

<h3>Starter</h3> <p>Get Started</p> <p>No add-ons</p>	<h3>Essential</h3> <p>Integrate Customer Requests</p> <p>Add-ons available</p>	<h3>Professional</h3> <p>Automate and Drive Engagement</p> <p>Add-ons available</p>	<h3>Corporate</h3> <p>Build Highly Personalized and Secure Conversations</p> <p>Add-ons available</p>	<h3>Enterprise</h3> <p>Create Unique, Memorable Conversational Experiences</p>
<ul style="list-style-type: none"> ✓ 1 customizable chatbot ✓ Up to 1,000 conversations ✓ Handover requests via email and phone to agents ✓ Create custom forms for solutions ✓ Industry best practice templates ✓ Powerful insights dashboard ✓ Self-service onboarding and training 	<ul style="list-style-type: none"> ✓ 3 customizable chatbots ✓ Up to 2,500 conversations ✓ All Starter plan features ✓ Facebook Messenger integration ✓ File upload ✓ CRM integration and dynamic agent escalation ✓ Multilingual bot management ✓ Access to customer success manager ✓ Bi-annual performance review 	<ul style="list-style-type: none"> ✓ 5 customizable chatbots ✓ Up to 5,000 conversations ✓ All Essentials plan features ✓ NLP (free text input) ✓ Contextualized conversations (Functions) ✓ Integration to other CX and ERP systems ✓ Dedicated customer success manager ✓ Quarterly performance review 	<ul style="list-style-type: none"> ✓ 10 customizable chatbots ✓ Up to 10,000 conversations ✓ All Professional plan features ✓ Advanced messaging (Messenger, WhatsApp, and more) ✓ Secure user authentication ✓ Personalization based on user attributes ✓ Versioning ✓ Dedicated customer success manager with Bronze level SLA ✓ Monthly performance review 	<ul style="list-style-type: none"> ✓ Unlimited chatbots ✓ Customized bot integrations and experience ✓ Dedicated customer success manager with Silver/Gold level SLA ✓ Monthly performance review

	Starter	Basic	Strategic
Workshops	<ul style="list-style-type: none"> ✓ Product Tour 	<ul style="list-style-type: none"> ✓ Solution Best Practices ✓ Building the Decision Tree/Paths to Resolution ✓ Handover Best Practices & Go-live Plan 	<ul style="list-style-type: none"> ✓ Review and improvement of your content ✓ Building the Decision Tree/Paths to Resolution ✓ Handover Setup & Project Plan
Duration of Workshops	<ul style="list-style-type: none"> ✓ 2 hours 	<ul style="list-style-type: none"> ✓ 6 hours 	<ul style="list-style-type: none"> ✓ 8 hours
Onboarding Outcome	<p>Understanding of:</p> <ul style="list-style-type: none"> ✓ Main features of the chatbot ✓ High level suggestions for your chatbot 	<p>The first version of your bot is ready with:</p> <ul style="list-style-type: none"> ✓ Solutions for the most repetitive customer questions ✓ 1 Handover of each type in place ✓ A clear view on what needs to be done before go-live of the bot 	<p>The first version of your bot is ready with:</p> <ul style="list-style-type: none"> ✓ 20-40 solutions that have been reviewed according to best practices ✓ All handovers to humans in place ✓ Roadmap for go-live and beyond to unlock the full potential
Product Expert Access after Onboarding	<ul style="list-style-type: none"> ✓ N / A 	<ul style="list-style-type: none"> ✓ 4 hours with Customer Success Manager after onboarding workshops 	<ul style="list-style-type: none"> ✓ 10 hours with Customer Success Manager after workshops
Solvemate Functions development(s)	<ul style="list-style-type: none"> ✓ N / A 	<ul style="list-style-type: none"> ✓ N / A 	<ul style="list-style-type: none"> ✓ 1

Platform

Insights dashboard	Measure conversion points through your conversational funnel to optimize your service experience and gain new, invaluable insights about your customers' pain points.	✓	✓	✓	✓	✓
Built-in CSAT measurement	Measure, monitor and improve your customer satisfaction consistently by collecting feedback after every chatbot interaction.	✓	✓	✓	✓	✓
100% GDPR compliant and secure	Hosted in Germany, SSL, 2FA, and pen-tested.	✓	✓	✓	✓	✓
Granular role management	Assign dedicated user roles to your team members, from 'read only' to admin and publish rights.	✓	✓	✓	✓	✓
2-factor authentications	Active 2-factor authentication to provide a deeper level of security for user accounts.	✓	✓	✓	✓	✓
Versioning	Track every change made to your chatbot and see how it affects its performance over time.	✓	✓	✓	✓	✓
Multilingual bot management	Easily manage the bot in multiple languages. Unlimited number of languages.			✓	✓	✓

