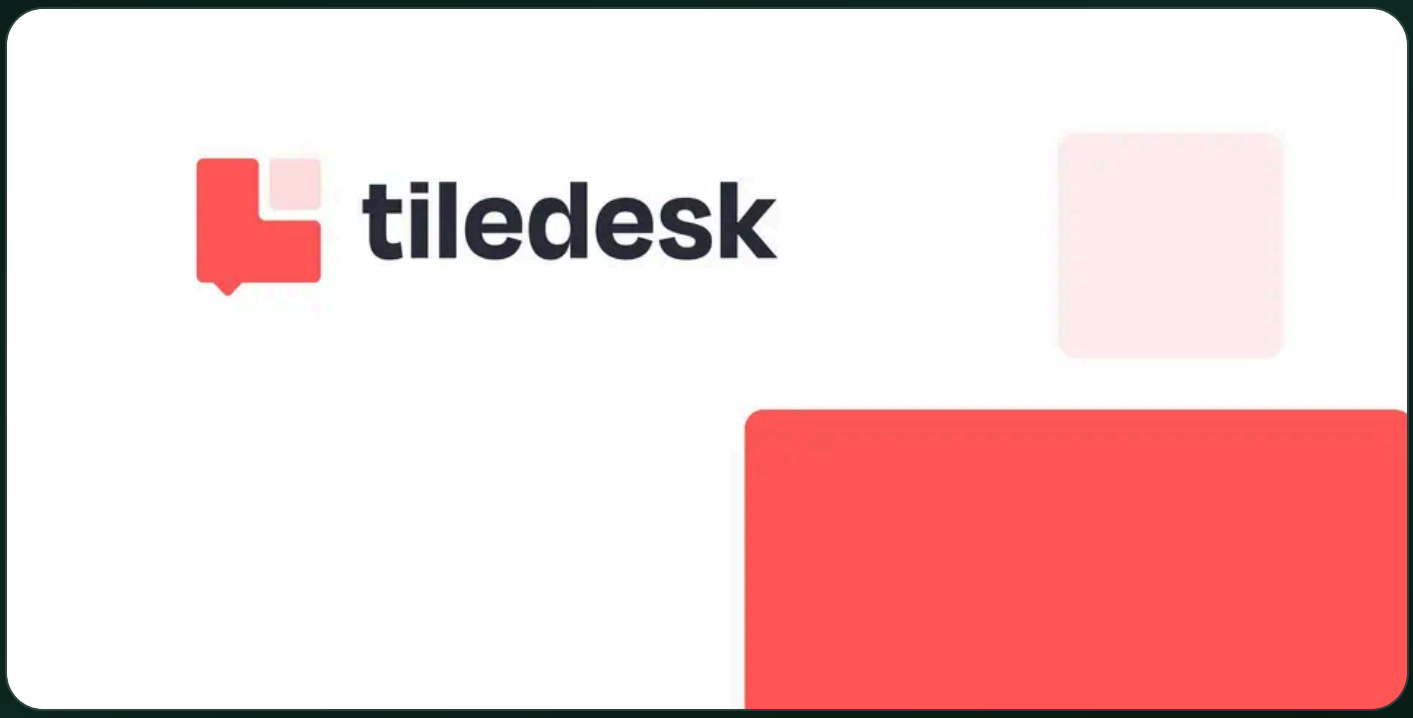
ToolGPA

NOVEMBER 2026

Tiledesk

The Insider's Guide

Open-source live chat and AI agent builder for support teams



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

Made by Tiledesk S.r.l. · checked Nov 13, 2026 · toolgpa.com

2.0
GPA

tiledesk

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

2.0

GPA, above 26 of the 92 other help desk and live chat tools we grade

Tiledesk is a platform for building AI agents and running live chat with human handoff, from an Italian company that says it has been open source since its first line of code. Agents are built in a visual designer, trained on a knowledge base and deployed to web chat, WhatsApp, Messenger and voice, with an on-premise version available.

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

> "
>
> **Prices are in euros and Business is sold through a contact-sales button.**
>
> From our report card of Tiledesk

1 **Best for open-source AI chat agents with human handoff**

Tiledesk is an open-source platform for building AI agents and running live chat with human handoff, in a visual designer.

2 **Paid plans start at about $138.53 a month**

As its pricing page puts it: €124 per month for 3 users, billed annually (€149 billed monthly).

3 **You can try it first**

14-day free trial of all features, no credit card required

4 **It runs on Web**

Web.

5 **Visual AI agent designer**

Design Studio builds conversation flows without code, with prompt chains and multiple agents that can hand off to each other.

