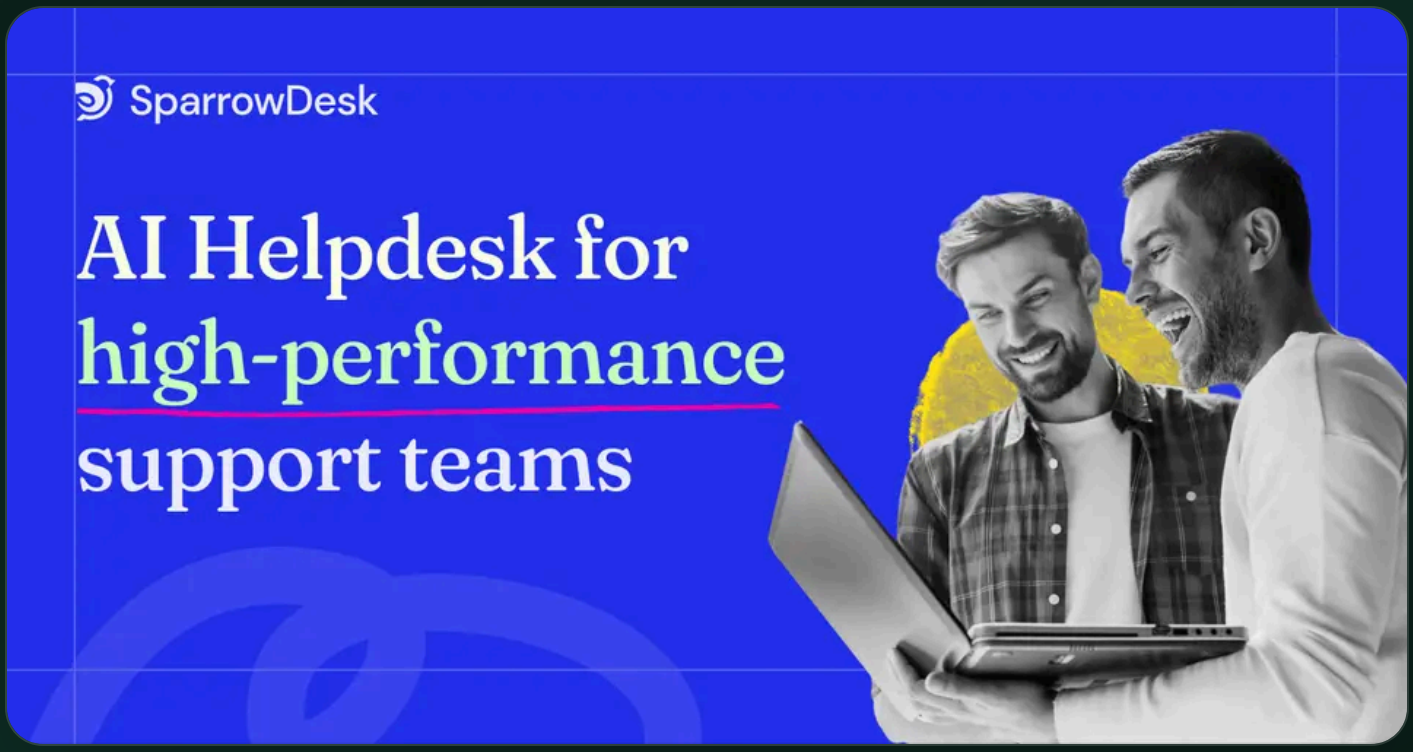
ToolGPA

NOVEMBER 2026

SparrowDesk

The Insider's Guide

Help desk with shared inbox, live chat and a per-resolution AI agent



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

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

2.8
GPA

SparrowDesk

AI Helpdesk for high-performance support teams



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

2.8

GPA, above 83 of the 92 other help desk and live chat tools we grade

SparrowDesk is a help desk that brings email, chat and other channels into one shared inbox, with ticketing, a help center and a customer portal. AI is sold as add-ons: an agent called Zoona billed per resolution, an agent copilot and an account-level analysis tool, each with monthly credits. It is made by SurveySparrow.

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

"

Channels, workflows and the AI need setting up.

From our grade for ease of use

1 **Best for a help desk with a free plan for 3 users**

SparrowDesk is a help desk with a shared inbox, live chat and a per-resolution AI agent.

2 **Paid plans start at $16 a month for each person**

As its pricing page puts it: $16 per agent / month, billed annually.

3 **There is a free plan**

Free plan for up to 3 users: live chat, email ticketing, shared inbox, prebuilt reports, public help center, 500 conversations a month.

4 **It runs on 3 platforms**

Web, iOS and Android.

5 **Shared inbox**

Email, chat and channels such as Slack, WhatsApp, Facebook, Discord and Instagram arrive in one inbox with macros and merging.

