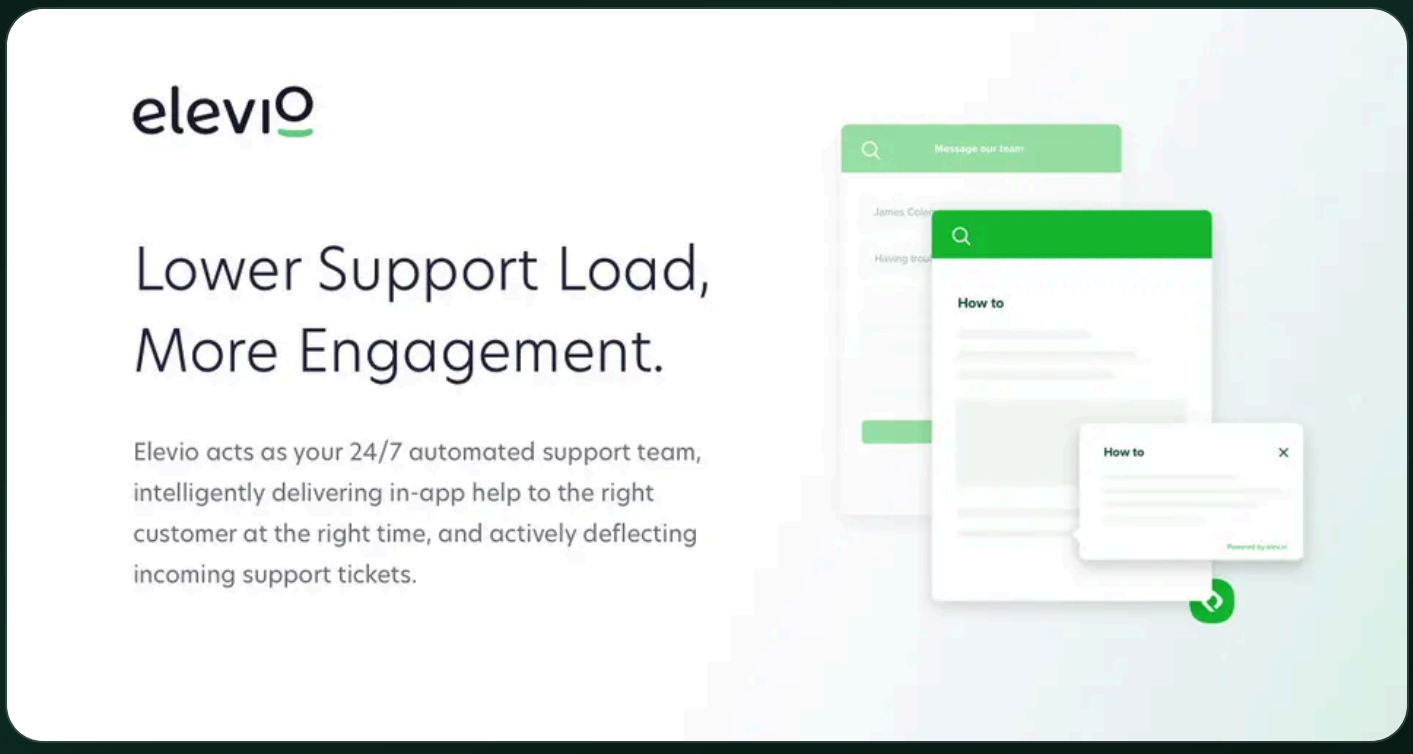
ToolGPA

NOVEMBER 2026

Elevio

The Insider's Guide

In-app help assistant and knowledge base for web products



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

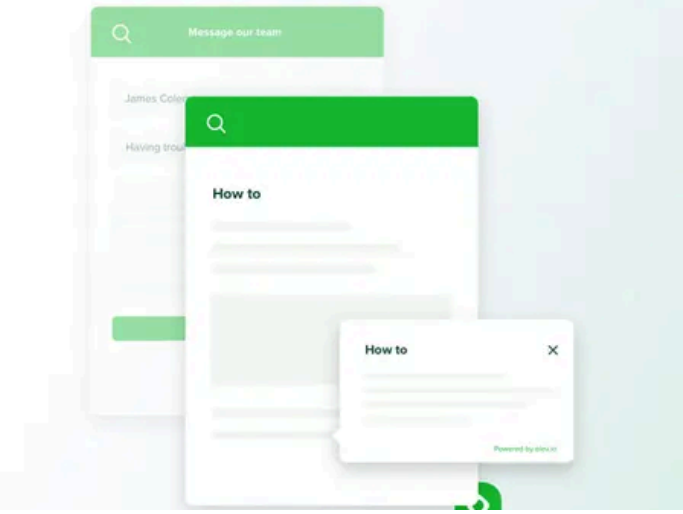
Made by Elevio Pty. Ltd. · checked Nov 13, 2026 · toolgpa.com

2.0
GPA

elevio

Lower Support Load, More Engagement.

