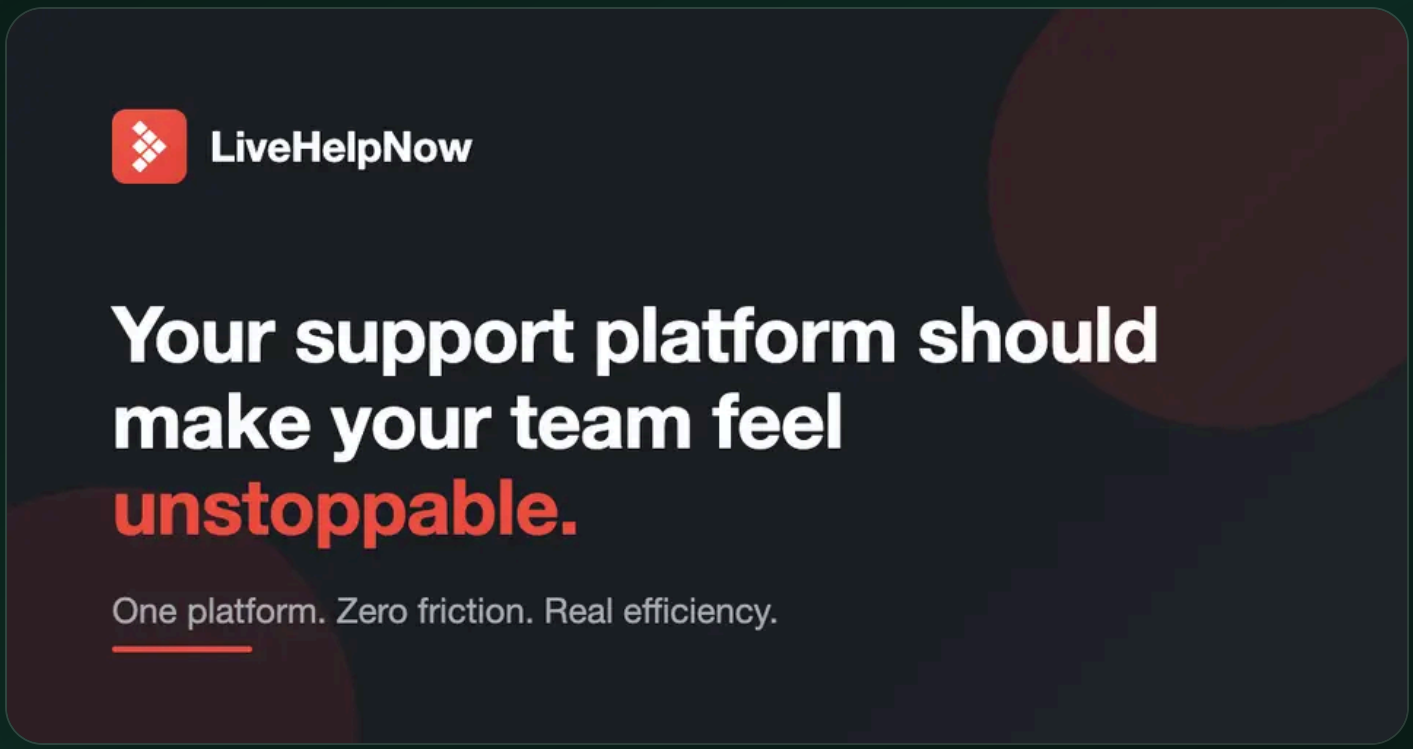
ToolGPA

NOVEMBER 2026

LiveHelpNow

The Insider's Guide

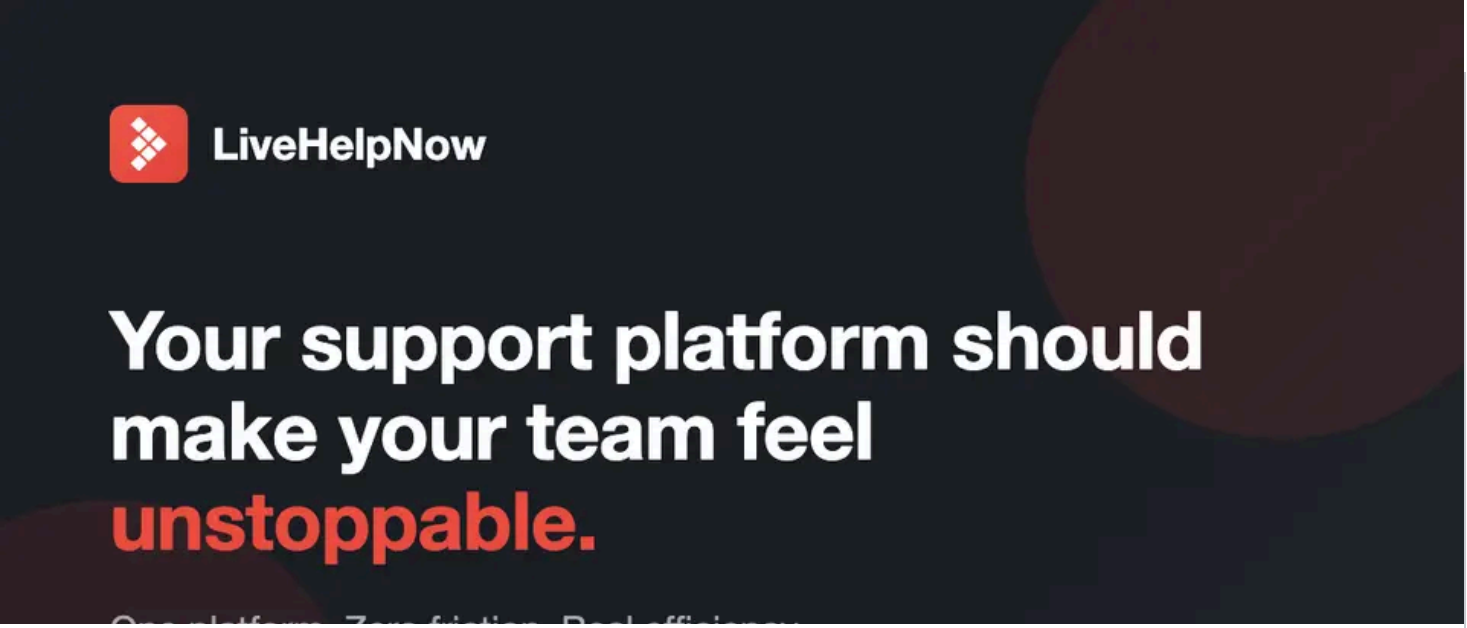
Live chat, ticketing and knowledge base with a built-in AI agent



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

Made by LiveHelpNow LLC · checked Nov 13, 2026 · toolgpa.com

2.4
GPA



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

LiveHelpNow is a customer support platform that puts website live chat, SMS, email tickets, phone and social messaging in one agent workspace, with a knowledge base and customer portal. Plans are priced per seat, and its Hue AI assistant is an add-on beyond the agent-assist features included in every plan.

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

> **A trial is arranged by a call, and channels and routing have to be set up.**
>
> From our grade for ease of use

1 **Best for live chat and a help desk in one workspace**

The pricing page does not say whether those seat prices are monthly or yearly.

2 **Paid plans start at $39 a month for each person**

As its pricing page puts it: $39 per seat / month, billing basis not stated.

3 **You can try it first**

Free trial, set up for your team after a short call

4 **It runs on Web**

Web.

5 **Live chat and ticketing**

Website chat, SMS and email tickets sit in one agent workspace; ticketing starts on the Professional plan.

6 **Knowledge base and portal**

Essential includes a knowledge base with unlimited articles, a customer support portal and secure forms.

7 **Phone and social channels**

Call flows, callbacks and Zoom Phone, plus Facebook Messenger, Instagram, WhatsApp, Google Business Messages and Slack.

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**

To replace LiveHelpNow 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.

