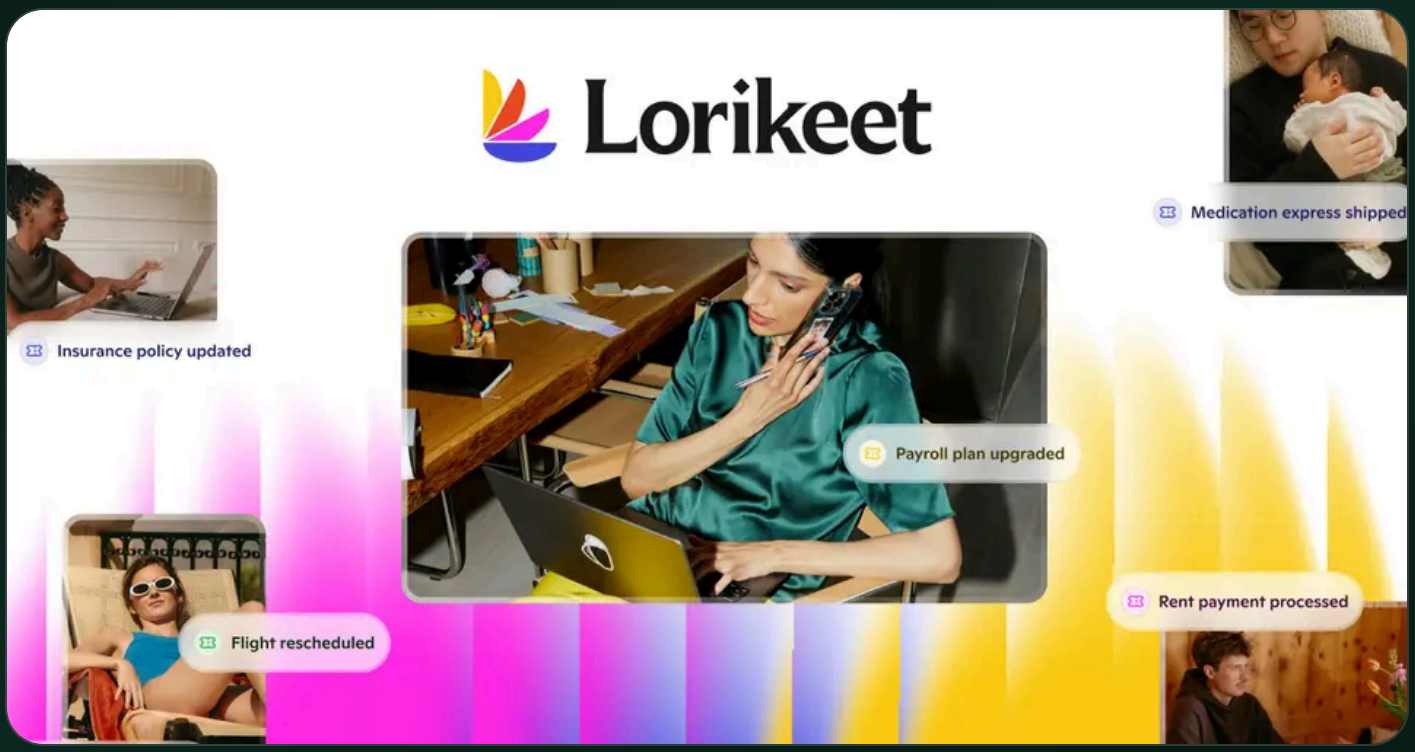
ToolGPA

NOVEMBER 2026

Lorikeet

The Insider's Guide

AI agent that resolves complex support tickets end to end



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

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

Lorikeet is an AI customer support agent aimed at fintech, healthtech and insurance companies with complex, regulated support work. It follows a company's written procedures, acts through the company's own APIs, and works inside help desks such as Zendesk and Intercom. Pricing combines an annual platform plan with a rate per resolved ticket.

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

1 **Best for a high-volume support team wanting an AI resolver**

Lorikeet is an AI agent that works through complex support tickets using your own systems, priced at $2,100 a month plus a rate per resolution.

2 **Paid plans start at $2,100 a month**

As its pricing page puts it: $2,100 per month, paid annually, plus per-resolution rates.

3 **You can try it first**

30-day free trial on every plan

4 **It runs on Web**

Web.

