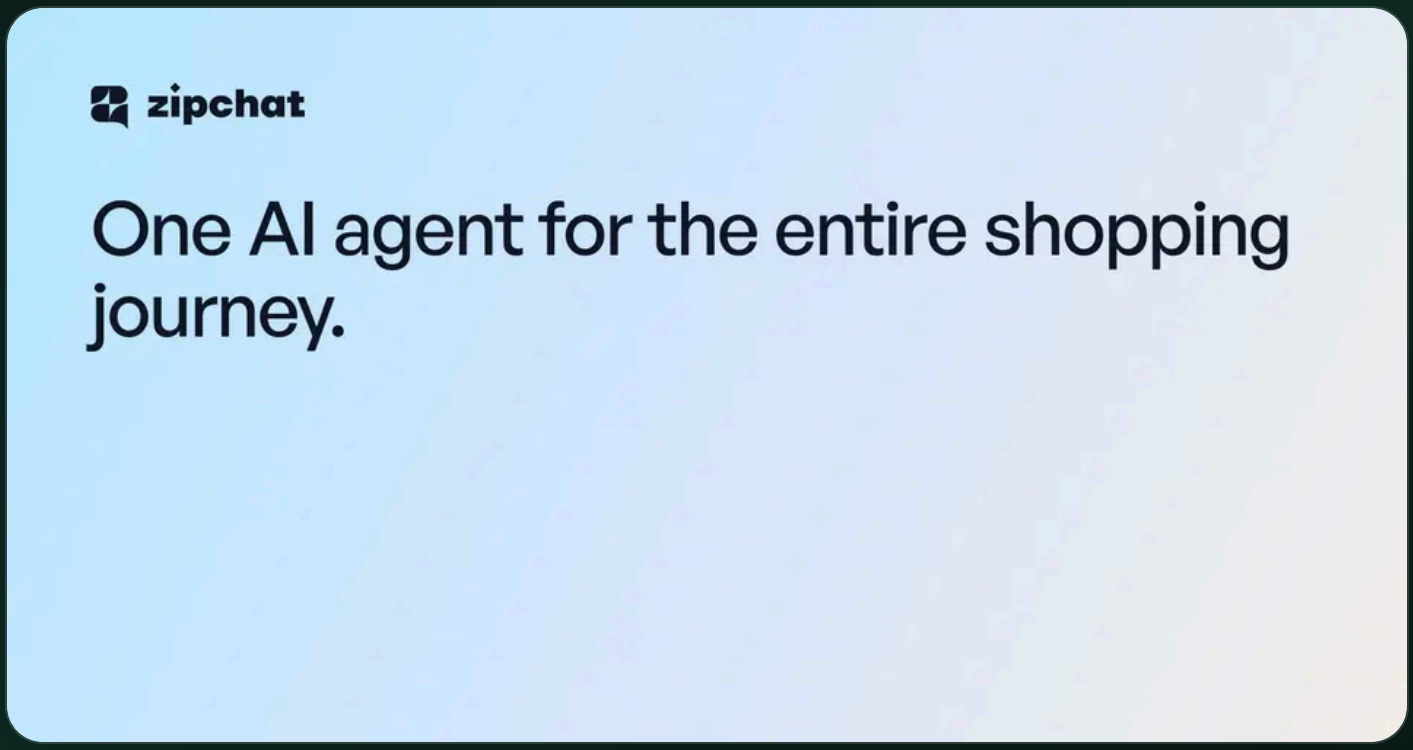
ToolGPA

NOVEMBER 2026

Zipchat

The Insider's Guide

AI sales and support agent for online stores



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

Made by Zipchat · checked Nov 12, 2026 · toolgpa.com

2.2
GPA

zipchat

One AI agent for the entire shopping journey.

ToolGPA

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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 Zipchat's own pages, its app-store listings and our grades. Every fact in it is on Zipchat's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

2.2

GPA, above 25 of the 66 other help desk and live chat tools we grade

Zipchat is an AI agent for ecommerce stores that answers shopper questions, recommends products and recovers abandoned carts. It works on website chat, WhatsApp, Instagram, Messenger and email. Plans are priced by the number of AI replies per month, with unlimited team members on every plan.

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

> "
>
> **You connect your store and teach it your policies.**
>
> From our grade for ease of use

1 **Best for an online store that wants an AI agent answering shoppers**

Zipchat is an AI sales and support agent for online stores, handling replies, product picks, abandoned carts and order tracking.

2 **Paid plans start at $64 a month**

As its pricing page puts it: $64 per month for 750 replies, billed annually ($80 billed monthly).

3 **You can try it first**

7-day free trial on every plan

4 **It runs on Web**

Web.

5 AI replies across channels

One AI agent answers on website chat, WhatsApp, Instagram, Messenger and email, drawing on the store's product catalog and trained pages.

