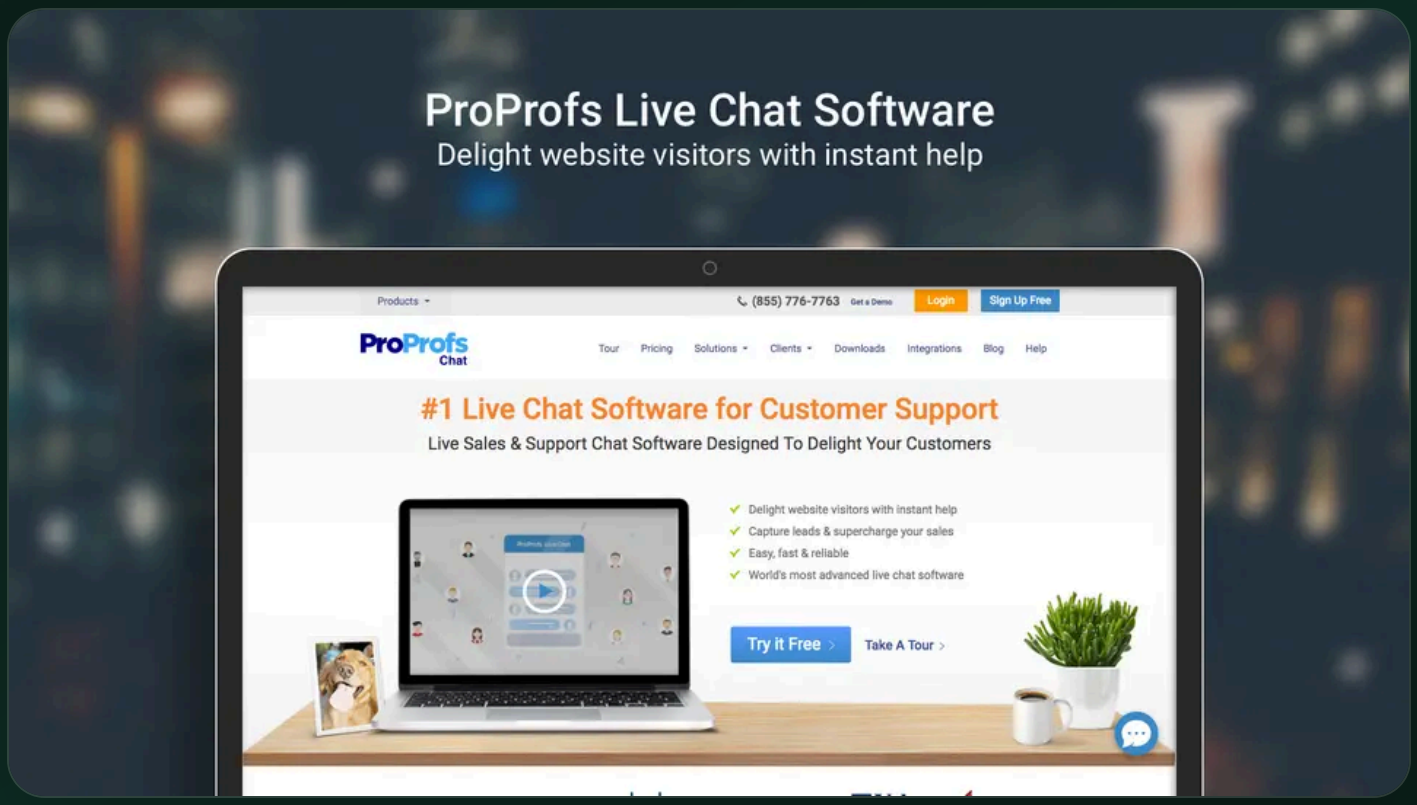
ToolGPA

NOVEMBER 2026

ProProfs Live Chat

The Insider's Guide

Live chat with an AI agent, free for a single operator



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

Made by ProProfs · checked Nov 13, 2026 · toolgpa.com

3.0
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 ProProfs Live Chat's own pages, its app-store listings and our grades. Every fact in it is on ProProfs Live Chat'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

3.0

GPA, above 89 of the 92 other help desk and live chat tools we grade

ProProfs Live Chat is website chat software from ProProfs that pairs human operators with an AI agent trained on a site's content. A single operator is free, and paid plans are priced per operator with monthly caps on AI conversations. Operators can answer from a browser, desktop apps or mobile apps.

