

Userlike Feature Overview

Our features, your benefit.

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01. The Userlike Way

From more than 10 years in the customer communication industry, we know that businesses need a direct messaging channel to reach their customers at the moments that they are most valuable: as they are exploring their website.

But businesses also need a convenient channel to reach their customers for the 99.9% of the time that they're not on the website: as they're going about their day. It's the combination of website chat and messaging apps that allows businesses to support their customers at every stage of the buyer journey.

That's why we've built a product that enables businesses to move their customer communication to the messaging age.

Messages can be sent even if the other side isn't there to read them right now. Conversations can seamlessly transition from a slow back-and-forth, sometimes spanning hours or days, to the quick instantaneity of old school desktop chat.

Userlike makes it enjoyable for your customers to reach you and convenient for your team members to support them.

Generate leads naturally, track and manage your interactions on any scale, unify all your customers' favorite contact channels, from your web chat to SMS, Threema, Facebook, Telegram, and WhatsApp.

Our features reflect our approach to professional chat support and every one of them has a distinct purpose for your day-to-day. Read on to learn which features take *you* to the next level.

02. Messenger customization

Define how your messenger and chat button look on your site, their style, color, and position. Freely customize the design to suit your brand and website.

Color selection and wallpaper

Freely define the color settings for your Website Messenger and choose a wallpaper design with graphical shapes for a more modern look.

Font selection

Upload your own font and use it for the messenger's text.

Button positioning

Choose the perfect spot for the messenger button on your page.

Button style, icons, and text

Tailor the style, color, icon, and text of your messenger button to the look of your website.

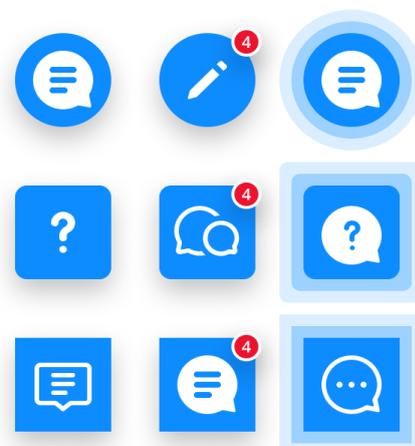
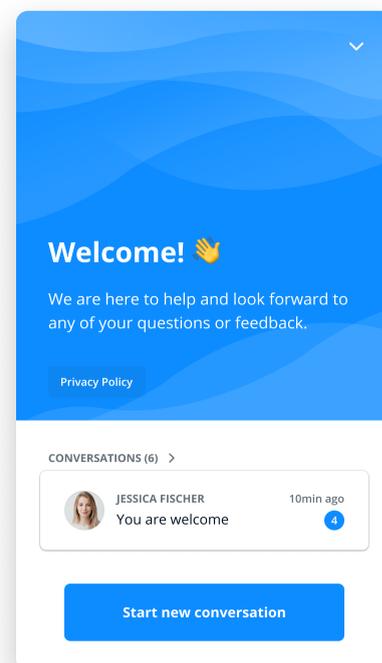
Default team picture

Select or upload an image that's displayed instead of the operator picture when no operator is available.

Language & wording

Choose between 25 different translations and adjust the messenger's wording to match your brand's voice.

Here you can also customize texts and **links to your website and social media profiles** that are displayed in your transcript emails.



03. Chat behavior

Messenger Board. Welcome visitors on an opening screen from which they can start new conversations and resume existing ones. Add click-to-chat buttons to directly show your contacts which messaging apps you can be reached through besides web chat. You can also use quick links to connect other useful resources, such as your FAQ.

Conversation transcripts. Visitors can request and operators can send conversation transcripts.

Chat modes

Define how conversations between you and your visitors are started.

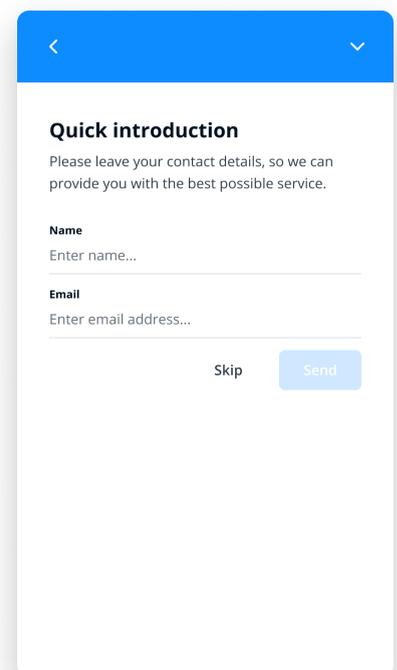
Normal. Every visitor can start or resume a conversation by clicking the messenger button and sending a message.

Registration. A registration form requesting name and email will be shown to unidentified visitors before the conversation and can be set to required or optional. This mode helps you filter out low quality chats, so you can focus on high quality registered contacts.

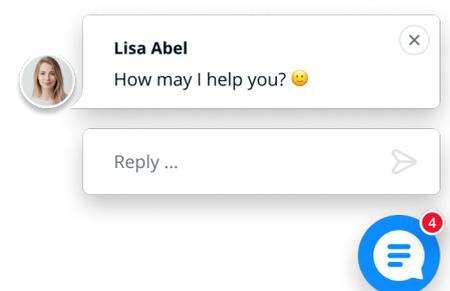
Proactive. Above the chat button, a bubble automatically pops up to contacts with a message when they have spent a certain time on your website.

Registration or proactive. A combination of registration and proactive mode. Contacts can start a conversation after filling in their name and email address. If they don't click the button, the proactive message bubble will automatically pop up when they have spent a certain time on your website.

Widget routers. Set rules to present visitors with the best-suited Widget depending on the information you have



A screenshot of a registration form titled "Quick introduction". The form has a blue header with a back arrow on the left and a dropdown arrow on the right. Below the title, there is a paragraph: "Please leave your contact details, so we can provide you with the best possible service." The form contains two input fields: "Name" with the placeholder "Enter name..." and "Email" with the placeholder "Enter email address...". At the bottom right, there are two buttons: "Skip" and "Send".



about them: the website section they are on, which country they are from, their browser language and more. Managing individual chat setups has never been easier.

Offline behavior

Choose how the chat behaves when no operators are available.

Display messenger. Visitors get your custom offline message and can choose to leave their own messages and contact details.

