ToolGPA

NOVEMBER 2026

Provide Support

The Insider's Guide

Live chat for websites, priced by the number of agent seats

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

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

2.4
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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 Provide Support's own pages, its app-store listings and our grades. Every fact in it is on Provide Support'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

Provide Support is a live chat service for websites. Every plan has the same features and differs only in how many agent seats it includes, and agents answer chats from a web app, desktop apps or mobile apps. The vendor says it has been on the market for 20 years.

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

> **It does chat and nothing else, with no ticketing, help center or AI agent, and the trial locks agent logins when it ends.**
>
> From our report card of Provide Support

1 **Best for website live chat with no extras**

Provide Support is live chat for websites.

2 **Paid plans start at $24 a month**

As its pricing page puts it: $24 per month for 1 seat, billed monthly ($156 billed yearly).

3 **You can try it first**

10-day free trial with unlimited seats and all features, no card required

4 **It runs on 6 platforms**

Web, Windows, macOS, Linux, iOS and Android.

5 **Same features on every plan**

The vendor says all paid plans include every feature and differ only in the number of agent profiles.

6 **Unlimited chats and domains**

Chats per agent are not limited, and the chat button can be added to multiple domains at no extra cost.

7 **Agent apps on every platform**

Agents can use a web app, desktop apps for Windows, macOS and Linux, and iOS and Android apps.

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**

Nothing Provide Support does is plain enough to make in a weekend. The 4 things listed below take a company.

Provide Support at a glance

PRICING
Free trial, from $24 per month for 1 seat, billed monthly ($156 billed yearly)

FREE PLAN
No

FREE TRIAL
10-day free trial with unlimited seats and all features, no card required

RUNS ON
Web, macOS, Windows, Linux, iOS, Android

MADE BY
Provide Support, LLC

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.4 GPA, fair

The report card

Best for website live chat with no extras

Provide Support is live chat for websites. Every plan has the same features and differs only by agent seats: $24 a month for one seat, $53 for three. It

does chat and nothing else, with no ticketing, help center or AI agent, and the trial locks agent logins when it ends.

TOOLGPA REPORT CARD	**Provide Support**	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	$24 a month for 1 seat on monthly billing ($156 a year), above the $19 that ends the cheaper quarter of customer-support tools. Every feature is included, so there are no upgrades to buy.
Free plan and trial	C	A 10-day trial with all features and no card. There is no free plan, and logins lock when the trial ends.
Features	C	Chat does its job fully, with visitor monitoring, invitations and statistics. It is a smaller job, though: the pages describe no ticketing, help center or AI agent.
Ease of use	C	No store rating on record. You add the chat code to your site and set up agents.
Platforms and integrations	A	Web, Windows, Mac, Linux, iPhone and Android apps, with WordPress, Shopify, Wix and other plugins.
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 Provide Support is for

- ✓ Fits if you only want a chat box on your site, for one or a few agents
- ✓ Works for small teams that want every feature on every plan

Who it is not for

- ✕ Too light for support teams who need tickets, a help center or an AI agent
- ✕ Watch out: chat translation is $249 a year and a custom-domain chat link $49 a year per domain
- ✕ Watch out: after the 10-day trial, agent logins lock until you pay
- ✕ Not for you if you need bigger teams quickly, as the page shows prices for 1 and 3 seats only

Good to know

Good for

- ✓ Small teams that want plain live chat without ticketing or a bot platform
- ✓ Sites on WordPress, Shopify, Wix or other common builders

Worth knowing

- ⓘ It is live chat only: the pages describe no ticketing, help center or AI agent.
- ⓘ Automatic Chat Translation costs $249 a year and a chat link on a custom domain $49 a year per domain.
- ⓘ After the free trial ends, agent logins are locked until you pay; the account and settings are kept.
- ⓘ The page shows prices for 1 and 3 seats; larger teams are on the Enterprise pack or custom plans.

What it costs

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

$24

A month to start

Provide Support is a paid product with a free trial, starting at $24 per month for 1 seat, billed monthly ($156 billed yearly).

> **Every feature is included, so there are no upgrades to buy.**
>
> From our grade for value for money

SMALL BUSINESS

$24

per month for 1 seat, billed monthly ($156 billed yearly)

One agent seat with every feature included and no Provide Support branding.

CORPORATE

$53

per month for up to 3 seats, billed monthly ($310 billed yearly)

Three agent seats with every feature included and no Provide Support branding.

ENTERPRISE

$108

per month for a seat pack, billed monthly ($713 billed yearly)

A bigger seat pack, with the FAQ listing packs of 1, 3 and 10; the pricing page shows no seat count.

Trying it first

10-day free trial with unlimited seats and all features, no card required

Read from providesupport.com on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

Yearly billing costs less than 12 months

Yearly totals of $156, $310 and $713 are shown beside the monthly prices of $24, $53 and $108 on the pricing page.

