



Front Pricing Plans

	GROWTH	SCALE	PREMIER
	<i>\$59 user/month, billed annually (Max 50 users)</i>	<i>\$99 user/month, billed annually (Min 20 users for onboarding)</i>	<i>\$229 user/month, billed annually (Min 50 users)</i>
	No-code automation and reporting to streamline support	Total workflow flexibility and advanced user management	Professional services and partnership for enterprise needs
Channel types	All channel types, premium channels available as add-ons	All channel types, premium channels available as add-ons	All channel types, premium channels available as add-ons
Integrations/API	All integrations API: 100/min	All integrations API: 200/min	All integrations API: 500/min
Rule, macros, and workflow automation	Customizable rule template library including SLAs, required tagging, and load balancing templates Up to 20 rules per workspace Connectors Macros	Customizable rule template library including SLAs, required tagging, and load balancing templates Up to 200 rules per workspace Smart rules and company rules Connectors with third-party data Macros	Customizable rule template library including SLAs, required tagging, and load balancing templates Up to 1000 rules per workspace Smart rules and company rules Connectors with third-party data Macros
Live chat	Customizable chat widget and pre-chat form, chatbots, advanced message routing, CSAT integration	Customizable chat widget and pre-chat form, chatbots, advanced message routing, CSAT integration Hide teammate name/avatar	Customizable chat widget and pre-chat form, chatbots, advanced message routing, CSAT integration Hide teammate name/avatar
Knowledge base	Up to 500 published articles Up to 2 category nesting levels Up to 2 knowledge bases	Up to 5,000 published articles Up to 5 category nesting levels Up to 5 knowledge bases Multi-language support with AI translation	Up to 10,000 published articles Up to 5 category nesting levels Up to 10 knowledge bases Multi-language support with AI translation
Analytics	Team performance, tags, SLA, and CSAT reports 6 months of data retention	Team performance, tags, SLA, and CSAT reports Account-based and company-wide analytics 24 months of data retention	Team performance, tags, SLA, and CSAT reports Account-based and company-wide analytics Unlimited data retention
User management	Teammate groups	Teammate groups, SSO, SCIM/User provisioning, Workspaces, Teammate templates, Shifts, custom roles and permissions	Teammate groups, SSO, SCIM/User provisioning, Workspaces, Teammate templates, Shifts, custom roles and permissions
Support & services	Award-winning support (email) Onboarding available as an add-on	Award-winning support (email, live chat) Tailored onboarding included Dedicated account team	Everything in Scale plus: Video support Advanced Success Services Custom Build Hours Participation in pre-release and beta features Executive sponsorship

Pricing Details



MOST POPULAR

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Omnichannel communications			
Email	✓	✓	✓
Front Chat & third-party chat (e.g. Slack, Drift)	✓	✓	✓
Website forms & social channels (e.g. Facebook, Instagram)	✓	✓	✓
Voice communication and telephony (e.g. Aircall, Dialpad)	✓	✓	✓
WhatsApp and SMS (via third-party integrations)	✓	✓	✓
Premium channel add-ons (WhatsApp and Dialpad SMS)	Available as add-on	Available as add-on	Available as add-on
Connect any messaging platform via API	✓	✓	✓
Collaborative, easy-to-use inbox			
Shared inbox	✓	✓	✓
Assignments	✓	✓	✓
Tags	✓	✓	✓
Internal comments & shared drafts	✓	✓	✓
Scheduling & snoozing messages	✓	✓	✓
Message templates	✓	✓	✓
Calendar with one-click meeting scheduling	✓	✓	✓
Individual view (customized across specific inboxes, tags, and assignees)	✓	✓	✓
Guest accounts	✓	✓	✓
AI			
Summarize with AI	✓	✓	✓
Compose with AI	✓	✓	✓
AI Answers	Available as add-on	Available as add-on	Available as add-on
Suggested replies	Beta	Beta	Beta
Similar conversations	Beta	Beta	Beta
AI tagging	Beta	Beta	Beta
Rules & workflow automation			
Rule limits (per workspace)	20	200	1000
Individual rules	✓	✓	✓
Customizable rule templates	✓	✓	✓
Round-robin assignment & load balancing	✓	✓	✓

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Rules & workflow automation (continued)

Required tagging rules	✓	✓	✓
Response time SLA rules	✓	✓	✓
Rules using customer data	✓	✓	✓
Webhooks	✓	✓	✓
Company rules (rules apply across all workspaces and individual inboxes)	✗	✓	✓
Smart rules with dynamic variables	✗	✓	✓
Macros	✗	✓	✓