6 **Zoona AI agent**

Answers customers in 40+ languages, hands off to a person with context, and trains on your site, PDFs and help center.

7 **AI Copilot**

An in-inbox assistant that summarizes conversations, drafts replies for agents to review and translates as you read.

8 **A 2.8 GPA, above 83 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 SparrowDesk 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.

SparrowDesk at a glance

PRICING
Free plan, from $16 per agent / month, billed annually

FREE PLAN
Yes

FREE TRIAL
14-day free trial, no credit card required

RUNS ON
Web, iOS, Android

MADE BY
SurveySparrow Inc.

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.8 GPA, good

The report card

Best for a help desk with a free plan for 3 users

SparrowDesk is a help desk with a shared inbox, live chat and a per-resolution AI agent. The free plan covers 3 users and 500 conversations a month, and the AI is billed on top.

TOOLGPA REPORT CARD — **SparrowDesk** — Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	B	$16 an agent a month billed annually, inside the category's cheaper quarter of $19. Professional is $49.
Free plan and trial	B	Free for up to 3 users and 500 conversations a month, plus a 14-day trial with no card.
Features	B	Inbox, live chat, AI, workflows, SLAs and a help center. The listing shows no gap in the core support job, though workflows and SLAs start at Professional.
Ease of use	C	No store rating on record. Channels, workflows and the AI need setting up.
Platforms and integrations	B	Web plus iOS and Android, with Slack, Linear, HubSpot, Salesforce and WhatsApp.
Grade point average		Good, out of 4.0 **2.8**

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 SparrowDesk is for

- ✓ Fits if you want a free help desk for a team of 3 or fewer
- ✓ Works for a small team that wants phone apps

Who it is not for

- ✕ Pricey if you use the AI, as Zoona is $0.49 a resolution and Copilot $8 an agent a month
- ✕ Tight if you stay free, since it stops at 500 conversations a month and has no portal, CSAT or teams
- ✕ Skip it if you need workflows or SLAs on the cheap plan, because they start at Professional, $49
- ✕ Watch out: Salesforce needs Enterprise, and Lite seats are capped from 5 on Starter

Good to know

Good for

- ✓ Small teams starting on a free plan with up to 3 users
- ✓ Teams that want to pay for AI only per resolution
- ✓ Support that runs through Slack, WhatsApp or Instagram

Worth knowing

- ⓘ Zoona costs $0.49 per resolution, Copilot $8 per agent a month for 1,000 credits, and Account Intelligence $8 a month for 1,000 credits.
- ⓘ The free plan is limited to 500 conversations a month and no customer portal, CSAT or teams.
- ⓘ Slack, Linear and HubSpot integrations start at Starter; Salesforce needs Enterprise.
- ⓘ Lite seats are capped per plan, from 5 on Starter to 50 on Enterprise.

PART 02 · PRICING

What it costs

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

$16

A month to start, for each person.
There is a free plan too

SparrowDesk has a free plan. Paid plans start at $16 per agent / month, billed annually.

FREE

$0

Up to 3 users with live chat, email ticketing, prebuilt reports and a public help center.

STARTER

$16

per agent / month, billed annually

Unlimited conversations, teams, ticket forms, customer portal and CSAT surveys, with 5 Lite seats.

PROFESSIONAL

$49

per agent / month, billed annually

Adds workflows, round robin assignment, SLAs, business hours and 20 Lite seats.

ENTERPRISE

$89

per agent / month, billed annually

Adds SSO, custom roles, password policy and multiple brands, with 50 Lite seats; sold through sales.

The free plan

Free plan for up to 3 users: live chat, email ticketing, shared inbox, prebuilt reports, public help center, 500 conversations a month.

Trying it first

14-day free trial, no credit card required

Read from sparrowdesk.com on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

Save 20% with annual billing

The pricing page shows yearly billing as saving 20% against monthly billing; the prices listed here are the yearly ones.

Stated on sparrowdesk.com

STARTUPS

Startup program for 90% off

SparrowDesk's pricing page advertises a startup program that takes 90% off; eligibility terms are not shown on the page.

Stated on sparrowdesk.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

Help desk with shared inbox, live chat and a per-resolution AI agent. Here is what it does, as its own site describes it, and what it covers: shared inbox, workflow automation, help desk, live chat, help center, AI support agent, whatsApp messaging.

"

Inbox, live chat, AI, workflows, SLAs and a help center.

From our grade for features

Shared inbox

Email, chat and channels such as Slack, WhatsApp, Facebook, Discord and Instagram arrive in one inbox with macros and merging.

Zoona AI agent

Answers customers in 40+ languages, hands off to a person with context, and trains on your site, PDFs and help center.

AI Copilot

An in-inbox assistant that summarizes conversations, drafts replies for agents to review and translates as you read.

