

Product Plan Summary

Updated 1st May 2025

Pricing is per staff user (seat) per month based on annual payments. Client users (External) are unlimited and free.

Our plans are “A la carte”. First select the level of security you need with our Professional or Business plans for regulated firms. Our plans are feature rich but Add-ons can then be added to plans to give you more of what you need, when you need it.

For larger Enterprise customers wanting customisation, hosting and embedded options contact us to discuss your requirements.

Add-ons may incur additional costs and/or be subject to minimum subscription volumes. Plans and estimated timing of new functionality and Add-ons are subject to change.

All pricing excludes any applicable VAT or sales taxes, is subject to monthly or annual contract on a pro-rata basis subject to plans. Please refer to the Master Service Agreement for more details.

● **Included** ○ **Available at extra cost**

Summary

Summary Table	Essentials for Salesforce	Internal	Professional	Business	Enterprise
	For Salesforce users only using connector	Secure internal chat for your staff	Everything you need to communicate with clients	Advanced Security controls for regulated firms	For larger firms who need further customisation and control
List Price (£) per seat	5	5	15	25	From 40
Minimum Requirements (staff)	Salesforce Users	20 seats	1 seat	1 seat	100 seats
Maximum staff users (seats)	-	-	-	-	-
Maximum external users (Clients)	Unlimited	None (only staff)	Unlimited	Unlimited	Unlimited
Security	Invitation only (Single factor) Encryption in transit & rest Antivirus 2-Factor authentication	Invitation only (Single factor) Encryption in transit & rest Antivirus 2-Factor authentication	Invitation only (Single factor) Encryption in transit & rest Antivirus 2-Factor authentication	Advanced Security Controls 2 factor invitation (banking grade) MDM User Edit Control Permission control Email and Domain control	Advanced Security Controls 2 factor invitation (banking grade) MDM User Edit Control Permission control Email and Domain control
Custom branding	<ul style="list-style-type: none"> Name, Logo and colours 	<ul style="list-style-type: none"> Name, Logo and colours 	<ul style="list-style-type: none"> Name, Logo and colours 	<ul style="list-style-type: none"> Name, Logo and colours 	<ul style="list-style-type: none"> Name, Logo and colours Multi-brand deployment Embedded SDK & White Label
Admin & User Setting	Console, user management & settings	Console, user management & settings	Console, user management & settings	Console, user management & settings	Console, user management & settings
Data Control	<ul style="list-style-type: none"> EU or US Server 	<ul style="list-style-type: none"> EU or US Server 	<ul style="list-style-type: none"> EU or US Server 	<ul style="list-style-type: none"> EU or US Server Health Cloud (US HIPAA) 	<ul style="list-style-type: none"> Exclusive hosting AWS in 26 regions Multi-region deployment
Message history	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Product					
Chat & Doc Sharing Core	•	•	•	•	•
Teams Core		•	•	•	•
Broadcast Core		•	•	•	•
Scheduler Core		○	•	•	•
Signature & Biometric Core		○	•	•	•

Summary Table	Essentials for Salesforce	Internal	Professional	Business	Enterprise
File Manager Core		•	•	•	•
Data Reviewer & Insights	•	○	○	○	○
Qwil AI		○	○	○	○
Qwil Meet (Video)		○	○	○	○
Add-ons for more functionality		○	○	○	○
Native apps for staff & clients	mobile, desktop & Web	mobile, desktop & Web	mobile, desktop & Web	mobile, desktop & Web	mobile, desktop & Web
Integration & APIs	• SF API Key	• User API Keys	• User API Keys	• User, Master & System API Keys	• User, Master, System API ○ Multi-tenancy API Keys ○ Sandbox
Support	• Standard	• Standard	• Standard	○ Premium ○ HIPAA BAA on request	○ Premium ○ Professional services ○ SLA guaranteed uptime

Compare all Subscriptions

Plan Comparison	Essentials	Internal	Professional	Business	Enterprise
Security					
Console Security settings	•	•	•	•	•
Invitation only onboarding	•	•	•	•	•
Data Encryption at rest and in transit	•	•	•	•	•
Antivirus content scans	•	•	•	•	•
Data loss prevention (DLP)	•	•	•	•	•
User device management	•	•	•	•	•
Login alerts	•	•	•	•	•

