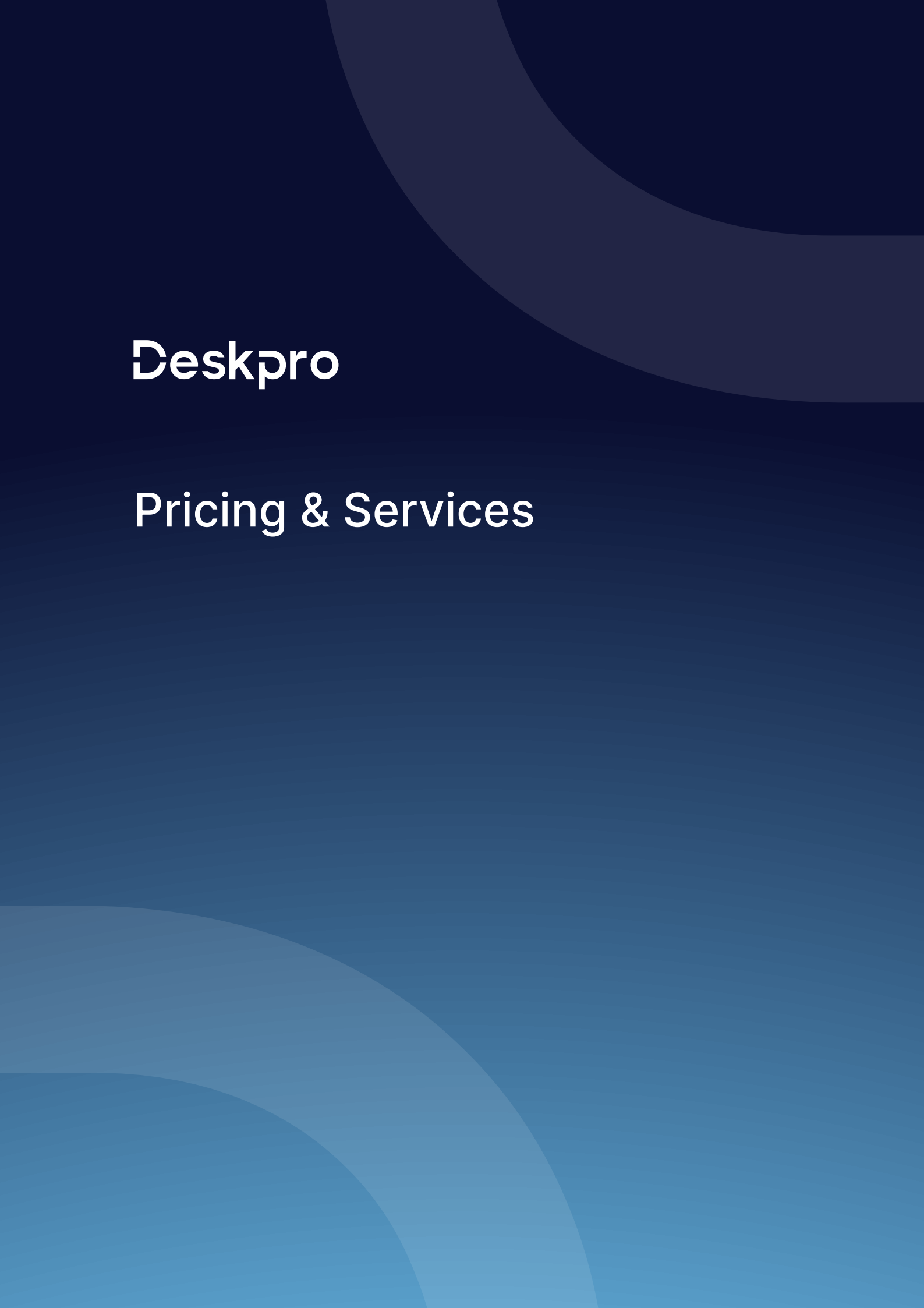




Deskpro

Pricing & Services

Deskpro Cloud

Compare Deskpro Team, Professional, and Enterprise plans. Each plan is designed to scale with your organisation, from smaller teams to complex, multi-team environments so you can choose the right level of functionality, support, and service as your needs evolve.

Team

£39 /agent/month

Min 5 agent licenses

Get started with:

- ✓ Multiple inboxes with all channels
- ✓ Help Center
- ✓ Chatbots
- ✓ Apps & Integrations
- ✓ Mobile App
- ✓ Reporting and Analytics
- ✓ Standard Support

Professional

 Most Popular

£59 /agent/month

Min 10 agent licenses

Everything in Deskpro Team, plus:

- ✓ Lite Agents
- ✓ Deskpro AI 
- ✓ AI-Powered Chatbots 
- ✓ Multi-Brand Support
- ✓ Remove "Powered by Deskpro"
- ✓ Voice Premium
- ✓ Multi-Account
- ✓ Premium Support

Enterprise

£99 /agent/month

Min 25 agent licenses

Everything in Deskpro Professional, plus:

- ✓ Data Center Choice
- ✓ Account Manager
- ✓ Flexible Payment Terms
- ✓ Custom Feature Development
- ✓ Custom Contracts
- ✓ Quartely Health Checks
- ✓ Security Reviews
- ✓ Sandbox
- ✓ Enterprise Support



Deskpro Private

Securely host Deskpro in your Private Cloud, Sovereign Cloud, or on-premise environment and unlock AI-powered support without compromising data sovereignty.

