ToolGPA

NOVEMBER 2026

Supportbench

The Insider's Guide

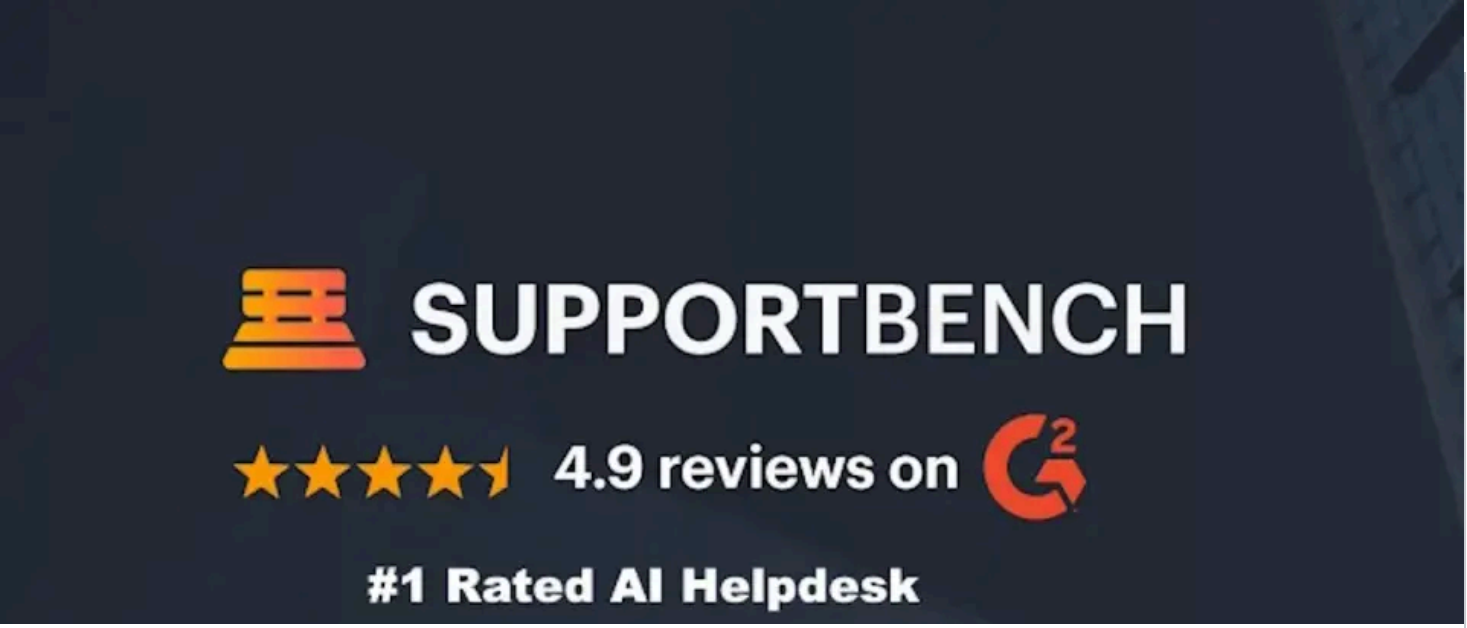
Help desk for B2B support teams, with SLAs and account context



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

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

2.2
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 Supportbench's own pages, its app-store listings and our grades. Every fact in it is on Supportbench'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

2.2

GPA, above 39 of the 92 other help desk and live chat tools we grade

Supportbench is a customer support platform for B2B teams, combining ticketing across email, chat and API with account-level context, dynamic SLAs, escalations, a knowledge base and reporting. AI features and onboarding are included in both plans rather than sold separately.

> "
>
> **SLAs, escalations and a portal need setting up.**
>
> From our grade for ease of use

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

1 **Best for a B2B help desk with SLAs and account context**

Supportbench is a help desk for B2B teams, with dynamic SLAs, health scoring and AI.

2 **Paid plans start at $32 a month for each person**

As its pricing page puts it: $32 per agent / month, billed annually ($40 billed monthly).

3 **You can try it first**

Free trial, no credit card required

4 **It runs on Web**

Web.

5 **Account-aware ticketing**

Cases carry company, contact, asset and history context, and arrive by email, chat, an AI bot or the API.

6 **Dynamic SLAs and escalations**

SLAs can be driven by any data point on the case, account or asset, with multi-level escalations and an audit trail.