Plan Comparison	Essentials	Internal	Professional	Business	Enterprise
Staff user controls:					
Staff roles	• 3: Staff, User Admin & System Admin	• 3: Staff, User Admin & System Admin	• 3: Staff, User Admin & System Admin	• 3: Staff, User Admin & System Admin	• 3: Staff, User Admin & System Admin
One step invitation (email only)	•	•	•	•	•
Two-step invitation (email & SMS)				•	•
Staff mobile access controls (MDM) (Disable: copy paste, download/upload, screenshot, call out, offline mode)				•	•
Staff desktop access controls (CIDR)				•	•
User details edit control				•	•
Staff e-mail domain control				•	•
User API key permission control				•	•
Client user controls:					
One step invitation (email only)	•	•	•	•	•
Two-step invitation (email & SMS)				•	•
User details edit control				•	•
Attachment Security					
Standard file type rules (attachment control)				•	•
Customized file type rules (attachment control)				•	•
ID-only push notifications option (no message preview for security and data privacy)				•	•

Plan Comparison	Essentials	Internal	Professional	Business	Enterprise
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Branding and Customization					
Name	•	•	•	•	•
Logo & avatar	•	•	•	•	•
Bubble colours	•	•	•	•	•
User pictures	•	•	•	•	•
Email invites with name and logo	•	•	•	•	•
Multi-brand deployment					•
White Label					○
Embedded / SDK					○

Applications					
Mobile (Android & Apple)	•	•	•	•	•
Desktop (Microsoft & Apple)	•	•	•	•	•
Web (Modern Browsers)	•	•	•	•	•
Staff & Clients apps	•	•	•	•	•

Plan Comparison	Essentials	Internal	Professional	Business	Enterprise
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Admin & User Settings					
Admin Settings					
Admin Console	•	•	•	•	•
User management	•	•	•	•	•

Customized client teams (coverage teams)	•	•	•	•	•
Invitation only 30 second onboarding	•	•	•	•	•
User batch CSV upload	•	•	•	•	•
Butler customisable greetings				•	•
				•	•
User Settings					
Username and Password management	•	•	•	•	•
Desktop notifications	•	•	•	•	•
In app Notifications	•	•	•	•	•
Mobile Notifications	•	•	•	•	•
Profile status (Edit Away)	•	•	•	•	•
Email reminders	•	•	•	•	•
Message formatting	•	•	•	•	•
Device Management	•	•	•	•	•

Plan Comparison	Essentials	Internal	Professional	Business	Enterprise
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Deployment & Data Control					
Data residency	• EU or US AWS servers	• EU or US AWS server	• EU or US AWS server	• EU or US AWS server	◦ Exclusive VPC ◦ 26 regions AWS
Multi-region deployment					◦
Federation (Chat between organizations)					•
Deactivate & suspend users	•	•	•	•	•
Revoke chats	•	•	•	•	•
Delete Chats (visible to data reviewer)	•	•	•	•	•
Read receipts (default)	•	•	•	•	•
Chat and attachment export (transcript)	•	•	•	•	•
Data reviewer	◦	◦	◦	◦	◦
Qwil & Standard Organization T&Cs	•	•	•	•	•
Customize Organization T&Cs				•	•
ISO 27001	•	•	•	•	•
HIPAA				•	•

Support					
Help centre (Guides, FAQ, Troubleshooting)	•	•	•	•	•
Standard support	• Online support	• Online support	• Online support	• Online support	• Online support
Premium support				◦	◦
Professional services					◦
Guaranteed Uptime SLA					◦
BAA signed (HIPAA)				•	

Plan Comparison	Essentials	Internal	Professional	Business	Enterprise
Integration and APIs					
Deep links (complex URL)	•	•	•	•	•
Staff user API keys	•	•	•	•	•
Master user API keys				•	•
System API keys (incl. export)				•	•
Salesforce API	•		◦ Requires Essentials	◦ Requires Essentials	◦ Requires Essentials
Multi-tenancy API keys					◦
Sandbox(es)					◦
Additional API call volumes*					◦
E-signature API					◦
Biometric request API					◦
Broadcast Chat API					◦
Active Directory (AD) Sync					◦

Product (Core and Plus Add-ons)

Chat & Doc sharing core			
	List Price (£) per seat	Core	Plus (coming soon)
		Included	+£3
Maximum Chat participants		100	250
Internal chat (staff)		•	•
Client chat (External)		• (except Internal only)	•
File, videos & images sharing		•	•
Maximum file size		50 MB	200 MB
Name chats		•	•
Multi-party chats		•	•
Staff only chats		•	•
Chat permissions (One host)			•
Message History on		•	•
Message History		Unlimited	Unlimited
Invite and remove participants		•	•
File preview & download		• (Mobile & Web)	• (Mobile & Web)
Archive & Mute chats		•	•
Message Acknowledgement (Read receipt ticks)		•	•
Message Details		• (Web and Mobile)	• (Web and Mobile)
Delete chat		•	•
Reply to		•	•
Emojis, Gifs		•	•
Markdown and formatting toolbar		•	•
Search chats		• (Web & Mobile)	• (Web & Mobile)
Filters and flags		•	•
Chat deep links (Copy link)		•	•

