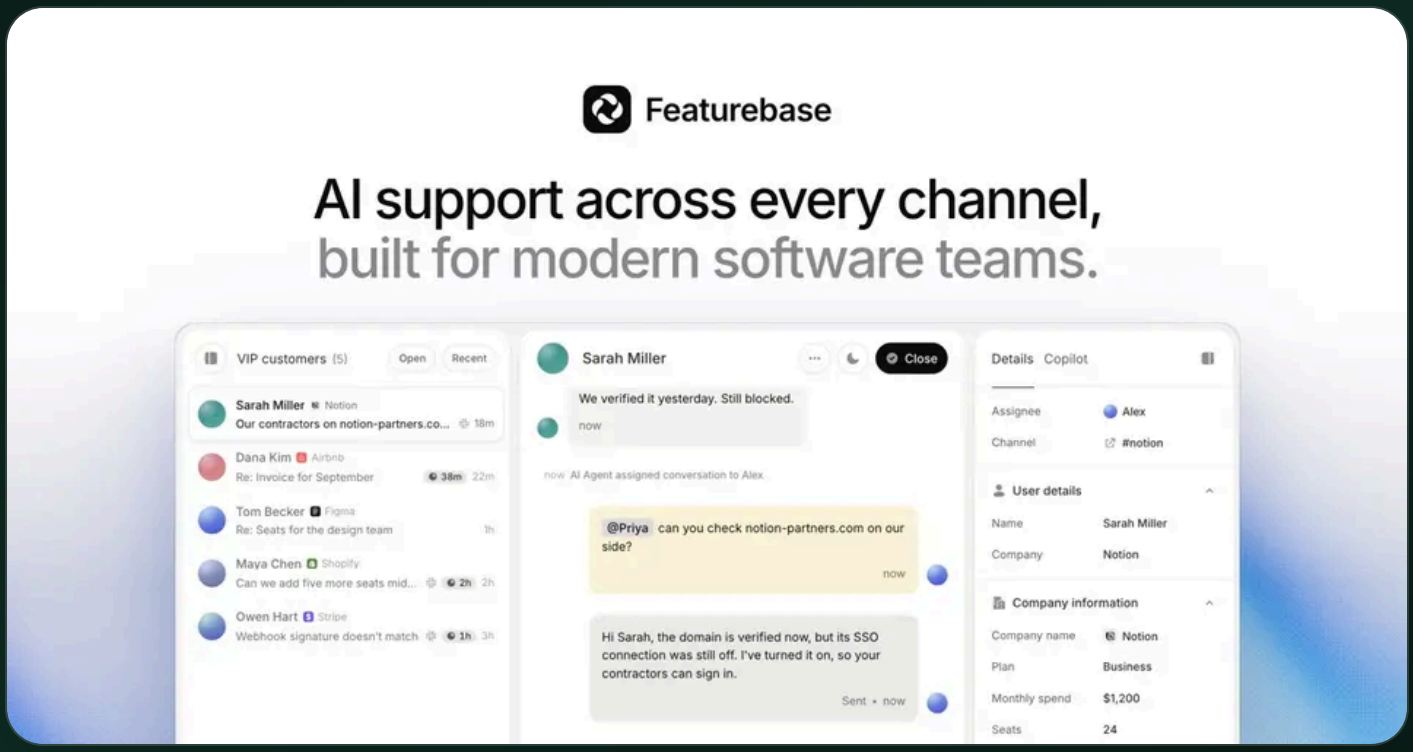
ToolGPA

NOVEMBER 2026

Featurebase

The Insider's Guide

Help desk, chat and feedback boards with a per-resolution AI agent

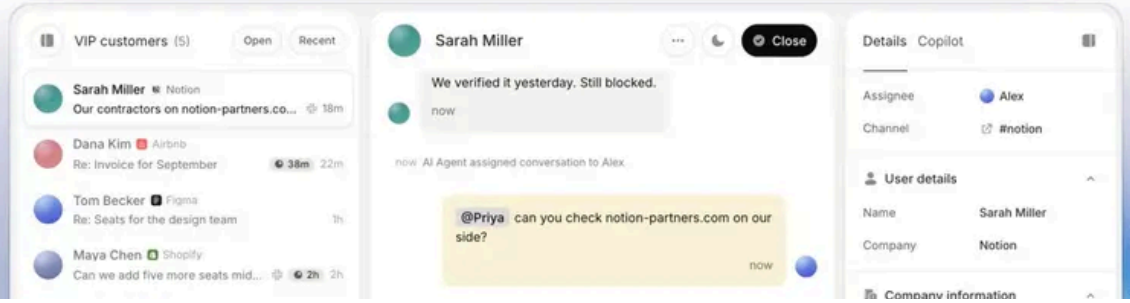


Every plan, grade, refund rule and rival among help desk and live chat tools, read from Featurebase's own pages.

Made by Featurebase · checked Nov 12, 2026 · toolgpa.com

2.4
GPA

AI support across every channel,
built for modern software teams.



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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 Featurebase's own pages, its app-store listings and our grades. Every fact in it is on Featurebase's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

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

2.4

GPA, above 36 of the 66 other help desk and live chat tools we grade

Featurebase combines a shared inbox with tickets and live chat, a help center, customer feedback boards and an AI agent called Fibi. Plans are priced per seat, with a free plan for one seat, and the AI agent is billed per resolved conversation on top of any paid plan.

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

> "
>
> **Channels, workflows and an AI agent to set up.**
>
> From our grade for ease of use

1 **Best for support and feedback boards in one product**

Featurebase combines a support inbox, live chat, a help centre and feedback boards, with a free plan for one seat.

2 **Paid plans start at $29 a month for each person**

As its pricing page puts it: $29 per seat / month, billed yearly ($37 billed monthly).

3 **There is a free plan**

1 seat with live chat, inbox and ticketing, unlimited conversations, a help center and the mobile app.

4 **It runs on Web**

Web.

5 Inbox, tickets and live chat

One inbox for conversations with assigning, snoozing and internal notes; live chat and ticketing are on every plan including the free one.

6 Fibi AI agent

Answers customers in live chat and email on paid plans. It costs $0.49 per resolution, counted once per conversation, and human handovers are free.

7 AI Copilot and macros

Drafts replies for human agents. Each seat gets 10 free Copilot conversations a month; unlimited use is $19 a seat.

8 A 2.4 GPA, above 36 of 66

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 Featurebase 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.

Featurebase at a glance

PRICING
