ToolGPA

NOVEMBER 2026

MessageDesk

The Insider's Guide

Shared team text inbox that runs on your existing business numbers



Every plan, grade, refund rule and rival among SMS and chat marketing tools, read from MessageDesk's own pages.

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

2.0

GPA

MessageDesk

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

2.0

GPA, above 27 of the 77 other SMS and chat marketing tools we grade

MessageDesk puts a team's business text messages into one shared inbox, using landline, VoIP or Twilio numbers the company already has. Staff can assign, label and comment on conversations, and the plans include 10DLC carrier registration. It is aimed at operations teams such as dispatch, staffing and field service.

> "
>
> **You connect existing numbers and register with carriers, which takes set-up.**
>
> From our grade for ease of use

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

1 **Best for a shared texting inbox on your existing numbers**

MessageDesk is a shared team inbox for texting from numbers you already have, from $29 a user a month on annual billing.

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

As its pricing page puts it: $29 per user / month, billed annually ($39 billed monthly).

3 **You can try it first**

14-day free trial; a credit card is required to start.

4 **It runs on 3 platforms**

Web, iOS and Android.

5 **Shared team inbox**

Assign, label, comment on and mention teammates in text threads, with block and scheduling tools.

6 **Keep your phone provider**

Host or port landline and VoIP numbers, or connect Twilio; the vendor says it does not work with cell phone numbers.

7 **Carrier registration included**

10DLC registration is part of the plans, with no setup or number fees listed.

8 **A 2.0 GPA, above 27 of 77**

That is against the other SMS and chat marketing tools we grade, on value, the free plan, features, ease of use and platforms.

9 **Keep it**

To replace MessageDesk you would be making one mailbox that several people work at once. That is not a weekend's work, with an AI app builder or without one.

MessageDesk at a glance

PRICING Free trial, from $29 per user / month, billed annually ($39 billed monthly)	FREE PLAN No
FREE TRIAL 14-day free trial; a credit card is required to start.	RUNS ON Web, iOS, Android
MADE BY Alderwood Labs Inc.	CATEGORY SMS & Chat Marketing
OUR GRADE 2.0 GPA, fair	

The report card

Best for a shared texting inbox on your existing numbers

MessageDesk is a shared team inbox for texting from numbers you already have, from $29 a user a month on annual billing. But Team needs at least 3 users, cell numbers don't work, mass broadcasts sit in a separate credit product, and the trial wants a card.

TOOLGPA REPORT CARD

MessageDesk

Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	$29 a user a month billed annually ($39 monthly) with a 3-user minimum, so the floor is about $87. Pro is $79 a user, and broadcasts beyond the allotment cost $0.05 a credit.
Free plan and trial	D	A 14-day free trial, but a credit card is required to start.
Features	C	Shared inbox, up to 48 numbers, carrier registration, broadcasts and automations on Pro. The open API is listed as coming soon, and big broadcasts need the separate Reach product.
Ease of use	C	No store rating on record. You connect existing numbers and register with carriers, which takes set-up.
Platforms and integrations	B	Web, iOS and Android, with Zapier, Twilio, RingCentral, Zoom Phone, 8x8 and Webex listed. The phone apps are marked beta.

Grade point average — Fair, out of 4.0 **2.0**

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 MessageDesk is for

- ✓ Fits if a team of three or more answers customer texts from one number
- ✓ Works for US and Canada firms keeping their landline or VoIP number

Who it is not for

- ✕ Not for you if you're one person, as Team has a 3-user minimum
- ✕ Watch out: cell phone numbers don't work, only landline, VoIP and Twilio
- ✕ Skip it if you want a card-free trial, since this one needs a card
- ✕ Tight if you broadcast a lot, because that's the separate credit-based Reach product
- ✕ Watch out: the phone apps are beta and the open API is not out yet

Good to know

Good for

- ✓ Dispatch, staffing and field-service teams texting from existing numbers
- ✓ Companies with US or Canadian business lines that want to keep their voice provider
- ✓ Teams needing a flat per-seat price without per-message fees

Worth knowing

- ⓘ Team has a 3-user minimum, and the monthly price is on an annual contract billed monthly.
- ⓘ It supports 10-digit US and Canada numbers; landline, VoIP and Twilio numbers work, cell phone numbers do not.
- ⓘ The iOS and Android apps are marked beta, and the open API is listed as coming soon.
- ⓘ Mass broadcasts live in a separate credit-based product, Reach, billed at $0.05 per credit beyond your allotment.