7 **AI assistance**

Search, summaries, sentiment, prediction and deflection are included, and the page says there are no per-resolution AI fees.

8 **A 2.2 GPA, above 39 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 Supportbench you would be making connections to other products, each kept working as those products change. That is not a weekend's work, with an AI app builder or without one.

Supportbench at a glance

PRICING Free trial, from $32 per agent / month, billed annually ($40 billed monthly)	FREE PLAN No
FREE TRIAL Free trial, no credit card required	RUNS ON Web
MADE BY Supportbench	CATEGORY Help Desks & Live Chat
OUR GRADE 2.2 GPA, fair	

The report card

Best for a B2B help desk with SLAs and account context

Supportbench is a help desk for B2B teams, with dynamic SLAs, health scoring and AI. Professional is $32 an agent a month, and SSO and white labeling need Enterprise at $100.

TOOLGPA REPORT CARD	Supportbench	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	$32 an agent a month billed yearly, between the middle of $29 and the dearer quarter of $45. Enterprise is $100.
Free plan and trial	C	A free trial with no card. No free plan.
Features	B	Account-aware ticketing, SLAs, AI, a knowledge base, reporting and health scoring. The listing shows no gap in the core support job.
Ease of use	C	No store rating on record. SLAs, escalations and a portal need setting up.
Platforms and integrations	C	Web only, and the listing names no integrations.
Grade point average		Fair, out of 4.0 **2.2**

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 Supportbench is for

- ✓ Fits if you support business customers and want SLAs by account
- ✓ Works for teams of 15 or fewer on one flat per-agent price

Who it is not for

- ✕ Pricey if you pass 15 agents, as each extra adds $2.50 and per-agent cost is capped at $150
- ✕ Skip it if you need SSO, a sandbox or white labeling, because those are Enterprise at $100
- ✕ Watch out: accounts of 60 or more agents standardize on Enterprise
- ✕ Too light for a small consumer team, as it is built for B2B

Good to know

Good for

- ✓ B2B support teams that need SLAs and account context beyond a basic help desk
- ✓ Teams that want AI features without per-resolution fees
- ✓ Companies that need data in US, EU or Canada regions

Worth knowing

- ⓘ Both plans are priced per agent: after 15 agents each extra agent adds $2.50, and per-agent cost is capped at $150.
- ⓘ The page says accounts of 60 or more agents standardize on Enterprise.
- ⓘ SSO (SAML), sandbox, white labeling and unlimited custom roles are Enterprise-only.
- ⓘ It is built for B2B teams, so it may be more than a small consumer-facing team needs.

PART 02 · PRICING

What it costs

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

$32

A month to start, for each person

Supportbench is a paid product with a free trial, starting at $32 per agent / month, billed annually ($40 billed monthly).

PROFESSIONAL

$32

per agent / month, billed annually ($40 billed monthly)

Ticketing, dynamic SLAs and escalations, knowledge base and portal, health scoring, 35+ KPI scorecards, surveys and AI features.

ENTERPRISE

$100

per agent / month, billed annually ($125 billed monthly)

Everything in Professional, plus sandbox, white labeling, SAML SSO, unlimited custom roles, an enterprise API and a dedicated success manager.

Trying it first

Free trial, no credit card required

Read from supportbench.com on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

Save 20% with annual billing

Professional is $32 per agent per month billed annually against $40 billed monthly; Enterprise is $100 against $125.

Stated on supportbench.com

What it does

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

1

Place it runs: Web

Help desk for B2B support teams, with SLAs and account context. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, reports, help desk, help center, chatbots.

"

Account-aware ticketing, SLAs, AI, a knowledge base, reporting and health scoring.

From our grade for features

Account-aware ticketing

Cases carry company, contact, asset and history context, and arrive by email, chat, an AI bot or the API.

Dynamic SLAs and escalations

SLAs can be driven by any data point on the case, account or asset, with multi-level escalations and an audit trail.

AI assistance

Search, summaries, sentiment, prediction and deflection are included, and the page says there are no per-resolution AI fees.

Knowledge base and portal

Internal and customer-facing knowledge bases with a self-service portal; white labeling is on Enterprise.

Reporting and surveys

Dashboards with 35+ KPI scorecards, natural-language reporting, and CSAT, NPS and CES surveys.