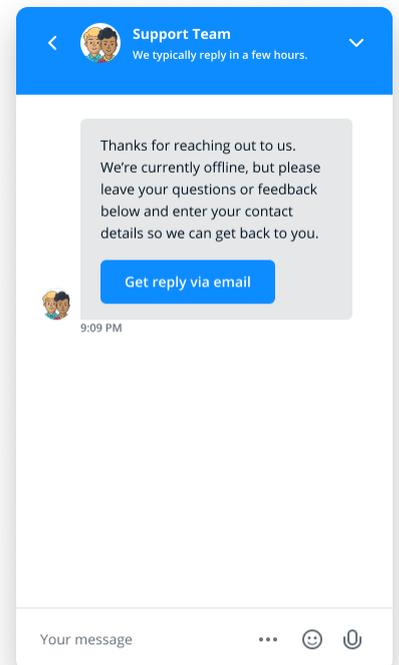
Hide messenger. Hide the messenger button when no operator is available or outside your service times.

Registration. Contacts must fill in contact data fields defined by you in order to send you messages when you are offline. Alternatively, you can also ask for contact details, but make the input optional.

Service times. Define service times and base your Website Messenger's availability on it.

Inactivity options

Inactivity prevention. Choose between several automatic actions for when your operator doesn't reply. These include sending customizable inactivity messages, reassigning the conversation or unassigning it and moving it to your Inbox. You can also define a time after which these actions should be triggered.



Contact location tracking

Identify your contact's location and provide more personal support.

Geolocation browser API. Contacts' location is determined using browser API. That's accurate but contacts need to grant permission. If they don't opt in or their browser doesn't support the feature, location tracking falls back to geolocation IP.

Don't gather. No info about your contacts' location is collected.

Geolocation IP. Contacts' location is estimated based on their IP address.

Video calls

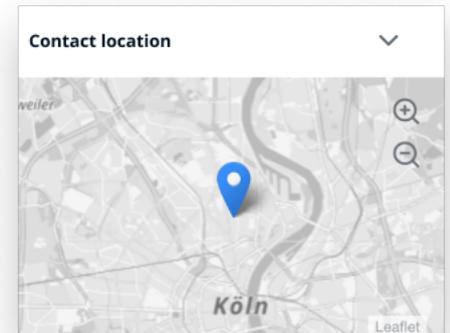
Allow operators to offer your contacts calls with or without video and screen sharing, or disable calls altogether.

Supported media

Contacts. Allow contacts to send any file type or only common file types (images, videos, audio, plain text and PDF) in chats with you. The latter means higher security. You can also deactivate file sharing for contacts altogether.

Operators. Allow operators to send any file type or only common file types (images, videos, audio, plain text and PDF) in chats with contacts. You can also deactivate file sharing for contacts altogether.

Voice messages. Irrespective of your file settings, you can enable or disable the sharing of voice messages for contacts and operators.



General tracking

Userlike Analytics. Track your chat data with Userlike’s comprehensive built-in analytics ([learn more](#)) or with your favorite third-party tracking software, using our Analytics API ([learn more](#)).

Google Analytics. Track your chat data with Google Analytics.

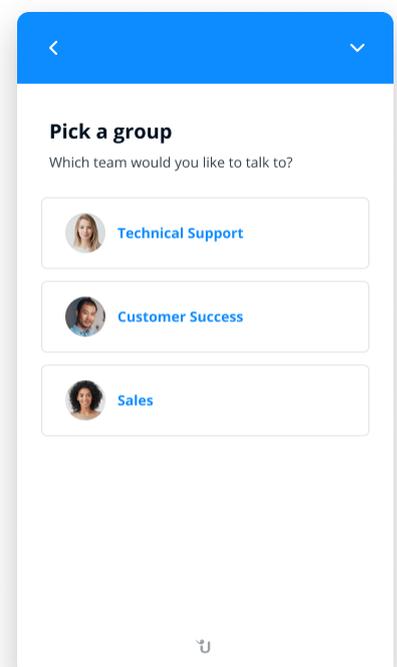
Chat routing

Define how operators are selected to receive incoming chats from your visitors. This helps you connect them to the best-suited chat employee.

Default routing with Sticky Chat logic. Chats are routed to an operator in the group you defined for the Widget. Our logic favors the build-up of lasting relationships, so it reconnects visitors and operators who have chatted before. If the relevant operator isn’t available, the connection falls back on rules like longest idle time and number of free chat slots.

Group selection. Chat is routed to an operator from the group your visitor chooses.

Skill-based. Chats are routed to an operator matching the set of skills you defined for the Widget.



Advanced options

Fine-tune your Website Messenger's behavior with additional settings.

Cookie timeout. Set an expiry date for the cookies Userlike uses to recognize your visitors.



Conversation timeout. Define after what time without any activity conversations should no longer be considered "live".

Link behavior. Define if on-site and off-site links sent in a conversation should open in the same browser tab or a new one when contacts click them.

De-branding. Hide the Userlike logo displayed to visitors in the Website Messenger.

Reply-to email. Specify an email address that your contacts can reply to whenever they receive automated emails from you via Userlike.



Receive email replies in the Message Center. Allow contacts to reply to Userlike emails via email and receive their replies in the Message Center.

Notifications

Define notification settings for your operators and contacts to make sure neither side misses a new chat or message.

Operators. Set which audio and browser notifications you receive for specific events, both your own and events within your group.

Contacts. Notify contacts about unread messages via email.

Email notifications for operators. Let operators receive notifications and conversation transcripts via email.

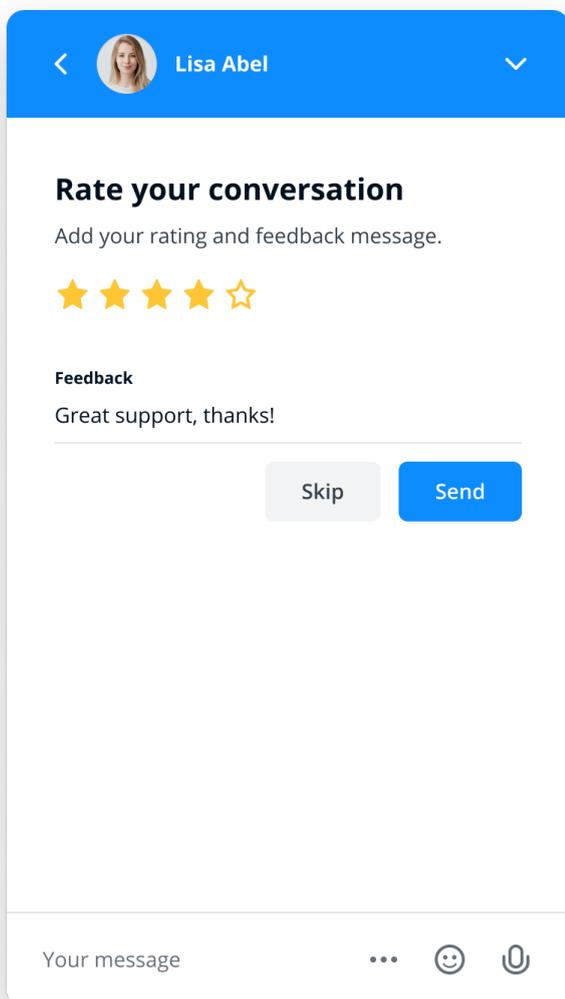
The screenshot displays the 'Notification Settings' page in the Userlike application. The interface is clean and modern, with a white background and blue accents. On the left, there is a vertical sidebar containing navigation icons: a home icon, a chat icon with a red notification badge showing '4', a list icon, a search icon, and a profile icon. Below these icons, there is a status indicator 'Online' with a green toggle switch, a profile picture, and a '2/4' indicator. The main content area is titled 'Notification Settings' and features three tabs: 'Inactivity timer', 'Audio notifications' (which is selected and highlighted in blue), and 'Browser notifications'. Under the 'Audio notifications' tab, there are two sections. The first section, 'My events', contains four toggle switches: 'I connect to the server' (off), 'I disconnect from the server' (off), 'I receive a live conversation' (on), and 'I receive an offline conversation' (off). The second section, 'Events of my operator group', contains two toggle switches: 'An operator becomes available' (on) and 'An operator becomes unavailable' (on).