Included limits

Chatbots	Number of individual chatbots that you need based on different languages, brands, etc.	1	3	5	10	Unlimited
Conversations	When one of your users interacts with your bot, we call it a conversation. We only count the conversations in which your users receive a proposed solution.	1,000	2,500	5,000	10,000	Unlimited
Users	Number of people that have access to log into the Solvemate Web App.	3	5	10	20	Unlimited

Solvemate Channels

Solvemate Widget	The Solvemate chatbot that you can place anywhere on your website or mobile app.	✓	✓	✓	✓	✓
Mobile first view	Use the bot in your app. 100% mobile friendly.	✓	✓	✓	✓	✓
Facebook Messenger	Native chatbot integration with Facebook Messenger.		✓	✓	✓	✓
Advanced messaging	Bring your chatbot to messaging channels like WhatsApp via Zendesk Sunshine Conversations or RingCentral Engage Digital. Available as add-ons to most plans.		✓	✓	✓	✓
Self-host the chat beacon	If for some reason you cannot have any external scripts run on your website, Solvemate offers a self-hosted version of the chat beacon. Get in touch to learn more.					✓

Starter

Essential

Professional

Corporate

Enterprise

Solvemate Contextual Conversation Engine™

Fast conversation builder	Build meaningful, automated conversations so your customers can quickly get answers to their questions. Set them up for any type of question and guide them to resolution with our easy step process.	✓	✓	✓	✓	✓
Convenient conversation trainer	Continuously improve your chatbot experience with user behavioral data.	✓	✓	✓	✓	✓
Natural Language Processing (NLP) in chat	Combine smart multiple-choice questions with free text input, to allow for natural language. Our AI algorithm analyses the user's text input and either directly answers or asks clarifying questions where needed.			✓	✓	✓
Intelligent matching with Solvemate's pre-trained models	Solvemate's pre-trained language models understand your customers without ease. No tedious training needed.			✓	✓	✓
Native text processing for English, German, Danish, Swedish	We speak your customer's language natively to get them right. More languages are coming soon!			✓	✓	✓
Sentiment-based escalations	Loop in an agent if your customer is very angry or unsatisfied. Solvemate analyzes the language and escalates the conversation if needed.			✓	✓	✓
Solution-specific configuration	Fine-tune the NLP language model to reflect your specific business language.			✓	✓	✓

Solvemate Automation Builder

Email handover	Where a human agent is needed, you can define handovers from the bot to your customer service team via email, phone or live chat. Unlimited number of emails addresses.	✓	✓	✓	✓	✓
Phone handover	Where a human agent is needed, you can define handovers from the bot to your customer service team via email, phone or live chat. Unlimited number of telephone numbers.	✓	✓	✓	✓	✓
Unlimited dynamic forms	Unlimited number of forms can be used in the chatbot conversations.	✓	✓	✓	✓	✓
File and photo-upload	Allow your customers to attach files to their requests, from pictures of their receipt or return label, to screenshots for troubleshooting.	✓	✓	✓	✓	✓
Ticket handovers	CRM field mapping and handovers to Zendesk, RingCentral Digital Engage, Salesforce, Creatio, Cention, Freshworks and FocalScope.			✓	✓	✓

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Live chat handovers	Handovers include Zendesk Chat, Salesforce Live Agent, Cention Chat, Focalscope Chat and LiveChat.com .			✓	✓	✓
Custom CRM and ERP integrations	We can create additional integrations upon request (billable event).			✓	✓	✓
CRM field mapping	Match user inputs directly to data fields in your CRM system.			✓	✓	✓
Functions	Automate user-specific requests by pulling in personalized customer information or update their record directly within the chat flow. From getting the status of an order, to changing personal details and upgrading their account.			✓	✓	✓