6 Product recommendations

The agent recommends items from the live catalog and can add them to the cart without the shopper leaving the chat.

7 Abandoned cart recovery

Messages shoppers about carts they left behind, and WhatsApp broadcast campaigns can be sent from the same account.

8 A 2.2 GPA, above 25 of 66

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 Zipchat 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.

Zipchat at a glance

PRICING
Free trial, from $64 per month for 750 replies, billed annually ($80 billed monthly)

FREE PLAN
No

FREE TRIAL
7-day free trial on every plan

RUNS ON
Web

MADE BY
Zipchat

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.2 GPA, fair

The report card

Best for an online store that wants an AI agent answering shoppers

Zipchat is an AI sales and support agent for online stores, handling replies, product picks, abandoned carts and order tracking. Starter is $64 a month for 750 replies, and extra replies cost $49 per 250.

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

SUBJECT	GRADE	COMMENT
Value for money	C	Starter is $64 a month on annual billing for 750 replies, which is in the dearer end of support tools, where the middle is $29. Pro is $240 for 3,000.
Free plan and trial	C	7-day free trial on every plan. No free plan, and the listing does not say a card is needed.
Features	C	AI replies across channels, product recommendations, cart recovery, order tracking and returns, with human handoff. It is built for online stores, not general support.
Ease of use	C	No store rating on record. You connect your store and teach it your policies.
Platforms and integrations	B	Web only, with 7 integrations on record.

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 Zipchat is for

- ✓ Fits if you run a Shopify, WooCommerce or BigCommerce store and want shoppers answered round the clock
- ✓ Works for stores that want an AI agent to hand off to a person

Who it is not for

- ✗ Skip it if you want a free plan, as every plan starts with a 7-day trial
- ✗ Tight if you get lots of chats, since Starter covers 750 AI replies and extra replies cost $49 per 250
- ✗ Not for you if you do not sell through an online store, as it is built for store platforms
- ✗ Watch out: Meta charges a per-chat fee for WhatsApp marketing campaigns, given as $0.02 per chat started in the US

Good to know

Good for

- ✓ Shopify, WooCommerce and BigCommerce stores adding an AI agent
- ✓ Stores that sell and answer questions on WhatsApp and Instagram
- ✓ Teams that want unlimited agent seats with usage-based pricing

Worth knowing

- ⓘ There is no free plan; every plan starts with a 7-day trial.
- ⓘ Starter covers 750 AI replies a month, and extra replies cost $49 per 250 (500 on Scale Plus).
- ⓘ It is built for online stores, with Shopify, WooCommerce and BigCommerce listed as store platforms.
- ⓘ Meta charges a per-chat fee for WhatsApp marketing campaigns; the page gives $0.02 per chat started in the US.

What it costs

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

$64
A month to start

Zipchat is a paid product with a free trial, starting at $64 per month for 750 replies, billed annually ($80 billed monthly).

> **No free plan, and the listing does not say a card is needed.**
>
> From our grade for free plan and trial

STARTER
$64
per month for 750 replies, billed annually ($80 billed monthly)

About 300 conversations a month, 1 AI agent, 1,000 training pages, standard support, all channels and languages.

PRO
$240
per month for 3,000 replies, billed annually

About 1,250 conversations a month, 3 AI agents, 75,000 training pages and priority support.

SCALE
$480
per month for 6,000 replies, billed annually

About 2,500 conversations a month, 5 AI agents, 300,000 training pages and priority support.

SCALE PLUS

$960

per month for 14,000 replies, billed annually

About 6,000 conversations a month, 10 AI agents, unlimited training pages and priority support.

UNLIMITED

Custom

Fixed-price plan with unlimited replies, quoted on a demo call; the page says quotes start at $2,100 a month.

Trying it first

7-day free trial on every plan

Read from zipchat.ai on Nov 12, 2026.

Ways to pay less

ANNUAL DISCOUNT

Save 20% with annual billing

The pricing page shows $64 a month billed annually against $80 billed monthly on Starter, and labels annual billing as a 20% saving.

Stated on zipchat.ai

What it does

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

1

Place it runs: Web

AI sales and support agent for online stores. Here is what it does, as its own site describes it, and what it covers: AI features, AI support agent, whatsApp messaging, chatbots.

> **AI replies across channels, product recommendations, cart recovery, order tracking and returns, with human handoff.**
>
> From our grade for features

AI replies across channels

One AI agent answers on website chat, WhatsApp, Instagram, Messenger and email, drawing on the store's product catalog and trained pages.

Product recommendations

The agent recommends items from the live catalog and can add them to the cart without the shopper leaving the chat.

Abandoned cart recovery

Messages shoppers about carts they left behind, and WhatsApp broadcast campaigns can be sent from the same account.

