



OmniOmni Pricing Plans

Cloud Product Components

1. Messengers (price per month)

Item (1 account)	Description	Cost in EUR	Cost in USD
WhatsApp Business API (360dialog) ¹	A channel to interact with customers using WhatsApp Business API (360dialog)	49	55
WhatsApp Business API (other providers) ²	A channel to interact with customers using WhatsApp Business API (other providers)	41	45
Telegram bot	A channel to interact with customers (Telegram bot)	23	25
Telegram (numeric)	A channel to interact with customers (Telegram numeric)	41	45
Facebook Messenger	A channel to interact with customers (Facebook messages and comments)	23	25
External channel	A channel to interact with customers in an external bot, application, CRM, or unsupported messenger	41	45

¹ Conversation-Based Pricing

Conversation-based pricing (either initiated by the user or by the company) is determined by the formula: price in euros set by Facebook (Meta) + 25% (VAT, etc.). You can check the current Facebook prices for your country [in this table](#).

² Conversation-Based Pricing

Conversation-based pricing (either initiated by the user or by the company) is determined based on the terms of cooperation with the provider.

Online chat	A channel to interact with customers (Online chat)	0	0
Viber Business	A channel to interact with customers (Viber, business account)	41	45
Viber Public	A channel to interact with customers (public chats)	23	25
Instagram	A channel to interact with customers (Direct and comments)	41	45
E-mail	A channel to interact with customers	14	15
WeChat	A channel to interact with customers	41	45
Line	A channel to interact with customers	41	45

2. Operators (price per month)

Item	Description	Cost in EUR	Cost in USD
Named license	1 additional named operator	9	10
Concurrent license	1 additional concurrent operator	32	35
Admin account		0	0

3. Options (price per month)

Item	Description	Cost in EUR	Cost in USD
Name and green badge for WhatsApp Business API	Allows your customers to see that you have a verified WhatsApp business account	147	165
"Text first"	Allows you to contact WhatsApp and/or Viber numeric/Business, and/or Telegram numeric users who have not written to you before	28	30
Aggregated statistics	Allows you to access extended statistics on the processing of requests: <ul style="list-style-type: none">• Average and total response time• Handling time• Messages and requests of a particular operator• Operators' actions and statuses ...and more	23	25
Self-service menu	Allows you to receive pre-set answers in a chat, just like in IVR	23	25
Answer bot option	Allows you to create an answer bot which replies automatically. There are several options, and we can help you with setting them up	23	25
Scripts	Allows you to expand the functionality of OmniOmni, or change the way some functions work using Python scripts	23	25
Quality control	Allows you to evaluate the quality of operators' performance	23	25
Broadcasting to Telegram	Allows you to broadcast chats between operators and customers in a Telegram group	23	25

Chatbot builder	Allows you to use a visual constructor to create complex chatbots	41	45
API requests	In case the limit of 100,000 free requests is exceeded, or additional packages are used up, API queries get charged.	0.15	0.15

Dedicated server

- We lease you a server designed specifically for your messaging volume. Higher performance and less possibility of failures.
- There is only your account on Dedicated server, thus security is higher than using Cloud.
- API requests are not charged.
- An account manager will be assigned to you to discuss issues.
- Calculate aggregated statistics with an optional frequency. On Cloud, aggregated statistics are calculated once a day at 1 a.m.
- We update our product on Dedicated server after updating and testing on Cloud. This ensures even more reliable service.
- Some product modifications to meet your needs can only be made on Dedicated server.
- All the options and features mentioned in “Cloud” section are also available for this installing variation.
- The cost of this installation variation is calculated based on the rental, installation, maintenance, and options you choose.

Pay in advance and get up to a 20% discount (applies to Cloud and Dedicated server)

3 mos.	6 mos.	12 mos.
10%	15%	20%

Enterprise (On-premise or In-house)

- We host our software on your own server.
- The fastest messaging and maximum data security are provided.
- API requests are not charged.
- An account manager will be assigned to you to discuss issues.
- We update our product on your server after updating and testing on Cloud. This ensures even more reliable service.
- You can set up a custom layout of the software as you like: customize the interface and widget.
- Some product modifications to meet your needs can only be made on your own server.
- All the options and features mentioned in “Cloud” section are also available for this installing variation.
- The cost of this installation variation is calculated based on the installation, maintenance, and options you choose.