Workflows and SLAs

Advanced workflows, round robin assignment, SLA policies and business hours are available from the Professional plan.

Help center and portal

A public help center on every plan; a customer portal where customers submit and track tickets starts at Starter.

Account Intelligence

Groups conversations into topics, flags problem ones early and drafts help center articles from resolved conversations.

Where it runs

Web · iOS · Android

What it works with

Slack · Linear · HubSpot · Salesforce · WhatsApp · Discord · Notion · Attio

SparrowDesk is made by SurveySparrow Inc.

PART 04 · STANDING

Where it stands

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

83/92

Other help desk and live chat tools it is graded above

SparrowDesk's GPA of 2.8 is higher than 83 of the 92 other help desk and live chat tools we grade, and level with 5.

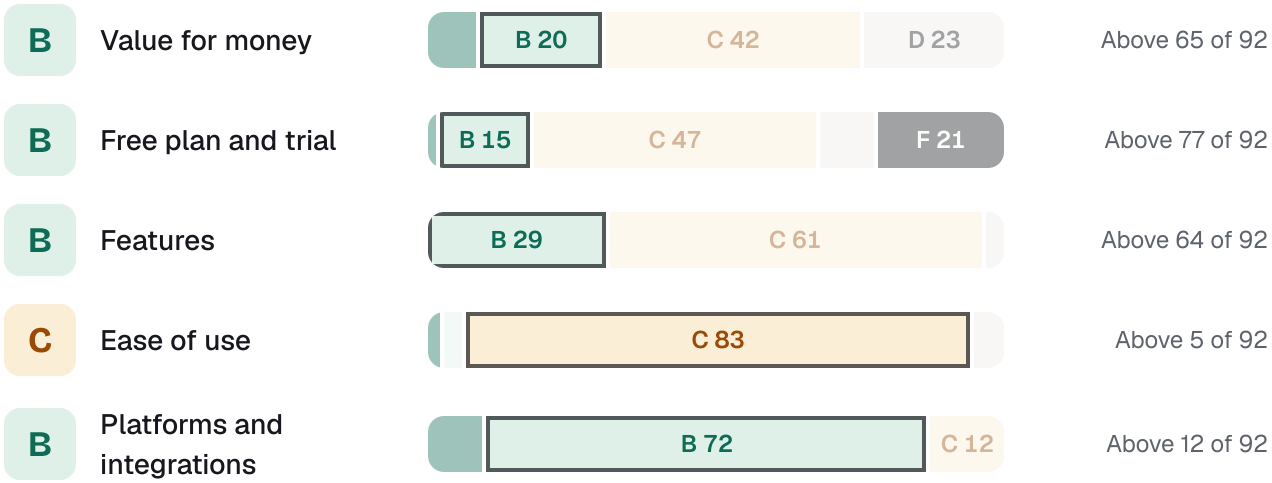
It stands best on free plan and trial (B, above 77 of 92) and worst on ease of use (C, above 5).

Its paid plans start at $16 a month for each person, against a middle price of $29 for the category: 13 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.7 out of 4. 1 tool scores higher and costs less.

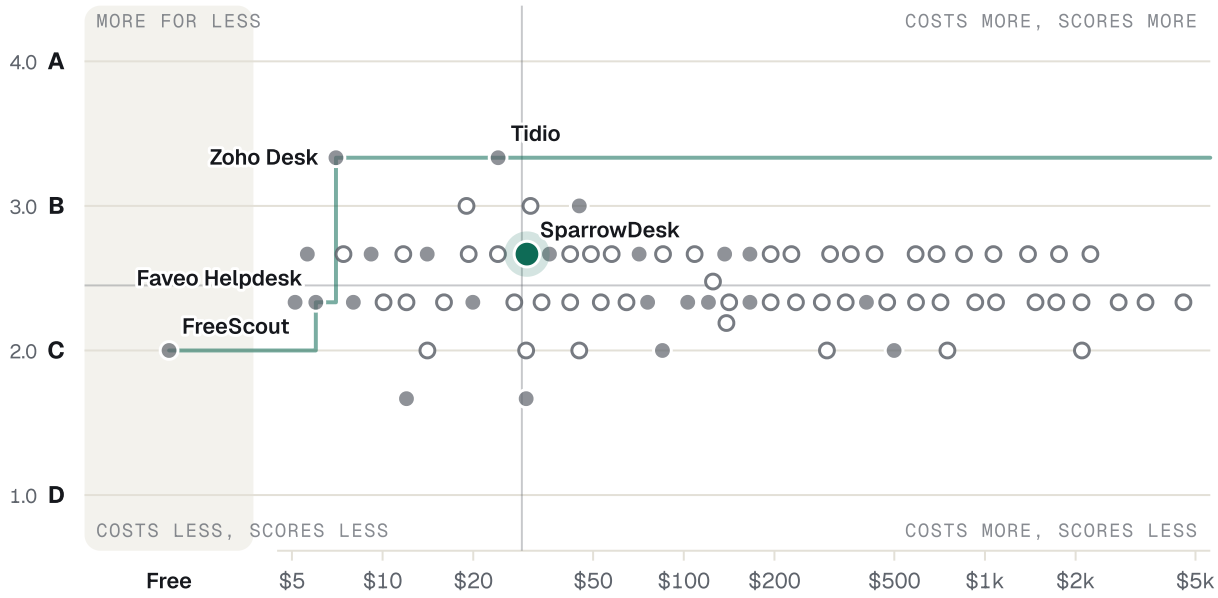
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. SparrowDesk'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. SparrowDesk 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 SparrowDesk 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 is one of the better ones too: its GPA of 2.8 is higher than 83 of the 92 other help desk and live chat tools we grade. It costs $192 a year.

