ToolGPA

NOVEMBER 2026

Comm100

The Insider's Guide

Live chat, ticketing and AI agents for support teams



Every plan, grade, refund rule and rival among help desk and live chat tools, read from Comm100's own pages.

Made by Comm100 Network Corporation · checked Nov 13, 2026 · toolgpa.com

2.6
GPA

C

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 Comm100's own pages, its app-store listings and our grades. Every fact in it is on Comm100'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

2.6

GPA, above 72 of the 92 other help desk and live chat tools we grade

Comm100 is an omnichannel customer service platform from a Canadian company. Live chat is sold as per-agent plans with a 30-day trial, while ticketing and messaging, voice, booking and its AI products are quoted through sales. Agents work from a browser, desktop apps or mobile apps.

To get you started, here are **9 things to know about Comm100**, taken from its own pages and our grades.

> **Beyond live chat nothing has a public price, and each agent needs its own licence.**
>
> From our report card of Comm100

1 **Best for live chat that grows into a full support suite**

The agents work from a browser, desktop apps or phone apps.

2 **Paid plans start at $31 a month for each person**

As its pricing page puts it: $31 per agent / month, billed annually ($39 billed monthly).

3 **You can try it first**

Free 30-day trial of the Live Chat Startup and Plus plans

4 **It runs on 5 platforms**

Web, Windows, macOS, iOS and Android.

5 **Live chat with routing**

Chats can be routed by location, skills, seniority, visitor segment and department, with load balancing, round-robin and a visitor queue.

6 **AI Agent**

A chatbot that the vendor says can handle up to 80% of routine conversations and escalates the rest to live agents.

7 **AI Copilot for agents**

Suggests replies, rewrites or summarizes text and helps wrap up chats, with multilingual support in more than 90 languages.

8 **A 2.6 GPA, above 72 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 Comm100 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.

Comm100 at a glance

PRICING
Free trial, from $31 per agent / month, billed annually ($39 billed monthly)

FREE PLAN
No

FREE TRIAL
Free 30-day trial of the Live Chat Startup and Plus plans

RUNS ON
Web, macOS, Windows, iOS, Android

MADE BY
Comm100 Network Corporation

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.6 GPA, good

The report card

Best for live chat that grows into a full support suite

Comm100 sells live chat per agent, at $31 a month on yearly billing, and quotes ticketing, AI agents, voice and booking through sales. The agents work from a browser, desktop apps or phone apps. Beyond live chat nothing has a public price, and each agent needs its own licence.

TOOLGPA REPORT CARD	Comm100	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	$31 an agent a month on yearly billing ($39 monthly) for Startup chat, near the category's middle of $29. The AI Agent, ticketing and voice have no public price.
Free plan and trial	C	A 30-day trial of the two chat plans; the page does not say whether a card is needed. There is no free plan.
Features	B	Live chat with routing, an AI agent, a copilot, ticketing and messaging, with cloud or on-premise deployment. The listing shows no gap in the core job, but most of it is quote-only.
Ease of use	C	No store rating on record. Agents, routing and channels have to be set up first.
Platforms and integrations	A	Web, Windows, Mac, iPhone and Android apps, with Salesforce, Zendesk and HubSpot connections.
Grade point average		Good, out of 4.0 **2.6**

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 Comm100 is for

- ✓ Fits if you want live chat now and might add ticketing and AI later
- ✓ Works for support teams that want desktop and phone apps for agents

Who it is not for

- ✕ Skip it if you want prices up front: AI Agent, ticketing, voice and booking are quote-only
- ✕ Tight on Startup: one chat campaign, with routing and unlimited campaigns on Plus at $55
- ✕ Watch out: each agent needs a unique licence, and payment is in US or Canadian dollars only
- ✕ Watch out: on monthly billing you pay in full for any unused part of the month

Good to know

Good for

- ✓ Support teams that want live chat first and ticketing or AI later
- ✓ Organizations that need on-premise or HIPAA-oriented deployments
- ✓ Teams that want agents on desktop and mobile apps

Worth knowing

- ⓘ Live chat is licensed per agent: each agent needs a unique license.
- ⓘ AI Agent, Ticketing & Messaging, Knowledge Base, Voice and Booking show no public price.
- ⓘ On monthly billing you can cancel at any time but pay in full for the unused part of the month.
- ⓘ Payments are accepted in US and Canadian dollars only, and Canadian customers may be charged GST/HST, QST and PST.