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

> **Copilot, the appointment bot and WhatsApp are Business-only, and the monthly price was not displayed.**
>
> From our report card of ProProfs Live Chat

1 **Best for free live chat for a single operator**

ProProfs Live Chat is free for one operator, with live chat, reports, translation and screenshare.

2 **Paid plans start at $19.99 a month**

As its pricing page puts it: $19.99 per operator / month, billed annually.

3 **There is a free plan**

Free forever for a single operator, with live chat, reports, sentiment tagging, translation and screenshare.

4 **It runs on 5 platforms**

Web, Windows, macOS, iOS and Android.

5 **AI customer service agent**

Trained on a website, help center, uploaded files and FAQs, it answers with cited sources and can be tested before going live.

6 **Live chat with visitor tracking**

Operators see what a visitor is typing, the pages they have viewed and their location, and can send proactive chat invitations.

7 **Sentiment and churn scoring**

AI tags each chat as angry, confused, happy and so on, and scores churn risk as high, medium or low.

8 **A 3.0 GPA, above 89 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 ProProfs Live Chat 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.

ProProfs Live Chat at a glance

PRICING
Free plan, from $19.99 per operator / month, billed annually

FREE PLAN
Yes

FREE TRIAL
None stated

RUNS ON
Web, macOS, Windows, iOS, Android

MADE BY
ProProfs

CATEGORY
Help Desks & Live Chat

OUR GRADE
3.0 GPA, very good

The report card

Best for free live chat for a single operator

ProProfs Live Chat is free for one operator, with live chat, reports, translation and screenshare. Paid plans are priced per operator and cap AI conversations at 100 a month on Essentials and 300 on Business. Copilot, the appointment bot and WhatsApp are Business-only, and the monthly price was not displayed.

TOOLGPA REPORT CARD — **ProProfs Live Chat** — Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	A	Free outright for one operator, and the paid plans are $19.99 and $29.99 an operator a month on yearly billing against a category middle of $29. We could not read monthly prices, and the page's rendering of the Essentials figure looked inconsistent with the listing.

SUBJECT	GRADE	COMMENT
Free plan and trial	B	A free forever plan for one operator with unlimited domains and chat history. A solo person can live on it, but a second operator needs a paid plan.
Features	C	Live chat, an AI agent, visitor tracking, sentiment tags and co-browsing. The gaps are in the listing: AI conversations are capped, and Copilot, appointment booking and WhatsApp need Business.
Ease of use	C	No store rating on record. You add the widget and set up the bot and triggers.
Platforms and integrations	A	Web, Windows, Mac, iPhone and Android apps, with WhatsApp, Slack, Shopify, Mailchimp and WordPress connections.
Grade point average		Very good, out of 4.0 **3.0**

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 ProProfs Live Chat is for

- ✓ Fits if one person answers the website chat
- ✓ Works for sites that want a basic bot before paying

Who it is not for

- ✗ Tight if you have two operators: only one is free
- ✗ Watch out: AI conversations are capped at 100 a month on Essentials and 300 on Business
- ✗ Skip it if you want Copilot, appointment booking or WhatsApp without Business
- ✗ Watch out: only the yearly-billing view was readable, and the larger plans sit on tabs we could not read

Good to know

Good for

- Solo operators who want free live chat with an AI bot
- Small teams that want chat tied to a ProProfs knowledge base or help desk

Worth knowing

- AI conversations are capped: 100 a month on Essentials and 300 on Business.
- Prices shown are per operator and the figures read were the annual-billing view; monthly billing was not displayed.
- AI Copilot, appointment booking bot and WhatsApp are Business-plan features.
- Larger plans appear on the page's team and enterprise tabs, which were not readable in the default view.