Customer health scoring

Health scores for customer accounts sit alongside the support data, from the Professional plan.

Where it runs

Web

What it works with

Its own pages name no integrations.

Supportbench is made by Supportbench.

PART 04 · STANDING

Where it stands

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

39/92

Other help desk and live chat tools it is graded above

Supportbench's GPA of 2.2 is higher than 39 of the 92 other help desk and live chat tools we grade, and level with 14.

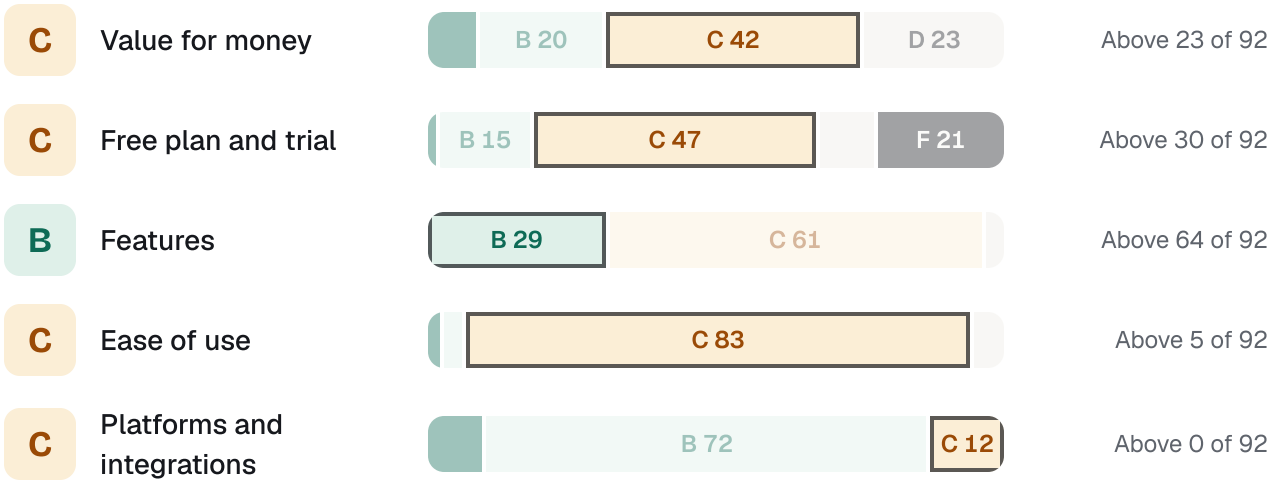
It stands best on features (B, above 64 of 92) and worst on platforms and integrations (C, above 0).

Its paid plans start at $32 a month for each person, against a middle price of $29 for the category: 47 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 23 tools score higher and cost less.

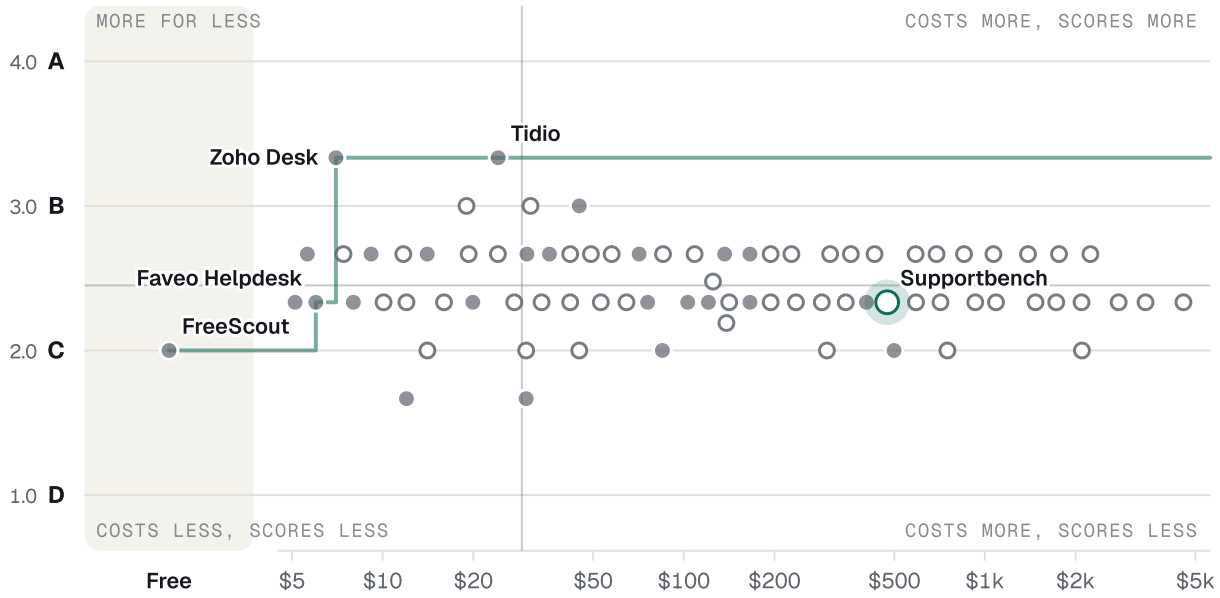
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. Supportbench'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. Supportbench 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 Supportbench you would be making connections to other products, each kept working as those products change. That is not a weekend's work, with an AI app builder or without one.