Team

£83 /agent/month

20 agent licenses, £39 per extra licence

✓ 20 agent licences

✓ Infrastructure support

✓ Deskpro Private Controller

✓ Apache Tika

✓ 1 staging license

+ Core Platform Features & Services

✓ Multiple inboxes with all channels

✓ Help Center

✓ Brands

✓ Apps & Integrations

✓ Mobile App

✓ Reporting and Analytics

✓ Standard Support

Professional

★ Most Popular

£95 /agent/month

20 agent licenses, £59 per extra licence

✓ 35 agent licenses

✓ Infrastructure support

✓ Private AI

✓ Deskpro Private Controller

✓ 3 staging licenses

+ Core Platform Features & Services

✓ Deskpro AI

✓ Lite Agents

✓ Multi-Account

✓ Voice Premium

✓ Unbranding

✓ Reporting and Analytics

✓ Unbranding

✓ Professional Support

Enterprise

£125 /agent/month

20 agent licenses, £99 per extra licence

✓ 50 agent licenses

✓ Infrastructure support

✓ Private AI

✓ AI Guardrails

✓ Non-DPC Deployment

✓ Clustering

✓ Unlimited staging licenses

+ Core Platform Features & Services

✓ Beta Feature Access

✓ Quarterly Health Checks

✓ Security Reviews

✓ Custom Feature Development

✓ Account Manager

✓ Enterprise Support

Private Cloud Hosting

Dedicated private cloud deployment for maximum security, control, and peace of mind.

Enterprise VPC

£291 /agent/month

20 agent licenses, £99 per extra licence

✓ 50 agent licenses

✓ Deskpro Managed Service

✓ Infrastructure support

✓ Private AI

✓ AI Guardrails

✓ Deskpro Private Controller

✓ Clustering

✓ Unlimited staging licenses

+ Core Platform Features & Services

✓ Beta Feature Access

✓ Quarterly Health Checks

✓ Security Reviews

✓ Custom Feature Development

✓ Account Manager

✓ Enterprise Support



Support & Services

Your Deskpro licence includes ongoing support from our in-house team. If you'd like more hands-on help with setup, launch, or customising your help desk, paid professional services are available.

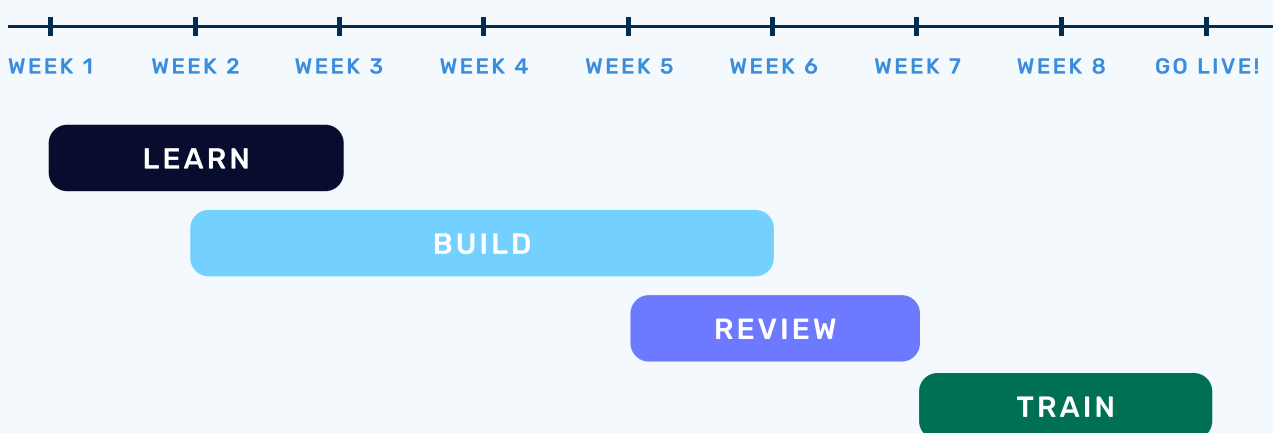
Implementation Services

We offer implementation services to set up Deskpro Cloud with you. Work with a dedicated Professional Services Manager to configure your help desk to meet your team's needs, including account and team set-up, workflows, rules, and automations, channels and routing, and best-practice guidance for going live.

Implementation timeline

EXAMPLE

Here's how a typical rollout might look. Your Implementation Manager will adjust this to match your goals and setup after your kickoff call.



Custom Development

Sometimes your organisation needs something tailored, for example, a specific integration, a custom workflow, or an enhancement to support your processes.

