Frequently Asked Questions on Bots Billing and Licenses

These are the FAQs for bots and billing:

- How can I have bot licenses?
- Who can be assigned with a bot license?
- How many process automation bots are included in my subscription?
- Are the Attendance and NextTicket bots included in the Process Automation bots in my plan?
- I got a message saying I have used up all the allowable bots for my subscription. What should I do?
- How can I check the bots that I am currently billed for?
- Related Topics

How can I have bot licenses?

You are entitled to bot licenses and usage when you are subscribed to any of the MSPbots plans and packages. The number of licenses and bot users depends on the number of bot seats included in your purchased package. Refer to the next question for information on bot pricing and usage.

Who can be assigned with a bot license?

Users with admin permissions can assign any user within the paying account a bot license. Once assigned a license, each bot user can create up to 10 bots and send unlimited bot notifications on a paid plan.

How many process automation bots are included in my subscription?

The allowable number of bots depends on your plan and the number of bot users you select when you complete your subscription. Below is the total number of Process Automation bots available per subscription.

Subscription	# of Process Automation Bots
Free	One (1)
A La Carte	Ten (10) bots for one (1) user. Add bot users at $40/user/month to create more bots.
StartUp Bundle	Ten (10) bots per user. This plan allows for 10 bot users and can accommodate additional users priced at $70/month for every user above 10.
Professional Bundle	Ten (10) bots per user. This plan allows for 10 bot users and can accommodate additional users priced at $90/month for every user above 10.

Bots creation on the Free plan is limited, but there is no limit on paid plans. API limitations may also apply to paid plans.

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A bot user can create a maximum of 10 bots for sending to licensed users only. Assign bot licenses to the recipients of bot messages to ensure alerts are received and read.

Read the article MSPbots Pricing List for complete information on subscriptions and pricing.

Are the Attendance and NextTicket bots included in the Process Automation bots in my plan?

No, the bots for NextTicket Manager and Attendance Manager are independent of those in your subscription. These bots are readily available with your purchase of the NextTicket Manager and Attendance Manager apps for A La Carte, StartUp bundle, or Professional bundle. The total count of Process Automation bots in your subscription does not include these bots.

Read the section on Product Bundles in the article MSPbots Pricing List for complete information on subscriptions and pricing.

I got a message saying I have used up all the allowable bots for my subscription. What should I do?

If you encounter this error while creating a new bot, review your bots list and disable the inactive bots, or upgrade your package. Refer to the article MSPbots Paywall and Billing Setup for instructions on upgrading your plan.

How can I check the bots that I am currently billed for?

You are billed for active and triggered bots only. These are the steps for showing the active bots:

1. Go to **Bots** in the MSPbots app.
2. Select the **My Bots** Tab.
3. Select the **Trigger** switch in the Quick Filter section to show the triggered bots.
4. Select your connected integrations except for MS Teams.

For more billing information, read the article MSPbots Paywall and Billing Setup.

Related Topics

- MSPbots Pricing List
- MSPbots Paywall and Billing Setup