ToolGPA

NOVEMBER 2026

HelpSpot

The Insider's Guide

Help desk with one flat annual price, hosted or self-hosted



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

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

2.4
GPA

HelpSpot – Help Desk Software That Just Works

HelpSpot is help desk software that turns email chaos into organized support. Simple ticketing, powerful automation, and self-hosted or cloud deployment.

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

2.4

GPA, above 54 of the 92 other help desk and live chat tools we grade

HelpSpot is a help desk for email, web-form and phone requests that assigns each request to a single owner. It runs as a US or EU cloud service or on the customer's own servers, at the same price. Every feature is included at every tier, and the price depends only on how many agents are licensed.

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

> **Cloud or self-hosted setup, mailboxes and portals take configuring.**
>
> From our grade for ease of use

1 **Best for a flat-price help desk, hosted or self-hosted**

HelpSpot is a help desk priced by agent count, billed yearly, that you can host yourself or use in the cloud.

2 **Paid plans start at $74.92 a month when paid by the year**

As its pricing page puts it: $899 per year for 3 agents.

3 **You can try it first**

21-day free trial, no credit card required

4 **It runs on Web**

Web.

5 **Single-owner ticketing**

Each request is assigned to one person at a time, which the vendor contrasts with a shared inbox where anyone may reply.

6 **Cloud or self-hosted**

Choose the US cloud, the EU cloud in Frankfurt, or run it on your own servers, including air-gapped networks, at the same price.

7 **AI drafting and summaries**

Auto-categorization, translation and writing assistance are included with no separate AI charge.

8 **A 2.4 GPA, above 54 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 HelpSpot you could make: help desk, help center, surveys and reports. What surrounds it you could not. The 3 things listed below take a company, not a weekend.

HelpSpot at a glance

PRICING Free trial, from $899 per year for 3 agents	FREE PLAN No
FREE TRIAL 21-day free trial, no credit card required	RUNS ON Web
MADE BY UserScape, Inc., since 2005	CATEGORY Help Desks & Live Chat
OUR GRADE 2.4 GPA, fair	

The report card

Best for a flat-price help desk, hosted or self-hosted

HelpSpot is a help desk priced by agent count, billed yearly, that you can host yourself or use in the cloud. It starts at $899 a year for 3 agents with no monthly option.

TOOLGPA REPORT CARD	HelpSpot	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	$899 a year for 3 agents is about $25 an agent a month, and $1,299 for 5 is about $22. Between the cheaper quarter and the middle.
Free plan and trial	C	A 21-day trial with no card. No free plan.
Features	B	Ticketing, a knowledge base, portals, reporting, surveys, AI drafting and an API. The listing shows no gap in the core help desk job.
Ease of use	C	No store rating on record. Cloud or self-hosted setup, mailboxes and portals take configuring.
Platforms and integrations	B	Web only, with an API and webhooks, and the listing names no ready-made integrations.
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 HelpSpot is for

- ✓ Fits if you want a help desk at a flat yearly price for a small team
- ✓ Works for teams that need to host the data themselves

Who it is not for

- ✕ Skip it if you want to pay monthly, because billing is annual only
- ✕ Tight if you have 4 agents, as tiers jump from 3 to 5 agents
- ✕ Watch out: every staff member who logs in counts as an agent
- ✕ Watch out: the listing names no ready-made integrations

Good to know

Good for

- ✓ Teams that want one yearly price instead of per-ticket fees
- ✓ Organizations that must keep the help desk on their own servers
- ✓ Internal IT, HR and facilities desks as well as customer support

Worth knowing

- ⓘ Billing is annual only; there is no monthly plan.
- ⓘ Price is set by agent count in tiers (3, 5, 7, 10, 15 and so on), so adding a fourth agent means moving to the 5-agent tier.
- ⓘ Customers never need licenses, but every staff member who logs in counts as an agent.
- ⓘ Qualified non-profits and academic institutions can get 15% off by contacting sales.

PART 02 · PRICING

What it costs

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

$74.92

A month to start, paid by the year

HelpSpot is a paid product with a free trial, starting at $899 per year for 3 agents.

> **Between the cheaper quarter and the middle.**
>
> From our grade for value for money

3 AGENTS

$899

per year for up to 3 agents, billed annually

Annual license for 3 agents, every feature included. Cloud or self-hosted at the same price.

5 AGENTS

$1,299

per year for up to 5 agents, billed annually

Annual license for 5 agents. Unlimited tickets and mailboxes.

10 AGENTS

$2,199

per year for up to 10 agents, billed annually

Annual license for 10 agents; the pricing calculator opens on this size.

25 AGENTS

$4,999

per year for up to 25 agents, billed annually

Annual license for 25 agents. Larger tiers run to 2,000 agents.

50 AGENTS

$9,999

per year for up to 50 agents, billed annually

Annual license for 50 agents, the largest tier shown here at under $200 a year per agent.

Trying it first

21-day free trial, no credit card required

Read from helpspot.com on Nov 13, 2026.

