Qwil Messenger

Product Plan Summary

Updated 1st November 2026

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

For larger Enterprise customers wanting further 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	Internal	Professional	Business	Enterprise
	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 (annual)	**5**	**15**	**25**	**From 40**
List Price (£) per seat (monthly	**-**	**20**	**35**	**-**
Pricing in US$, CAD$, A$ and EURO		On request	On request	On request
Minimum Requirements (staff)	20 seats	1 seat	1 seat	100 seats
Maximum staff users (seats)		-	-	-
Maximum external users (Clients)	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	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	• Name, Logo and colours	• Name, Logo and colours	• Name, Logo and colours	• 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
Data Control	• EU or US Server	• EU, US or Canada Server	• EU, US or Canada Server • Health Cloud (US HIPAA)	○ Exclusive hosting ○ AWS in 26 regions ○ Multi-region deployment
Message history	Unlimited	Unlimited	Unlimited	Unlimited
Product				
Chat & Doc Sharing	•	•	•	•
Teams	•	•	•	•

Summary Table	Internal	Professional	Business	Enterprise
Broadcast	●	●	●	●
Dashboard			●	●
Scheduler	○	●	●	●
Signature & Biometric	○	●	●	●
File Manager	●	●	●	●
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
Integration & APIs	● User API Keys	● User API Keys	● User, Master & System API Keys ● 3rd party CRM integrations ● 3rd party connectors (eg. Sign & video Q1 2027)	● User, Master, System API ○ Multi-tenancy API Keys ○ Sandbox
Support	● Standard	● Standard	○ Premium ○ HIPAA BAA and PHIPA ESP on request	○ Premium ○ Professional services ○ SLA guaranteed uptime

Compare all Subscriptions

Plan Comparison	Internal	Professional	Business	Enterprise
Security				
Console Security settings	●	●	●	●
Invitation only onboarding	●	●	●	●
Data Encryption at rest and in transit	●	●	●	●
Antivirus content scans	●	●	●	●

Plan Comparison	Internal	Professional	Business	Enterprise
Data loss prevention (DLP)	•	•	•	•
User device management	•	•	•	•
Login alerts	•	•	•	•
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
One step invitation (email only)	•	•	•	•
Two-step invitation (email & SMS or WhatsApp for certain prefixes)			•	•
Staff mobile access controls (MDM) (Disable: copy paste, download/upload,, 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	Internal	Professional	Business	Enterprise
Branding and Customization				
Name	●	●	●	●
Logo & avatar	●	●	●	●
Bubble colours	●	●	●	●
Email invites with name and logo	●	●	●	●
Butler welcome message			●	●
User pictures	●	●	●	●
Multi-brand deployment				●
Customisable Dashboards			●	●
Co-branded app				○
White Label				○
Embedded / SDK				○
Applications				
Mobile (Android & Apple)	●	●	●	●
Desktop (Microsoft & Apple)	●	●	●	●
Web (Modern Browsers)	●	●	●	●
Staff & Clients apps	●	●	●	●
Web responsive apps (including phone and Tablet)	● Q1 2027	● Q1 2027	● Q1 2027	● Q1 2027

Plan Comparison	Internal	Professional	Business	Enterprise
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	Internal	Professional	Business	Enterprise
Deployment & Data Control				
Data residency	● EU, US or Canada AWS server	● EU, US or Canada AWS server	● EU, US or Canada AWS server (more on demand)	○ Exclusive VPC ○ 26 regions AWS
Multi-region deployment				○
Federation (Chat between organizations)				●
Deactivate & suspend users	●	●	●	●
Revoke chats	●	●	●	●
Delete Chats (visible to data reviewer)	●	●	●	●
Edit Chats (visible to data reviewer)	Q1 2027	Q1 2027	Q1 2027	Q1 2027
Read receipts (default)	●	●	●	●
Chat and attachment export (transcript)	●	●	●	●
Data reviewer	○	○	○	○
Qwil & Standard Organization T&Cs	●	●	●	●
Customize Organization T&Cs			●	●
ISO 27001	●	●	●	●
HIPAA, PHIPA			●	●
Support				
Help centre (Guides, FAQ, Troubleshooting)	●	●	●	●
Standard support	● Online support	● Online support	● Online support	● Online support
Premium support			○	○
Professional services				○
Guaranteed Uptime SLA				○
BAA signed (HIPAA)			○	
ESP signed (PHIPA)			○	

Product (Included and Plus Add-ons)

Chat & Doc sharing			
			Plus
	List Price (£) per seat	**Included**	**On demand**
Maximum Chat participants		100	250
File, videos & images sharing		●	●
Maximum file size		50 MB	200 MB
Chat titles and edit		●	●
Multi-party chats		●	●
Staff only chats		●	●
Chat permissions (One host)			●
Message History		Unlimited	Unlimited
Invite and remove participants		●	●
File preview & download		● (Mobile & Web)	● (Mobile & Web)
Archive & Mute chats		●	●
Message details (Read receipt ticks)		●	●
Edit Chat		Q1 2027	Q1 2027
Delete chat		●	●
Reply to		●	●
Reactions		●	●
Emojis, Gifs		●	●
Markdown and formatting toolbar		●	●
Search chats		● (Web & Mobile)	● (Web & Mobile)
Filters and flags chat threads		●	●
Pin chats & messages		●	●
Chat deep links (Copy link)		●	●
Team: Shared accounts		● (max devices)	●
Team: Assign a chat		●	
Team: Support chat (auto assign)			● Q2 2027