Elevio acts as your 24/7 automated support team, intelligently delivering in-app help to the right customer at the right time, and actively deflecting incoming support tickets.



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

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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 Elevio's own pages, its app-store listings and our grades. Every fact in it is on Elevio'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 26 of the 92 other help desk and live chat tools we grade

Elevio adds an embeddable help assistant to a website or web app, with a hosted knowledge base, suggested articles and contextual helpers. The site shows it as Elevio by Dixa. It syncs content from other help desks and is priced as a flat monthly fee by team size.

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

> "
>
> **You add a snippet and build the articles and modules.**
>
> From our grade for ease of use

1 **Best for in-app help and a knowledge base**

Elevio is an in-app help assistant and knowledge base for web products.

2 **Paid plans start at $125 a month**

As its pricing page puts it: $125 per month for up to 3 seats, billed annually ($155 monthly).

3 **You can try it first**

14-day free trial

4 **It runs on Web**

Web.

5 **Embedded assistant**

A help widget placed in a site or app that shows suggested articles and search, with a JavaScript API for customizing it.

6 **Visualizer**

A point-and-click tool for adding contextual helpers and hotspots to pages without code.

7 **Hosted knowledge base**

A hosted help site is available, basic on Starter and customized from the Regular plan.

8 **A 2.0 GPA, above 26 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**

The plain part of Elevio you could make: help center, wiki and reports. What surrounds it you could not. The 2 things listed below take a company, not a weekend.

Elevio at a glance

PRICING Free trial, from $125 per month for up to 3 seats, billed annually ($155 monthly)	FREE PLAN No
FREE TRIAL 14-day free trial	RUNS ON Web
MADE BY Elevio Pty. Ltd.	CATEGORY Help Desks & Live Chat
OUR GRADE 2.0 GPA, fair	

The report card

Best for in-app help and a knowledge base

Elevio is an in-app help assistant and knowledge base for web products. It is $125 a month for 3 seats, and it is not a ticketing system.

TOOLGPA REPORT CARD	Elevio	Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	$125 a month for 3 seats billed yearly, about $42 a seat, around the dearer quarter of $45.
Free plan and trial	D	A 14-day trial, with no word on whether a card is needed. No free plan.
Features	C	An embedded assistant, a point-and-click tool, a hosted knowledge base and reporting. It works alongside a help desk and does not replace one.
Ease of use	C	No store rating on record. You add a snippet and build the articles and modules.
Platforms and integrations	B	Web only, with Freshdesk, Help Scout, Groove, Slack, WordPress and Dixa.
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 Elevio is for

- ✓ Fits if you want help articles shown inside your web app
- ✓ Works for teams that already have a help desk

Who it is not for

- ✗ Pricey if you are small, because the cheapest plan is $125 a month
- ✗ Tight if you have a bigger team, as seats cap at 3, 5 and 10
- ✗ Skip it if you want reporting or help desk integrations, since they need Regular at $189
- ✗ Not for you if you want ticketing, as it is not a help desk

Good to know

Good for

- ✓ SaaS teams that want contextual help inside their own product
- ✓ Teams already on a help desk whose articles need to be shown in-app
- ✓ Small support teams that want a flat monthly fee

Worth knowing

- ⓘ Each plan caps team members at 3, 5 or 10; larger needs go through enterprise plans on request.
- ⓘ Plans include 1,000,000 page views, as stated on the pricing page.
- ⓘ Reporting, help desk integrations and a customized hosted KB need the Regular plan or higher.
- ⓘ It is a knowledge base and in-app help layer, not a ticketing system, so it works alongside a help desk.

PART 02 · PRICING

What it costs

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

$125

A month to start

Elevio is a paid product with a free trial, starting at $125 per month for up to 3 seats, billed annually ($155 monthly).

STARTER

$125

per month for up to 3 seats, billed annually ($155 monthly)

Unlimited articles, visualizer point-and-click tool, basic modules and a basic hosted knowledge base.

REGULAR

$189

per month for up to 5 seats, billed annually ($229 monthly)

Adds help desk integrations, article interlinking and permissions, advanced modules, a customized hosted KB and reporting.

PREMIUM

$389

per month for up to 10 seats, billed annually ($469 monthly)

Adds article auto-syncing, multi-lingual content and priority support.

Trying it first

14-day free trial

Read from elev.io on Nov 13, 2026.

What it does

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

1

Place it runs: Web

In-app help assistant and knowledge base for web products. Here is what it does, as its own site describes it, and what it covers: public API, wiki, reports, help center.