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

MessageDesk is a paid product with a free trial, starting at $29 per user / month, billed annually ($39 billed monthly).

TEAM

$29

per user / month, billed annually ($39 billed monthly)

Minimum 3 users. Shared inbox, up to 48 numbers, unlimited 1-on-1 texting and carrier registration.

PRO

$79

per user / month, billed annually ($99 billed monthly)

Adds broadcasts to up to 100 people, custom roles, multi-line opt-out, Relays automations and Zapier.

ENTERPRISE

Custom

Adds priority support, multiple inboxes and workspaces, custom SSO, custom integrations and dashboards.

Trying it first

14-day free trial; a credit card is required to start.

Read from messagedesk.com on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

Yearly plans cost less per seat

Billed annually, Team is $29 and Pro is $79 per user a month, against $39 and $99 on the monthly-billed view.

Stated on messagedesk.com

What it does

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

3

Places it runs: Web, iOS and Android

Shared team text inbox that runs on your existing business numbers. Here is what it does, as its own site describes it, and what it covers: shared inbox, workflow automation, business texting, sMS marketing.

> **The open API is listed as coming soon, and big broadcasts need the separate Reach product.**
>
> From our grade for features

Shared team inbox

Assign, label, comment on and mention teammates in text threads, with block and scheduling tools.

Keep your phone provider

Host or port landline and VoIP numbers, or connect Twilio; the vendor says it does not work with cell phone numbers.

Carrier registration included

10DLC registration is part of the plans, with no setup or number fees listed.

Broadcasts and Relays

Pro adds text broadcasts of up to 100 people and Relays, the product's automations.

Roles and permissions

Custom roles and permissions arrive on Pro; Enterprise adds multiple inboxes and custom single sign-on.

Compliance posture

The vendor says it is AICPA SOC 2 certified and lists HIPAA among its security pages.

Where it runs

Web · iOS · Android

What it works with

Zapier · Twilio · RingCentral · Zoom Phone · 8x8 · Webex

MessageDesk is made by Alderwood Labs Inc.

Where it stands

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

27 /77

Other SMS and chat marketing tools it is graded above

MessageDesk's GPA of 2.0 is higher than 27 of the 77 other SMS and chat marketing tools we grade, and level with 19.

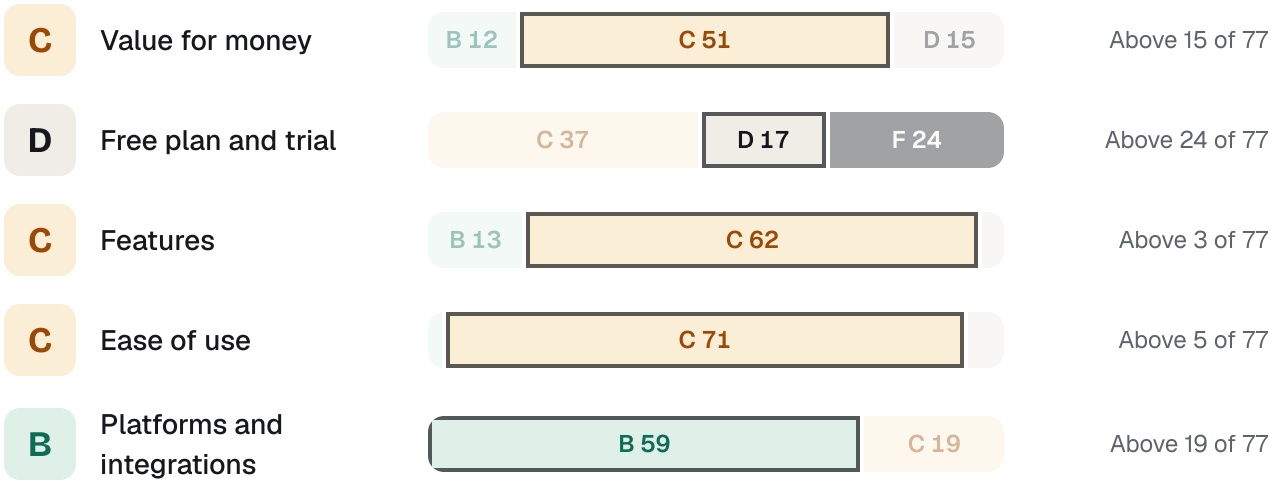
It stands best on platforms and integrations (B, above 19 of 77) and worst on free plan and trial (D, above 24).