Customer feedback

Get your customer's opinion without breaking the experience.

Chat rating. Let your contacts rate the service they just received via star rating and optional comment.

Surveys. Ask contacts a multiple-choice question right before or after the conversation.



<  Lisa Abel 

Rate your conversation

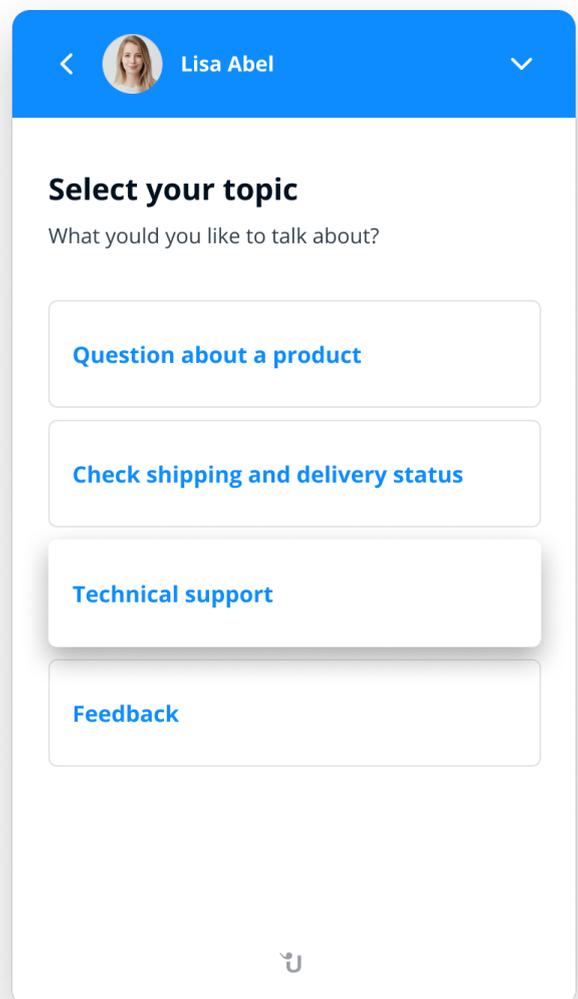
Add your rating and feedback message.

★★★★☆

Feedback
Great support, thanks!

Skip **Send**

Your message   



<  Lisa Abel 

Select your topic

What would you like to talk about?

Question about a product

Check shipping and delivery status

Technical support

Feedback



04. Conversation management

Easily manage your team's customer interactions, whatever the scale. Userlike gives managers clarity and peace of mind, with instant documentation as well as advanced filter and search functions.

Message Center. The beating heart of your customer relationships and central hub for all your interactions.

Inbox. An overview of all your active conversations, divided into those assigned to you and those waiting to be assigned.

All conversations. A collection of all of your team's conversations, ongoing and ended. Sort and find conversations through various filter options like date range, operator, status, topics, rating, language and more.

Conversation status. Status labels on all conversations that allow you to directly see which of them need your attention most.

Conversation topics. Tag your conversations with topics for better organization.

File export. Download your conversations as CSV files, individually or in bulk.

									Status ▾	Topic ▾	Assigned to ▾	Rating ▾	Widget ▾	Operator Group ▾
									Rating: ★★★★★ ×					
<input type="checkbox"/>		SUBJECT / CONTACT	DATE	STATUS	TOPIC	ASSIGN	GROUP	CHANNEL	RATING					
<input type="checkbox"/>	✓	New season Emma Blofeld	18.09.2018 14:04	NEW	SALES +2	Lisa	UK	Web Messenger	★★★★★					
<input type="checkbox"/>	✓	Conversation #3215 Jessica Reed	18.09.2018 14:04	LIVE	SUPPORT +2	Unassigned	UK	Web Messenger	★★★★★					
<input type="checkbox"/>	✓	Sneakers Hector Sanchez	18.09.2018 14:04	OPEN	SUPPORT +2	Anna	Germany	Web Messenger	★★★★★					
<input type="checkbox"/>	✓	Order 007431 Thomas Lee	18.09.2018 14:04	OPEN	SALES	Lisa	Germany	Web Messenger	★★★★★					
<input type="checkbox"/>	✓	Conversation #3824	18.09.2018 14:04	OPEN	SUPPORT +2	ChatBot	Germany	Web Messenger	★★★★★					

05. Contact management

Put your customers in the center and give your operators extensive context with our detailed contact profiles.

Contact list. Browse and filter contacts in an overview that shows you their main information along with the conversations you had with them.

Contact profiles. View and update your contacts' data in comprehensive profiles. These can include their name, email, location, browser, OS, previous conversations and any information you add yourself, including contact-specific notes.

