

MSPbots Pricing List

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1. MSPbots Pricing Plans:

You can pick products from A La Carte or choose a bundle.

1.1. Products

Products	Business Intelligence	Micro Training Bots	NextTicket Manager	Attendance Manager
Product Description	<p>A dashboard engine with dashboards and customizable reporting around all metrics that are important to operate an MSP, with</p> <ol style="list-style-type: none"> 1. Unlimited Admins 2. Unlimited snapshot datasets 3. Public dashboards 4. Dataset mashup 5. Calculated metrics 6. Unlimited dashboards 7. Unlimited Scorecards <p>Best dashboard system for MSPs!</p> <p>Watch Video: – Why is MSPbots the best Business Intelligence for MSP? Why did BrightGauge users move to the MSPbots BI system</p>	<p>A uniquely new product offering for MSPs that takes business intelligence to the next level with automation to eliminate the monotonous management task of communicating processes that are not meeting business standards within their team.</p> <p>The QA bots engine can provide MicroTraining via Teams Message for employees by QA their work in real-time, making it so much easier to ensure that employees are in compliance with company policy and rules.</p> <p>Save 30-40% of your manager's time and do a 100 times better job!</p> <p>Watch Video: – How Micro Training Bots are the change the MSP game by saving 30-40% of the management time and delivering a 100s times better job as a virtual manager.</p>	<p>An automated means to eliminate the laborious task of determining what ticket a tech should be working on. NextTicket Manager analyzes all of your open service tickets and will deliver to each available tech the right next ticket to work on based on the priorities you have established.</p> <p>NextTicket can save 80% of your dispatcher's time, and totally eliminate the cherry-picking, random picking, and ticket black holes, doing a 100 times better job than your human dispatcher.</p> <p>Demo Video: – How NextTicket can save 80% of dispatcher's time, totally eliminate the cherry picking, and random picking from techs, doing a 100 times better job</p>	<p>Accurate tracking of utilization is a fundamental requirement for every MSP. Inaccurate time tracking costs MSPs thousands of dollars in billable work that never makes it to an invoice and incorrect visibility into client profitability. The attendance Manager helps the employees increase utilization, have visibility about the presence and tickets being worked on, and also make sure you are in compliance with labor law for hourly employees.</p> <p>Demo Video – How Attendance Manager can boost your team utilization to 85%, with very minimal management effort and give you the visibility of your team</p>
Pricing	<ol style="list-style-type: none"> 1. PSA = \$179 / m 2. RMM or Accounting = \$129 / m 3. Others = \$89 / m <p>Check the Supported Integrations</p>	<ol style="list-style-type: none"> 1. You need to have the BI package for integration first 2. \$40/user/month(unlimited bots) 	\$40/user/month	\$6/user/month
Services Options	<ol style="list-style-type: none"> 1. \$299 onboarding fee for the 3 weeks onboarding program to help you get started. 2. 2 hours of concierge service requests are included every month 3. FREE migration from BrightGauge with price matching 	<ol style="list-style-type: none"> 1. \$299 onboarding fee for the 3 weeks onboarding program to help you get started. 2. 2 hours of concierge service are included every month (unlimited bots plan only) 	<ol style="list-style-type: none"> 1. \$299 onboarding fee for NextTicket only 3 weeks. 	<ol style="list-style-type: none"> 1. Free online Onboarding training