6 **Knowledge base with RAG**

Several separate knowledge repositories, hybrid full-text and semantic search, guardrails and search fallbacks.

7 **Human handoff and agent assist**

AI agents escalate complex chats to people with context, and suggest replies and article links to human agents.

8 **A 2.0 GPA, above 26 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 Tiledesk 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.

Tiledesk at a glance

PRICING
Free trial, from €124 per month for 3 users, billed annually (€149 billed monthly)

FREE PLAN
No

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

RUNS ON
Web

MADE BY
Tiledesk S.r.l.

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.0 GPA, fair

The report card

Best for open-source AI chat agents with human handoff

Tiledesk is an open-source platform for building AI agents and running live chat with human handoff, in a visual designer. The Pro plan is €124 a month on yearly billing for 3 users, which is a lot for one person, and it caps AI tokens and conversations. Prices are in euros and Business is sold through a contact-sales button.

TOOLGPA REPORT CARD	Tiledesk	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	D	€124 a month on yearly billing (€149 monthly) for 3 users, against $110 for the dearest tenth of customer-support tools. A solo user still pays that floor.
Free plan and trial	C	14 days free with no card, and the code is open source, but there is no free hosted plan.
Features	C	A visual agent designer, a knowledge base, human handoff and channels. The listing shows caps on AI tokens and conversations, and no ticketing or help center is named.
Ease of use	C	No store rating on record. You build agents in a designer and train them on your content.
Platforms and integrations	B	Web only, with WhatsApp, Messenger, Shopify and Google Calendar connections.
Grade point average		Fair, out of 4.0 **2.0**

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 Tiledesk is for

- ✓ Fits if you want an open-source agent builder you could self-host
- ✓ Works for teams that want AI answers with a human taking over

Who it is not for

- ✕ Pricey if you are one person: the cheapest plan is €124 a month for 3 users
- ✕ Tight on limits: Pro has 3,000 conversations and 5M AI tokens a month
- ✕ Watch out: Business is sold through contact sales, and prices are shown in euros only
- ✕ Watch out: a white-label option is quoted separately

Good to know

Good for

- ✓ Developer-led teams that want an open-source support stack they can host
- ✓ Teams that want one AI agent across web chat and WhatsApp

Worth knowing

- ⓘ Pro and Business plans cap AI tokens and monthly conversations; Business is sold through a contact-sales button.
- ⓘ Prices are shown in euros only.
- ⓘ Users included are limited to 3 on Pro and 5 on Business.
- ⓘ A white-label option for agencies and vendors is quoted separately.

PART 02 · PRICING

What it costs

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

~$138.5

A month to start

Tiledesk is a paid product with a free trial, starting at €124 per month for 3 users, billed annually (€149 billed monthly).

PRO

€124

per month for 3 users, billed annually (€149 billed monthly)

20 AI agents, 5M AI tokens and 3,000 conversations a month, 300 knowledge base items and priority support.

BUSINESS

€416

per month for 5 users, billed annually (€499 billed monthly)

50 AI agents, 10M AI tokens and 5,000 conversations a month, 1,000 knowledge base items, dedicated support.

ENTERPRISE

Custom

Unlimited users, agents, tokens, conversations and knowledge base items, with an SLA and an account manager.

Trying it first

14-day free trial of all features, no credit card required

Read from tiledesk.com on Nov 13, 2026.

Ways to pay less

ANNUAL DISCOUNT

2 months free on yearly billing

The pricing page says yearly billing gives 2 months free: Pro is €124 a month billed yearly against €149 monthly.

Stated on tiledesk.com

What it does

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

1

Place it runs: Web

Open-source live chat and AI agent builder for support teams. Here is what it does, as its own site describes it, and what it covers: open source, self-hostable, public API, live chat, AI support agent, whatsApp messaging, chatbots.

> **A visual agent designer, a knowledge base, human handoff and channels.**

From our grade for features

Visual AI agent designer

Design Studio builds conversation flows without code, with prompt chains and multiple agents that can hand off to each other.

Knowledge base with RAG

Several separate knowledge repositories, hybrid full-text and semantic search, guardrails and search fallbacks.

Human handoff and agent assist

AI agents escalate complex chats to people with context, and suggest replies and article links to human agents.

Multichannel deployment

One agent can run on the web widget, WhatsApp Business, Facebook Messenger and voice.

Shopify and calendar use cases

A Shopify connection syncs the product catalog into chat, and appointment agents link to Google or Outlook calendars.

Open source and on-premise

The stack is open source, with an on-premise version that can be installed on your own servers or private cloud, plus open APIs and webhooks.