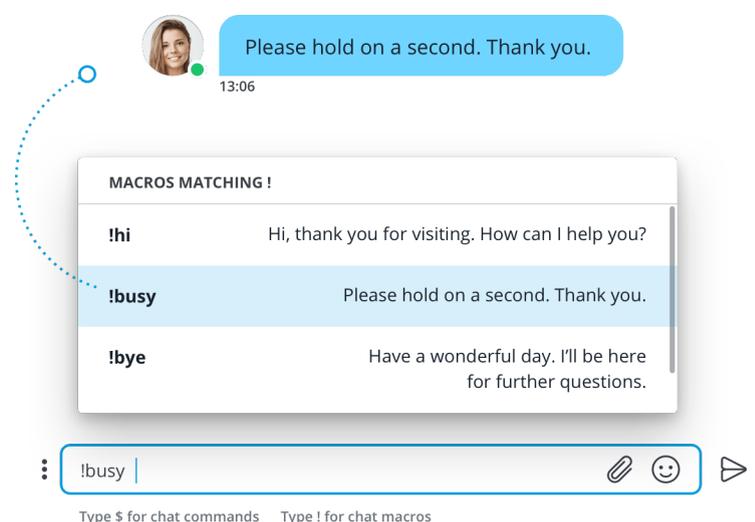
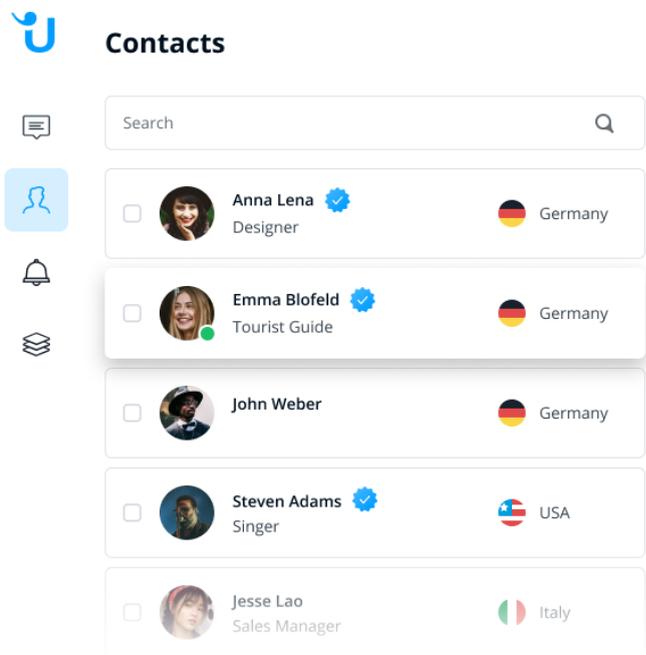
Fullcontact integration. Userlike automatically builds a customer profile based on your contacts' publicly accessible information when they provide their email address. Can be disabled for data privacy purposes.

06. Messaging

Features to meet the challenges of live chat support.

Chat macros. Set up canned messages for common questions and situations. Send them directly or edit them first.

Push macros. Send your contacts to predefined URLs via keyboard shortcuts.



Macro groups. Organize your macros in groups.

Chat commands. Trigger conversation-related actions through keyboard shortcuts. These include changing the conversation's status or topic, updating the contact's information or blocking them, requesting a chat rating from the contact and more.

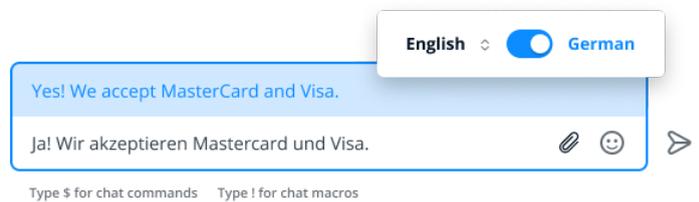
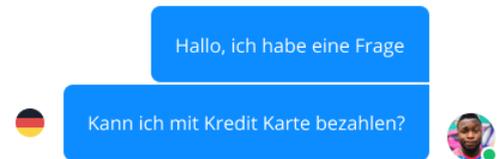
Live Translation. Deliver multi-language support at the click of a single button. Your messages are translated into one of 27 languages at your disposal and your contact's messages are translated into the language set in your operator profile.

Notes. Add notes to conversations, for example to provide information for the handover to another operator. You can update and delete them at any time.

Live Preview. See what your contacts are typing before they send it to provide quicker answers. Can be disabled for data privacy purposes.

Video calls. Offer in-browser calls to contacts during website conversations. Both sides can turn on the video option or share their screen if desired. Choose to Perfect for discussing complex issues, building a customer relationship and/or capturing a lead.

Voice messaging. Share and receive voice messages if your contacts prefer audible support.



Contact details. View and update information of the contact you're speaking with in a customizable quick profile right next to the dialogue area.

Conversation forwarding. Boost team collaboration by reassigning conversations to fellow operators or operator groups.

File sharing. Share and receive various types of media, like images, videos, documents or media links in the dialogue area, ready to be viewed in previews and players.



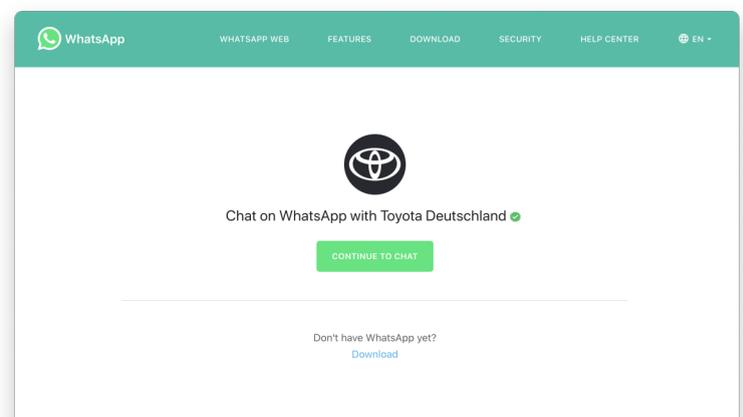
07. Channels

Allow your contacts to reach you from whatever device they run one of the following apps on. When they send you messages via one of these channels, they will pop up in your Message Center so that your operators can deliver the best support.

Website. Help customers directly via the chat button on your website.

WhatsApp Business. The world's number one messaging app.

Facebook Messenger. One of the most dominant communication tools of our time.



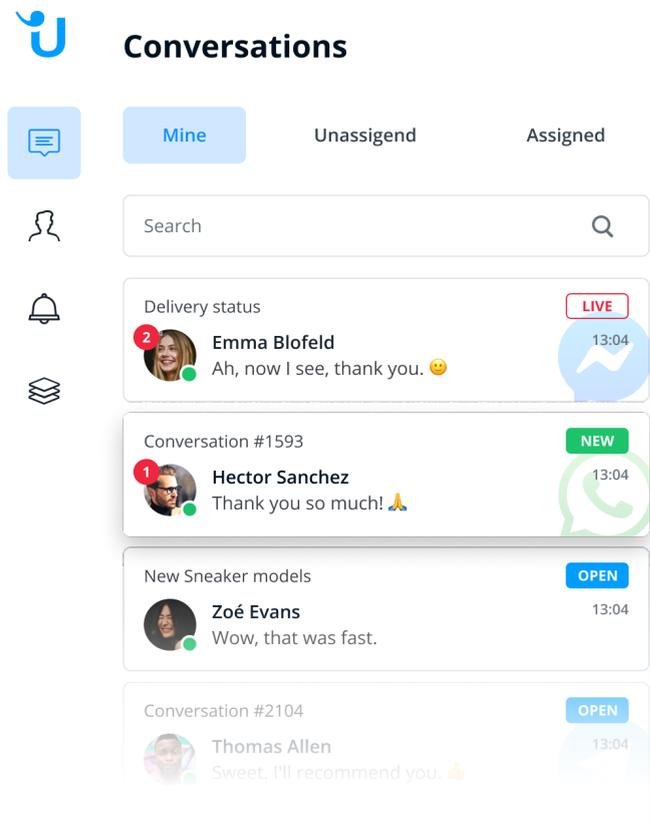
Toyota offers its customers a WhatsApp channel that's connected to Userlike. Customers send messages via WhatsApp, agents answer in the Message Center.