PART 02 · PRICING

What it costs

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

$19.99

A month to start. There is a free plan too

ProProfs Live Chat has a free plan. Paid plans start at $19.99 per operator / month, billed annually.

> **We could not read monthly prices, and the page's rendering of the Essentials figure looked inconsistent with the listing.**
>
> From our grade for value for money

SINGLE OPERATOR (FREE)

$0

One operator with unlimited domains and chat history, ratings and surveys, reports and a basic chatbot.

ESSENTIALS

$19.99

per operator / month, billed annually ($239.88 a year)

Unlimited conversations with live agents, 100 AI conversations a month, no-code bot builder and proactive triggers.

BUSINESS

$29.99

per operator / month, billed annually ($359.88 a year)

Adds 300 AI conversations a month, AI Copilot, audio chat, appointment bot and WhatsApp, plus dedicated onboarding.

The free plan

Free forever for a single operator, with live chat, reports, sentiment tagging, translation and screenshare.

Read from proprofschat.com on Nov 13, 2026.

What it does

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

5

Places it runs: Web, macOS, Windows, iOS and Android

Live chat with an AI agent, free for a single operator. Here is what it does, as its own site describes it, and what it covers: AI features, live chat, AI support agent, whatsApp messaging, chatbots.

> **Live chat, an AI agent, visitor tracking, sentiment tags and co-browsing.**

From our grade for features

AI customer service agent

Trained on a website, help center, uploaded files and FAQs, it answers with cited sources and can be tested before going live.

Live chat with visitor tracking

Operators see what a visitor is typing, the pages they have viewed and their location, and can send proactive chat invitations.

Sentiment and churn scoring

AI tags each chat as angry, confused, happy and so on, and scores churn risk as high, medium or low.

Screenshare and co-browsing

Operators can see a visitor's screen and guide them through a task, and the Business plan adds a switch to audio chat.

WhatsApp and chatbot flows

A drag-and-drop bot builder with templates for lead capture and booking, and WhatsApp conversations in the same inbox on Business.

Where it runs

Web · macOS · Windows · iOS · Android

What it works with

WhatsApp · Slack · Shopify · Mailchimp · Constant Contact · ActiveCampaign · WordPress · Wix

ProProfs Live Chat is made by ProProfs.

Where it stands

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

89/92

Other help desk and live chat tools it is graded above

ProProfs Live Chat's GPA of 3.0 is higher than 89 of the 92 other help desk and live chat tools we grade, and level with 1.

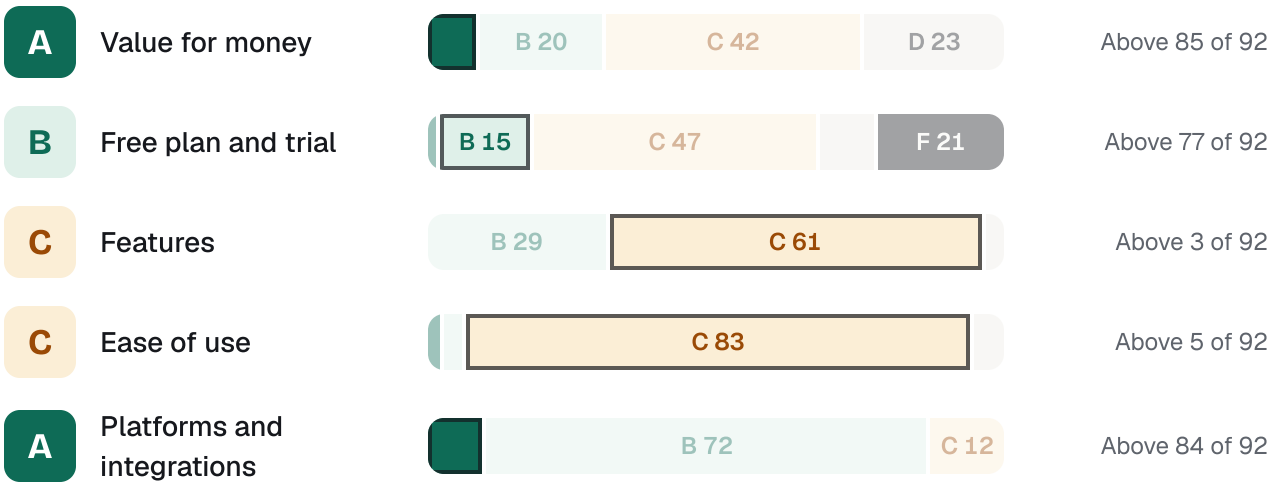
It stands best on value for money (A, above 85 of 92) and worst on features (C, above 3).