We can extend Deskpro Cloud with custom development where needed. We'll agree on the scope, timeline, and cost upfront, so you know exactly what to expect.



Implementation Services

Moving from another system? Our implementation team can help you bring your data into Deskpro Cloud with minimal disruption.

You can import data using:

- Help Desk Migration
- CSV Imports
- API

We migrate common data types such as users, organisations, tickets, and attachments.

Training

Training helps your team feel confident in using Deskpro Cloud from day one and can be tailored to cover different help desk roles, including agents, admins, and reporting users.

Options include:

- Live webinars
- On-site training
- Tailored training packages

Reporting & Consultancy

Get more from your data with consultancy sessions focused on reporting and optimisation.

These sessions cover:

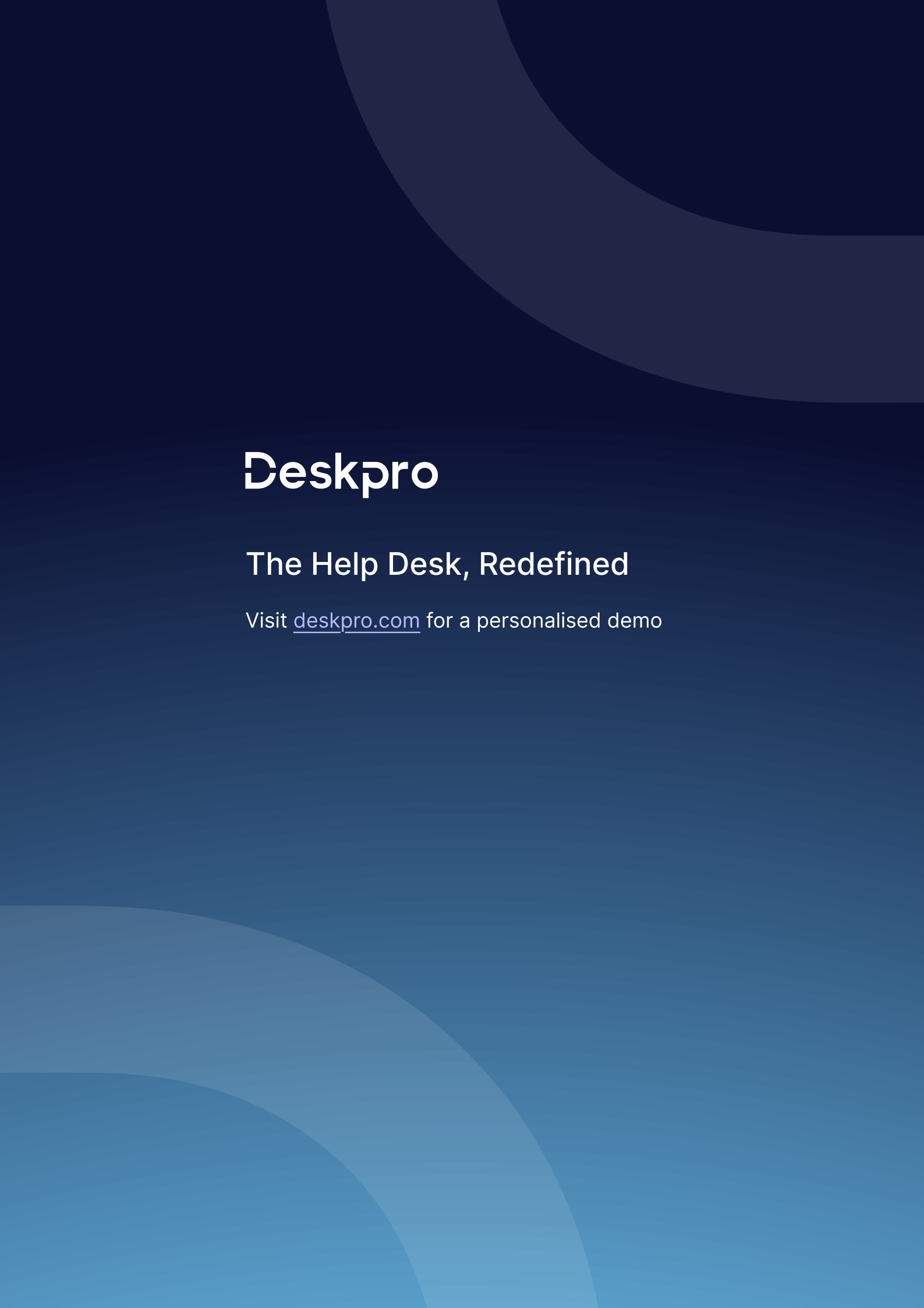
- Setting up reports and dashboards
- Reviewing workflows and automations
- Analysing performance and identifying improvements

Deskpro Certification

Deskpro certification helps teams build confidence in the platform and create consistent ways of working.

Your team can complete certification courses to test their knowledge and become Deskpro certified.





Deskpro

The Help Desk, Redefined

Visit deskpro.com for a personalised demo