What you could make

- Help desk and help center: an app builder makes these well.

What you could not

- ✕ One mailbox that several people work at once.

- An AI model answering your customers from your own help articles.
- Connections to other products, each kept working as those products change.
- 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 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.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. SparrowDesk'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



Freshdesk, Zoho Desk, Helpwise, LiveAgent and Crisp

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

2.4 GPA

Freshdesk

Free trial · from $19/mo

Email ticketing help desk with a knowledge base and AI agents.

- SparrowDesk has a free plan. Freshdesk does not, though it has a free trial.
- SparrowDesk also covers workflow automation, live chat and whatsApp messaging.
- Freshdesk also covers reports.

SparrowDesk and Freshdesk compared in full

3.4 GPA

Zoho Desk

Free plan · from $7/mo

Low-cost ticketing help desk with a free plan for three users.

- SparrowDesk also covers shared inbox, workflow automation and whatsApp messaging.
- Zoho Desk also covers reports.

SparrowDesk and Zoho Desk compared in full



2.6
GPA

Helpwise

Free trial · from $12/mo

Shared inbox for email, chat, WhatsApp and SMS with a help center.

- SparrowDesk has a free plan. Helpwise does not, though it has a free trial.
- SparrowDesk also covers workflow automation, AI support agent and whatsApp messaging.

SparrowDesk and Helpwise compared in full



2.6
GPA

LiveAgent

Free trial · from $15/mo

Help desk with email tickets, live chat, call center and AI agents.

- SparrowDesk has a free plan. LiveAgent does not, though it has a free trial.
- SparrowDesk also covers shared inbox, workflow automation and whatsApp messaging.
- LiveAgent also covers reports.

SparrowDesk and LiveAgent compared in full



2.6
GPA

Crisp

Free plan · from $45/mo

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

- Only Crisp lists macOS and Windows apps.
- SparrowDesk also covers workflow automation, help desk and whatsApp messaging.

SparrowDesk and Crisp compared in full

PART 06 · QUESTIONS

Quick answers

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

14

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 SparrowDesk free?

SparrowDesk has a free plan. Free plan for up to 3 users: live chat, email ticketing, shared inbox, prebuilt reports, public help center, 500 conversations a month.

How much does SparrowDesk cost?

SparrowDesk lists 4 plans. Free: $0.

What platforms does SparrowDesk work on?

SparrowDesk is available on Web, iOS and Android.

Does SparrowDesk offer any discounts?

SparrowDesk publicly lists the following: Save 20% with annual billing; Startup program for 90% off.

Does SparrowDesk have a Windows app?

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

Does SparrowDesk have a macOS app?

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

Is SparrowDesk open source?

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

What does SparrowDesk integrate with?

SparrowDesk's listing names Slack, Linear, HubSpot, Salesforce, WhatsApp, Discord, Notion and Attio.

Does SparrowDesk have a free trial?

Yes. 14-day free trial, no credit card required.

Who makes SparrowDesk?

SparrowDesk is made by SurveySparrow Inc.

What are the alternatives to SparrowDesk?

The closest alternatives to SparrowDesk in our directory are Freshdesk, Zoho Desk, Helpwise, LiveAgent and Crisp.

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

SparrowDesk's GPA of 2.8 is higher than 83 of the 92 other help desk and live chat tools we grade, and level with 5.

Is SparrowDesk good value for money?

ToolGPA grades SparrowDesk B for value for money. Its paid plans start at $16 a month for each person, against a middle price of $29 for the category: 13 of the 78 others that charge start lower.

Could I make my own version of SparrowDesk?

To replace SparrowDesk 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 SparrowDesk'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 SparrowDesk'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 SurveySparrow Inc. Prices change, so check sparrowdesk.com before you buy.

sparrowdesk.com/pricing

sparrowdesk.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

SparrowDesk, kept up to date

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

toolgpa.com/tools/sparrowdesk

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

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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