Its paid plans start at $19.99 a month, against a middle price of $29 for the category: 25 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.7 out of 4. 2 tools score higher and cost less.

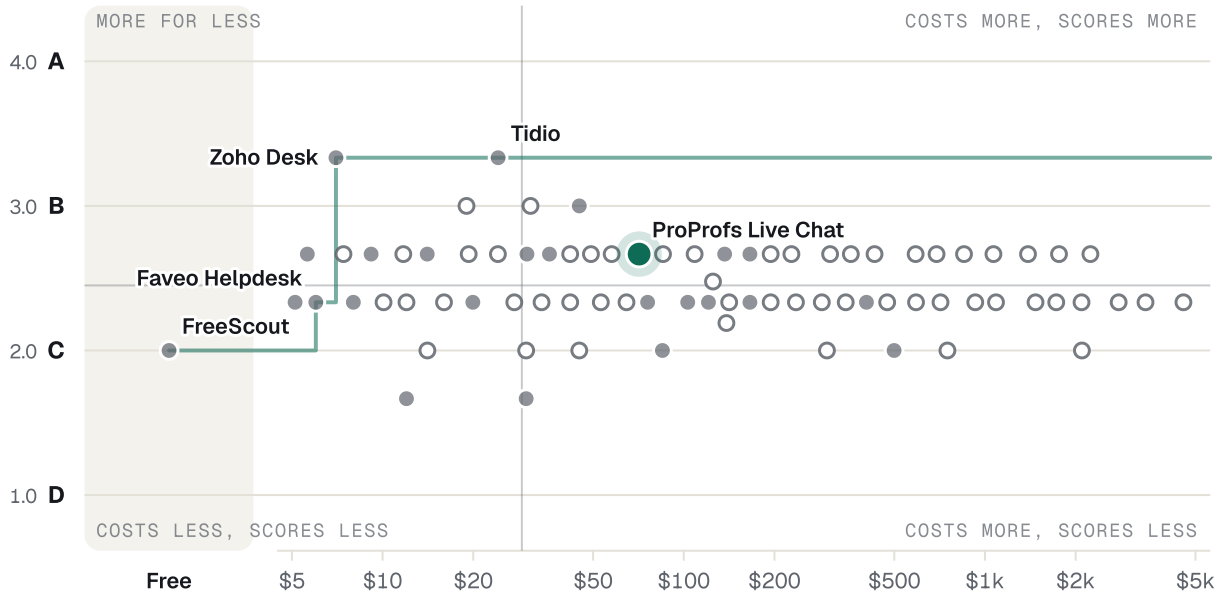
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. ProProfs Live Chat'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. ProProfs Live Chat 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 ProProfs Live Chat 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 is one of the better ones too: its GPA of 3.0 is higher than 89 of the 92 other help desk and live chat tools we grade. It costs $239.88 a year.

What you could not

- ✕ An AI model answering your customers from your own help articles.
- ✕ The WhatsApp Business API, which Meta opens only through approved partners.

- ✕ A chat box on your site that reaches you the moment a customer types.
- ✕ A chatbot builder hooked into the messaging apps.
- ✕ Apps for macOS, Windows, iOS and Android that stay in step with each other.
- ✕ It plugs into other products, WhatsApp, Slack and Shopify among them.
- ✕ AI features, unless you pay a model provider for each request yourself.

What this rests on. ProProfs Live Chat'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



Tidio, tawk.to, Text by LiveChat, Crisp and Olark

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

3.2 GPA

Tidio

Free plan · from $24.17/mo

Live chat, ticketing and the Lyro AI agent priced by conversations.

