ToolGPA

NOVEMBER 2026

Helpshift

The Insider's Guide

Player support platform for mobile and console game studios



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

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

1.8
GPA



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

1.8

GPA, above 3 of the 66 other help desk and live chat tools we grade

Helpshift is a support platform built for game studios. It offers in-game support SDKs for mobile, PC and web, a console handoff through QR codes and links, and an AI agent that resolves routine player issues. The vendor also sells engagement, trust and safety, and community moderation, each combinable with human services.

To get you started, here are **7 things to know about Helpshift**, taken from its own pages and our grades.

> **It goes into a game through an SDK and is sold with technology, AI and human services in any mix.**
>
> From our grade for ease of use

1 **Best for in-game support for game studios**

There is no published price, no trial, and the pages are about players, not customers in general.

2 **It runs on Web**

Web.

3 **In-game support SDKs**

Support is built into mobile, PC and web games, with a console handoff through QR codes and links.

4 **CARE AI agent**

An AI agent resolves routine player issues on its own, with real-time monitoring of conversations and translation into over 70 languages.

5 **Agent copilot and routing**

Human agents get an AI copilot and smart routing, and an API lets studios connect their own systems.

6 **A 1.8 GPA, above 3 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.

7 **Keep it**

To replace Helpshift 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.

Helpshift at a glance

PRICING Paid	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY Helpshift	CATEGORY Help Desks & Live Chat
OUR GRADE 1.8 GPA, weak	

The report card

Best for in-game support for game studios

Helpshift is a support platform built for game studios, with in-game support SDKs for mobile, PC and web and an AI agent for routine player questions. There is no published price, no trial, and the pages are about players, not customers in general.

TOOLGPA REPORT CARD	Helpshift	Graded Nov 12, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	No price is published: cost is quoted per studio from interaction volume, solutions and languages, so there is nothing to set against the category's $29 middle.
Free plan and trial	F	Nothing free or trial on record, and the pricing page points to a quote.
Features	C	In-game SDKs, a console handoff by QR code and an AI agent for routine player questions. It does one job for one kind of customer, and the listing gives no feature list beyond that.
Ease of use	C	No store rating on record. It goes into a game through an SDK and is sold with technology, AI and human services in any mix.
Platforms and integrations	B	SDKs for mobile, PC and web plus a console handoff cover where players are, but the listing records no named integrations.
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 Helpshift is for

- ✓ Fits if you run a mobile or PC game studio and want support inside the game
- ✓ Works for studios that want to buy software, AI and human support in any mix

Who it is not for

- ✕ Skip it if you're not a game studio, as the pages speak of players
- ✕ Not for you if you want a price before a sales call
- ✕ Watch out: what you pay depends on interaction volume, solutions and languages, so it can't be worked out from the site
- ✕ Watch out: no free plan or trial is on record

Good to know

Good for

- ✓ Mobile and console game studios with large player bases
- ✓ Studios that want to mix software, AI and outsourced human support

Worth knowing

- ⓘ The pricing page publishes no prices: cost is quoted per studio from interaction volume, solutions used, capabilities and languages.
- ⓘ It is built for game studios; the vendor's pages describe players, not general customer support.
- ⓘ Technology, AI and human services can be bought in any mix, so what a studio pays depends on that mix.

What it costs

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

Helpshift's current pricing could not be confirmed from its own site.

> **Nothing free or trial on record, and the pricing page points to a quote.**

From our grade for free plan and trial

We could not confirm Helpshift's current prices from its own site, so this guide lists no plans. helpshift.com has them.

What it does

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

1

Place it runs: Web

Player support platform for mobile and console game studios. Here is what it does, as its own site describes it, and what it covers: help desk, AI support agent, community.

> **In-game SDKs, a console handoff by QR code and an AI agent for routine player questions.**
>
> From our grade for features

In-game support SDKs

Support is built into mobile, PC and web games, with a console handoff through QR codes and links.

CARE AI agent

An AI agent resolves routine player issues on its own, with real-time monitoring of conversations and translation into over 70 languages.

Agent copilot and routing

Human agents get an AI copilot and smart routing, and an API lets studios connect their own systems.

Engagement and VIP care

Player segmentation, in-game and push messages and VIP outreach are sold as a separate solution.

Trust and safety

AI detection of toxicity and harassment across in-game chat, Discord and forums, with policy enforcement workflows.

Where it runs

Web

What it works with

Its own pages name no integrations.

Helpshift is made by Helpshift.