LiveHelpNow at a glance

PRICING Free trial, from $39 per seat / month, billing basis not stated	FREE PLAN No
FREE TRIAL Free trial, set up for your team after a short call	RUNS ON Web
MADE BY LiveHelpNow LLC	CATEGORY Help Desks & Live Chat
OUR GRADE 2.4 GPA, fair	

The report card

Best for live chat and a help desk in one workspace

LiveHelpNow brings live chat, tickets, a knowledge base, phone and social messaging into one agent workspace, at $39 a seat a month. Ticketing, call logging and workforce tools need Professional at $59, and its Hue AI add-ons start at $99 a month on top. The pricing page does not say whether those seat prices are monthly or yearly.

TOOLGPA REPORT CARD	LiveHelpNow	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	$39 a seat a month for Essential, which sits between the middle ($29) and the dearer quarter ($45) of the category. Tickets need Professional at $59.
Free plan and trial	C	A free trial set up after a short call; its length and any card requirement aren't stated. There is no free plan.
Features	B	Live chat, tickets, a knowledge base, phone, social channels, automations and an API. The listing shows no gap in the core job, though ticketing is on Professional.
Ease of use	C	No store rating on record. A trial is arranged by a call, and channels and routing have to be set up.
Platforms and integrations	B	Web only, with Salesforce, HubSpot, Zendesk, Slack and Shopify connections. No desktop or phone apps are listed.
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 LiveHelpNow is for

- ✓ Fits if your support team wants chat and tickets in one place
- ✓ Works for teams that also take calls and social messages

Who it is not for

- ✕ Tight on Essential: ticketing, call logging and workforce tools need Professional at $59
- ✕ Pricey if you want AI, since Hue add-ons start at $99 a month and go to $799
- ✕ Skip it if you want to start on your own, as the trial is set up after a call
- ✕ Watch out: the page does not say if seat prices are billed monthly or yearly
- ✕ Not for you if you want phone apps, as only the web workspace is listed

Good to know

Good for

- ✓ Support teams that want chat, tickets and a knowledge base from one vendor
- ✓ Teams running several brands or sites with separate chat domains and knowledge bases

Worth knowing

- ⓘ Ticketing, call logging and workforce management need Professional or higher.
- ⓘ Hue AI add-ons cost extra: Knowledge AI from $99 a month, Conversational AI from $499 and Conversational AI Plus from $799.
- ⓘ The pricing page does not say whether seat prices are billed monthly or annually.
- ⓘ The pages list no desktop or mobile apps; agents use the web workspace.

PART 02 · PRICING

What it costs

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

$39

A month to start, for each person

LiveHelpNow is a paid product with a free trial, starting at $39 per seat / month, billing basis not stated.

> **A free trial set up after a short call; its length and any card requirement aren't stated.**
>
> From our grade for free plan and trial

ESSENTIAL

$39

per seat / month, billing basis not stated

Live chat, knowledge base, support portal, surveys, social channels, basic automations and reporting; one chat domain.

PROFESSIONAL

$59

per seat / month, billing basis not stated

Adds ticketing, workforce management, advanced automations, KPI dashboards, data export and call logging.

PREMIUM

$79

per seat / month, billing basis not stated

Adds onboarding, a monthly success call, priority support, no LiveHelpNow branding and higher limits.

Trying it first

Free trial, set up for your team after a short call

ENTERPRISE

Custom

For large or complex requirements. Priced through sales.

Read from livehelpnow.net 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

Live chat, ticketing and knowledge base with a built-in 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.

> **Live chat, tickets, a knowledge base, phone, social channels, automations and an API.**

From our grade for features

Live chat and ticketing

Website chat, SMS and email tickets sit in one agent workspace; ticketing starts on the Professional plan.

Knowledge base and portal

Essential includes a knowledge base with unlimited articles, a customer support portal and secure forms.

Phone and social channels

Call flows, callbacks and Zoom Phone, plus Facebook Messenger, Instagram, WhatsApp, Google Business Messages and Slack.

Hue AI assistant

Hue answers from your knowledge base, past chats and uploaded documents, in chat, on tickets and on the phone, and suggests replies to agents.

