ToolGPA

NOVEMBER 2026

TeamSupport

The Insider's Guide

B2B support ticketing with customer-health signals and AI agents



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

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

1.6
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 TeamSupport's own pages, its app-store listings and our grades. Every fact in it is on TeamSupport'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

1.6

GPA, above 2 of the 92 other help desk and live chat tools we grade

TeamSupport is cloud support software aimed at B2B companies. It combines ticketing, live chat, a customer portal and knowledge base with account-level health signals that flag customers at risk. It has been sold since 2008, and in 2025 the company added an AI-based platform covering onboarding, support and customer success.

> "
>
> **Playbooks, portals and training take setting up.**
>
> From our grade for ease of use

To get you started, here are **8 things to know about TeamSupport**, taken from its own pages and our grades.

1 **Best for B2B support ticketing with customer-health signals**

TeamSupport is a B2B ticketing tool that flags customers in distress and has an AI agent.

2 **Paid plans start at $45 a month**

As its pricing page puts it: $45 per month, billed annually (per-user basis not stated).

3 **It runs on Web**

Web.

4 **Support ticketing**

Ticket management across channels, with custom fields and automation on the Scale plan.

5 **Customer distress signals**

A Customer Distress Index built from tickets, adoption, feedback, response times and silence, flagging accounts that need attention.

6 **Messaging and live chat**

A branded chat tool, sold as a $15 per month per agent add-on on every plan; it includes Kevin at 3 chats per day per agent.

7 **A 1.6 GPA, above 2 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.

8 **Keep it**

To replace TeamSupport 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.

TeamSupport at a glance

PRICING
Paid, from $45 per month, billed annually (per-user basis not stated)

FREE PLAN
No

FREE TRIAL
None stated

RUNS ON
Web

MADE BY
TeamSupport, since 2008

CATEGORY
Help Desks & Live Chat

OUR GRADE
1.6 GPA, weak

The report card

Best for B2B support ticketing with customer-health signals

TeamSupport is a B2B ticketing tool that flags customers in distress and has an AI agent. The page does not say if $45, $65 and $85 are per user or per account, and live chat is a charge on top.

TOOLGPA REPORT CARD

TeamSupport

Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	$45 a month billed annually, with the basis not stated. Chat adds $15 a month an agent, and Insights is $270 a month.
Free plan and trial	F	No free plan and no trial is listed, so you pay before you try it.
Features	C	Ticketing, distress signals, live chat, AI, playbooks and a portal. Chat is extra and playbooks are capped at 1 on Professional.
Ease of use	C	No store rating on record. Playbooks, portals and training take setting up.
Platforms and integrations	C	Web only, and the listing names no integrations.

Grade point average — Weak, out of 4.0 **1.6**

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 TeamSupport is for

- ✓ Fits if you run B2B support and want warning signs on unhappy customers
- ✓ Works for a team of up to 5 on Starter

Who it is not for

- ✗ Skip it if you want clear prices, because the page does not say if they are per user or per account
- ✗ Pricey if you want live chat, as it is $15 a month an agent on every plan
- ✗ Tight if you want dashboards, since Insights is $270 a month
- ✗ Watch out: data import with their help is $1,000 per 5,000 records, and training runs $1,000 to $2,000
- ✗ Skip it if you want a trial, as none is listed

Good to know

Good for

- ✓ B2B software and service companies tracking account health
- ✓ Support teams that also run onboarding or customer success
- ✓ Teams that want the same data on tickets and customer risk

Worth knowing

- ⓘ The pricing page does not say whether $45, $65 and $85 are per user or per account, and quotes are requested through sales.
- ⓘ Live chat is a separate $15 per month per agent charge on every plan.
- ⓘ Paid extras are listed: Insights dashboards at $270 a month, and basic training from $1,000 to $2,000.
- ⓘ Data import with TeamSupport's help costs $1,000 for every 5,000 records; self-serve import is free.

What it costs

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

$45
A month to start

TeamSupport is a paid product, starting at $45 per month, billed annually (per-user basis not stated).

> **No free plan and no trial is listed, so you pay before you try it.**

From our grade for free plan and trial

STARTER

$45

per month, billed annually; basis not stated

Ticketing and AI productivity tools for up to 5 users. Messaging and live chat is $15/month/agent extra.

PROFESSIONAL

$65

per month, billed annually; basis not stated

Unlimited users. Adds customer distress signals, Kevin AI, a customer portal, 1 playbook and a knowledge base.