Free plan, from $29 per seat / month, billed yearly ($37 billed monthly)

FREE PLAN
Yes

FREE TRIAL
10-day free trial of the paid plans, no credit card required

RUNS ON
Web

MADE BY
Featurebase

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.4 GPA, fair

The report card

Best for support and feedback boards in one product

Featurebase combines a support inbox, live chat, a help centre and feedback boards, with a free plan for one seat. The AI agent starts at Growth, $29 a seat, and is also billed at $0.49 a resolution.

TOOLGPA REPORT CARD — **Featurebase** — Graded Nov 12, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	$29 a seat a month billed yearly on Growth, in the category's middle, plus $0.49 per AI resolution.
Free plan and trial	B	A free plan with 1 seat, live chat, inbox, ticketing, unlimited conversations and a help centre, plus a 10-day trial with no card.
Features	C	Inbox, tickets, chat, help centre, feedback boards and workflows. Discord, WhatsApp and Teams are listed as coming soon.
Ease of use	C	No store rating on record. Channels, workflows and an AI agent to set up.
Platforms and integrations	B	Web, with Slack, HubSpot, Salesforce, Linear, Jira and Azure DevOps, plus an API and MCP.

Grade point average — Fair, out of 4.0 **2.4**

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 Featurebase is for

- ✓ Fits if you want support and feedback in one product
- ✓ Works for small teams starting on a single free seat

Who it is not for

- ✗ Tight if you stay free: one seat, and the email channel starts at Growth
- ✗ Watch out: the AI agent costs $0.49 per resolution on top of seats
- ✗ Watch out: Slack and workflows need Professional at $59, and SSO needs Enterprise at $99
- ✗ Watch out: unlimited Copilot is $19 a seat beyond 10 free conversations

Good to know

Good for

- ✓ Startups that want support and feedback in one product
- ✓ Small teams that want to begin on a free seat
- ✓ Teams happy to pay the AI agent per resolution

Worth knowing

- ⓘ The free plan has one seat; the AI agent and the email channel start at Growth.
- ⓘ Fibi is billed at $0.49 per resolution on top of seat prices, so cost follows ticket volume.
- ⓘ Slack and workflows need Professional; SSO needs Enterprise. Discord, WhatsApp and Microsoft Teams are listed as coming soon.
- ⓘ Unlimited AI Copilot use costs $19 per seat a month beyond 10 free conversations.