Solvemate Personalization

Tailor the bot look and feel to your brand	Make your chatbot part of your brand experience. Personalize the name, avatar, greeting, colors, as well as the messages.	✓	✓	✓	✓	✓
Personalization based on user system	Personalize based on user device, OS or language.			✓	✓	✓
Personalized greeting through variables	Variables are placeholders that can be filled with personalized data. Call them by name!			✓	✓	✓
Personalized messages through variables	Variables are placeholders that can be filled with personalized data. Show them different questions!			✓	✓	✓
Personalized solutions through variables	Variables are placeholders that can be filled with personalized data. Different users, different solution!			✓	✓	✓
Context questions	Variables are placeholders that can be filled with personalized data. Different user - different chat flow!			✓	✓	✓
User authentication	Enable your customers to perform any log-in level actions within your bot. From changing a booking or order, to blocking their lost credit card.				✓	✓
Remove "Powered by Solvemate"	Want to completely get rid of the "Powered by Solvemate" text in the footer of the widget? This is your plan.					✓

Customer Success

Customer Success Manager (CSM)	Your CSM is there to make sure you get the most out of your service automation efforts. At Solvemate, we pride ourselves with having extremely high customer satisfaction and going the extra mile for our customers.		Dedicated CSM	Dedicated CSM	Dedicated CSM	Dedicated CSM
Performance reviews	Meeting with a Customer Success Manager to review your KPIs, content, and get improvement recommendations.		Bi-annually	Quarterly	Monthly	Monthly

		Starter	Essential	Professional	Corporate	Enterprise
Service Level Agreements (SLAs)	Service Level Agreements that determine a) the guaranteed uptime of your service, and b) how quickly Solvemate commits to getting back to you when you face any challenges.				Bronze 99% uptime 8 hrs response time	Silver/Gold 99.5-99.9% uptime 2 hrs response time
Quarterly business reviews	Meeting with your Customer Success Manager to deliver an in-depth review of your bot, incl. industry benchmark analysis, content & integrations review, updates on the product roadmap and improvement recommendations.				✓	✓
Technical Integration Manager	A technical resource from Solvemate that will help you troubleshoot and solve any challenges related to integrations, functions, etc.					✓
API Pen tests/API audits	Solvemate will perform regular penetration tests to ensure the highest level of data security.					✓
Add-ons						
Additional conversations	Purchase additional conversations above and beyond your annual subscription plan limits.	€0.05/ conversation/ month	€0.05/ conversation/ month	€0.05/ conversation/ month	€0.05/ conversation/ month	
Additional admin users	Number of people that have log-ins to the Solvemate web app.	€40/user a month	€40/user a month	€40/user a month	€40/user a month	
Additional bots	Purchase additional chatbots above and beyond your annual subscription plan limits.	€250/bot	€250/bot	€250/bot	€250/bot	
RingCentral Engage Digital	Connect your chatbot with RingCentral Engage Digital to bring it to all of your messaging channels. It integrates natively with RingCentral to support all platform-specific features.	Not Available	€350/month	€350/month	€350/month	
Zendesk Sunshine Conversations	Connect your chatbot with Zendesk Sunshine Conversation to bring it to all of your messaging channels. Solvemate's native integration let's you integrate it in the best way possible.	Not Available	€350/month	€350/month	€350/month	
Additional Messaging Integrations	Available from certain pricing plans. Must be on a yearly subscription.	Not Available	€500/month	€500/month	€500/month	
Additional CRM and/or live chat integration	Available from certain pricing plans. Must be on a yearly subscription.	Not Available	€350/month	€350/month	€350/month	
Voice	Unleash your chatbot and make it the first point of contact on your hotline. Answer questions, present personalized solutions and handover to the right department if possible. Available from Q4 2021.	Not Available	€500/month	€500/month	€500/month	
Solvemate Functions development	Automate user-specific requests by pulling in personalized customer information or update their record directly within the chat flow. From getting the status of an order, to changing personal details and upgrading a users' account.	Not Available	Not Available	€1,500/function (one time fee)	€1,500/function (one time fee)	



Ready to give it a go?

Start your free 30-day trial of Solvemate today!

Sign up to get a 30-day free trial of Solvemate and see for yourself how easy it is to set up and train your very own branded chatbot. It's time for meaningful conversations.

[Get Started for Free](#)

Solvemate enables brands to deliver quality customer service through meaningful conversations. Our customer service automation platform is powered by smart conversational AI that allows companies to create chatbot conversations so service teams can focus their expertise where it matters most. Solvemate's unique contextual conversation engine learns more quickly, integrates more easily and resolves requests faster and more reliably than any other chatbot on the market. Brands benefit from a personalized, real-time self-service experience that increases customer satisfaction, reduces costs, and offers actionable customer service insights. Solvemate is trusted by brands such as **On**, **musicMagpie**, **egym**, and **JustPark**.

Legal

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