Its paid plans start at $29 a month for each person, against a middle price of $36 for the category: 16 of the 50 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 3 tools score higher and cost less.

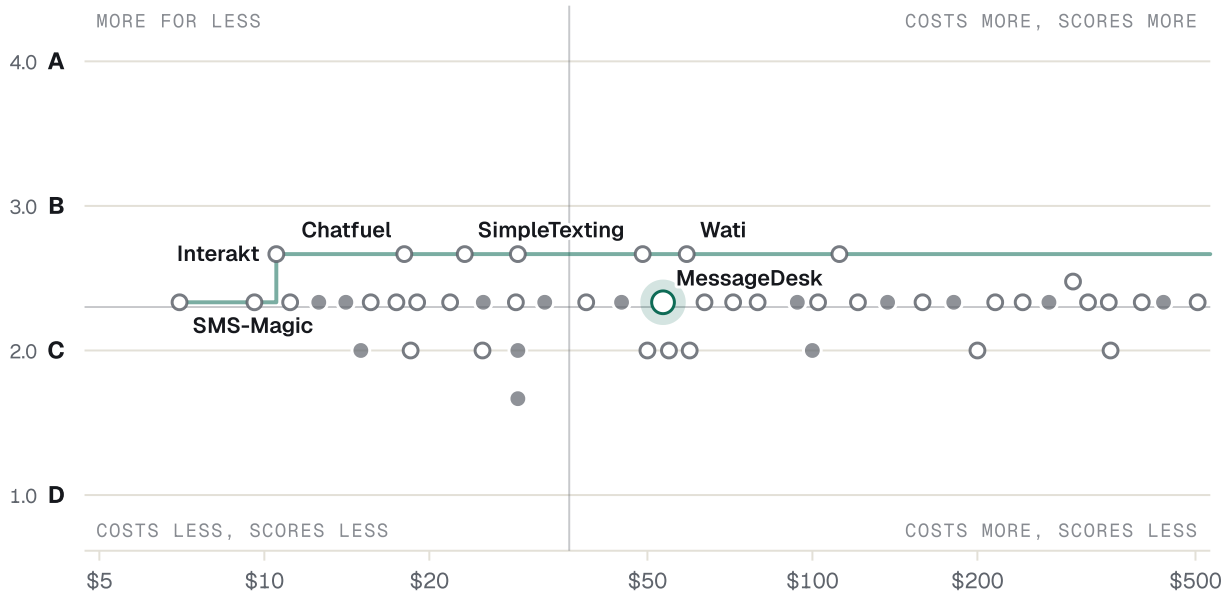
Each grade against the category

Every bar is all 78 SMS and chat marketing tools we grade, cut by the letter each got. MessageDesk's own letter is outlined.



Price against what you get

Each dot is one of 51 SMS and chat marketing tools. Further left costs less; higher up scores better on features, ease of use and platforms. MessageDesk 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 MessageDesk you would be making one mailbox that several people work at once. That is not a weekend's work, with an AI app builder or without one.

It costs $348 a year.

What you could not

- ✕ One mailbox that several people work at once.
- ✕ Connections to other products, each kept working as those products change.

- ✕ Texts to thousands of numbers, registered with the carriers.
- ✕ Texts from a business number, registered with the carriers.
- ✕ A real app for iOS and Android. Something home-made would be a web page.
- ✕ It is priced for each person, which means accounts and billing for a team.
- ✕ What a company asks for before it lets staff use something: single sign-on, SOC 2, HIPAA and roles and permissions.

What this rests on. MessageDesk'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



Heymarket, SimpleTexting, EZ Texting, TextUs and Text Request

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

2.0 GPA

Heymarket

Free trial · from $49/mo

Shared inbox for business texting and email.