Teams			
		Core	Plus (coming soon)
	List Price (£) per seat	Included	+£3
Team account (pooled users)		•	•
Assign a chat		•	•
Shadow Assistant			•
Client modes (No contacts,, contacts for contact list (single) or specific Teams)			•
Working hours management (Out of Office & fall back user)			•

Broadcast			
		Core	
	List Price (£) per seat per month	Included	
All staff Butler (admin only)		•	
All clients Butler (admin only)		•	
All my clients Butler		•	
Image, GIF and file sending		•	

Scheduler			
		Core	Plus (coming soon)
	List Price (£) per seat	Included	+£3
Number of monthly bookings per user		25	Unlimited
Connect one calendar (single) Google and MS		•	•
Availability		•	•
Event type		1	Unlimited
Booking under Profile		•	•
Book meetings on behalf of others with event type permissions (coming soon)			•
Send confirmation Butler		•	•
Email Reminders		•	•
Embed scheduling on your site (coming soon)			•

E-signature & biometric requests			
		Core	Plus
	List Price (£) per seat	Included	+£3 / mo
Advanced e-signature by chat		10 per user/mo	Unlimited
Email e-signatures by email (Guest)		5 per user/mo	Unlimited
2 signers (Requestor Staff and Signer)		•	•
Multiple signatures (coming soon)			•
Signer order (coming soon)			•
Templates Editor (drag & drop) & review		•	•
“Real” signature, upload and choice of font		•	•
Biometric Requests		10 per user/mo	Unlimited
Certificate of completion		•	•
Reminders (Requestor and signer)		•	•
Web and Mobile signing (coming soon)		•	•

File Manager			
		Core	
	List Price (£) per seat	Included	
Search function		•	
Download file		•	
Click to chat thread		•	
Staff and Clients		•	

Data reviewer & Insights (Compliance)			
			Plus
	List Price (£) per seat		+£3 / mo
Data reviewer			•
Level 1 (User can view connect client chat data)			•
Level 2 (User can view all client chat data)			•
Level 3 (User can view all client and staff chat data)			•
Search by keywords & participants			•
Advanced search (Date, senders, attachments)			•
Full chat thread history view			•
View deleted chats (and history)			•
Go to chat			•
Transcript Download			•
Admin AI Recap			• (Requires Qwil AI)

Qwil AI			
	List Price (£) per seat		Qwil AI Free to September 2025
Chat Summary			•
Weekly recap			•
Rewrite			•
Admin Recap (Compliance) requires Data reviewer			•
Client Insights (Activity view)			•
Meeting Summary (requires Qwil Meet & transcript))			•

Qwil Meet Video and Voice conferencing			
	List Price (£) per seat		Qwil Meet +£5 / mo
Qwil Meet			•
Meeting length (maximum)			• 120 minutes
1-1 Video & Audio meetings			•
Group Video & Audio meetings			•
Screen sharing			•
External guests			•
Moderator			•
Polls			•
Calendar Link			•
Recording (local)			•
Transcript			◦ £ / min
Recording			◦ £ / min

Enterprise Customisation

Embedded SDK			
		Version 1	Version 2
Mobile SDK		○	○
Web SDK		○	○
Start a chat		○	○
Chat list (client record) and one click access		○	○
Contact Books		○	○
Scheduler (requires Scheduler plus)		○	○
Branding (colours etc)		○	○
E-sign (requires Signature plus)			○
Video Meeting (requires Qwil Meet)			○
Auto provisioning			○
Customisations			○
Implementation Support			○

White Label (Enterprise Only)	
Branded Mobile app (Appstore)	○
Branded Desktop app	○
Branded Login	○

Salesforce Connector (Essentials Plan)

Salesforce Connector	
Requirements	Usage of Salesforce Connector extends the functionality of the Essentials plan for Salesforce users. Professional & Enterprise Plans will require the Essentials plan to use the Qwil Messenger Salesforce Connector.
Start a chat	○
Chat list (client record) and one click access	○
Full Message history (client record)	○
Invite client	○
Client status	○
Manage client	○
Manage Contact Groups	○
Attachment Download	○
Experience Cloud	○

● **Included** ○ **Available at extra cost**

All pricing excludes any applicable VAT or sales taxes, is subject to an annual contract. Estimated timing of Plan features are subject to change. Please refer to the Master Service Agreement for more details.

Customers will convert to the new Product Plans above subject to terms at the renewal date. Customers remaining on legacy Enterprise Plans are priced at £50 per staff user per month and include unlimited data reviewer, chat and document sharing.