Order tracking and returns

Handles where-is-my-order questions and, over email, returns and order changes, using store data from the connected platform.

Human handoff

Every plan includes unlimited team members, so staff can step in when a customer asks for a person or the question is complex.

Where it runs

Web

What it works with

Shopify
WooCommerce
BigCommerce
Zendesk
WhatsApp
Instagram
Messenger

Zipchat is made by Zipchat.

PART 04 · STANDING

Where it stands

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

25/66

Other help desk and live chat tools it is graded above

Zipchat's GPA of 2.2 is higher than 25 of the 66 other help desk and live chat tools we grade, and level with 10.

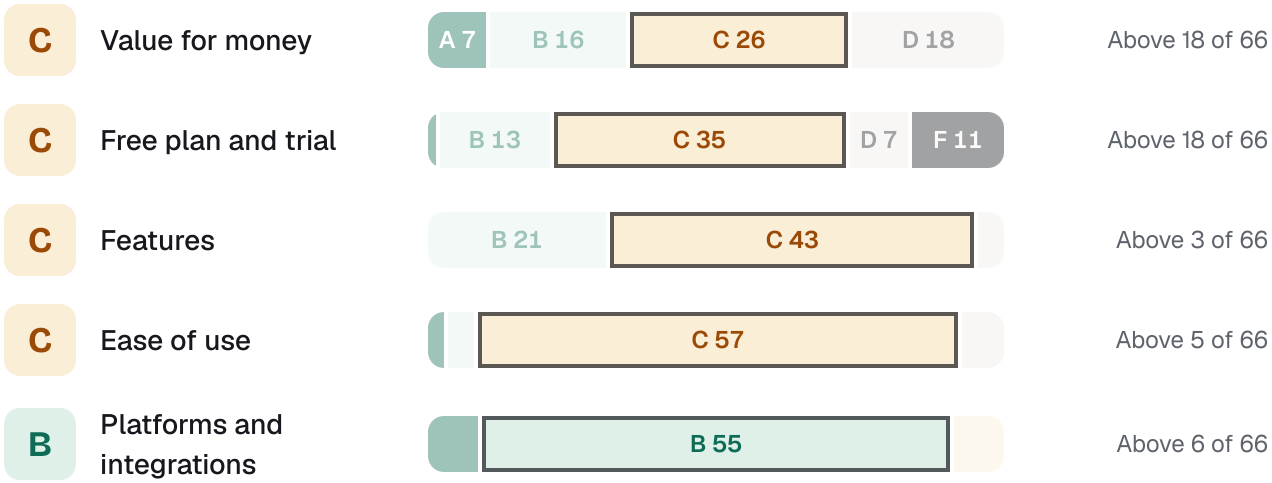
It stands best on platforms and integrations (B, above 6 of 66) and worst on features (C, above 3).

Its paid plans start at $64 a month, against a middle price of $29 for the category: 47 of the 57 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 21 tools score higher and cost less.