Live chat & chatbots

Customizable chat widget for web and mobile	✓	✓	✓
Capture the website URL that chat visitors are on	✓	✓	✓
End user identification	✓	✓	✓
Set offline hours	✓	✓	✓
Email transcript summaries	✓	✓	✓
Customizable pre-chat form (collect custom contact/account information from chat visitors)	✓	✓	✓
Advanced message routing (route and tag messages based on the visitor page URL or contact/account properties)	✓	✓	✓
CSAT integration	✓	✓	✓
Hide teammate name/avatar from chat visitors	✗	✓	✓
Chatbots	✓	✓	✓

Knowledge base

Published articles (per knowledge base)	Up to 5000	Up to 10,000	Unlimited
Category nesting levels	Up to 2	Up to 5	Up to 5
Multiple knowledge bases	Up to 2	Up to 50	Up to 100
Custom branding	✓	✓	✓
Custom domain	✓	✓	✓
Front Chat integration	✓	✓	✓
Google Analytics integration	✓	✓	✓
Draft articles with AI	✓	✓	✓
Multi-language support	✗	✓	✓
Translate articles with AI	✗	✓	✓

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CRM (continued)

Manage contacts and accounts	✓	✓	✓
Contact and account conversation history	✓	✓	✓
Custom fields for contacts, accounts, teammates, and inboxes	✓	✓	✓
CSV upload contacts/accounts	✓	✓	✓
Salesforce accounts and contacts sync	✓	✓	✓
HubSpot accounts and contacts sync	✓	✓	✓
Microsoft Dynamics 365 accounts sync	✓	✓	✓

Integrations

Ecommerce (e.g. Shopify)	✓	✓	✓
Project management (e.g. Jira, Asana, Monday, Clickup)	✓	✓	✓
Knowledge base (e.g. Guru, Forumbee)	✓	✓	✓
Payments (e.g. Pagato)	✓	✓	✓
Analytics and data (e.g. Fivetran)	✓	✓	✓
Storage (e.g. Google Drive, Dropbox)	✓	✓	✓
Conferencing (connect your video conferencing accounts, like Zoom or Google Meet, to the Front Calendar)	✓	✓	✓
Developer (e.g. Jira, Github)	✓	✓	✓
Automation (e.g. Zapier)	✓	✓	✓
CRM (e.g. Salesforce, HubSpot)	✓	✓	✓
Custom integrations via plugins	✓	✓	✓
Connectors	✓	✓	✓
Connectors with 3rd party data	✗	✓	✓
API rate limits	100/min	200/min	500/min
We have close to 100 out-of-the-box integrations, click here to see more	View all	View all	View all

Analytics

Team Performance reports	✓	✓	✓
Tag reports (monitor conversation trends)	✓	✓	✓
SLA reports (measure and improve response time)	✓	✓	✓
CSAT reports (measure customer satisfaction)	✓	✓	✓
Report scheduling & exports (in-app and API)	✓	✓	✓

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Analytics (continued)

Filter reports by Inbox, Tag, Channel	✓	✓	✓
Company-wide analytics (analyze performance across your Workspaces)	✗	✓	✓
Account-based analytics	✗	✓	✓
Data retention window	6 months	24 months	Unlimited

Security & team management

GDPR ready	✓	✓	✓
SOC 2 Type II Certified	✓	✓	✓
OAuth-based SSO (Google & Office 365)	✓	✓	✓
SAML based SSO	✗	✓	✓
SCIM/User provisioning	✗	✓	✓
Teammate groups (manage inbox access & simplify rules management w/ centralized user lists)	✓	✓	✓
Teammate groups sync (sync groups from your identity provider)	✗	✓	✓
Teammate activity export	✗	✓	✓
Workspaces	✗	✓	✓
E-discovery extracts	✗	✓	✓
IP restrictions	✗	✓	✓
Teammate templates	✗	✓	✓
Shared Views (create tailored, dynamic work queues for a Workspace)	✗	✓	✓
Shifts (automatically specify when teammates are available)	✗	✓	✓
Custom roles and permissions	✗	✓	✓

Support and services

Award-winning Front support	Email	Email, Live chat	Email, Live chat, Video
Tailored onboarding	✗	✓	✓
Solution design	✗	✓	✓
Dedicated account team (Requires annual contract value of \$25k or more)	✗	✓	✓
Advanced Success Services (Change management, user training & more)	✗	✗	✓
120 Custom Build Hours (including Custom API & Integrations development)	✗	✗	✓
Participation in pre-release and beta feature programs	✗	✗	✓
Executive sponsorship	✗	✗	✓