

# Plans & Pricing

Trial	Essential	Pro	Pro+	Enterprise
<b>FREE</b> Ideal for any business	<b>\$125</b> Per month Monthly plan: \$150 p/m	<b>\$175</b> Per month Monthly plan: \$210 p/m	<b>\$200</b> Per month Monthly plan: \$240 p/m	<b>Flat fee per month</b> Ideal for large agencies Additional License Required*
Free Trial features	Essential features	Includes Essential plus	Includes Pro plus	Minimum 10 channels/annum
✓ Free up to 10 users	✓ Users / Extensions: 10	✓ Users / Extensions: 10	✓ Users / Extensions: 10	Additional channels available in sets of 5
✓ No downloads	✓ User devices: ≤ 3	✓ User devices: ≤ 5	✓ User devices: ≤ 5	Includes Pro+ plus
✓ 1 DID	✓ 1 DID	✓ Voice Channels per DID: 5	✓ Voice Channels per DID: 7	✓ Unlimited Features
✓ 5 mins airtime	✓ Voice Channels per DID: 2	✓ Voice Channels per DID: 2	✓ Voice Channels per DID: 2	✓ Unlimited Users
✓ Domestic Calls: \$5	✓ User Teams: Unlimited	✓ User Teams: Unlimited	✓ User Teams: Unlimited	✓ Unlimited Messages
✓ Free Web Meetings	✓ Ring Queues: ≤ 5	✓ Ring Queues: ≤ 5	✓ Ring Queues: Unlimited	✓ Volume Discounts
✓ 7 Day Free Trial	✓ Recording Storage: 5 GB	✓ Ring Queues: ≤ 10	✓ Recording Storage: 20 GB	✓ Bring your own VoIP
	✓ Domestic Calls Metered	✓ Recording Storage: 10 GB	✓ Domestic Calls Metered	✓ Provider (BOV)
	✓ International Calls Metered	✓ Domestic Calls Metered	✓ International Calls Metered	✓ IaaS
		✓ International Calls Metered	✓ IaaS	✓ PaaS
		✓ IaaS	✓ PaaS	✓ SaaS
		✓ PaaS	✓ Salesforce CTI Dialer	✓ Auto Dialer
				✓ External AI Provider
				✓ Salesforce CTI Dialer



## Account Setup

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Easy Account Registration / Administration	✓	✓	✓	✓
Users / Extensions	10	10	10	Unlimited
Admin Role	1	1	1	Unlimited
Manager Role	1	2	3	Unlimited
User devices	≤ 3	≤ 5	≤ 5	Unlimited
Voice Channels per DID	2	5	10	Unlimited
User Teams	Unlimited	Unlimited	Unlimited	Unlimited
Ring Queues	≤ 5	≤ 10	Unlimited	Unlimited
Recording Storage facility	5 GB /Month	10 GB /Month	20 GB /Month	Unlimited
Phone Number	1	1	1	Unlimited
Additional Admin Roles	\$35pm	\$40pm	\$40pm	Unlimited
Additional Manager Roles	\$32pm	\$38pm	\$40pm	Unlimited
Additional Supervisor	\$30pm	\$35pm	\$40pm	Unlimited
Additional Agents	\$30pm	\$35pm	\$40pm	Unlimited
Additional DID's	\$15pm	\$15pm	\$15pm	Unlimited
Additional Channels per pack of 5 additional	\$10pm	\$7.5pm	\$7.5pm	\$10pm
Minutes for Standard Domestic Calls Metered	✓	✓	✓	✓
Free iOS & Android App	✓	✓	✓	✓
Company Directory	✓	✓	✓	✓
Free 24/7 Support	✓	✓	✓	✓
Global Office Hours	✓	✓	✓	✓

## Deployment

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
On-premises installation	—	—	—	✓
Hosted by RingQ	✓	✓	✓	✓

## Essential Communication Tools Voice

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Smart DID Routing	✓	✓	✓	✓
Dialing	✓	✓	✓	✓
Receive Calls	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓
Custom Voicemail Greeting	✓	✓	✓	✓
Voicemail by Email	✓	✓	✓	✓
Call Waiting	✓	✓	✓	✓
Caller ID	✓	✓	✓	✓
Call Forwarding	✓	✓	✓	✓
Basic Conference Calling	✓	✓	✓	✓
Redial	✓	✓	✓	✓
Blind Call Transfer	✓	✓	✓	✓
Attended Call Transfer	✓	✓	✓	✓
BLF (Busy Lamp Field)	✓	✓	✓	✓
Speed Dial	✓	✓	✓	✓
Mute Call	✓	✓	✓	✓
Basic Auto Attendant	✓	✓	✓	✓
Caller On Hold	✓	✓	✓	✓
Do Not Disturb (DND)	✓	✓	✓	✓
Call Recording	✓	✓	✓	✓
Ring All Devices	✓	✓	✓	✓

