

Feature Category	Feature	Free	Starter	Growth	Plus	Premium
		For solo entrepreneurs.	Ideal for small businesses focused on enhancing customer satisfaction via live chat support.	Ideal for teams of all sizes prioritizing customer service as their competitive advantage.	For businesses requiring better limits, additional integrations, advanced features, and premium support.	For more complex businesses.
		0 USD/mo.	24.17 USD/mo.	Starts at 48.17 USD/mo.	Starts at 749 USD/mo.	Starts at 2999 USD/mo.
Customer Support Quota	Handled Conversations	50	100	250 (up to 2000 via upgrade)	Custom	Unlimited
Customer Support Quota	Seats	10	10	10	Custom	Custom
Live Chat & Ticketing	Live Chat	✓	✓	✓	✓	✓
Live Chat & Ticketing	Help Desk	✓	✓	✓	✓	✓
Live Chat & Ticketing	Email management system	✓	✓	✓	✓	✓
Live Chat & Ticketing	Live video calls	✓	✓	✓	✓	✓
Lyro AI Agent	Lyro AI Agent conversations	50 free (50-300 via upgrade)	50 free (50-300 via upgrade)	50 free (50-300 via upgrade)	Custom	Custom
Lyro AI Agent	Lyro AI Agent tasks	✓	✓	✓	✓	✓
Lyro AI Agent	FAQ upload	✓	✓	✓	✓	✓
Lyro AI Agent	FAQ scraper	✓	✓	✓	✓	✓
Lyro AI Agent	Website scraper	✓	✓	✓	✓	✓
Lyro AI Agent	Lyro Connect	X	X	X	✓	✓
Lyro AI Agent	Lyro custom name	X	X	X	✓	✓
Lyro AI Agent	Lyro product recommendation	available via upgrade to 50-300 Lyro AI Agent conversations	available via upgrade to 50-300 Lyro AI Agent conversations	available via upgrade to 50-300 Lyro AI Agent conversations	✓	✓
Flows	Visitors reached via Flows	100 free, 2k-100k via upgrade	100 free, 2k-100k via upgrade	100 free, 2k-100k via upgrade	Custom	Custom
Flows	Sales Flows templates	✓	✓	✓	✓	✓
Flows	FAQ Flows templates	✓	✓	✓	✓	✓
Flows	Visual Flows builder	✓	✓	✓	✓	✓
Features	Tidio AI reply assistant	✓	✓	✓	✓	✓
Features	Basic analytics	✓	✓	✓	✓	✓
Features	Live visitors list	X	✓	✓	✓	✓
Features	Operating hours	X	✓	✓	✓	✓
Features	Chat page	X	✓	✓	✓	✓
Features	Advanced analytics	X	X	✓	✓	✓
Features	Live typing	X	X	✓	✓	✓
Features	Viewed pages history	X	X	✓	✓	✓
Features	Visitors info	X	X	✓	✓	✓
Features	Visitor notes	X	X	✓	✓	✓
Features	Automatic response	X	X	✓	✓	✓
Features	Automatic chat assignment	X	X	✓	✓	✓
Features	Automated satisfaction survey	X	X	✓	✓	✓
Features	Automated conversation solving	X	X	✓	✓	✓
Features	Canned responses	X	X	✓	✓	✓
Features	Permissions	X	X	✓	✓	✓
Features	Native Shopify actions	X	X	✓	✓	✓
Features	Multisite	X	X	X	✓	✓
Features	Departments	X	X	X	✓	✓
