOS and Android apps.
- ChatBot also covers workflow automation, whatsApp messaging and chatbots.
- Intercom also covers shared inbox, reports and help center.

ChatBot and Intercom compared in full



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.
- ChatBot also covers workflow automation, whatsApp messaging and chatbots.

ChatBot and Text by LiveChat compared in full



1.4
GPA

Siena AI

From $750/mo

AI customer service agent for ecommerce and consumer brands.

- ChatBot also covers workflow automation, help desk, live chat, whatsApp messaging and chatbots.

ChatBot and Siena AI compared in full

PART 06 · QUESTIONS

Quick answers

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

13

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 ChatBot free?

No, ChatBot is a paid product, but you can try it first. Free 14-day trial, no credit card required.

How much does ChatBot cost?

ChatBot lists 3 plans. Essential: $19 per user / month, billed yearly ($25 billed monthly).

What platforms does ChatBot work on?

ChatBot is available on Web.

Does ChatBot offer any discounts?

ChatBot publicly lists the following: Save up to 24% with yearly billing.

Does ChatBot have an Android app?

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

Does ChatBot have an iPhone app?

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

Is ChatBot open source?

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

What does ChatBot integrate with?

ChatBot's listing names Facebook Messenger, Twilio SMS, Klaviyo, WhatsApp, WordPress, Shopify, WooCommerce and Slack.

Who makes ChatBot?

ChatBot is made by Text, Inc.

What are the alternatives to ChatBot?

The closest alternatives to ChatBot in our directory are Tidio, Chatbase, Intercom, Text by LiveChat and Siena AI.

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

ChatBot's GPA of 2.2 is higher than 39 of the 92 other help desk and live chat tools we grade, and level with 14.

Is ChatBot good value for money?

ToolGPA grades ChatBot C for value for money. Its paid plans start at $19 a month for each person, against a middle price of $29 for the category: 18 of the 78 others that charge start lower.

Could I make my own version of ChatBot?

To replace ChatBot 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 ChatBot'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 ChatBot'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 Text, Inc. Prices change, so check chatbot.com before you buy.

chatbot.com/pricing/

chatbot.com/

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

ChatBot, kept up to date

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

toolgpa.com/tools/chatbot-com

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, "ChatBot: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/chatbot-com
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Know someone choosing between help desk and live chat tools?

Send them this guide: toolgpa.com/tools/chatbot-com/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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

Help Desks & Live Chat Insider's Guide

Every one of the 93 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

ProProfs Live Chat Insider's Guide

Live chat with an AI agent, free for a single operator

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