## Enhanced Calling Features

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Included RingQ Strategies	Ring All Random	Ring All Random Top-Down Round Robin Longest Idle Agent Least Talk Time Fewest Calls	Ring All Random Round Robin Longest Idle Agent Least Talk Time Fewest Calls Random Skill-Based Routing Skilled Low - High Skilled Base Round Robin Skill Based Fewest Answered Skilled Progressive Top Down	
Queue SLA Breach Notification	✓	✓	✓	✓
Music on hold	✓	✓	✓	✓
RingQ Announcement	✓	✓	✓	✓
Announce Position in Queue and estimated waiting time	—	✓	✓	✓
Message on Hold	—	✓	✓	✓
Multi-Level Auto Attendant	—	✓	✓	✓
Call Divert	—	✓	✓	✓
Call Recording Option	—	✓	✓	✓
Advanced Conference calling	—	✓	✓	✓
Call Screening	—	—	✓	✓

## Messaging

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Chat GPT Integration	—	✓	✓	✓

## Contact Centre Features

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Customer Directory	2500 Records	Unlimited	Unlimited	Unlimited
Call Script	✓	✓	✓	✓
Call Pop Up	✓	✓	✓	✓
Call Journalling	✓	✓	✓	✓
Call Recording Within Customer Record	✓	✓	✓	✓
Basic Wallboard	✓	✓	✓	✓
Aux Codes	✓	✓	✓	✓
Wrap-Up Codes	—	✓	✓	✓
CRM Integration	—	✓	✓	✓
Call Observe	—	✓	✓	✓
Call Consult	—	✓	✓	✓
Call Take Over	—	✓	✓	✓
Advanced Wall Board	—	✓	✓	✓
Click to Call	—	✓	✓	✓
Timezone by Queue / Agent	—	✓	✓	✓
CTI Dialler	—	—	✓	✓
Start / Stop Recording	—	—	✓	✓
RingQ AI Call Transcription	—	—	✓	✓
RingQ Call back	—	—	✓	✓
Auto Dialer	—	—	—	\$2500 + \$800 setup

## Support

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Installation	—	—	—	\$300
Support Ticket	—	—	—	\$100
Bundled ongoing support	✓	✓	✓	✓

## Reporting

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Basic Call Report	✓	✓	✓	✓
Web Chat Report	✓	✓	✓	✓
SMS Reporting	✓	✓	✓	✓
Advanced Analytics and Reports	—	✓	✓	✓
Aux Code Reports	—	✓	✓	✓
Wrap-Up Code Reports	—	✓	✓	✓
Call Back Reports	—	—	✓	✓

## RingQ Meet

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Video Conferencing	—	✓	✓	✓
White Board	—	✓	✓	✓
Meeting Chat	—	✓	✓	✓
Mobile App IOS / Android	—	✓	✓	✓
Schedule meeting	—	✓	✓	✓
AI Listener (Meeting Summariser)	—	—	✓	✓
Share Screen	—	✓	✓	✓
Remote Support	—	—	✓	✓
Webinar	—	—	✓	✓

## RingQ Ai

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
Unmanned IVR (Human Like AI)	—	—	✓	✓
Call conversation Summary	—	—	✓	✓
Sentiment Analysis	—	✓	✓	✓
Rate the call	✓	✓	✓	✓
VoiceMail to Text	—	✓	✓	✓
Integrate Chat with AI	—	✓	✓	✓

## Security

Detailed pricing overview	Essential	Pro	Pro+	Enterprise
QR Code Mobile Device Registration	—	—	✓	✓
Number Blocking	—	—	✓	✓
Allowed Countries list	—	✓	✓	✓
IP Block	✓	✓	✓	✓
Trusted Devices	—	✓	✓	✓
Pin-based Dialing	—	✓	✓	✓
RingQ SSO	✓	✓	✓	✓
Google SSO	—	—	✓	✓
Microsoft SSO	—	—	✓	✓
Audit Logs	—	—	✓	✓