5 **Resolves tickets through your systems**

The agent works inside tools like Zendesk, Intercom, Salesforce and HubSpot and completes requests through the company's own APIs.

6 **Follows written procedures**

Company procedures, from a short form to a long refund flow, are executed step by step rather than answered from help articles.

7 **Channels**

Pricing covers chat, email and SMS resolutions, inbound or outbound, and voice calls at a higher per-call rate.

8 **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.

9 **Keep it**

To replace Lorikeet 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.

Lorikeet at a glance

PRICING Free trial, from $2,100 per month, paid annually, plus per-resolution rates	FREE PLAN No
FREE TRIAL 30-day free trial on every plan	RUNS ON Web
MADE BY Lorikeet	CATEGORY Help Desks & Live Chat
OUR GRADE 1.8 GPA, weak	

The report card

Best for a high-volume support team wanting an AI resolver

Lorikeet is an AI agent that works through complex support tickets using your own systems, priced at $2,100 a month plus a rate per resolution. It is for teams with real ticket volume, and the pricing page says getting to the first live ticket averages under 29 days.

TOOLGPA REPORT CARD	Lorikeet	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	D	$2,100 a month on annual billing for under 5,000 tickets, far above the $89 where the dearest tenth of support tools starts, plus $0.99 to $1.50 per resolution. It is a different kind of product, an AI resolver, but the entry cost is steep.
Free plan and trial	C	30-day free trial on every plan. No free plan, and the listing does not say a card is needed.
Features	C	It resolves tickets through your systems, follows written procedures, covers channels, triage and automated QA. It works on top of a help desk you already have.
Ease of use	D	No store rating on record. Time to first live ticket averages under 29 days.
Platforms and integrations	B	Web only, with 4 integrations on record.
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 Lorikeet is for

- ✓ Fits if you handle thousands of tickets a month and want an agent to take the repeat ones
- ✓ Works for teams that keep written procedures an AI can follow

Who it is not for

- ✗ Not for you if you handle a few hundred tickets a month, since the entry plan is $2,100
- ✗ Pricey if you use voice, as voice resolutions cost $1.50 each on Start and $1.20 on Scale
- ✗ Watch out: each resolution is billed on top of the plan, though escalations and unresolved tickets are not
- ✗ Watch out: full pricing is set after a consultation

Good to know

Good for

- ✓ Fintech, healthtech and insurance support teams with multi-step cases
- ✓ Teams that want to keep their current help desk and add an AI agent
- ✓ Support leaders who prefer paying per resolved ticket

Worth knowing

- ⓘ The entry plan is $2,100 a month paid annually, so it suits teams with real ticket volume.
- ⓘ Voice resolutions cost $1.50 each on Start and $1.20 on Scale, with full pricing set after a consultation.
- ⓘ Escalations to a person and unresolved tickets are not charged, but each resolution is billed on top of the plan.
- ⓘ Time to first live ticket averages under 29 days, according to the pricing page.

PART 02 · PRICING

What it costs

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

$2,100

A month to start

Lorikeet is a paid product with a free trial, starting at $2,100 per month, paid annually, plus per-resolution rates.

> **"It is a different kind of product, an AI resolver, but the entry cost is steep.**
>
> From our grade for value for money

START

$2,100

per month, paid annually, for under 5,000 tickets a month

Platform included; chat, email and SMS resolutions $0.99 each, triage $0.30, automated QA $0.30.

SCALE

$5,100

per month, paid annually, for 5,000 to 20,000 tickets a month

Platform included; chat, email and SMS resolutions $0.90 each, triage $0.27, automated QA $0.27.

SIGNATURE

Custom

For 20,000 or more tickets a month; custom rates, and a $75K platform fee on the custom enterprise tier.

Trying it first

30-day free trial on every plan

Read from lorikeetcx.ai on Nov 12, 2026.

What it does

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

1

Place it runs: Web

AI agent that resolves complex support tickets end to end. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, AI agents, AI support agent.

> **It resolves tickets through your systems, follows written procedures, covers channels, triage and automated QA.**
>
> From our grade for features

Resolves tickets through your systems

The agent works inside tools like Zendesk, Intercom, Salesforce and HubSpot and completes requests through the company's own APIs.

Follows written procedures

Company procedures, from a short form to a long refund flow, are executed step by step rather than answered from help articles.