SCALE

$85

per month, billed annually; basis not stated

Unlimited users. Adds 3 playbooks, custom fields, automation and 500 broadcast messages a month.

Read from teamsupport.com on Nov 13, 2026.

What it does

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

1

Place it runs: Web

B2B support ticketing with customer-health signals and AI agents. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, reports, help desk, live chat, help center, AI support agent.

"

Ticketing, distress signals, live chat, AI, playbooks and a portal.

From our grade for features

Support ticketing

Ticket management across channels, with custom fields and automation on the Scale plan.

Customer distress signals

A Customer Distress Index built from tickets, adoption, feedback, response times and silence, flagging accounts that need attention.

Messaging and live chat

A branded chat tool, sold as a $15 per month per agent add-on on every plan; it includes Kevin at 3 chats per day per agent.

Kevin AI

AI features for drafting and resolving requests, included from Professional; extra Kevin chats can be bought.

Customer playbooks

Playbooks for onboarding and activation: 1 included on Professional and 3 on Scale, with up to 50 for $100 a month.

Portal and knowledge base

A customer portal and self-service knowledge base come with Professional and Scale.

Where it runs

Web

What it works with

Its own pages name no integrations.

TeamSupport is made by TeamSupport, and has been around since 2008.

Where it stands

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

2/92

Other help desk and live chat tools it is graded above

TeamSupport's GPA of 1.6 is higher than 2 of the 92 other help desk and live chat tools we grade, and level with 3.

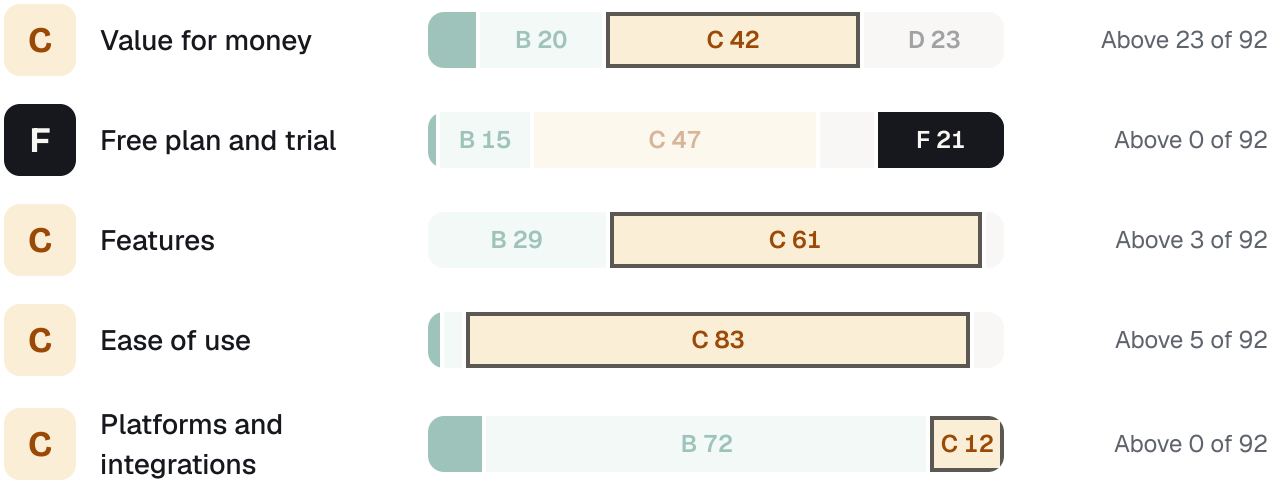
It stands best on value for money (C, above 23 of 92) and worst on free plan and trial (F, above 0).

Its paid plans start at $45 a month, against a middle price of $29 for the category: 56 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.0 out of 4. 52 tools score higher and cost less.

