

MSPbots Pricing List

LOCK IN YOUR RATE. PRICING UPDATES COMING SOON.

Consult with our team today!

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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 Admins2. Unlimited snapshot datasets3. Public dashboards4. Dataset mashup5. Calculated metrics6. Unlimited dashboards7. Unlimited Scorecards <p>The 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 facilitates quality checks on employees' work in real-time with Micro Training via MS Teams, Slack Messaging, web messages, and email to easily ensure employees comply with the company policy and rules.</p> <p>Save 30-40% of your manager's time and do your job 100 times better!</p> <p>Watch Video: – How Micro Training Bots 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 tool that eliminates 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 set priorities.</p> <p>NextTicket can save 80% of your dispatcher's time, and eliminate cherry-picking, random picking, and ticket blackholes. The job is done 100 times better job than the human dispatcher.</p> <p>Demo Video: – How NextTicket can save 80% of dispatcher's time and eliminate cherry picking. Jobs are done 100 times better.</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 ensures you comply with the labor law for hourly employees.</p> <p>Demo Video – How Attendance Manager can boost your team utilization to 85%, with minimal management, and give you visibility over your team.</p>
Pricing	<ul style="list-style-type: none">• PSA = \$179 / m• RMM or Accounting = \$129 / m• Others = \$89 / m <p>Check the Supported Integrations.</p>	<ul style="list-style-type: none">• You need the BI package for integration first• \$40/user/month(unlimited bots)	\$40/user/month	\$6/user/month

Services Options	<ul style="list-style-type: none"> \$299 onboarding fee for the 3-week onboarding program to help you get started. (Two) 2 hours of concierge service requests are included every month. FREE migration from BrightGauge with price-matching 	<ul style="list-style-type: none"> \$299 onboarding fee for the 3-week onboarding program to help you get started. (Two) 2 hours of concierge service are included monthly (unlimited bots plan only). 	\$299 onboarding fee for NextTicket only 3 weeks.	Free online onboarding training
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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 days Response SLA	3 days Response SLA	4 hours 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:** Our Onboarding Team helps you to fully utilize MSPbots assets, features, and functions.
- Concierge service:** Our Concierge Team helps you create new datasets, widgets, dashboards, and bots, so you can focus on managing your business and won't need to 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


User Management


Disable
▼

Enable

Delete

Free Dashboard User: 0

Billable Users: 15

Billable users for bundles and products are determined based on the number of enabled users in MSPbots [User Management](#). You can disable users you don't have to be billed for.

2.2. Reduce the billable users:

2.2.1. Pick your user type

User Type	Description	Pricing
Admin	The Admin or Administrator user type is the MSPbots user with overall administrative rights on the MSPbots app. Admins can perform operations and edit settings within the app but do not necessarily have access to financial assets. Only Admins with the Financial Role can assign the Financial Role to other admins and users.	Full price per bundle
User	Individuals with the User type of access have full read permission to the basic assets and features within the MSPbots app. The User type cannot edit settings and perform operations reserved for Admins.	Full price per bundle
Dashboard Only	The Dashboard Only user type can view dashboards only.	FREE
Attendance Only	The Attendance Only user type can use the Attendance Manager and view Attendance dashboards.	Paying for Attendance price only
NextTicket Only	The NextTicket Only user type can use the NextTicket Manager and view the NextTicket portal.	Paying for NextTicket price only
Billing Only	The Billing Only user type can view all dashboards and access the billing page.	FREE

2.2.2. Change to dashboard only

Users who need the dashboard view function are not billed. You can assign the Dashboard Only role to these users.

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

User Management

Disable



Set Role

Enable

Delete

Free User: 0

Billable Users: 130



PDF Export



CSV Export



Avatar



User Name



Action

First
Name



John Doe



John Doe



John Doe



John Doe



John Doe



John Doe



John Doe



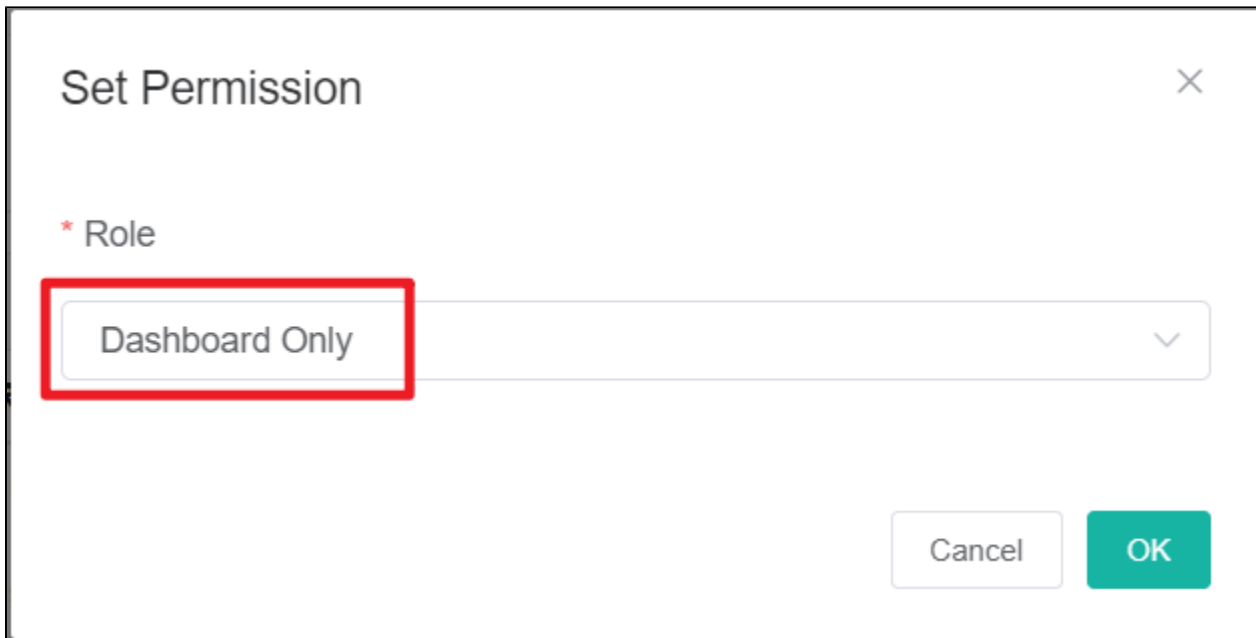
John Doe



John Doe



John Doe

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

You can disable users who don't utilize MSPbots at all. Follow the instructions on this page: [How to Disable a User Account in the MSPbots App](#)

2.3. Proceed to payment

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

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 money, you can select the annual payment plan.

3.2. **FREE migration** for BrightGauge users

If you are using BrightGauge and considering migrating to MSPbots, we will migrate your data FREE of charge. (Limited to 50 widgets) If you need BI functions only, we can match the price of your latest bill. To know why many MSPs have migrated to MSPbots, read the article [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 that's why all our products and bundles come with a **120-day UNCONDITIONAL money-back guarantee**.

If you find that MSPbots is not a good fit for your business before you reach the 120th day of your subscription, we will give you a full refund of your purchase.

Related Topics

- [MSPbots Paywall and Billing Setup](#)