Telegram. The fast-growing messenger application with a focus on privacy and usability.

SMS. It's platform-independent, runs on every mobile phone and doesn't rely on an internet connection. With our integration, you can send and receive SMS and MMS right in your Message Center.

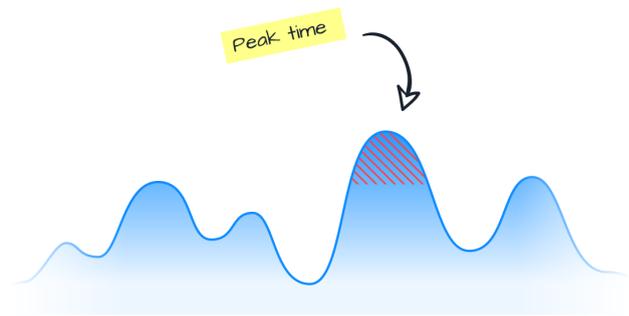
Threema. The most secure messaging channel in terms of data privacy and protection.

Custom. Easily connect any message-based system to Userlike and complement the channels we already support. This could be your own SMS gateway, or your email server.



08. Analytics

Userlike's built-in analytics show when you're under- or over support capacity, quality improvements, and more. Embark on a path of continuous improvement.



Dashboards. Compile your own custom home screen with up to ten of the KPIs we offer.

Conversations. Details on the length and flow of your conversations. Includes your average conversation duration as well as your number of inbound and outbound messages.

Conversation sessions. Metrics on the length of conversation sessions and your response times.

Quality. Metrics to assess the quality of your messaging service. Includes satisfaction rating, feedback count, the number of unanswered conversations as well as the type and number of triggered inactivity prevention actions.

Bots. Metrics about your chatbots.

Messenger availability. Your availability for live conversations on a timeline.

Operator status. Your operators' status and availability on a timeline.

Chat slot utilization. Shows you whether your operators are over or under their support capacity.

Goals, surveys, topics. Metrics to assess your performance based on the goals you reached, your contacts' survey answers, and the types of inquiries you get.

Missed opportunities. Data on the conversations you missed while you were offline.

Contacts. Detailed information on who uses your messaging service. Includes metrics on unique visits, browsers and countries of your contacts.

09. Team management

Reflect your organizational structure in Userlike and match questions with knowledge.

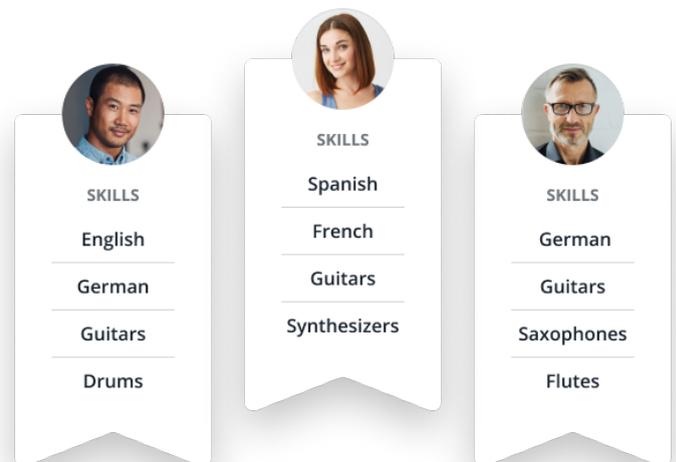
Operator groups. Divide up your team by expertise, like language for example, and match them to your customers' questions.

Roles. Assign roles to your operators and define their level of access to customer data and different areas in Userlike.

Skills. Assign skills to your operators to instantly guide customers to the person best able to handle their specific question.

Operator aliases. Choose an alias name and profile image that's displayed to your customers, allowing your team members to stay anonymous.

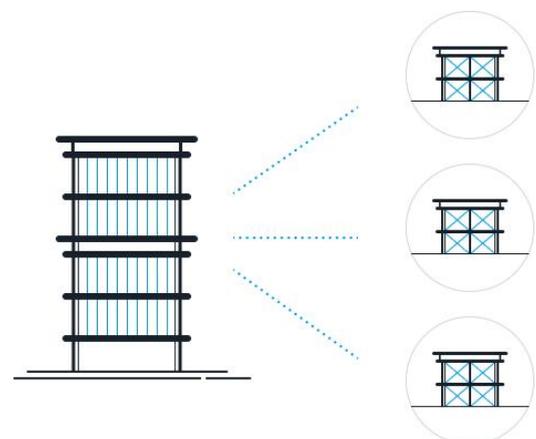
Operator anonymization. Anonymize your operators' data that's displayed in Analytics.



10. Account

Organizations. Create new sub-organizations in addition to the default organization, which comes with every account. Useful for larger organizations to reflect their more complex organizational structure in Userlike.

Audit log. Shows you exactly what account changes were made, when, and by whom.



11. Data privacy

Features to guarantee data privacy and GDPR compliance.

Privacy mode. When enabled, no data on the customer is collected that is not explicitly provided.

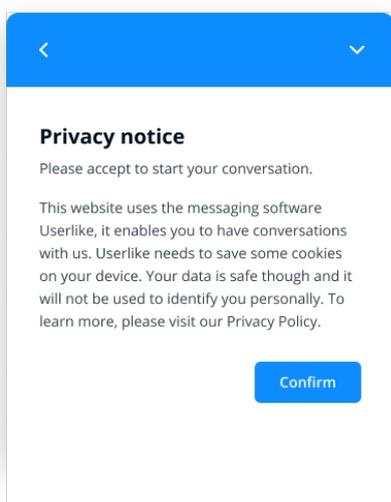
Privacy notice. Show a data privacy notice in the messenger that your visitors will have to accept in order to start a conversation.

Privacy link. Display a dedicated link in your messenger that leads to your privacy policy.

