Gladly

Get Started with Gladly

From emerging to enterprise, we've got a plan to get you up and running quickly at the support level you need.

Not finding what you need?

Reach out to your Account Executive to craft a package that's right for your team.

Essentials

For teams with up to 20 agents, supporting a single brand, looking to implement the basics.

PACKAGE INCLUDES:

- Named implementation lead
- Best practices guidance
- Training office hours
- Launch office hours

$4,500

Essentials +

For growing teams with up to 50 agents, supporting a single brand, looking for more consultative guidance.

PACKAGE INCLUDES:

- Named implementation lead
- Developer guidance
- Best practices guidance
- Training office hours
- Launch office hours
- Development-only sandbox environment

$7,750

Premium

For established teams with up to 150 agents, with multiple brands and advanced training support.

PACKAGE INCLUDES:

- Named implementation lead
- Developer guidance
- Best practices guidance
- Training office hours
- Launch office hours
- Development-only sandbox environment
- Train the trainer approach
- Business goals setting
- Named implementation engineer

$30,750

Enterprise

For global teams with over 150 agents, supporting multiple brands, needing customer implementation support.

PACKAGE INCLUDES:

- Named implementation lead
- Developer guidance
- Best practices guidance
- Training office hours
- Launch office hours
- Development-only sandbox environment
- Train the trainer approach
- Business goals setting
- Named implementation engineer

Custom

Self-Guided

For teams with up to 10 agents, this package supports a hands-on approach to setting up Gladly.

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*All Services assistance and calls are to be used prior to launch, unless specifically denoted as such.

**The listed packages are fixed scope and price.

***The price of Essentials+ includes optional sandbox environment fee.