PART 02 · PRICING

What it costs

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

$29

A month to start, for each person.
There is a free plan too

Featurebase has a free plan. Paid plans start at $29 per seat / month, billed yearly ($37 billed monthly).

FREE

$0

1 seat with live chat, inbox and ticketing, unlimited conversations, a help center and the mobile app.

GROWTH

$29

per seat / month, billed yearly ($37 billed monthly)

Adds the Fibi AI agent, email channel, AI Copilot and macros, reports, API, MCP, webhooks and integrations.

PROFESSIONAL

$59

per seat / month, billed yearly ($75 billed monthly)

Adds Slack, workflows and SLAs, round-robin assignment, a multilingual help center, CRM links and 20 free Lite seats.

ENTERPRISE

$99

per seat / month, billed yearly ($129 billed monthly)

Adds multi-brand workspaces, SAML SSO and SCIM, custom admin roles and 50 free Lite seats.

The free plan

1 seat with live chat, inbox and ticketing, unlimited conversations, a help center and the mobile app.

Trying it first

10-day free trial of the paid plans, no credit card required

Read from featurebase.app on Nov 12, 2026.

Ways to pay less

ANNUAL DISCOUNT

20% off with yearly billing

The pricing page lists a 20% saving when seats are billed yearly; Growth is $29 yearly against $37 monthly.

Stated on featurebase.app

STARTUPS

Startups get 86% off

The pricing page says startups get 86% off; eligibility terms are not shown there.

Stated on featurebase.app

What it does

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

1

Place it runs: Web

Help desk, chat and feedback boards with a per-resolution AI agent. Here is what it does, as its own site describes it, and what it covers: public API, shared inbox, help desk, live chat, help center, AI support agent.

> **Inbox, tickets, chat, help centre, feedback boards and workflows.**

From our grade for features

Inbox, tickets and live chat

One inbox for conversations with assigning, snoozing and internal notes; live chat and ticketing are on every plan including the free one.

Fibi AI agent

Answers customers in live chat and email on paid plans. It costs $0.49 per resolution, counted once per conversation, and human handovers are free.

AI Copilot and macros

Drafts replies for human agents. Each seat gets 10 free Copilot conversations a month; unlimited use is $19 a seat.

Help center

A public help center is on every plan; the Professional plan adds a private, multilingual one with AI translations.

Feedback boards

Collects and prioritizes customer feedback, and syncs posts with Linear and Jira so users hear when an issue ships.

Workflows and SLAs

Professional adds workflows, SLA timers and round-robin assignment for teams that share a queue.

Where it runs

Web

What it works with

Slack · HubSpot · Salesforce · Linear · Jira · Azure DevOps

Featurebase is made by Featurebase.

PART 04 · STANDING

Where it stands

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

36/66

Other help desk and live chat tools it is graded above

Featurebase's GPA of 2.4 is higher than 36 of the 66 other help desk and live chat tools we grade, and level with 12.