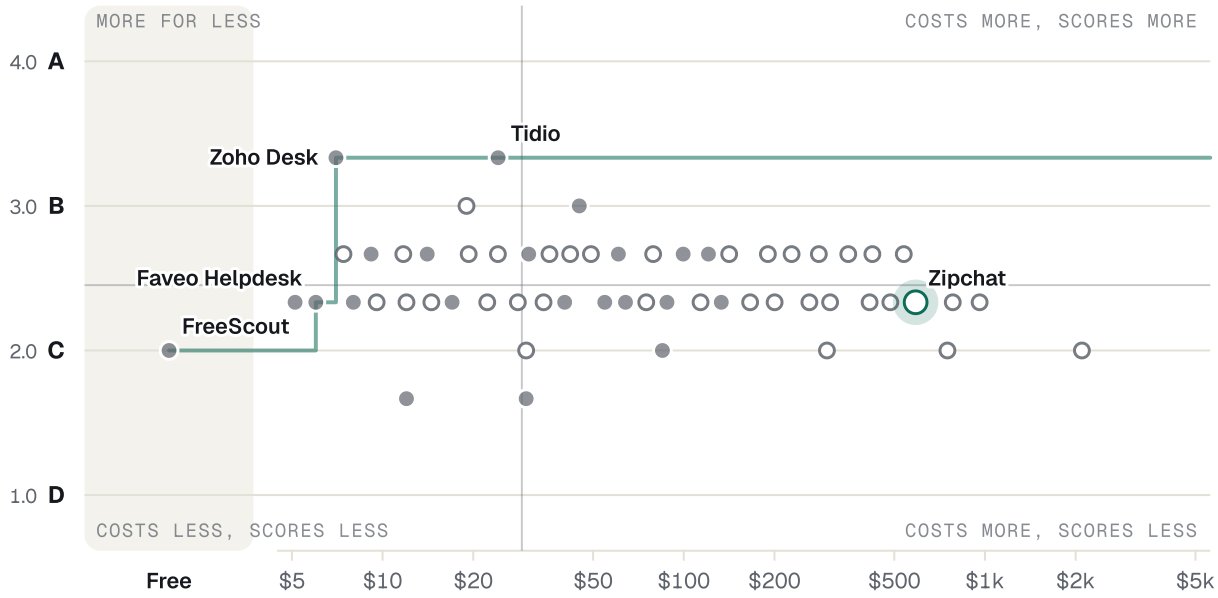
Each grade against the category

Every bar is all 67 help desk and live chat tools we grade, cut by the letter each got. Zipchat's own letter is outlined.



Price against what you get

Each dot is one of 59 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. Zipchat 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 Zipchat 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.

It costs $768 a year.

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 chatbot builder hooked into the messaging apps.
- ✕ It plugs into other products, Shopify, WooCommerce and BigCommerce among them.
- ✕ AI features, unless you pay a model provider for each request yourself.

What this rests on. Zipchat'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



Tidio, Gorgias, Chatbase, Eesel AI and Siena AI

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

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. Zipchat does not, though it has a free trial.
- Only Tidio lists macOS, Windows, iOS and Android apps.
- Zipchat also covers whatsApp messaging and chatbots.

Zipchat and Tidio compared in full

2.8 GPA

Gorgias

Free trial · from $10/mo

Ecommerce help desk priced by tickets, with a paid-per-use AI agent.

- Only Gorgias lists iOS and Android apps.
- Zipchat also covers whatsApp messaging and chatbots.
- Gorgias also covers reports, help desk, live chat and help center.

Zipchat and Gorgias compared in full

2.0
GPA

Chatbase

Free trial · from $32/mo

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

- Zipchat also covers whatsApp messaging and chatbots.
- Chatbase also covers help desk.

Zipchat and Chatbase compared in full

1.8
GPA

Eesel AI

Free trial · from $299/mo

AI agents for your help desk, priced by monthly credits.

- Only Eesel AI lists a browser extension.
- Zipchat also covers whatsApp messaging.
- Eesel AI also covers reports and help desk.

Zipchat and Eesel AI compared in full

1.4
GPA

Siena AI

From $750/mo

AI customer service agent for ecommerce and consumer brands.

- Zipchat also covers whatsApp messaging and chatbots.

Zipchat and Siena AI compared in full

PART 06 · QUESTIONS

Quick answers

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

13

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 Zipchat free?

No, Zipchat is a paid product, but you can try it first. 7-day free trial on every plan.

How much does Zipchat cost?

Zipchat lists 5 plans. Starter: $64 per month for 750 replies, billed annually ($80 billed monthly).

What platforms does Zipchat work on?

Zipchat is available on Web.

Does Zipchat offer any discounts?

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

Does Zipchat have an Android app?

No Android app was listed when its pages were read on Nov 12, 2026. Zipchat is listed for Web.

Does Zipchat have an iPhone app?

No iPhone app was listed when its pages were read on Nov 12, 2026. Zipchat is listed for Web.

Is Zipchat open source?

Zipchat is not described as open source on its own site, as read on Nov 12, 2026.

What does Zipchat integrate with?

Zipchat's listing names Shopify, WooCommerce, BigCommerce, Zendesk, WhatsApp, Instagram and Messenger.

Who makes Zipchat?

Zipchat is made by a company of the same name.

What are the alternatives to Zipchat?

The closest alternatives to Zipchat in our directory are Tidio, Gorgias, Chatbase, Eesel AI and Siena AI.

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

Zipchat's GPA of 2.2 is higher than 25 of the 66 other help desk and live chat tools we grade, and level with 10.

Is Zipchat good value for money?

ToolGPA grades Zipchat C for value for money. Its paid plans start at $64 a month, against a middle price of $29 for the category: 47 of the 57 others that charge start lower.

Could I make my own version of Zipchat?

To replace Zipchat 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 Zipchat's own pages on Nov 12, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Zipchat's own pages on 12 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 Zipchat. Prices change, so check zipchat.ai before you buy.

zipchat.ai/pricing

zipchat.ai

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

5,038

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**.

5,038	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Zipchat, kept up to date

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

toolgpa.com/tools/zipchat

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:

```
ToolGPA, "Zipchat: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/zipchat
```

Know someone choosing between help desk and live chat tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Zipchat, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 67 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



tawk.to Insider's Guide

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

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 Zipchat'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. Zipchat is a trademark of its owner, and this guide is not made, paid for or approved by Zipchat. Prices and plans change: check zipchat.ai before you buy.