Where it runs

- Web

What it works with

- WhatsApp Business
- Facebook Messenger
- Shopify
- Google Calendar
- Outlook

Tiledesk is made by Tiledesk S.r.l.

Where it stands

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

26/92

Other help desk and live chat tools it is graded above

Tiledesk's GPA of 2.0 is higher than 26 of the 92 other help desk and live chat tools we grade, and level with 12.

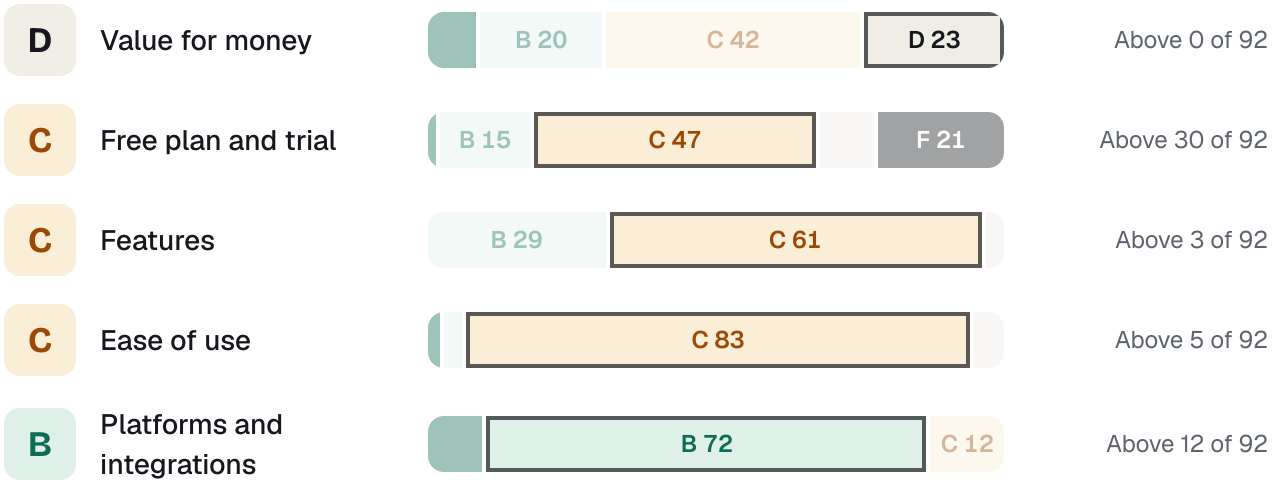
It stands best on platforms and integrations (B, above 12 of 92) and worst on value for money (D, above 0).

Its paid plans start at about $138.53 a month, against a middle price of $29 for the category: 73 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 33 tools score higher and cost less.

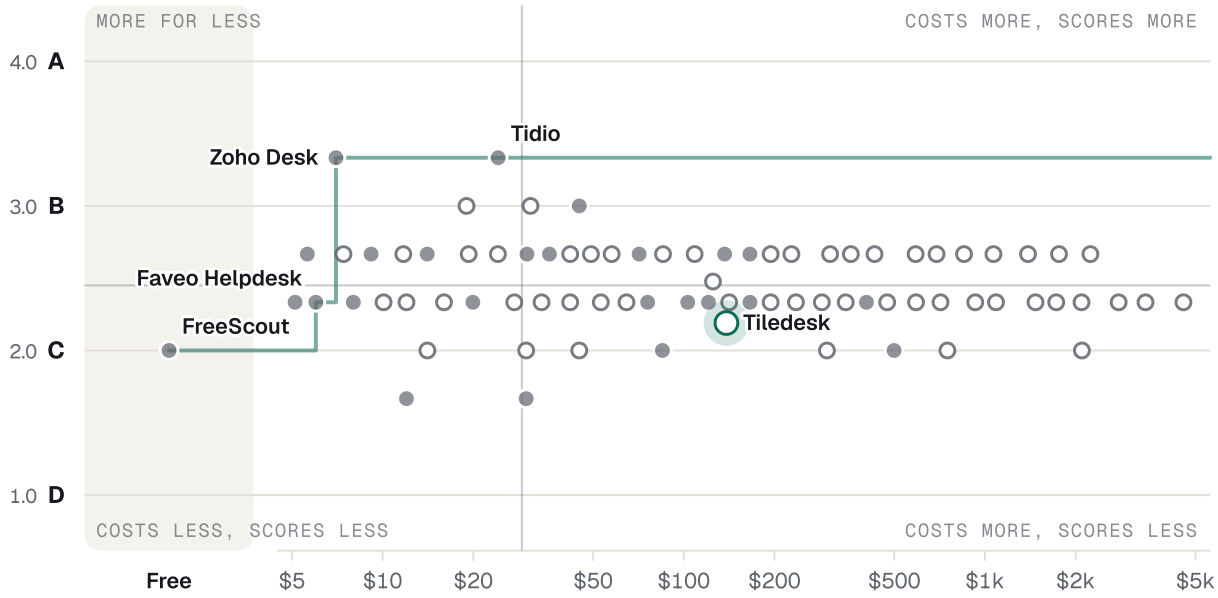
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. Tiledesk'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. Tiledesk 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 Tiledesk 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: 54 of the 92 other help desk and live chat tools grade higher. It costs $1,662.39 a year. Tiledesk is open source, so there is a third way: take its code and run it yourself.