Ways to pay less

NONPROFIT

15% off for non-profits and schools

HelpSpot says it gives 15% off to qualified non-profit organizations and academic institutions; the discount is arranged through its sales team.

Stated on helpspot.com

What it does

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

1

Place it runs: Web

Help desk with one flat annual price, hosted or self-hosted. Here is what it does, as its own site describes it, and what it covers: self-hostable, public API, AI features, surveys, reports, help desk, help center.

> "
>
> **Ticketing, a knowledge base, portals, reporting, surveys, AI drafting and an API.**

From our grade for features

Single-owner ticketing

Each request is assigned to one person at a time, which the vendor contrasts with a shared inbox where anyone may reply.

Cloud or self-hosted

Choose the US cloud, the EU cloud in Frankfurt, or run it on your own servers, including air-gapped networks, at the same price.

AI drafting and summaries

Auto-categorization, translation and writing assistance are included with no separate AI charge.

Knowledge base and portals

Self-service help centers with unlimited portals, plus branding and customization of the customer-facing pages.

Reporting and surveys

Performance reports and satisfaction surveys that measure CSAT, available on every license.

API and webhooks

Developer tools for connecting HelpSpot to other systems and building headless support setups.

Where it runs

Web

What it works with

Its own pages name no integrations.

HelpSpot is made by UserScape, Inc., and has been around since 2005.

PART 04 · STANDING

Where it stands

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

54/92

Other help desk and live chat tools it is graded above

HelpSpot's GPA of 2.4 is higher than 54 of the 92 other help desk and live chat tools we grade, and level with 17.

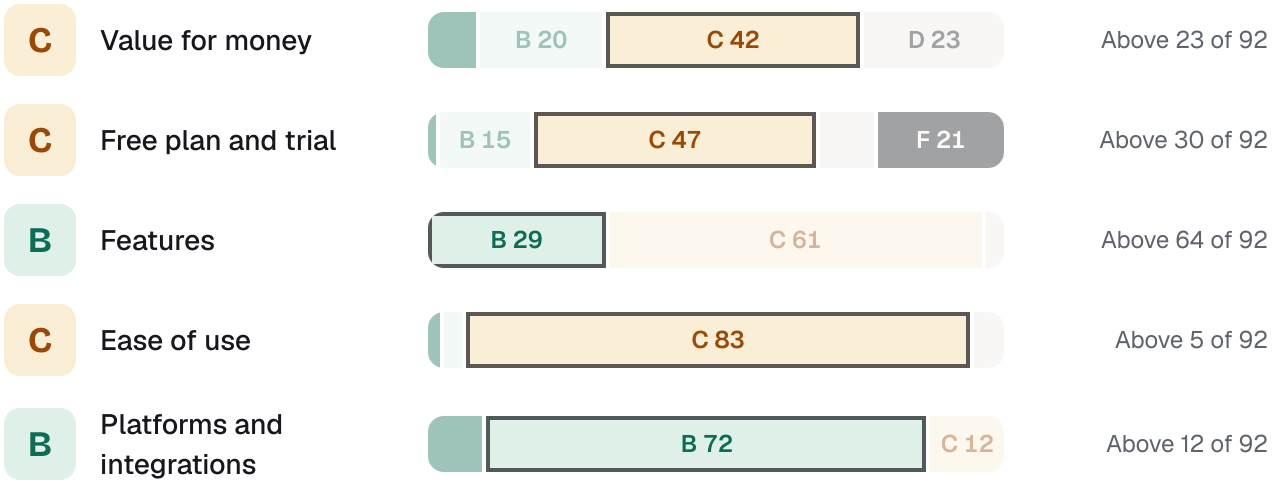
It stands best on features (B, above 64 of 92) and worst on ease of use (C, above 5).

Its paid plans start at $74.92 a month when paid by the year, against a middle price of $29 for the category: 62 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.7 out of 4. 5 tools score higher and cost less.