Stated on providesupport.com

What it does

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

6

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

Live chat for websites, priced by the number of agent seats. Here is what it does, as its own site describes it, and what it covers: live chat, chatbots.

> **Chat does its job fully, with visitor monitoring, invitations and statistics.**
>
> From our grade for features

Same features on every plan

The vendor says all paid plans include every feature and differ only in the number of agent profiles.

Unlimited chats and domains

Chats per agent are not limited, and the chat button can be added to multiple domains at no extra cost.

Agent apps on every platform

Agents can use a web app, desktop apps for Windows, macOS and Linux, and iOS and Android apps.

Visitor monitoring and statistics

Real-time visitor monitoring plus statistics on agent performance and on the pages where the chat button was clicked.

Platform plugins

Integration guides cover WordPress, Wix, Shopify, Joomla, BigCommerce, OpenCart, PrestaShop and other site builders and carts.

Chat invitations

Agents can send chat invitations, and an eye-catcher bubble can draw attention to the chat button automatically.

Where it runs

Web · macOS · Windows · Linux · iOS · Android

What it works with

WordPress · Wix · Shopify · Joomla · BigCommerce · OpenCart · PrestaShop · Weebly

Provide Support is made by Provide Support, 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

Provide Support'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.

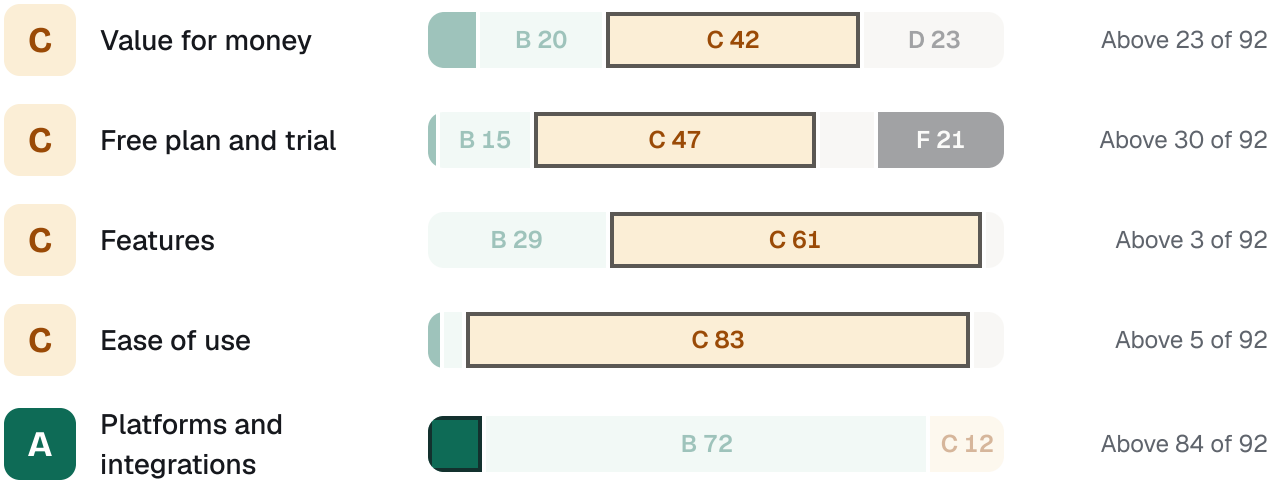
It stands best on platforms and integrations (A, above 84 of 92) and worst on features (C, above 3).

Its paid plans start at $24 a month, against a middle price of $29 for the category: 27 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.

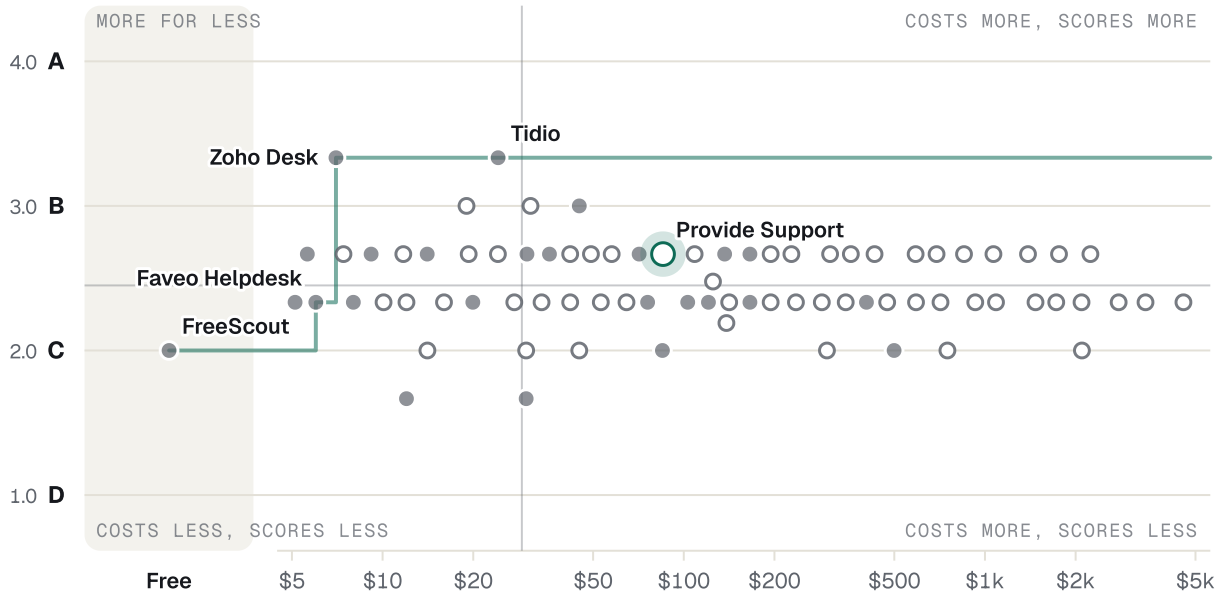
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. Provide Support'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. Provide Support 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