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.
- ✕ It plugs into other products, WhatsApp Business, Facebook Messenger and Shopify among them, and has an API.
- ✕ Hooks into the device itself: widgets.

What this rests on. Tiledesk'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



Chatwoot, Tidio, Chatbase, Crisp and Kommunicate

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

2.4 GPA

Chatwoot

Free plan · from $19/mo

Open-source support inbox you can self-host or use in the cloud.

- Chatwoot has a free plan. Tiledesk does not, though it has a free trial.
- Only Chatwoot lists iOS and Android apps.
- Tiledesk also covers whatsApp messaging and chatbots.

Tiledesk and Chatwoot compared in full

3.2 GPA

Tidio

Free plan · from $24.17/mo

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

- Tidio has a free plan. Tiledesk does not, though it has a free trial.
- Only Tidio lists macOS, Windows, iOS and Android apps.
- Tiledesk is open source and self-hostable, according to its own site.

Tiledesk and Tidio compared in full

2.0
GPA

Chatbase

Free trial · from $32/mo

Build AI support agents trained on your content, priced by credits.

- Tiledesk is open source and self-hostable, according to its own site.
- Tiledesk also covers live chat, whatsApp messaging and chatbots.
- Chatbase also covers help desk.

Tiledesk and Chatbase compared in full

2.6
GPA

Crisp

Free plan · from $45/mo

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

- Crisp has a free plan. Tiledesk does not, though it has a free trial.
- Only Crisp lists macOS, Windows, iOS and Android apps.
- Tiledesk is open source and self-hostable, according to its own site.

Tiledesk and Crisp compared in full

2.2
GPA

Kommunicate

Free trial · from $34/mo

AI agents for chat, email and voice with live chat hand-off.

- Tiledesk is open source and self-hostable, according to its own site.
- Tiledesk also covers whatsApp messaging and chatbots.
- Kommunicate also covers help desk.

Tiledesk and Kommunicate compared in full

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 Tiledesk free?

No, Tiledesk is a paid product, but you can try it first. 14-day free trial of all features, no credit card required.

How much does Tiledesk cost?

Tiledesk lists 3 plans. Pro: €124 per month for 3 users, billed annually (€149 billed monthly).

What platforms does Tiledesk work on?

Tiledesk is available on Web.

Does Tiledesk offer any discounts?

Tiledesk publicly lists the following: 2 months free on yearly billing.

Does Tiledesk have an Android app?

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

Does Tiledesk have an iPhone app?

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

Is Tiledesk open source?

Yes. Tiledesk is open source, according to its own site.

Does Tiledesk have an API?

Yes. Tiledesk offers a public API, according to its own site.

What does Tiledesk integrate with?

Tiledesk's listing names WhatsApp Business, Facebook Messenger, Shopify, Google Calendar and Outlook.

Who makes Tiledesk?

Tiledesk is made by Tiledesk S.r.l.

What are the alternatives to Tiledesk?

The closest alternatives to Tiledesk in our directory are Chatwoot, Tidio, Chatbase, Crisp and Kommunicate.

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

Tiledesk's GPA of 2.0 is higher than 26 of the 92 other help desk and live chat tools we grade, and level with 12.

Is Tiledesk good value for money?

ToolGPA grades Tiledesk D for value for money. Its paid plans start at about $138.53 a month, against a middle price of $29 for the category: 73 of the 78 others that charge start lower.

Could I make my own version of Tiledesk?

To replace Tiledesk 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 Tiledesk'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 Tiledesk S.r.l.'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 Tiledesk S.r.l. Prices change, so check tiledesk.com before you buy.

tiledesk.com/chatbot-features-pricing/
tiledesk.com/open-source-community/

tiledesk.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

Tiledesk, kept up to date

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

toolgpa.com/tools/tiledesk

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, "Tiledesk: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/tiledesk
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Send them this guide: toolgpa.com/tools/tiledesk/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

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