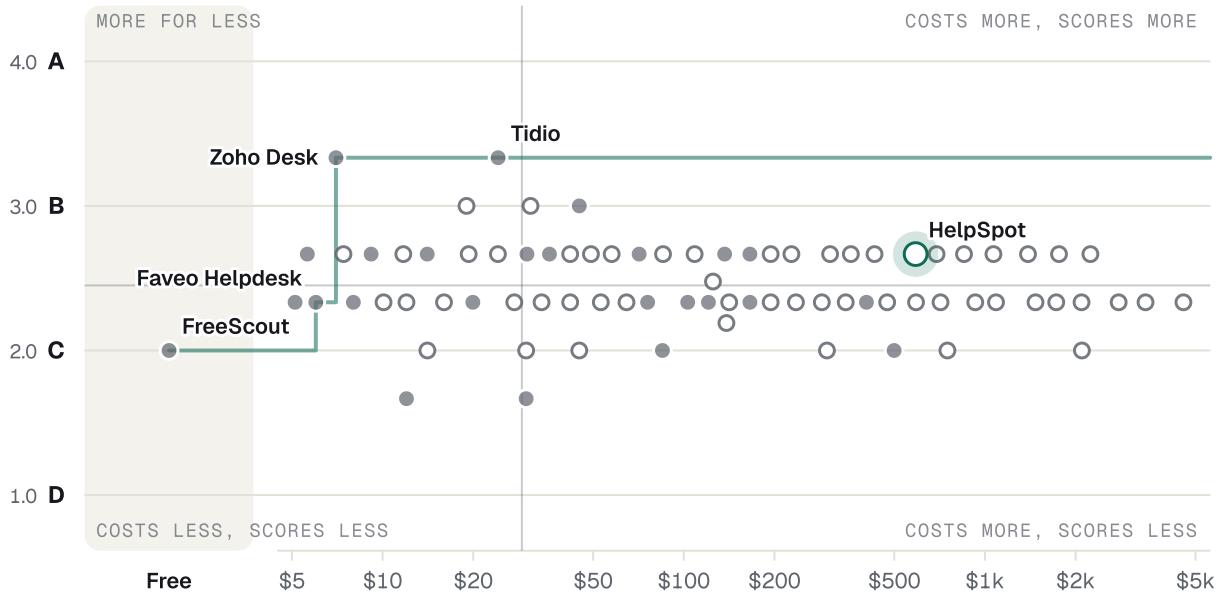
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. HelpSpot'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. HelpSpot 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 HelpSpot you could make: help desk, help center, surveys and reports. What surrounds it you could not. The 3 things listed below take a company, not a weekend.

It costs $899 a year.

What you could make

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

What you could not

- An API that other software can build on.

- 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. HelpSpot'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



Zammad, FreeScout, osTicket, Deskpro and Hesk

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

2.8 GPA

Zammad

Free plan · from €7/mo

Open-source help desk, hosted in Germany or run on your own server.

- Zammad has a free plan. HelpSpot does not, though it has a free trial.
- Zammad is open source, according to its own site.
- HelpSpot also covers surveys, reports and help center.

HelpSpot and Zammad compared in full

2.2 GPA

FreeScout

Free

Free open-source help desk and shared mailbox you host yourself.

- FreeScout has a free plan. HelpSpot does not, though it has a free trial.
- Only FreeScout lists iOS and Android apps.
- FreeScout is open source, according to its own site.

HelpSpot and FreeScout compared in full

2.2 GPA

osTicket

Free plan · from $12/mo

Open-source support ticketing, self-hosted or as a cloud edition.

- osTicket has a free plan. HelpSpot does not, though it has a free trial.
- osTicket is open source, according to its own site.
- HelpSpot also covers surveys, reports and help center.

HelpSpot and osTicket compared in full

1.8 GPA

Deskpro

From $39/mo

Help desk for cloud or self-hosted use, with seat minimums.

- Only Deskpro lists iOS and Android apps.
- HelpSpot also covers surveys and reports.
- Deskpro also covers live chat and AI support agent.

HelpSpot and Deskpro compared in full

H

2.4 GPA

Hesk

Free plan · from $29.99/mo

PHP help desk you host yourself, or a flat-fee cloud version.

- Hesk has a free plan. HelpSpot does not, though it has a free trial.
- HelpSpot also covers surveys and reports.
- Hesk also covers ticketing.

HelpSpot and Hesk compared in full

Quick answers

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

14

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 HelpSpot free?

No, HelpSpot is a paid product, but you can try it first. 21-day free trial, no credit card required.

How much does HelpSpot cost?

HelpSpot lists 5 plans. 3 agents: $899 per year for up to 3 agents, billed annually.

What platforms does HelpSpot work on?

HelpSpot is available on Web.

Does HelpSpot offer any discounts?

HelpSpot publicly lists the following: 15% off for non-profits and schools.

Does HelpSpot have an Android app?

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

Does HelpSpot have an iPhone app?

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

Is HelpSpot open source?

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

Can HelpSpot be self-hosted?

Yes. HelpSpot's own site says it can be run on a server of your own.

Does HelpSpot have an API?

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

Who makes HelpSpot?

HelpSpot is made by UserScape, Inc. It dates from 2005.

What are the alternatives to HelpSpot?

The closest alternatives to HelpSpot in our directory are Zammad, FreeScout, osTicket, Deskpro and Hesk.

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

HelpSpot's GPA of 2.4 is higher than 54 of the 92 other help desk and live chat tools we grade, and level with 17.

Is HelpSpot good value for money?

ToolGPA grades HelpSpot C for value for money. Its paid plans start at $74.92 a month when paid by the year, against a middle price of $29 for the category: 62 of the 78 others that charge start lower.

Could I make my own version of HelpSpot?

The plain part of HelpSpot you could make: help desk, help center, surveys and reports.

Where this guide comes from

The prices, plans, platforms and features were read from HelpSpot'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 HelpSpot'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 UserScape, Inc. Prices change, so check helpspot.com before you buy.

helpspot.com/pricing

helpspot.com/

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

HelpSpot, kept up to date

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

toolgpa.com/tools/helpspot

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

Know someone choosing between help desk and live chat tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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