PART 02 · PRICING

What it costs

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

$31

A month to start, for each person

Comm100 is a paid product with a free trial, starting at $31 per agent / month, billed annually ($39 billed monthly).

> **The AI Agent, ticketing and voice have no public price.**

From our grade for value for money

LIVE CHAT STARTUP

$31

per agent / month, billed annually ($39 billed monthly)

Widget customization, multi-language chat, canned messages, 1 chat campaign and basic reporting.

LIVE CHAT PLUS

$55

per agent / month, billed annually ($69 billed monthly)

Adds chat routing, audio-video chat, chat wrap-ups, unlimited campaigns and advanced reporting.

LIVE CHAT ULTRA

Custom

Adds advanced chat routing, screen sharing, agent shift management, dynamic campaigns and custom reporting.

AI AGENT

Custom

Chatbot covering 12 channels with guided workflows and escalation to humans. Priced through sales.

TICKETING & MESSAGING

Custom

One inbox for 12 channels including email, SMS, WhatsApp and Instagram. No price is shown on the page.

Trying it first

Free 30-day trial of the Live Chat Startup and Plus plans

Read from comm100.com on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

20% off when billed annually

The pricing page marks annual billing as a 20% saving on the Live Chat Startup and Plus plans.

Stated on comm100.com

NONPROFIT

Discounted pricing for non-profits

The pricing FAQ says non-profit organizations are offered discounted pricing on request through sales.

Stated on comm100.com

What it does

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

5

Places it runs: Web, macOS, Windows, iOS and Android

Live chat, ticketing and AI agents for support teams. Here is what it does, as its own site describes it, and what it covers: AI features, help desk, live chat, help center, AI support agent, chatbots.

> **Live chat with routing, an AI agent, a copilot, ticketing and messaging, with cloud or on-premise deployment.**
>
> From our grade for features

Live chat with routing

Chats can be routed by location, skills, seniority, visitor segment and department, with load balancing, round-robin and a visitor queue.

AI Agent

A chatbot that the vendor says can handle up to 80% of routine conversations and escalates the rest to live agents.

AI Copilot for agents

Suggests replies, rewrites or summarizes text and helps wrap up chats, with multilingual support in more than 90 languages.

Ticketing and messaging

Manages messages from 12 channels, including email, SMS, Facebook, Instagram, X, Telegram, WhatsApp and LINE, in one platform.

Agent apps on every device

Free web, Windows and Mac desktop, iPhone, iPad and Android apps let agents monitor visitors and answer chats.

Cloud or on-premise deployment

The company's about page says customers can choose cloud or on-premise deployment.

Where it runs

Web · macOS · Windows · iOS · Android

What it works with

Salesforce · Zendesk · HubSpot

Comm100 is made by Comm100 Network Corporation.

Where it stands

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

72/92

Other help desk and live chat tools it is graded above

Comm100's GPA of 2.6 is higher than 72 of the 92 other help desk and live chat tools we grade, and level with 10.