Automations and routing

Conversations are routed by skill, availability and context, with automations that grow more advanced on higher plans.

API and developer tools

A REST API, OAuth, webhooks and a JavaScript SDK for the chat widget are documented for developers.

Where it runs

Web

What it works with

Salesforce
HubSpot
Zendesk
Zoho CRM
Slack
Mailchimp
Shopify
Twilio

LiveHelpNow is made by LiveHelpNow LLC.

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

LiveHelpNow'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.

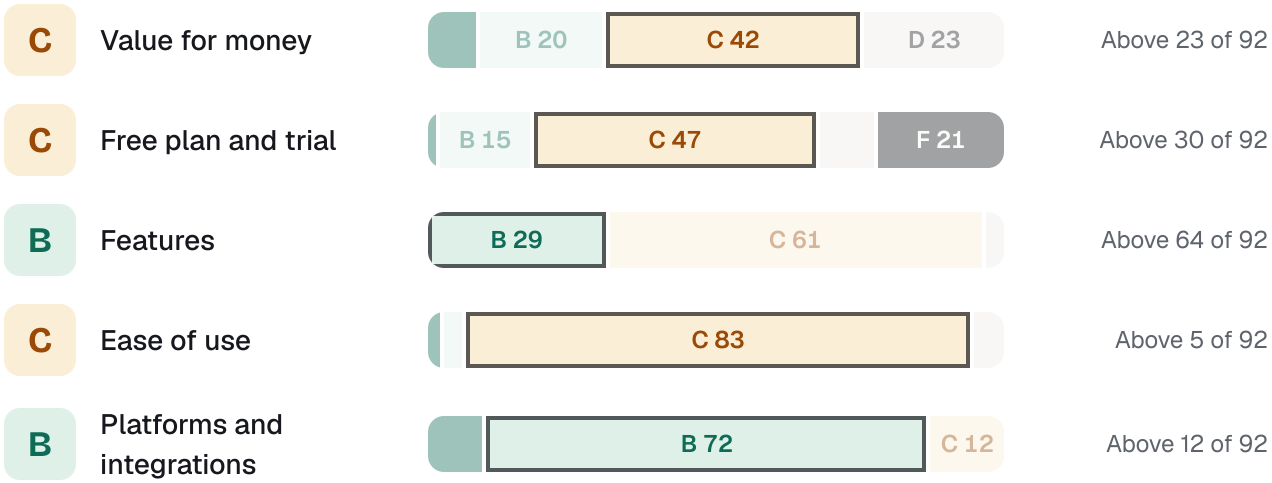
It stands best on features (B, above 64 of 92) and worst on ease of use (C, above 5).

Its paid plans start at $39 a month for each person, against a middle price of $29 for the category: 52 of the 78 others that charge start lower.