Broadcast

	List Price (£) per seat	Included	Plus
All staff Butler (admin only)		●	
All clients Butler (admin only)		●	
All my clients Butler		●	
Customisable distribution lists			● (Q1 2027)
Image, GIF and file sending		●	

Dashboard

	List Price (£) per seat	Included	Business Plan Only
Client representatives		●	
Client Quick Actions		●	
Staff Advanced Actions		●	
Customisable Dashboards			●
Client dashboard (mobile and desktop)			●
Staff dashboard (mobile and desktop)			●
Buttons: Icons, title, URL (max 10)			●
Banner Text (500 characters)			●

File Manager

	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	**Included**	**+£3 / mo**
Search Qwil Messenger (all my chat threads) for contacts, messages, chats)		•	•
Search this chat (within a specific chat)		•	•
Data reviewer (Audit platform)			•
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			•

Qwil AI			
	List Price (£) per seat		**£5 / mo**
Chat Summary			•
Weekly recap			•
Rewrite			•
Client Insights (Activity view)			• Q1 2027

Scheduler			
3rd party connectors			
Add Calendly or other Link under Profile for clients to book directly		•	
	List Price (£) per seat	**Included**	
Qwil Scheduler		•	
Number of monthly bookings per user		Unlimited	
Connect one calendar (single) Google and MS		•	
Availability		•	
Event type		10	
Booking under Profile		•	
Send confirmation Butler		•	
Email Reminders		•	

Video and Voice conferencing			
3rd party connectors			
Connection to your MS Tems and Zoom account (Meet now in chat)		• Q1 2027	May incur additional charge
	List Price (£) per seat		**+£5 / mo**
Qwil Meet			
Meeting length (maximum)			• 120 minutes
1-1 Video & Audio meetings			•
Group Video & Audio meetings			•
Screen sharing			•
External guests			•

E-signature & biometric requests			
3rd party connectors			
Connection to your Docusign account		• Q1 2027	May be subject to an add-on charge
Connection to your Adobe account		• Q1 2027	May be subject to an add-on charge
	List Price (£) per seat	**Included**	
Qwil Sign & Biometrics		•	
Advanced e-signature by chat		Unlimited	
Advanced e-signature by chat		Unlimited	
Email e-signatures by email (Guest)		Unlimited	
2 signers (Requestor Staff and Signer)		•	
Templates Editor (drag & drop) & review		•	
“Real” signature, upload and choice of font		•	
Biometric Requests		Unlimited	
Certificate of completion		•	
Reminders (Requestor and signer)		•	
Web signing		• Mobile Q1 2027	

Plan Comparison	Professional	Business	Enterprise
Integrations			
3rd party integrations		•	•
CRM and Wealthplatforms		Wealthcraft, Curo, Plannr CRM, Zoho CRM, Hubspot, Wealthbox, intelliflo	Wealthcraft, Curo, Plannr CRM, Zoho CRM, Hubspot, Wealthbox, intelliflo
OAuth secure connection		•	•
Daily push of conversations to Notes or documents (intelliflo) other specified client field record (subject to CRM)		•	•
Administration console and logs		•	•
		3rd Party integrations are offered directly from application at no charge but is subject to change subject to 3rd parties pricing.	
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			o
Sandbox(es)			o
Additional API call volumes*			o
E-signature API			o
Biometric request API			o
Broadcast Chat API			o
Active Directory (AD) Sync			o

Qwil Messenger

Essentials Plan for Salesforce & Salesforce Connector

Essentials Plan	For Salesforce users only using connector		Salesforce Connector	
Requirements	Salesforce sales or experience cloud. Download from the AppExchange		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.
List Price (£) per seat (annual)	**5**			
Minimum Requirements (staff)	Salesforce Users		Start a chat	○
Maximum staff users (seats)	-		Full Message history (client record)	○
Maximum external users (Clients)	Unlimited		Invite client	○
Security	Invitation only (Single factor) Encryption in transit & rest Antivirus 2-Factor authentication		Client status	○
Custom branding	● Name, Logo and colours		Manage client	○
Admin & User Setting	Console, user management & settings		Manage Contact Groups	○
Data Control	● EU or US Server		Attachment Download	○
Message history	Unlimited		Experience Cloud	○
Chat & Doc Sharing	●		Chat list (client record)	○
Data Reviewer & Insights	●			
Native apps for staff & clients	mobile, desktop & Web			
Integration & APIs	● SF API Key			
Support	● Standard			

● 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.