> **An embedded assistant, a point-and-click tool, a hosted knowledge base and reporting.**

From our grade for features

Embedded assistant

A help widget placed in a site or app that shows suggested articles and search, with a JavaScript API for customizing it.

Visualizer

A point-and-click tool for adding contextual helpers and hotspots to pages without code.

Hosted knowledge base

A hosted help site is available, basic on Starter and customized from the Regular plan.

Content sync

Pulls articles from third-party systems such as help desks and WordPress; automatic syncing is a Premium feature.

Support ticket modules

Modules for support tickets, custom forms and ticket deflection let users reach the help desk from inside the assistant.

Reporting

Reporting on how people use the help content is included from the Regular plan.

Where it runs

- Web

What it works with

- Freshdesk
- Help Scout
- Groove
- Slack
- WordPress
- StatusPage
- Chatlio
- Dixa

Elevio is made by Elevio Pty. Ltd.

Where it stands

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

26/92

Other help desk and live chat tools it is graded above

Elevio's GPA of 2.0 is higher than 26 of the 92 other help desk and live chat tools we grade, and level with 12.

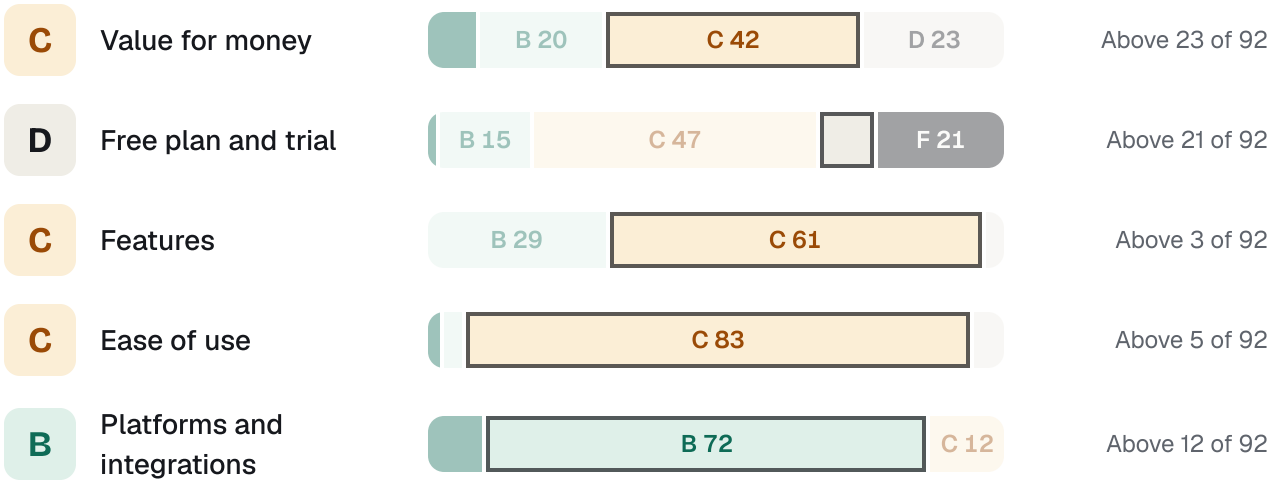
It stands best on platforms and integrations (B, above 12 of 92) and worst on free plan and trial (D, above 21).

Its paid plans start at $125 a month, against a middle price of $29 for the category: 72 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 33 tools score higher and cost less.

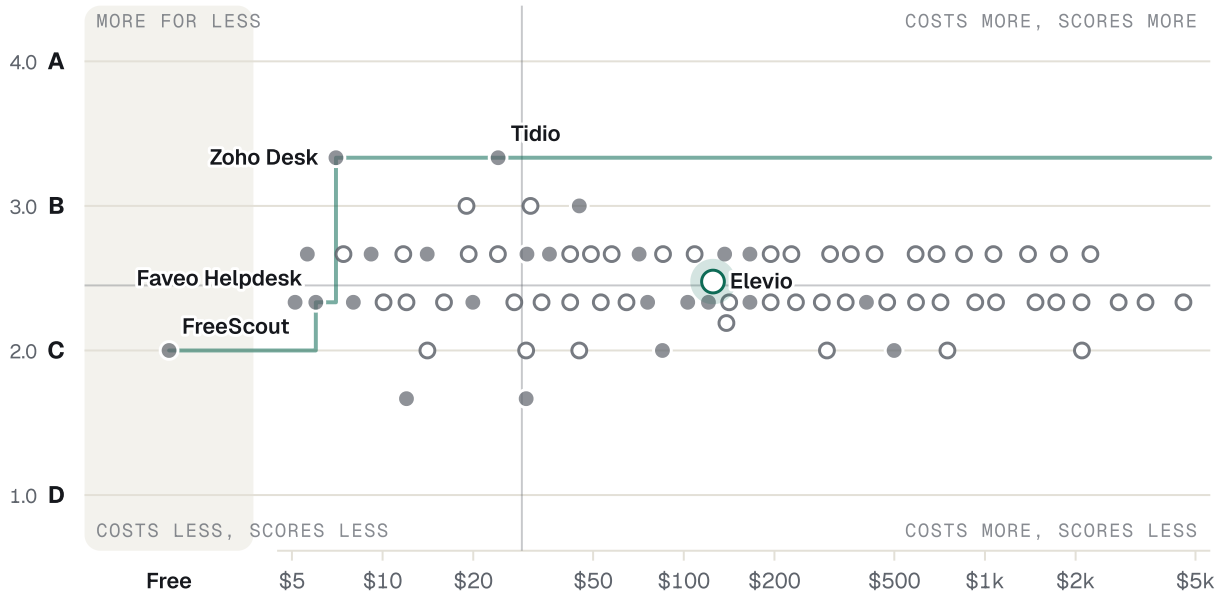
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. Elevio'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. Elevio 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 Elevio you could make: help center, wiki and reports. What surrounds it you could not. The 2 things listed below take a company, not a weekend.