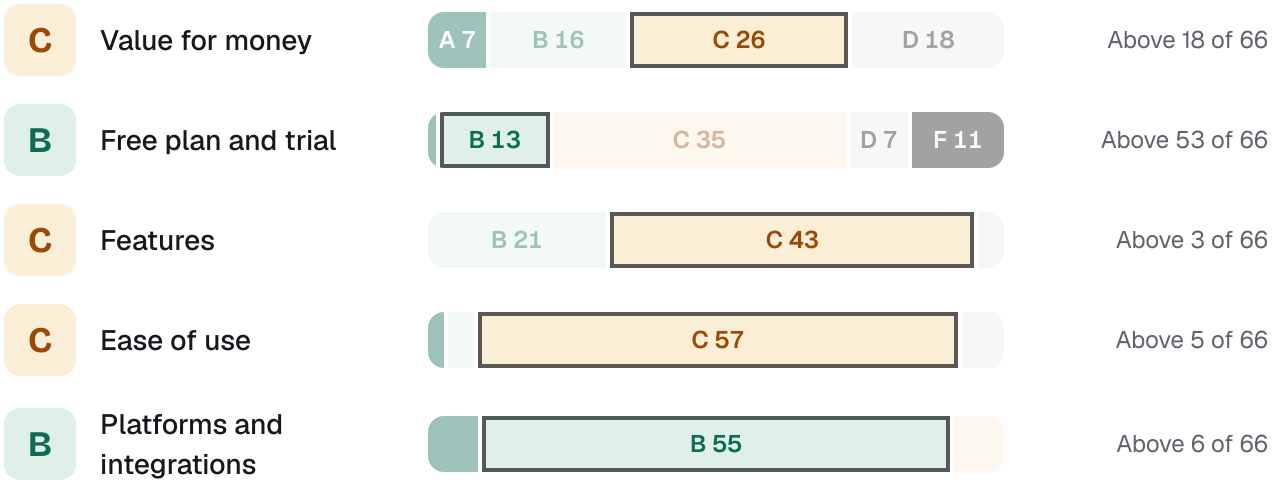
It stands best on free plan and trial (B, above 53 of 66) and worst on features (C, above 3).

Its paid plans start at $29 a month for each person, against a middle price of $29 for the category: 27 of the 57 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 16 tools score higher and cost less.

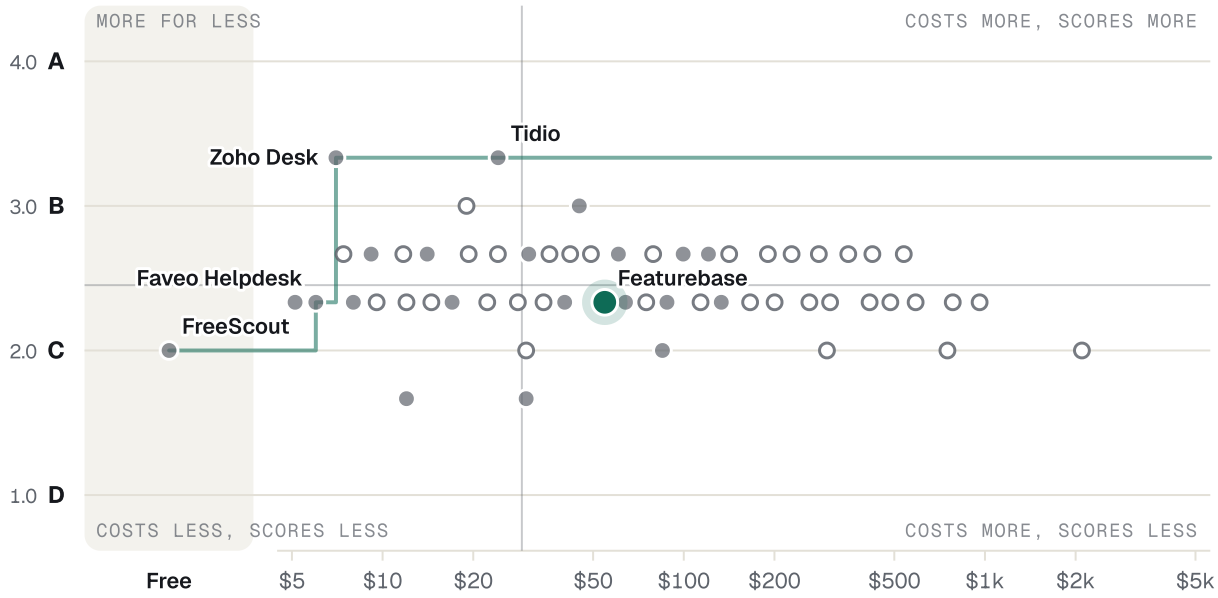
Each grade against the category

Every bar is all 67 help desk and live chat tools we grade, cut by the letter each got. Featurebase's own letter is outlined.



