

VUI Features & Pricing for BigCommerce

CUSTOMER SERVICE	Cost/ month	Sessions/ month
Lite	\$19	75
Standard	\$49	500
Plus	\$149	2000
Pro	\$199	5000

- 45 day free trial for new customers. At the end of the trial, customers will be billed according to their chosen plan.
- One month free with annual subscription
- \$0.05 fee per session or upgrade if conversations exceed plan. Customer will be informed if they are about to exceed their plan.

	Standard	Plus	Pro
Fully managed cloud-based solution	✓	✓	✓
Basic customer care commands	✓	✓	✓
Basic product search	✓	✓	✓
Basic branding, voice, and prompt customization	✓	✓	✓
Enhanced product search		✓	✓
Unlimited email customer support		✓	✓
Enhanced branding, voice and prompt customization		✓	✓
Access to all features and releases			✓
Advanced analytics and performance management			✓