That makes this kind of software worth paying for, not this one in particular: 54 of the 92 other help desk and live chat tools grade higher. It costs $1,500 a year.

What you could make

- Help center, wiki and reports: an app builder makes these well.

What you could not

- It plugs into other products, Freshdesk, Help Scout and Groove among them, and has an API.
- Hooks into the device itself: widgets.

What this rests on. Elevio'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



Zendesk, Freshdesk, HelpDesk, Chatbase and Helpwise

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

2.4 GPA

Zendesk

Free trial · from $19/mo

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

- Only Zendesk lists iOS and Android apps.
- Elevio also covers wiki.
- Zendesk also covers help desk, live chat and AI support agent.

Elevio and Zendesk compared in full

2.4 GPA

Freshdesk

Free trial · from $19/mo

Email ticketing help desk with a knowledge base and AI agents.

- Only Freshdesk lists iOS and Android apps.
- Elevio also covers wiki.
- Freshdesk also covers shared inbox, help desk and AI support agent.

Elevio and Freshdesk compared in full



2.4 GPA

HelpDesk

Free trial · from $19/mo

Ticketing with an AI agent for email, chat, Messenger and SMS.

- Elevio also covers wiki, reports and help center.
- HelpDesk also covers shared inbox, help desk, live chat, AI support agent, sMS marketing and chatbots.

Elevio and HelpDesk compared in full



2.0 GPA

Chatbase

Free trial · from $32/mo

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

- Elevio also covers wiki, reports and help center.
- Chatbase also covers help desk and AI support agent.

Elevio and Chatbase compared in full



2.6 GPA

Helpwise

Free trial · from $12/mo

Shared inbox for email, chat, WhatsApp and SMS with a help center.

- Only Helpwise lists iOS and Android apps.
- Elevio also covers wiki and reports.
- Helpwise also covers shared inbox, help desk and live chat.

Elevio and Helpwise 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 Elevio free?

No, Elevio is a paid product, but you can try it first. 14-day free trial.

How much does Elevio cost?

Elevio lists 3 plans. Starter: $125 per month for up to 3 seats, billed annually ($155 monthly).

What platforms does Elevio work on?

Elevio is available on Web.

Does Elevio have an Android app?

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

Does Elevio have an iPhone app?

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

Is Elevio open source?

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

Does Elevio have an API?

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

What does Elevio integrate with?

Elevio's listing names Freshdesk, Help Scout, Groove, Slack, WordPress, StatusPage, Chatlio and Dixa.

Who makes Elevio?

Elevio is made by Elevio Pty. Ltd.

What are the alternatives to Elevio?

The closest alternatives to Elevio in our directory are Zendesk, Freshdesk, HelpDesk, Chatbase and Helpwise.

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

Elevio's GPA of 2.0 is higher than 26 of the 92 other help desk and live chat tools we grade, and level with 12.

Is Elevio good value for money?

ToolGPA grades Elevio C for value for money. Its paid plans start at $125 a month, against a middle price of $29 for the category: 72 of the 78 others that charge start lower.

Could I make my own version of Elevio?

The plain part of Elevio you could make: help center, wiki and reports.

Where this guide comes from

The prices, plans, platforms and features were read from Elevio'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 Elevio'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 Elevio Pty. Ltd. Prices change, so check elev.io before you buy.

elev.io/pricing

elev.io/integrations

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

Elevio, kept up to date

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

toolgpa.com/tools/elevio

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

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Elevio, 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 Elevio'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. Elevio is a trademark of its owner, and this guide is not made, paid for or approved by Elevio Pty. Ltd. Prices and plans change: check elev.io before you buy.