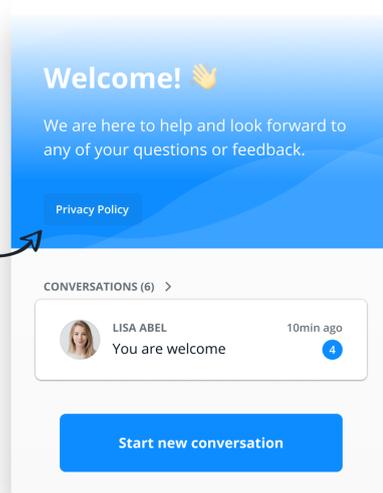
Data access. Easy search, filter, download, and data deletion features that make it easy to comply with customer requests regarding insight into what data you have on them.

GDPR-compliant data deletion. Easily delete all data related to contacts in a GDPR-compliant manner.

Automatic data deletion. Set an expiry date on your contact-related data.



Link to your privacy policy



12. Integrations

Integrate Userlike with your favorite business tools.

CapsuleCRM. Capsule is an online CRM tool that allows you to keep track of the people and companies you do business with. With our integration you can convert conversations into Capsule CRM cases to keep track of your customer interactions.



CentralStationCRM. The popular web-based CRM-software from Germany. Reach customer relationship excellence by sending conversations from Userlike to CentralStationCRM and following up on contacts, proposals and deals there.



Dropbox. Dropbox is a free cloud storage service, allowing you to bring your files anywhere and share them easily. Use our Dropbox integration to send conversations directly to the cloud.



EmailTicket. With our EmailTicket integration we provide a way to receive notifications via specified email addresses. Subscribe to a set of events for which you will receive an email with a JSON file attached.



Freshdesk. The online customer support software and helpdesk solution. With the Userlike integration you can create tickets out of conversations and send them to your Freshdesk account.



GitHub. GitHub is the famous web-based hosting service for software development projects. With our integration you can convert conversations into GitHub issues, allowing you to easily integrate detailed customer bug reports in your process.



Help Scout. Help Scout is an easy to use help desk software that enables small companies to provide their contacts with personalized support. With our integration you can convert conversations into Help Scout conversations to keep track of your customer interactions.



HubSpot. The inbound marketing software platform that helps companies attract visitors, convert leads, and close customers. With our integration you can convert conversations into HubSpot deals.



JIRA. JIRA is easy to use, simple to set up, and has everything you need for IT support and customer service. It provides bug tracking, issue tracking, and project management functions.



Lime CRM. A market-leading CRM that's tailored to your needs and offers you a smarter way to conduct business. With our integration, you can convert conversations into Lime CRM objects.



Lime Go. Lime Go is a sales tool filled with features for exceptional customer relationships. For those who want to sell smarter. With our integration you can create Lime Go signals based on your conversations and contacts.



Mailchimp. The online email marketing solution to manage contacts, send emails and track results. With our integration you can subscribe your contacts to your MailChimp newsletter list.



Pipedrive. The innovative sales CRM tool that allows you to manage and keep the overview of all your sales interactions. With our integration you can convert conversations into Pipedrive deals.



PipelineDeals. The sales CRM tool that helps you to organize, track, and manage your deals, leads, and contacts. With our integration you can convert conversations into PipelineDeals contacts to keep track of your customer interactions.



Salesforce. Salesforce provides on-demand CRM software services to help companies with global customer communication. This Userlike integration lets you send conversations to your Salesforce account. Be prepared for the next follow-up and customer interaction.



Slack. Slack is a team communication tool that offers one-on-one messaging, private groups, persistent chat rooms, direct messaging as well as group chats organized by topic. Subscribe to a set of events for which you receive Userlike notifications in a dedicated Slack channel.



Trello. Trello is the free, flexible, and visual way to organize anything with anyone. With our integration you can instantly add your Userlike conversations to your Trello account.



Zendesk. The popular web-based helpdesk software. Millions of people worldwide receive support from Zendesk-powered customer service teams and help desks. With our integration you convert conversations into Zendesk tickets.



Missing a solution? Check out our [JSON API](#) and our [Add-on API](#) for custom integrations below.

13. API

In the end, we can't predict all your needs. That's why you can connect with our full range of APIs.

General APIs for different purposes

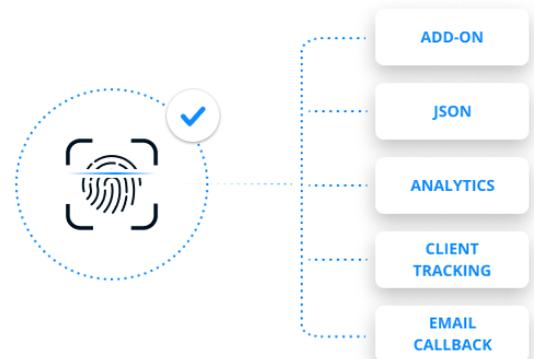
Add-on API. Integrate Userlike into your favorite 3rd party apps or your own notification system.

JSON API. Manage your conversations or change the operator status remotely. Mind the API rate limits.

Analytics API. Easily integrate Userlike with your favorite third-party tracking software, CRM, or your own custom tracking solutions. Enhance our Analytics data with your own and create customized reports.

Client Tracking API. If you're already using an external website tracking solution, you can integrate it with Userlike and add Userlike-specific interactions.

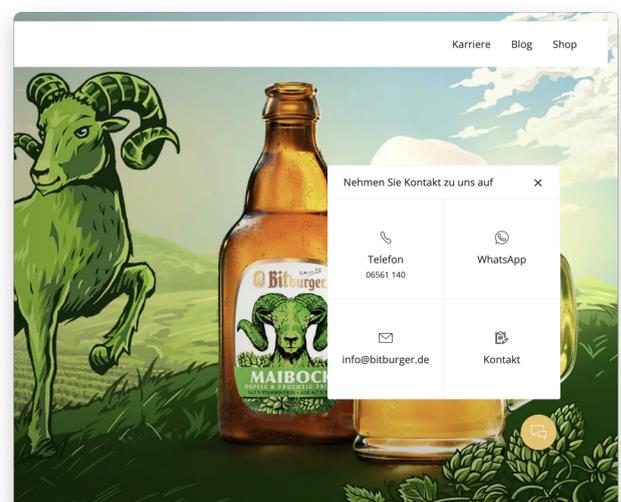
Email Callback API. Send all automatic emails meant for contacts to your own server via a callback URL, instead of sending them through Userlike's email infrastructure.



Customize Userlike's behavior

Userlike Messenger API. Control the Website Messenger's behavior through our Messenger API. It allows you to define the start and flow of your chat communication based on your website's behavior, events, and functions.