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

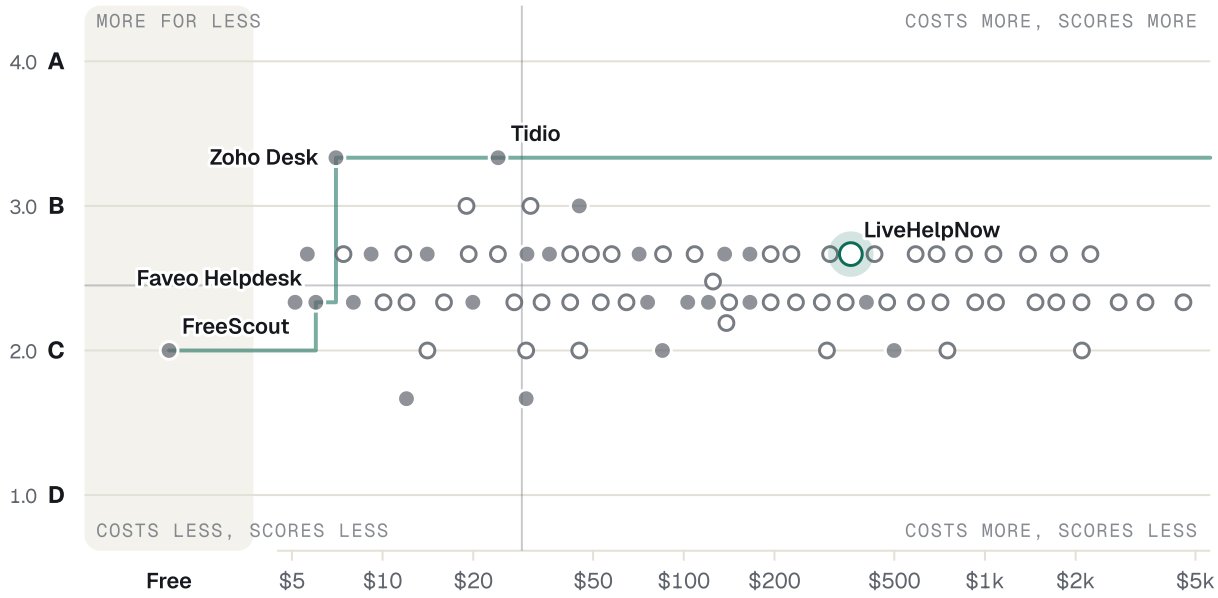
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. LiveHelpNow'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. LiveHelpNow 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 LiveHelpNow 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 $468 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, Salesforce, HubSpot and Zendesk among them, and has an API.
- Hooks into the device itself: widgets.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. LiveHelpNow'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, Comm100, Zendesk and Freshdesk

The 5 tools LiveHelpNow 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.

- Only Text by LiveChat lists macOS, Windows, iOS and Android apps.
- LiveHelpNow also covers shared inbox and help center.

LiveHelpNow 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 LiveAgent lists iOS and Android apps.
- LiveHelpNow also covers shared inbox.
- LiveAgent also covers reports.

LiveHelpNow and LiveAgent compared in full

C

2.6
GPA

Comm100

Free trial · from $31/mo

Live chat, ticketing and AI agents for support teams.

- Only Comm100 lists Windows, macOS, iOS and Android apps.
- LiveHelpNow also covers shared inbox.
- Comm100 also covers chatbots.

LiveHelpNow and Comm100 compared in full

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.
- LiveHelpNow also covers shared inbox.
- Zendesk also covers reports.

LiveHelpNow 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.
- LiveHelpNow also covers live chat.
- Freshdesk also covers reports.

LiveHelpNow and Freshdesk 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 LiveHelpNow free?

No, LiveHelpNow is a paid product, but you can try it first. Free trial, set up for your team after a short call.

How much does LiveHelpNow cost?

LiveHelpNow lists 4 plans. Essential: $39 per seat / month, billing basis not stated.

What platforms does LiveHelpNow work on?

LiveHelpNow is available on Web.

Does LiveHelpNow have an Android app?

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

Does LiveHelpNow have an iPhone app?

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

Is LiveHelpNow open source?

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

Does LiveHelpNow have an API?

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

What does LiveHelpNow integrate with?

LiveHelpNow's listing names Salesforce, HubSpot, Zendesk, Zoho CRM, Slack, Mailchimp, Shopify and Twilio.

Who makes LiveHelpNow?

LiveHelpNow is made by LiveHelpNow LLC.

What are the alternatives to LiveHelpNow?

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

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

LiveHelpNow'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 LiveHelpNow good value for money?

ToolGPA grades LiveHelpNow C for value for money. Its paid plans start at $39 a month for each person, against a middle price of $29 for the category: 52 of the 78 others that charge start lower.

Could I make my own version of LiveHelpNow?

To replace LiveHelpNow 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 LiveHelpNow'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 LiveHelpNow LLC'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 LiveHelpNow LLC. Prices change, so check livehelpnow.net before you buy.

livehelpnow.net/pricing
livehelpnow.net/integrations
livehelpnow.net/

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

LiveHelpNow, kept up to date

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

toolgpa.com/tools/livehelpnow

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

Know someone choosing between help desk and live chat tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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