PART 04 · STANDING

Where it stands

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

3/66

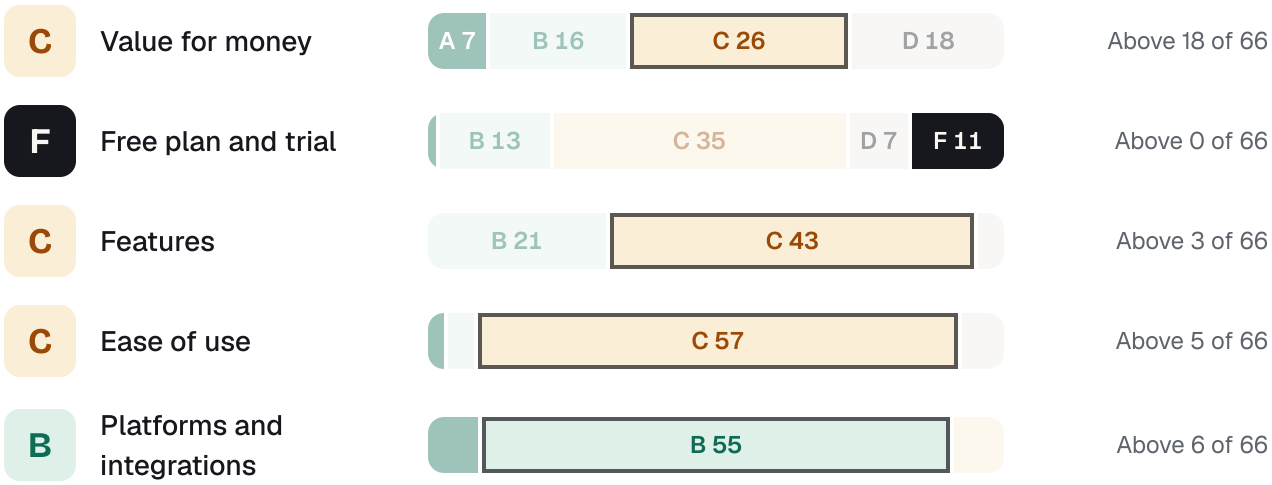
Other help desk and live chat tools it is graded above

Helpshift's GPA of 1.8 is higher than 3 of the 66 other help desk and live chat tools we grade, and level with 11.

It stands best on platforms and integrations (B, above 6 of 66) and worst on free plan and trial (F, above 0).

Each grade against the category

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



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 Helpshift 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.

That makes this kind of software worth paying for, not this one in particular: 52 of the 66 other help desk and live chat tools grade higher.

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.
- A members' space with posts, chat and events that people keep coming back to.

What this rests on. Helpshift'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, Intercom, Kustomer, Gladly and Freshdesk

The 5 tools Helpshift 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.
- Helpshift also covers community.
- Zendesk also covers reports, live chat and help center.

Helpshift 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 Intercom lists iOS and Android apps.
- Helpshift also covers community.
- Intercom also covers shared inbox, reports, live chat and help center.

Helpshift and Intercom compared in full

2.0
GPA

Kustomer

Paid

CRM-style customer service platform with AI agents, sold via sales.

- Helpshift also covers community.
- Kustomer also covers shared inbox, workflow automation, reports and help center.

Helpshift and Kustomer compared in full

2.0
GPA

Gladly

Paid

Customer service and commerce AI built for retail brands.

- Helpshift also covers community.
- Gladly also covers shared inbox, workflow automation, live chat, sMS marketing and whatsApp messaging.

Helpshift and Gladly 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.
- Helpshift also covers community.
- Freshdesk also covers shared inbox, reports and help center.

Helpshift and Freshdesk compared in full

PART 06 · QUESTIONS

Quick answers

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

9

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 Helpshift free?

No. Helpshift is a paid product.

What platforms does Helpshift work on?

Helpshift is available on Web.

Does Helpshift have an Android app?

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

Does Helpshift have an iPhone app?

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

Is Helpshift open source?

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

Who makes Helpshift?

Helpshift is made by a company of the same name.

What are the alternatives to Helpshift?

The closest alternatives to Helpshift in our directory are Zendesk, Intercom, Kustomer, Gladly and Freshdesk.

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

Helpshift's GPA of 1.8 is higher than 3 of the 66 other help desk and live chat tools we grade, and level with 11.

Could I make my own version of Helpshift?

To replace Helpshift 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 Helpshift'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 Helpshift'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 Helpshift. Prices change, so check helpshift.com before you buy.

helpshift.com/pricing/ helpshift.com

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	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Helpshift, kept up to date

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

toolgpa.com/tools/helpshift

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, "Helpshift: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/helpshift
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Know someone choosing between help desk and live chat tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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