- ProProfs Live Chat also covers whatsApp messaging and chatbots.
- Tidio also covers help desk.

ProProfs Live Chat and Tidio compared in full

3.0 GPA

tawk.to

Free plan · from $29/mo

Free live chat, ticketing and help center, with paid add-ons.

- ProProfs Live Chat also covers whatsApp messaging and chatbots.
- tawk.to also covers help desk and help center.

ProProfs Live Chat and tawk.to compared in full



2.4
GPA

Text by LiveChat

Free trial · from $19/mo

Website chat, ticketing and an AI agent from the LiveChat team.

- ProProfs Live Chat has a free plan. Text by LiveChat does not, though it has a free trial.
- ProProfs Live Chat also covers whatsApp messaging and chatbots.
- Text by LiveChat also covers help desk.

ProProfs Live Chat and Text by LiveChat compared in full



2.6
GPA

Crisp

Free plan · from $45/mo

Live chat and shared inbox priced per workspace, not per seat.

- ProProfs Live Chat also covers whatsApp messaging and chatbots.
- Crisp also covers shared inbox and help center.

ProProfs Live Chat and Crisp compared in full



2.2
GPA

Olark

Free trial · from $29/mo

Live chat for websites, with an optional flat-fee AI agent.

- ProProfs Live Chat has a free plan. Olark does not, though it has a free trial.
- Only ProProfs Live Chat lists Windows and macOS apps.
- Olark also covers sMS marketing.

ProProfs Live Chat and Olark compared in full

Quick answers

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

11

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 ProProfs Live Chat free?

ProProfs Live Chat has a free plan. Free forever for a single operator, with live chat, reports, sentiment tagging, translation and screenshare.

How much does ProProfs Live Chat cost?

ProProfs Live Chat lists 3 plans. Single Operator (Free): $0.

What platforms does ProProfs Live Chat work on?

ProProfs Live Chat is available on Web, Windows, macOS, iOS and Android.

Does ProProfs Live Chat have a Linux app?

No Linux app was listed when its pages were read on Nov 13, 2026. ProProfs Live Chat is listed for Web, Windows, macOS, iOS and Android.

Is ProProfs Live Chat open source?

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

What does ProProfs Live Chat integrate with?

ProProfs Live Chat's listing names WhatsApp, Slack, Shopify, Mailchimp, Constant Contact, ActiveCampaign, WordPress and Wix.

Who makes ProProfs Live Chat?

ProProfs Live Chat is made by ProProfs.

What are the alternatives to ProProfs Live Chat?

The closest alternatives to ProProfs Live Chat in our directory are Tidio, tawk.to, Text by LiveChat, Crisp and Olark.

How does ProProfs Live Chat compare with other help desk and live chat tools?

ProProfs Live Chat's GPA of 3.0 is higher than 89 of the 92 other help desk and live chat tools we grade, and level with 1.

Is ProProfs Live Chat good value for money?

ToolGPA grades ProProfs Live Chat A for value for money. Its paid plans start at $19.99 a month, against a middle price of $29 for the category: 25 of the 78 others that charge start lower.

Could I make my own version of ProProfs Live Chat?

To replace ProProfs Live Chat 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 ProProfs Live Chat'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 ProProfs'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 ProProfs. Prices change, so check proprofschat.com before you buy.

proprofschat.com/pricing/

proprofschat.com

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

ProProfs Live Chat, kept up to date

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

toolgpa.com/tools/proprofs-live-chat

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, "ProProfs Live Chat: The Insider's Guide", checked Nov 13, 2026.
https://toolgpa.com/tools/proprofs-live-chat
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Know someone choosing between help desk and live chat tools?

Send them this guide: toolgpa.com/tools/proprofs-live-chat/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after ProProfs Live Chat, 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

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 ProProfs Live Chat'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. ProProfs Live Chat is a trademark of its owner, and this guide is not made, paid for or approved by ProProfs. Prices and plans change: check proprofschat.com before you buy.