Channels

Pricing covers chat, email and SMS resolutions, inbound or outbound, and voice calls at a higher per-call rate.

Triage and automated QA

Separate per-ticket rates cover routing or analytics tagging of tickets and automated quality checks of conversations.

Goal-driven outreach

Dreamweaver takes a goal such as retention or lifetime value and decides what each customer needs next, including outbound messages.

Where it runs

Web

What it works with

Zendesk
Intercom
Salesforce
HubSpot

Lorikeet is made by Lorikeet.

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

Lorikeet'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.

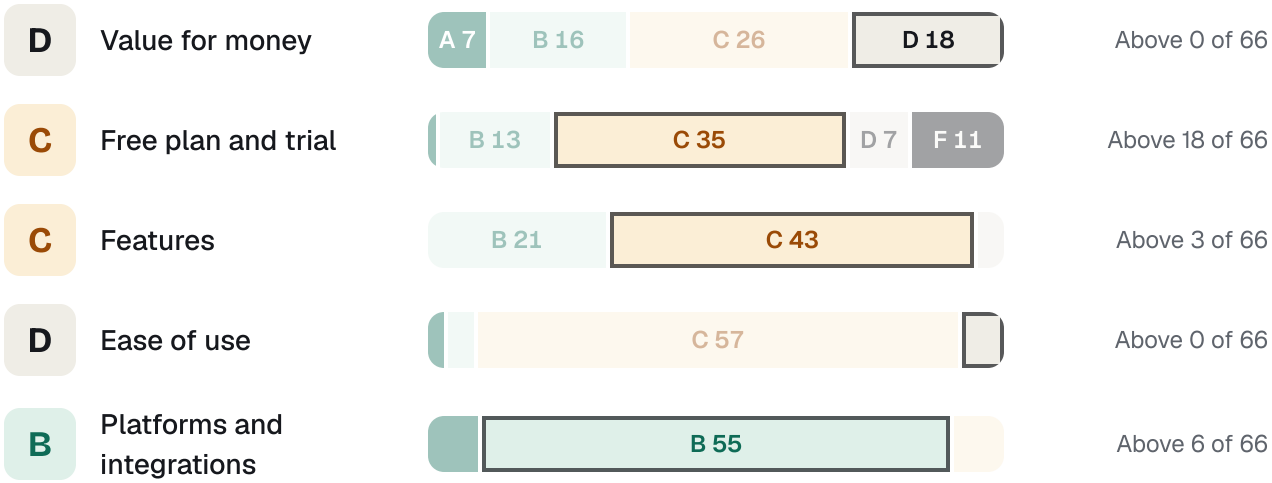
It stands best on platforms and integrations (B, above 6 of 66) and worst on value for money (D, above 0).

Its paid plans start at $2,100 a month, against a middle price of $29 for the category: 57 of the 57 others that charge start lower.

On features, ease of use and platforms it scores 2.0 out of 4. 51 tools score higher and cost less.