Price against what you get

Each dot is one of 59 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. Featurebase 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 Featurebase 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 $348 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.

- One mailbox that several people work at once.
- 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.
- It plugs into other products, Slack, HubSpot and Salesforce among them, and has an API.

What this rests on. Featurebase'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, HelpDesk, Plain, Crisp and Chatwoot

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

2.4 GPA

Intercom

Free trial · from $29/mo

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

- Featurebase has a free plan. Intercom does not, though it has a free trial.
- Only Intercom lists iOS and Android apps.
- Intercom also covers reports.

Featurebase and Intercom compared in full

2.4 GPA

HelpDesk

Free trial · from $19/mo

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

- Featurebase has a free plan. HelpDesk does not, though it has a free trial.
- Featurebase also covers help center.
- HelpDesk also covers sMS marketing and chatbots.

Featurebase and HelpDesk compared in full

2.0 GPA

Plain

Free trial · from $45/mo

Support platform for B2B teams, built around Slack and AI agents.

- Featurebase has a free plan. Plain does not, though it has a free trial.
- Plain also covers workflow automation.

Featurebase and Plain compared in full

2.6 GPA

Crisp

Free plan · from $45/mo

Live chat and shared inbox priced per workspace, not per seat.

- Only Crisp lists macOS, Windows, iOS and Android apps.
- Featurebase also covers help desk.

Featurebase and Crisp compared in full

2.4 GPA

Chatwoot

Free plan · from $19/mo

Open-source support inbox you can self-host or use in the cloud.

- Only Chatwoot lists iOS and Android apps.
- Chatwoot is open source and self-hostable, according to its own site.
- Featurebase also covers help desk.

Featurebase and Chatwoot compared in full

Quick answers

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

15

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 Featurebase free?

Featurebase has a free plan. 1 seat with live chat, inbox and ticketing, unlimited conversations, a help center and the mobile app.

How much does Featurebase cost?

Featurebase lists 4 plans. Free: $0.

What platforms does Featurebase work on?

Featurebase is available on Web.

Does Featurebase offer any discounts?

Featurebase publicly lists the following: 20% off with yearly billing; Startups get 86% off.

Does Featurebase have an Android app?

No Android app was listed when its pages were read on Nov 12, 2026. Featurebase is listed for Web.

Does Featurebase have an iPhone app?

No iPhone app was listed when its pages were read on Nov 12, 2026. Featurebase is listed for Web.

Is Featurebase open source?

Featurebase is not described as open source on its own site, as read on Nov 12, 2026.

Does Featurebase have an API?

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

What does Featurebase integrate with?

Featurebase's listing names Slack, HubSpot, Salesforce, Linear, Jira and Azure DevOps.

Does Featurebase have a free trial?

Yes. 10-day free trial of the paid plans, no credit card required.

Who makes Featurebase?

Featurebase is made by a company of the same name.

What are the alternatives to Featurebase?

The closest alternatives to Featurebase in our directory are Intercom, HelpDesk, Plain, Crisp and Chatwoot.

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

Featurebase's GPA of 2.4 is higher than 36 of the 66 other help desk and live chat tools we grade, and level with 12.

Is Featurebase good value for money?

ToolGPA grades Featurebase C for value for money. Its paid plans start at $29 a month for each person, against a middle price of $29 for the category: 27 of the 57 others that charge start lower.

Could I make my own version of Featurebase?

To replace Featurebase 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 Featurebase's own pages on Nov 12, 2026, and the grades were given on Nov 12, 2026. Graded from this listing, whose facts were read from Featurebase's own pages on 12 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 Featurebase. Prices change, so check featurebase.app before you buy.

featurebase.app/pricing

featurebase.app/integrations

PART 07 · ABOUT

About ToolGPA

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

5,038

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**.

5,038
tools graded

95
categories

739
price changes on record

579
apps priced in 12 countries

What else is on toolgpa.com

Featurebase, kept up to date

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

toolgpa.com/tools/featurebase

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, "Featurebase: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/featurebase
```

Know someone choosing between help desk and live chat tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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

Help Desks & Live Chat Insider's Guide

Every one of the 67 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



tawk.to Insider's Guide

Free live chat, ticketing and help center, with paid add-ons

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