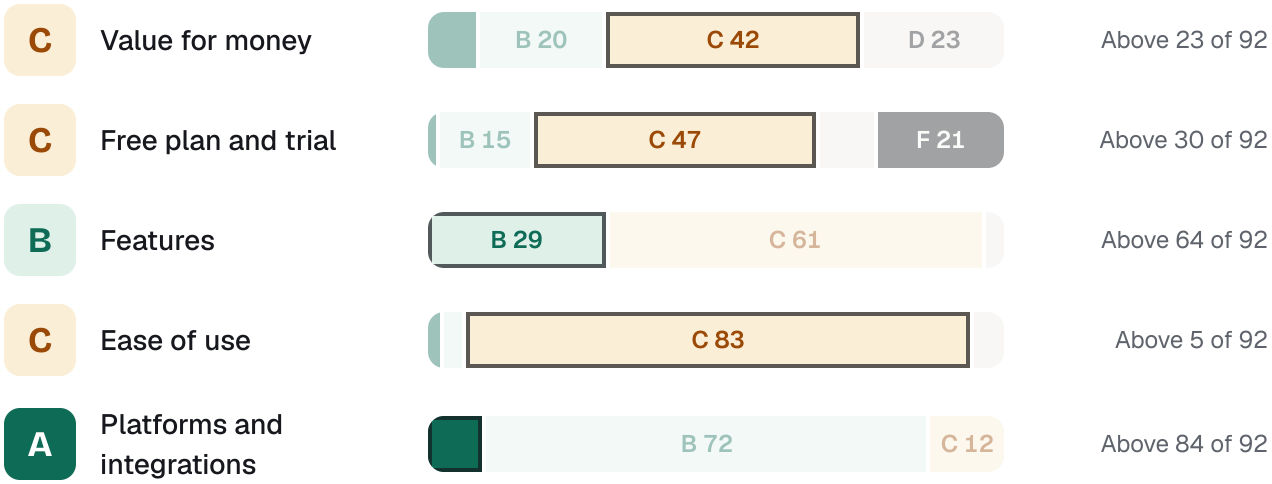
It stands best on platforms and integrations (A, above 84 of 92) and worst on ease of use (C, above 5).

Its paid plans start at $31 a month for each person, against a middle price of $29 for the category: 45 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 3.0 out of 4. 2 tools score higher and cost less.

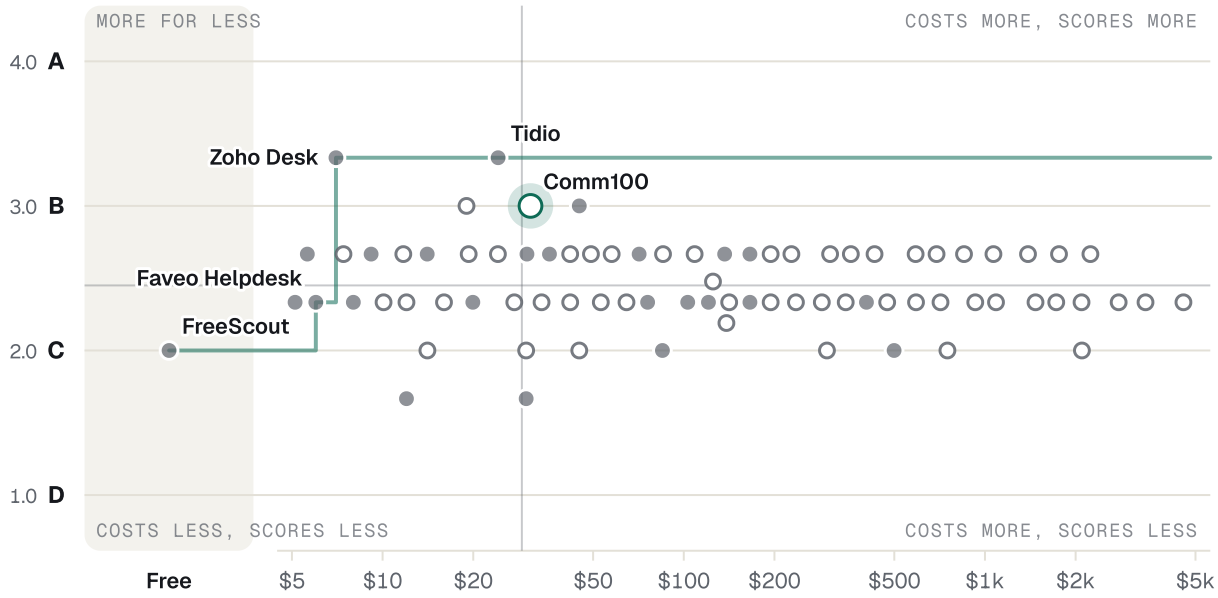
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. Comm100'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. Comm100 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 Comm100 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 is one of the better ones too: its GPA of 2.6 is higher than 72 of the 92 other help desk and live chat tools we grade. It costs $372 a year.