Nothing Provide Support does is plain enough to make in a weekend. The 4 things listed below take a company.

It costs $288 a year.

What you could not

- ✕ 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, Linux, iOS and Android that stay in step with each other.

- ✕ It plugs into other products, WordPress, Wix and Shopify among them.

What this rests on. Provide Support'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, Olark, Pure Chat, tawk.to and Comm100

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

Text by LiveChat

2.4 GPA

Free trial · from $19/mo

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

- Only Provide Support lists a Linux app.
- Provide Support also covers chatbots.
- Text by LiveChat also covers help desk and AI support agent.

Provide Support and Text by LiveChat compared in full

Olark

2.2 GPA

Free trial · from $29/mo

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

- Only Provide Support lists Windows, macOS and Linux apps.
- Olark also covers AI support agent, sMS marketing and whatsApp messaging.

Provide Support and Olark compared in full



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Pure Chat

Free trial · from $39/mo

Live chat for websites with a flat price per plan.

- Only Provide Support lists Windows, macOS and Linux apps.
- Provide Support also covers chatbots.
- Pure Chat also covers reports.

Provide Support and Pure Chat compared in full



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tawk.to

Free plan · from $29/mo

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

- tawk.to has a free plan. Provide Support does not, though it has a free trial.
- Only Provide Support lists a Linux app.
- Provide Support also covers chatbots.

Provide Support and tawk.to compared in full

C

2.6
GPA

Comm100

Free trial · from $31/mo

Live chat, ticketing and AI agents for support teams.

- Only Provide Support lists a Linux app.
- Comm100 also covers help desk, help center and AI support agent.

Provide Support and Comm100 compared in full

PART 06 · QUESTIONS

Quick answers

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

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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 Provide Support free?

No, Provide Support is a paid product, but you can try it first. 10-day free trial with unlimited seats and all features, no card required.

How much does Provide Support cost?

Provide Support lists 3 plans. Small Business: $24 per month for 1 seat, billed monthly ($156 billed yearly).

What platforms does Provide Support work on?

Provide Support is available on Web, Windows, macOS, Linux, iOS and Android.

Does Provide Support offer any discounts?

Provide Support publicly lists the following: Yearly billing costs less than 12 months.

Is Provide Support open source?

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

What does Provide Support integrate with?

Provide Support's listing names WordPress, Wix, Shopify, Joomla, BigCommerce, OpenCart, PrestaShop and Weebly.

Who makes Provide Support?

Provide Support is made by Provide Support, LLC.

What are the alternatives to Provide Support?

The closest alternatives to Provide Support in our directory are Text by LiveChat, Olark, Pure Chat, tawk.to and Comm100.

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

Provide Support'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 Provide Support good value for money?

ToolGPA grades Provide Support C for value for money. Its paid plans start at $24 a month, against a middle price of $29 for the category: 27 of the 78 others that charge start lower.

Could I make my own version of Provide Support?

Nothing Provide Support does is plain enough to make in a weekend. The 4 things listed below take a company.

Where this guide comes from

The prices, plans, platforms and features were read from Provide Support'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 Provide Support, 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 Provide Support, LLC. Prices change, so check providesupport.com before you buy.

providesupport.com/live-chat-pricing
providesupport.com/live-chat-integrations
providesupport.com/
providesupport.com/live-chat-features

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

Provide Support, kept up to date

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

toolgpa.com/tools/provide-support

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, "Provide Support: The Insider's
Guide", checked Nov 13, 2026.
https://toolgpa.com/tools/provide-support
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Know someone choosing between help desk and live chat tools?

Send them this guide: toolgpa.com/tools/provide-support/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Provide Support, 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

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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 Provide Support'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. Provide Support is a trademark of its owner, and this guide is not made, paid for or approved by Provide Support, LLC. Prices and plans change: check providesupport.com before you buy.