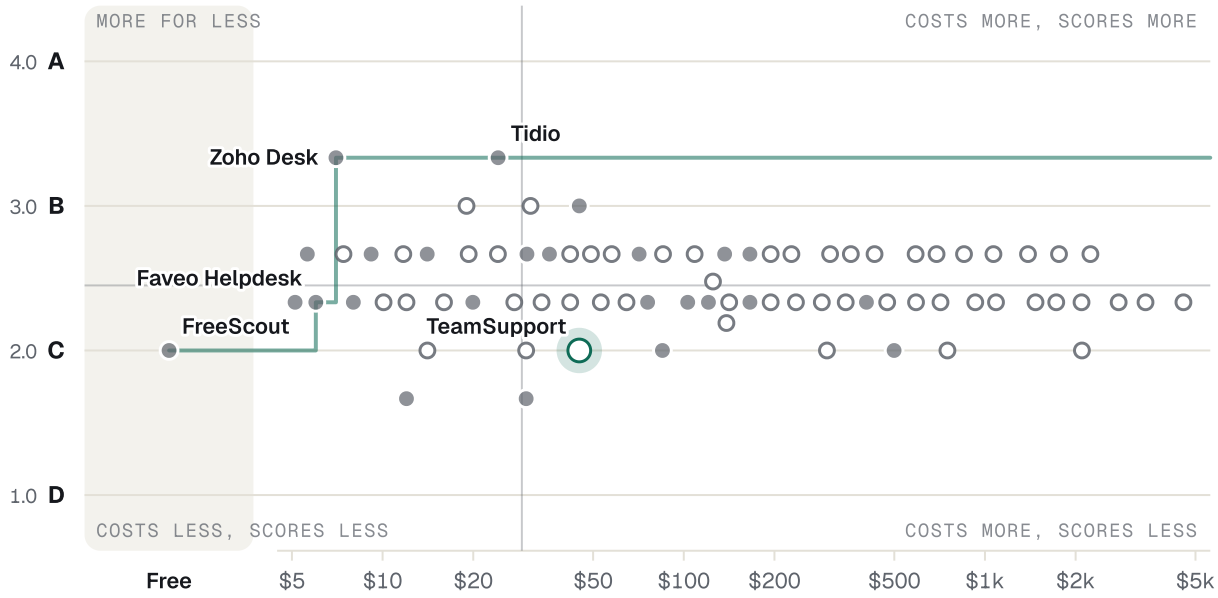
Each grade against the category

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

That makes this kind of software worth paying for, not this one in particular: 87 of the 92 other help desk and live chat tools grade higher. It costs $540 a year.

What you could make

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

What you could not

- An AI model answering your customers from your own help articles.
- Connections to other products, each kept working as those products change.
- A chat box on your site that reaches you the moment a customer types.
- AI features, unless you pay a model provider for each request yourself.

What this rests on. TeamSupport'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, Pylon, Freshdesk, Kustomer and Deskpro

The 5 tools TeamSupport 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.
- TeamSupport also covers workflow automation.

TeamSupport and Zendesk compared in full

2.0 GPA

Pylon

Free trial · from $89/yr

B2B support platform that works across Slack, Teams and email.

- TeamSupport also covers workflow automation and reports.
- Pylon also covers shared inbox and whatsApp messaging.

TeamSupport and Pylon 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.
- TeamSupport also covers workflow automation and live chat.
- Freshdesk also covers shared inbox.

TeamSupport and Freshdesk compared in full

2.0
GPA

Kustomer

Paid

CRM-style customer service platform with AI agents, sold via sales.

- TeamSupport also covers live chat.
- Kustomer also covers shared inbox.

TeamSupport and Kustomer 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.
- TeamSupport also covers workflow automation and reports.

TeamSupport and Deskpro compared in full

PART 06 · QUESTIONS

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 TeamSupport free?

No. TeamSupport is a paid product, starting at $45 per month, billed annually (per-user basis not stated).

How much does TeamSupport cost?

TeamSupport lists 3 plans. Starter: $45 per month, billed annually; basis not stated.

What platforms does TeamSupport work on?

TeamSupport is available on Web.

Does TeamSupport have an Android app?

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

Does TeamSupport have an iPhone app?

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

Is TeamSupport open source?

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

Who makes TeamSupport?

TeamSupport is made by a company of the same name. It dates from 2008.

What are the alternatives to TeamSupport?

The closest alternatives to TeamSupport in our directory are Zendesk, Pylon, Freshdesk, Kustomer and Deskpro.

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

TeamSupport's GPA of 1.6 is higher than 2 of the 92 other help desk and live chat tools we grade, and level with 3.

Is TeamSupport good value for money?

ToolGPA grades TeamSupport C for value for money. Its paid plans start at $45 a month, against a middle price of $29 for the category: 56 of the 78 others that charge start lower.

Could I make my own version of TeamSupport?

To replace TeamSupport 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 TeamSupport'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 TeamSupport'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 TeamSupport. Prices change, so check teamsupport.com before you buy.

teamsupport.com/pricing/

teamsupport.com/about/

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

TeamSupport, kept up to date

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

toolgpa.com/tools/teamsupport

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

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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