Features	Multilanguage	X	X	X	✓	✓
Features	OpenAPI	X	X	X	✓	✓
Integrations	Messenger	✓	✓	✓	✓	✓
Integrations	Instagram	✓	✓	✓	✓	✓
Integrations	WhatsApp	✓	✓	✓	✓	✓
Integrations	Email	✓	✓	✓	✓	✓
Integrations	ActiveCampaign	✓	✓	✓	✓	✓
Integrations	Adobe Commerce	✓	✓	✓	✓	✓
Integrations	Agile CRM	✓	✓	✓	✓	✓
Integrations	Brevo	✓	✓	✓	✓	✓
Integrations	Drupal	✓	✓	✓	✓	✓
Integrations	Ecwid	✓	✓	✓	✓	✓
Integrations	Google Analytics (GA4)	✓	✓	✓	✓	✓
Integrations	Google Tag Manager	✓	✓	✓	✓	✓
Integrations	HubSpot	✓	✓	✓	✓	✓
Integrations	Instagram	✓	✓	✓	✓	✓
Integrations	Jimdo	✓	✓	✓	✓	✓
Integrations	Joomla	✓	✓	✓	✓	✓
Integrations	Judge.me	✓	✓	✓	✓	✓
Integrations	Klaviyo	✓	✓	✓	✓	✓
Integrations	Mailchimp	✓	✓	✓	✓	✓
Integrations	MailerLite	✓	✓	✓	✓	✓
Integrations	Messenger	✓	✓	✓	✓	✓
Integrations	OmniSend	✓	✓	✓	✓	✓
Integrations	OpenAPI	✓	✓	✓	✓	✓
Integrations	OpenCart	✓	✓	✓	✓	✓
Integrations	Pipedrive	✓	✓	✓	✓	✓
Integrations	PrestaShop	✓	✓	✓	✓	✓
Integrations	Salesforce	✓	✓	✓	✓	✓
Integrations	SendinBlue	✓	✓	✓	✓	✓
Integrations	Shift4Shop	✓	✓	✓	✓	✓
Integrations	Shopify	✓	✓	✓	✓	✓
Integrations	Shopware	✓	✓	✓	✓	✓
Integrations	Site123	✓	✓	✓	✓	✓
Integrations	Squarespace	✓	✓	✓	✓	✓
Integrations	Webydo	✓	✓	✓	✓	✓
Integrations	Weebly	✓	✓	✓	✓	✓
Integrations	WhatsApp	✓	✓	✓	✓	✓
Integrations	Wix	✓	✓	✓	✓	✓
Integrations	WooCommerce	✓	✓	✓	✓	✓
Integrations	WordPress	✓	✓	✓	✓	✓
Integrations	Zapier	✓	✓	✓	✓	✓
Integrations	Zendesk	✓	✓	✓	✓	✓
Integrations	Zendesk Sell	✓	✓	✓	✓	✓
Integrations	Zoho CRM	✓	✓	✓	✓	✓
Integrations	Custom Integrations	X	X	X	X	✓
Apps	Desktop app	✓	✓	✓	✓	✓
Apps	Mobile app	✓	✓	✓	✓	✓
Services	Support over email	✓	✓	✓	✓	✓
Services	Support over live chat	X	X	X	✓	✓
Services	Flows building & strategy assistance	X	X	X	✓	✓
Services	Dedicated Success Manager	X	X	X	✓	✓
Services	Training sessions	X	X	X	✓	✓
Services	Account reviews	X	X	X	✓	✓
Services	Priority Service + Premium Support	X	X	X	X	✓
Services	Super admin role	X	X	X	X	✓
Services	Analysis & monitoring	X	X	X	X	✓
Services	Lyro as a managed service	X	X	X	X	✓
Customization	Widget customization	✓	✓	✓	✓	✓
Customization	No Tidio branding	X	X	Add-on (16.67 USD/mo.)	✓	✓
Customization	Custom branding	X	X	X	✓	✓

Lyro AI conversation	USD/mo.
50	32.50
100	62.50
150	91.67
200	116.67
300	175.00

Visitors reached with Flows	USD/mo.
2000	24.17
3000	32.50
5000	40.83
10000	57.50
15000	70.83
20000	82.50
30000	99.17
40000	115.83
50000	140.83
75000	199.17
100000	249.17