- Only MessageDesk lists iOS and Android apps.
- MessageDesk also covers workflow automation.
- Heymarket also covers marketing automation and AI agents.

MessageDesk and Heymarket compared in full

2.4 GPA

SimpleTexting

Free trial · from $23.20/mo

SMS marketing and two-way texting priced by monthly message credits.

- MessageDesk also covers shared inbox and workflow automation.
- SimpleTexting also covers marketing automation and forms.

MessageDesk and SimpleTexting compared in full



2.2
GPA

EZ Texting

Free trial · from $20/mo

SMS, MMS and RCS marketing for US and Canadian businesses.

- MessageDesk also covers shared inbox and workflow automation.
- EZ Texting also covers marketing automation and qR codes.

MessageDesk and EZ Texting compared in full



1.6
GPA

TextUs

From $299/mo

Business texting for recruiting, sales and customer teams.

- Only MessageDesk lists iOS and Android apps.
- MessageDesk also covers workflow automation.
- TextUs also covers marketing automation and whatsApp messaging.

MessageDesk and TextUs compared in full



1.8
GPA

Text Request

Free trial · from $59.99/mo

Business texting with a shared dashboard, priced by included texts.

- Only MessageDesk lists iOS and Android apps.
- Only Text Request lists a browser extension.

MessageDesk and Text Request compared in full

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 MessageDesk free?

No, MessageDesk is a paid product, but you can try it first. 14-day free trial; a credit card is required to start.

How much does MessageDesk cost?

MessageDesk lists 3 plans. Team: $29 per user / month, billed annually ($39 billed monthly).

What platforms does MessageDesk work on?

MessageDesk is available on Web, iOS and Android.

Does MessageDesk offer any discounts?

MessageDesk publicly lists the following: Yearly plans cost less per seat.

Does MessageDesk have a Windows app?

No Windows app was listed when its pages were read on Nov 13, 2026. MessageDesk is listed for Web, iOS and Android.

Does MessageDesk have a macOS app?

No macOS app was listed when its pages were read on Nov 13, 2026. MessageDesk is listed for Web, iOS and Android.

Is MessageDesk open source?

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

What does MessageDesk integrate with?

MessageDesk's listing names Zapier, Twilio, RingCentral, Zoom Phone, 8x8 and Webex.

Who makes MessageDesk?

MessageDesk is made by Alderwood Labs Inc.

What are the alternatives to MessageDesk?

The closest alternatives to MessageDesk in our directory are Heymarket, SimpleTexting, EZ Texting, TextUs and Text Request.

How does MessageDesk compare with other SMS and chat marketing tools?

MessageDesk's GPA of 2.0 is higher than 27 of the 77 other SMS and chat marketing tools we grade, and level with 19.

Is MessageDesk good value for money?

ToolGPA grades MessageDesk C for value for money. Its paid plans start at $29 a month for each person, against a middle price of $36 for the category: 16 of the 50 others that charge start lower.

Could I make my own version of MessageDesk?

To replace MessageDesk you would be making one mailbox that several people work at once.

Where this guide comes from

The prices, plans, platforms and features were read from MessageDesk'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 MessageDesk'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 Alderwood Labs Inc. Prices change, so check messagedesk.com before you buy.

messagedesk.com/pricing

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

MessageDesk, kept up to date

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

toolgpa.com/tools/messagedesk

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

Know someone choosing between SMS and chat marketing tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded SMS and chat marketing tools after MessageDesk, each with an Insider's Guide of its own.

SMS & Chat Marketing Insider's Guide

Every one of the 78 SMS and chat marketing tools we grade, compared

Chatfuel Insider's Guide

AI chatbots for WhatsApp, Instagram and Facebook with a usage wallet

2.6 GPA

Interakt Insider's Guide

WhatsApp and Instagram marketing, inbox and chatbots for Indian brands

2.6 GPA

AiSensy Insider's Guide

WhatsApp API for broadcasts, retargeting and click-to-WhatsApp ads

2.4 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 MessageDesk'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. MessageDesk is a trademark of its owner, and this guide is not made, paid for or approved by Alderwood Labs Inc. Prices and plans change: check messagedesk.com before you buy.