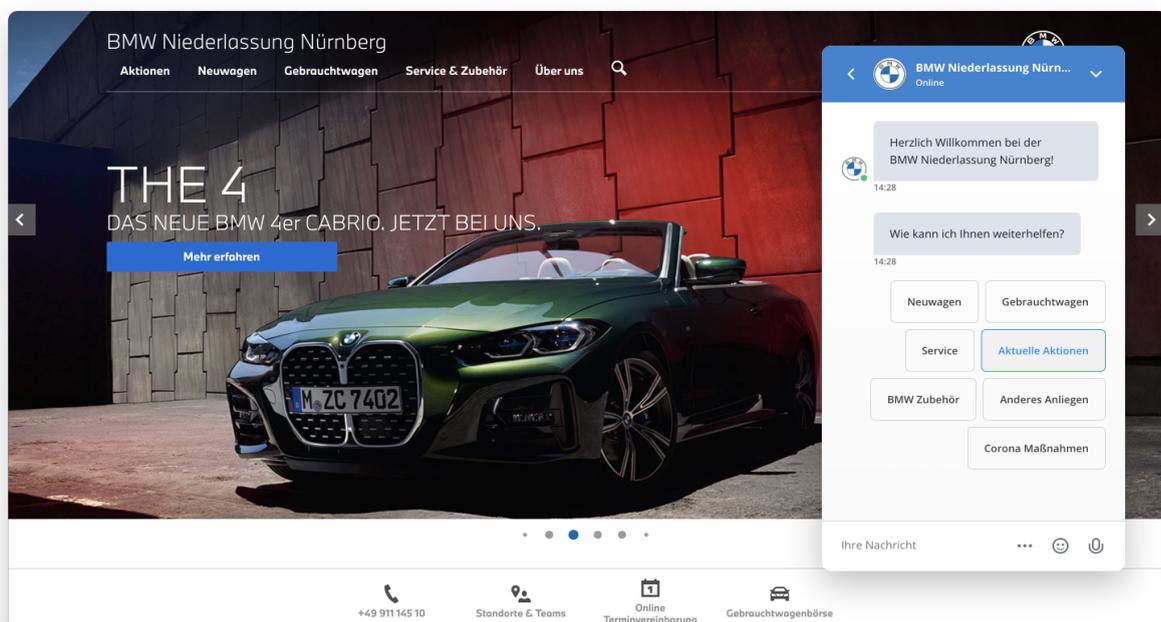
On the right: German beer brand Bitburger using a custom chat button design implemented with the Messenger API.



Use chatbots

Userlike Bot Language. Create your own chatbot from scratch directly in Userlike. Bot Language (UBL) allows you to write bot scripts and use them in your Widget and messaging channels. If you need assistance with this, please feel free to contact our [Professional Services Team](#).

Chatbot API. Connect your existing chatbot (infrastructure) to Userlike via HTTP. This offers the potential to add even highly advanced chatbots to your support team.



BMW using Userlike's Website Messenger with a chatbot written in the Userlike Bot Language.

14. Languages

Provide top-notch support with international teams to people around the globe.

Backend languages. Userlike's backend is available in the following languages:

- English
- German
- French
- Spanish
- Italian
- Dutch
- Portuguese

Website Messenger languages. Default texts for Userlike's website chat widget are available in the following languages:

- | | |
|-------------|--------------|
| • Bulgarian | • Latvian |
| • Chinese | • Lithuanian |
| • Czech | • Norwegian |
| • Danish | • Polish |
| • Dutch | • Portuguese |
| • English | • Romanian |
| • Estonian | • Russian |
| • Finnish | • Slovak |
| • French | • Slovenian |
| • German | • Swedish |
| • Greek | • Spanish |
| • Hungarian | • Turkish |
| • Italian | |



15. Pricing

Customer messaging on any scale.

- ✓ 14 days of premium features
- ✓ No credit card required
- ✓ Auto switch to Free after trial
- ✓ No setup fees

<div style="background-color: #e6f2ff; padding: 15px; border-radius: 10px;"> <h3 style="margin: 0;">Free</h3> <p style="margin: 5px 0;">Simple chat setup for your website.</p> <div style="display: flex; justify-content: space-around; margin: 10px 0;"> 1 WIDGET 1 SEAT </div> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> All the core features <input checked="" type="checkbox"/> Unlimited conversations <input checked="" type="checkbox"/> Unlimited contacts <input checked="" type="checkbox"/> Website Messenger <input type="checkbox"/> Add-ons <input type="checkbox"/> WhatsApp channel <input type="checkbox"/> Messaging apps <input type="checkbox"/> Live Translation <input type="checkbox"/> Video calls <input type="checkbox"/> Screen sharing <input type="checkbox"/> Basic API access <input type="checkbox"/> Chatbot <input type="checkbox"/> Analytics <input type="checkbox"/> White label <input type="checkbox"/> Advanced routing <p style="margin-top: 20px; font-size: 24px; font-weight: bold;">0 €</p> <p style="margin: 0;">/ month</p> </div>	<div style="background-color: #e6f2ff; padding: 15px; border-radius: 10px;"> <h3 style="margin: 0;">Team</h3> <p style="margin: 5px 0;">Modern website messaging with a flat fee.</p> <div style="display: flex; justify-content: space-around; margin: 10px 0;"> 4 WIDGETS 4 SEATS </div> <div style="background-color: #27ae60; color: white; padding: 2px 5px; border-radius: 3px; margin: 5px 0;">2 MESSAGING APPS</div> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> All the core features <input checked="" type="checkbox"/> Unlimited conversations <input checked="" type="checkbox"/> Unlimited contacts <input checked="" type="checkbox"/> Website Messenger <input checked="" type="checkbox"/> Add-ons <input checked="" type="checkbox"/> WhatsApp channel <input checked="" type="checkbox"/> Messaging apps <input checked="" type="checkbox"/> Live Translation <input checked="" type="checkbox"/> Video calls <input checked="" type="checkbox"/> Screen sharing <input checked="" type="checkbox"/> Basic API access <input type="checkbox"/> Chatbot <input type="checkbox"/> Analytics <input type="checkbox"/> White label <input type="checkbox"/> Advanced routing <p style="margin-top: 20px; font-size: 24px; font-weight: bold;">90 €</p> <p style="margin: 0;">/ month*</p> </div>	<div style="background-color: #e6f2ff; padding: 15px; border-radius: 10px;"> <h3 style="margin: 0;">Corporate</h3> <p style="margin: 5px 0;">Multi-channel messaging with professional power features.</p> <div style="display: flex; justify-content: space-around; margin: 10px 0;"> 10 WIDGETS 10 SEATS </div> <div style="background-color: #27ae60; color: white; padding: 2px 5px; border-radius: 3px; margin: 5px 0;">4 MESSAGING APPS</div> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> All the core features <input checked="" type="checkbox"/> Unlimited conversations <input checked="" type="checkbox"/> Unlimited contacts <input checked="" type="checkbox"/> Website Messenger <input checked="" type="checkbox"/> Add-ons <input checked="" type="checkbox"/> WhatsApp channel <input checked="" type="checkbox"/> Messaging apps <input checked="" type="checkbox"/> Live Translation <input checked="" type="checkbox"/> Video calls <input checked="" type="checkbox"/> Screen sharing <input checked="" type="checkbox"/> Basic API access <input checked="" type="checkbox"/> Chatbot <input checked="" type="checkbox"/> Analytics <input type="checkbox"/> White label <input type="checkbox"/> Advanced routing <p style="margin-top: 20px; font-size: 24px; font-weight: bold;">290 €</p> <p style="margin: 0;">/ month*</p> </div>
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* Prices exclude VAT.