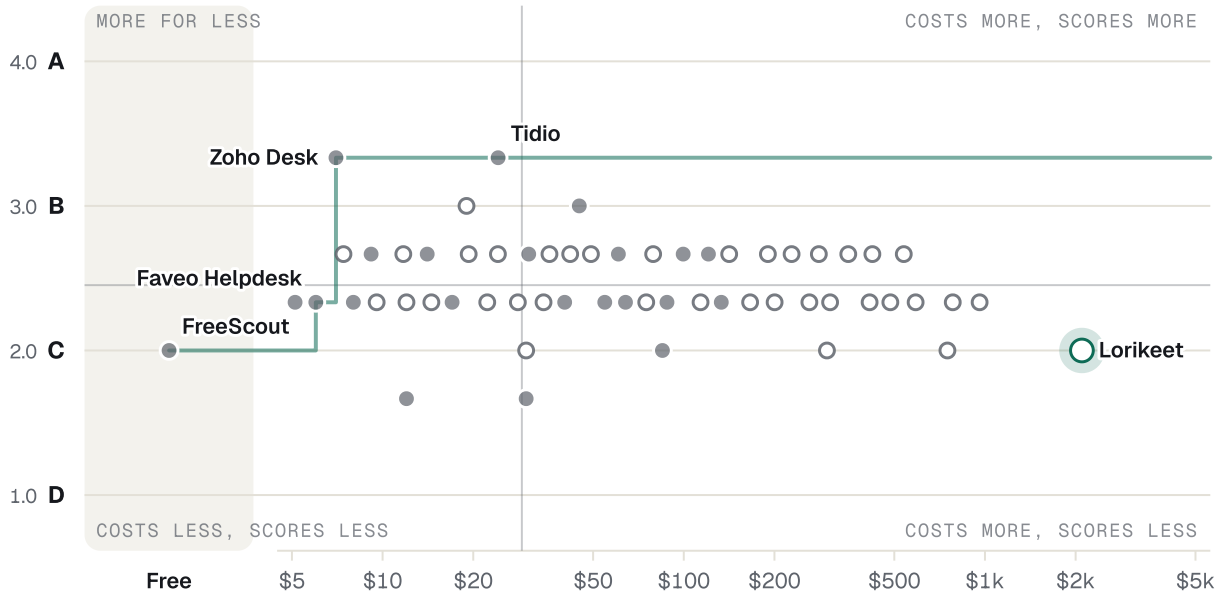
Each grade against the category

Every bar is all 67 help desk and live chat tools we grade, cut by the letter each got. Lorikeet'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. Lorikeet 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 Lorikeet 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. It costs $25,200 a year.

What you could not

- ✕ An AI model answering your customers from your own help articles.
- ✕ An AI agent, with the models and the safeguards behind it.

- ✕ Connections to other products, each kept working as those products change.

What this rests on. Lorikeet'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, Forethought, Siena AI, Zowie and Gladly

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

Intercom

2.4 GPA

Free trial · from $29/mo

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

- Only Intercom lists iOS and Android apps.
- Lorikeet also covers workflow automation and AI agents.
- Intercom also covers shared inbox, reports, help desk, live chat and help center.

Lorikeet and Intercom compared in full

Forethought

1.4 GPA

Paid

Enterprise AI agents for support, sold by quote and joining Zendesk.

- Lorikeet also covers workflow automation and AI agents.
- Forethought also covers reports, help desk and chatbots.

Lorikeet and Forethought compared in full



1.4
GPA

Siena AI

From $750/mo

AI customer service agent for ecommerce and consumer brands.

- Lorikeet also covers workflow automation and AI agents.

Lorikeet and Siena AI compared in full



1.6
GPA

Zowie

Paid

Enterprise AI agents for customer service across voice, chat and email.

- Lorikeet also covers AI agents.
- Zowie also covers reports and chatbots.

Lorikeet and Zowie compared in full



2.0
GPA

Gladly

Paid

Customer service and commerce AI built for retail brands.

- Lorikeet also covers AI agents.
- Gladly also covers shared inbox, help desk, live chat, sMS marketing and whatsApp messaging.

Lorikeet and Gladly compared in full

Quick answers

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

12

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 Lorikeet free?

No, Lorikeet is a paid product, but you can try it first. 30-day free trial on every plan.

How much does Lorikeet cost?

Lorikeet lists 3 plans. Start: $2,100 per month, paid annually, for under 5,000 tickets a month.

What platforms does Lorikeet work on?

Lorikeet is available on Web.

Does Lorikeet have an Android app?

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

Does Lorikeet have an iPhone app?

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

Is Lorikeet open source?

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

What does Lorikeet integrate with?

Lorikeet's listing names Zendesk, Intercom, Salesforce and HubSpot. A listing names up to eight integrations, so it may connect to more.

Who makes Lorikeet?

Lorikeet is made by a company of the same name.

What are the alternatives to Lorikeet?

The closest alternatives to Lorikeet in our directory are Intercom, Forethought, Siena AI, Zowie and Gladly.

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

Lorikeet'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.

Is Lorikeet good value for money?

ToolGPA grades Lorikeet D for value for money. Its paid plans start at $2,100 a month, against a middle price of $29 for the category: 57 of the 57 others that charge start lower.

Could I make my own version of Lorikeet?

To replace Lorikeet 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 Lorikeet's own pages on Nov 12, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Lorikeet'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 Lorikeet. Prices change, so check lorikeetcx.ai before you buy.

lorikeetcx.ai/pricing

lorikeetcx.ai

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

Lorikeet, kept up to date

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

toolgpa.com/tools/lorikeet

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

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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