What you could make

- Help desk and help center: an app builder makes these well.

What you could not

- An AI model answering your customers from your own help articles.
- A chat box on your site that reaches you the moment a customer types.
- A chatbot builder hooked into the messaging apps.
- Apps for macOS, Windows, iOS and Android that stay in step with each other.
- 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.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Comm100'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, LiveAgent, Tidio, Zendesk and Intercom

The 5 tools Comm100 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.

- Comm100 also covers help center and chatbots.

Comm100 and Text by LiveChat compared in full

2.6 GPA

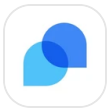
LiveAgent

Free trial · from $15/mo

Help desk with email tickets, live chat, call center and AI agents.

- Only Comm100 lists Windows and macOS apps.
- Comm100 also covers chatbots.
- LiveAgent also covers reports.

Comm100 and LiveAgent compared in full



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. Comm100 does not, though it has a free trial.
- Comm100 also covers help center and chatbots.

Comm100 and Tidio compared in full



2.4
GPA

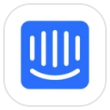
Zendesk

Free trial · from $19/mo

Ticketing, messaging, help center and AI agents for support teams.

- Only Comm100 lists Windows and macOS apps.
- Comm100 also covers chatbots.
- Zendesk also covers reports.

Comm100 and Zendesk 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 Comm100 lists Windows and macOS apps.
- Comm100 also covers chatbots.
- Intercom also covers shared inbox and reports.

Comm100 and Intercom compared in full

Quick answers

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

12

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 Comm100 free?

No, Comm100 is a paid product, but you can try it first. Free 30-day trial of the Live Chat Startup and Plus plans.

How much does Comm100 cost?

Comm100 lists 5 plans. Live Chat Startup: $31 per agent / month, billed annually ($39 billed monthly).

What platforms does Comm100 work on?

Comm100 is available on Web, Windows, macOS, iOS and Android.

Does Comm100 offer any discounts?

Comm100 publicly lists the following: 20% off when billed annually; Discounted pricing for non-profits.

Does Comm100 have a Linux app?

No Linux app was listed when its pages were read on Nov 13, 2026. Comm100 is listed for Web, Windows, macOS, iOS and Android.

Is Comm100 open source?

Comm100 is not described as open source on its own site, as read on Nov 13, 2026.

What does Comm100 integrate with?

Comm100's listing names Salesforce, Zendesk and HubSpot. A listing names up to eight integrations, so it may connect to more.

Who makes Comm100?

Comm100 is made by Comm100 Network Corporation.

What are the alternatives to Comm100?

The closest alternatives to Comm100 in our directory are Text by LiveChat, LiveAgent, Tidio, Zendesk and Intercom.

How does Comm100 compare with other help desk and live chat tools?

Comm100's GPA of 2.6 is higher than 72 of the 92 other help desk and live chat tools we grade, and level with 10.

Is Comm100 good value for money?

ToolGPA grades Comm100 C for value for money. Its paid plans start at $31 a month for each person, against a middle price of $29 for the category: 45 of the 78 others that charge start lower.

Could I make my own version of Comm100?

To replace Comm100 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 Comm100'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 Comm100 Network Corporation'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 Comm100 Network Corporation. Prices change, so check comm100.com before you buy.

comm100.com/pricing/
comm100.com/platform/livechat/
comm100.com/company/about/
comm100.com/
comm100.com/platform/app-download/
comm100.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

Comm100, kept up to date

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

toolgpa.com/tools/comm100

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, "Comm100: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/comm100
```

Know someone choosing between help desk and live chat tools?

Send them this guide:
toolgpa.com/tools/comm100/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Comm100, 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 Comm100'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. Comm100 is a trademark of its owner, and this guide is not made, paid for or approved by Comm100 Network Corporation. Prices and plans change: check comm100.com before you buy.