Monthly
Annually
Biennially

Payment options: For our paid Userlike packages, you can pay by credit card, SEPA direct debit or bank transfer (annual subscriptions only).

[Start free trial](#)

[Request demo](#)

Features by plan

	FREE	TEAM	CORPORATE	FLEX
Max. number of customizable Widgets	1	4	10	Unlimited
Max. number of operators	1	4	10	Unlimited
Max. number of channels	-	2	4	Unlimited
Max. number of organizations	-	-	-	Unlimited
Messenger customization				
Color selection and wallpaper	✓	✓	✓	✓
Font selection	-	-	-	✓
Button positioning	✓	✓	✓	✓
Button style, icons & text	✓	✓	✓	✓
Default team picture	✓	✓	✓	✓
Language & wording	✓	✓	✓	✓
Links in transcript emails	-	-	-	✓
Chat behavior				
Messenger Board	✓	✓	✓	✓
Offer conversation transcripts	✓	✓	✓	✓
Click to chat buttons for messaging apps	-	✓	✓	✓
Quick links	✓	✓	✓	✓

Chat modes				
Normal mode	✓	✓	✓	✓
Registration mode	✓	✓	✓	✓
Proactive mode	✓	✓	✓	✓
Registration or proactive mode	✓	✓	✓	✓
Widget routers	-	-	-	✓
Offline behavior				
Show messenger	✓	✓	✓	✓
Hide messenger	✓	✓	✓	✓
Contact details filter	✓	✓	✓	✓
Service times	✓	✓	✓	✓
Inactivity options				
Inactivity prevention	✓	✓	✓	✓
Contact location tracking				
Don't gather	✓	✓	✓	✓
Geolocation IP	✓	✓	✓	✓
Geolocation browser API	✓	✓	✓	✓
Video calls				
Disable	-	-	✓	✓
Audio only	-	-	✓	✓

Audio and video (incl. screen sharing)	-	-	✓	✓
Supported media				
Contacts: All file types	✓	✓	✓	✓
Contacts: Common file types	✓	✓	✓	✓
Contacts: Disable file sharing	✓	✓	✓	✓
Contacts: Voice messages on/off	✓	✓	✓	✓
Operators: All file types	✓	✓	✓	✓
Operators: Common file types	✓	✓	✓	✓
Operators: Disable file sharing	✓	✓	✓	✓
Operators: Voice messages on/off	✓	✓	✓	✓
General tracking				
Userlike Analytics	-	-	✓	✓
Google Analytics	✓	✓	✓	✓
Chat routing				
Default	✓	✓	✓	✓
Group selection	-	✓	✓	✓
Skill-based	-	-	-	✓
Advanced Widget options				
Conversation timeout	✓	✓	✓	✓
Cookie timeout	✓	✓	✓	✓

Link behavior	✓	✓	✓	✓
De-branding	-	-	-	✓
Reply-to email	✓	✓	✓	✓
Receive email replies in Message Center	✓	✓	✓	✓
Notifications				
Operator notifications	✓	✓	✓	✓
Contact notifications	✓	✓	✓	✓
Operator notifications via email	✓	✓	✓	✓
Customer feedback				
Chat rating	✓	✓	✓	✓
Surveys	✓	✓	✓	✓
Conversation management				
Inbox	✓	✓	✓	✓
All conversations	✓	✓	✓	✓
Conversation status	✓	✓	✓	✓
Conversation topics	✓	✓	✓	✓
File export	✓	✓	✓	✓
Contact management				
Contact list	✓	✓	✓	✓
Contact profiles	✓	✓	✓	✓

Fullcontact integration	✓	✓	✓	✓
Messaging				
Macros (chat, push, groups)	✓	✓	✓	✓
Chat commands	✓	✓	✓	✓
Live Translation	-	✓	✓	✓
Notes	✓	✓	✓	✓
Live Preview	✓	✓	✓	✓
Video calls and screen sharing	-	✓	✓	✓
Voice messages	✓	✓	✓	✓
Contact details	✓	✓	✓	✓
Conversation forwarding	-	✓	✓	✓
File sharing	✓	✓	✓	✓
Channels				
		Website + 1 channel	Website + 3 channels	Unlimited
Website	✓	✓	✓	✓
WhatsApp Business	-	✓	✓	✓
Facebook Messenger	-	✓	✓	✓
Telegram	-	✓	✓	✓
SMS	-	✓	✓	✓
Threema	-	✓	✓	✓

Custom	-	✓	✓	✓
Analytics				
Access to all KPIs	-	-	✓	✓
Team				
Operator groups	✓	✓	✓	✓
Roles	-	✓	✓	✓
Skills	-	-	-	✓
Operator aliases	✓	✓	✓	✓
Operator anonymization	-	-	✓	✓
Account				
Organizations	-	-	-	✓
Audit log	✓	✓	✓	✓
Data privacy				
Privacy mode	✓	✓	✓	✓
Privacy notice	✓	✓	✓	✓
Privacy link	✓	✓	✓	✓
Data access	✓	✓	✓	✓
GDPR data deletion	✓	✓	✓	✓
Automatic data deletion	✓	✓	✓	✓
Integrations				
Access to all add-ons	-	✓	✓	✓

API				
Add-on API	-	✓	✓	✓
Email Callback API	-	-	-	✓
Client Tracking API	-	-	-	✓
JSON API	-	-	-	✓
Messenger API	-	✓	✓	✓
Analytics API	-	-	✓	✓
Chatbot API	-	-	✓	✓
Userlike Bot Language	-	-	✓	✓
Other				
7 Dashboard languages	✓	✓	✓	✓
Payment options				
Credit card	-	✓	✓	✓
SEPA direct debit	-	✓	✓	✓
Bank transfer	-	only annual billing	only annual billing	only annual billing
Billing rhythm				
Monthly	-	✓	✓	-
Annual (12 months)	-	✓	✓	✓
Biannual (24 months)	-	✓	✓	✓

Last updated: September 19, 2022