It costs $384 a year.

What you could make

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

What you could not

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

- A chatbot builder hooked into the messaging apps.
- It is priced for each person, which means accounts and billing for a team.
- AI features, unless you pay a model provider for each request yourself.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Supportbench'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



Zendesk, Freshdesk, Kayako, HappyFox and Deskpro

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

2.4 GPA

Zendesk

Free trial · from $19/mo

Ticketing, messaging, help center and AI agents for support teams.

- Only Zendesk lists iOS and Android apps.
- Supportbench also covers workflow automation and chatbots.
- Zendesk also covers live chat and AI support agent.

Supportbench and Zendesk compared in full

2.4 GPA

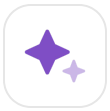
Freshdesk

Free trial · from $19/mo

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

- Only Freshdesk lists iOS and Android apps.
- Supportbench also covers workflow automation and chatbots.
- Freshdesk also covers shared inbox and AI support agent.

Supportbench and Freshdesk compared in full



1.8
GPA

Kayako

Paid

Help desk with an AI agent billed per resolved ticket.

- Supportbench also covers workflow automation, reports and chatbots.
- Kayako also covers shared inbox, live chat and AI support agent.

Supportbench and Kayako compared in full



2.0
GPA

HappyFox

Free trial · from $24/mo

Ticketing help desk with SLAs, a knowledge base and add-on AI.

- Supportbench also covers reports and chatbots.
- HappyFox also covers shared inbox and ticketing.

Supportbench and HappyFox compared in full



1.8
GPA

Deskpro

From $39/mo

Help desk for cloud or self-hosted use, with seat minimums.

- Only Deskpro lists iOS and Android apps.
- Deskpro is self-hostable, according to its own site.
- Supportbench also covers workflow automation, reports and chatbots.

Supportbench and Deskpro compared in full

PART 06 · QUESTIONS

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 Supportbench free?

No, Supportbench is a paid product, but you can try it first. Free trial, no credit card required.

How much does Supportbench cost?

Supportbench lists 2 plans. Professional: $32 per agent / month, billed annually ($40 billed monthly).

What platforms does Supportbench work on?

Supportbench is available on Web.

Does Supportbench offer any discounts?

Supportbench publicly lists the following: Save 20% with annual billing.

Does Supportbench have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Supportbench is listed for Web.

Does Supportbench have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Supportbench is listed for Web.

Is Supportbench open source?

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

Who makes Supportbench?

Supportbench is made by a company of the same name.

What are the alternatives to Supportbench?

The closest alternatives to Supportbench in our directory are Zendesk, Freshdesk, Kayako, HappyFox and Deskpro.

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

Supportbench's GPA of 2.2 is higher than 39 of the 92 other help desk and live chat tools we grade, and level with 14.

Is Supportbench good value for money?

ToolGPA grades Supportbench C for value for money. Its paid plans start at $32 a month for each person, against a middle price of $29 for the category: 47 of the 78 others that charge start lower.

Could I make my own version of Supportbench?

To replace Supportbench you would be making connections to other products, each kept working as those products change.

Where this guide comes from

The prices, plans, platforms and features were read from Supportbench'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 Supportbench'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 Supportbench. Prices change, so check supportbench.com before you buy.

supportbench.com/all-inclusive-pricing/

supportbench.com/our-story/

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

Supportbench, kept up to date

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

toolgpa.com/tools/supportbench

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

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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