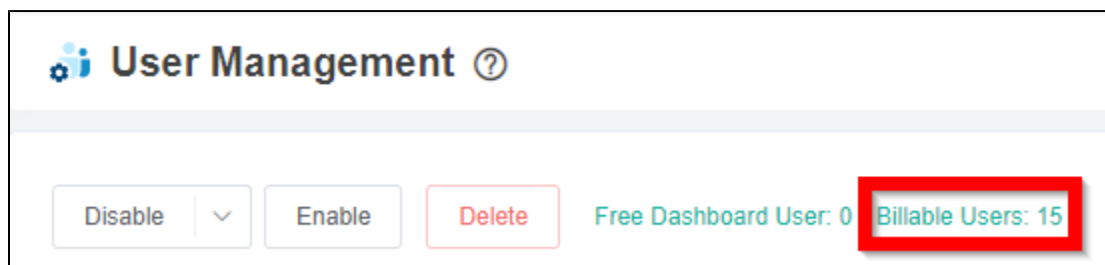
1.2. Product Bundles

	Free Bundle	A la Carte	Startup Bundle	Professional Bundle (Most popular, like your Total Care plan, 65% of our clients selected this one since it has the highest ROI)
	Free	A la Carte	\$700/m Minimum \$70/user for more than 10 users	\$900/m Minimum \$90/user for more than 10 users
Business Intelligence	Limited Read-only Dashboards Free MSP Benchmarking dashboards	Start for \$89/m	4 Integrations	Unlimited
Process Automation	1 bot	\$40/user/month	10 bots/user	Unlimited
Next Ticket Manager	1 user	\$40/user/month	Included	Included
Attendance Manager	2 users	\$6/user/month	Included	Included
Email Support	Best Effort	5 day Response SLA	3 days Response SLA	4 hour Response SLA
Phone Support	NA	NA	Included	Included
6 weeks Onboarding Service	NA	Per service	\$599	Included
Concierge service	NA	Per Service	2 h/m Included. \$90/h extra	Unlimited
Annual Payment Discount		15% off	15% off	15% off

- **Email support address:** Support@mspbots.ai
- **6 weeks Onboarding Service:** Help you fully utilize MSPbots by providing you with an onboarding Team.
- **Concierge service:** Help you to create new datasets, widgets, dashboards, and bots, so you don't need to spend your own time or hire a data analyst anymore.

2. How to sign up for the paid version

2.1. Review your user list, and determine how many users will be billable users



Billable Users for bundles and products are determined based on how many users are enabled in MSPbots [User Management](#), you can disable the user that you don't want to pay for.

2.2. Reduce the billable users:

2.2.1. Pick your user type

User type	Explanation	Pricing
Admin	Full use and editing permission. Admin can edit all settings and review them, NOTE Except for the financial data that is only available for people who linked the Quickbook or Xero, the admin with financial permission can add other admin/users to the financial role.	Full price per bundle
User	Full reading permission can use all features, but not be able to edit any setting	Full price per bundle

Dashboard Only	Can view all Dashboard	FREE
Attendance Only	Can view all Dashboard and use the attendance program	Paying for Attendance price only
Billing Only	Can view all dashboards and access the billing page	FREE

2.2.2. Change to dashboard only

If you have a user that only needs the dashboard view function, it will be free, please just change the user role to "Dashboard only"

1. Go to [User Management](#)
2. Select the users, click "Set Role"
3. Change role to "Dashboard Only"

The screenshot shows the 'User Management' interface. At the top, there are buttons for 'Disable', 'Set Role' (highlighted with a red box and an arrow), 'Enable', and 'Delete'. To the right of these buttons, it says 'Free User: 0' and 'Billable Users: 130'. Below the buttons are 'PDF Export' and 'CSV Export' options. The main area is a table with columns: 'Avatar', 'User Name', 'Action', and 'First Name'. The first row is partially visible. Below it, there are four rows of users. The first three rows have checkboxes in the first column, which are highlighted with a red box. The first two checkboxes are checked, and the third is unchecked. The fourth row also has a checked checkbox. Each user row includes an avatar, a username, and action icons (edit, link, delete).

A dialog box titled "Set Permission" with a close button (X) in the top right corner. Below the title, there is a label "* Role" followed by a dropdown menu. The dropdown menu is open, showing "Dashboard Only" as the selected option, which is highlighted with a red rectangular border. At the bottom right of the dialog, there are two buttons: "Cancel" and "OK".

Set Permission

* Role

Dashboard Only

Cancel OK

2.2.3. Disable the user

If they don't use MSPbots at all, follow this page: [How to Disable a User Account in the MSPbots App](#)

2.3. Make payment

For bundles, please go to <https://app.mspbots.ai/marketplace?active=bundle>, choose your bundle, click upgrade, and follow the instruction.

3. Additional Information

3.1. All agreements are month-to-month, **no long-term commitment** is needed

If you like MSPbots and want to save some money, you can select the annual payment plan.

3.2. **FREE migration** for BrightGauge

If you are using one of that software and considering migrating to MSPbots, we do **FREE** migration (Limited to 50 widgets) for you, and the price match what you are paying if you only need BI functions. [Why did BrightGauge users move to the MSPbots BI system](#)

3.3. **120-day UNCONDITIONAL** Money-back Guarantee

We strive for excellent customer service and product value, therefore, all products and bundles come with a **120-day UNCONDITIONAL money-back guarantee**.

Within 120 days of signing up with the MSPbots paid plan, for any reason or no reason, you decided that MSPbots is not a good fit for you, we will give you a full refund of all your money paid.

Related Topics

- [MSPbots Paywall and Billing Setup](#)