Smart instinct | Pricing

Helpdesk implementation, integrations, migrations, and AI agents.
Published prices, the same for everyone. **Nothing billed without your OK.**

RATE CARD
Effective October 8, 2026
smartinstinct.com/pricing
email@smartinstinct.com
+1 (800) 969-4803

STEP ONE Start with the audit

One to two weeks

$750
Flat fee, one helpdesk

We review routing, SLAs, AI guardrails, triggers, reporting and integrations. You get a written report, ranked fixes, a 30-minute walkthrough and **your build tier, priced**. Multi-instance: typically $1,500 to $3,500.

▶ **Credited in full against any project booked within 30 days.**

STEP TWO Choose a fixed-price build

Every channel your customers use, on every tier

Essential — MOST CHOSEN

$3,750
One platform, built from scratch.

Platforms	1
Brands	1
Integrations	1
AI answer topics	4
Hours included	up to 33
Timeline	2 to 4 weeks

Professional

$10,500
Full routing. AI that takes actions.

Platforms	1
Brands	2
Integrations	5
AI answer topics	20
Hours included	up to 90
Timeline	3 to 5 weeks

Premium

$17,500
Multi-platform, multi-step AI.

Platforms	2
Brands	3
Integrations	8
AI answer topics	40
Hours included	up to 150
Timeline	4 to 6 weeks

▶ **Fixed price, hours included.** If your agreed scope needs more, we tell you before we reach the limit and you choose: extra hours at $110, or we trim to fit. **Nothing is billed without your OK.**

Hours are good for 90 days from kickoff, then quoted. Past a limit: $1,500 per integration, $3,000 per brand, $4,500 per platform. A marketplace app is one integration, an API or Zapier scenario two. Custom code and ticket history are quoted.

STEP THREE Keep an admin on call

Monthly retainers, cancel at any renewal

Essential — MOST CHOSEN	**$1,000**/mo	**8 hrs** at $125
Professional	**$2,400**/mo	**20 hrs** at $120
Premium	**$4,600**/mo	**40 hrs** at $115

More hours, lower rate. Hours are use it or lose it. Underuse and we drop you a tier at renewal. Priority response, a direct Slack channel and quarterly health checks. Professional is $28,800 a year; one in-house senior admin is $90,000 to $175,000. Upgrade anytime; downgrade or cancel at renewal.

EVERYTHING ELSE Quoted or by the hour

Priced on the scoping call

Migrations	**$3,500** and up	
Enterprise	**$25,000** and up	
Hourly	**$110** an hour	

Migrations: priced by ticket volume, tool licences at cost, hours good for 90 days. Enterprise is anything past Premium, multi-instance, or regulated (HIPAA, SOC 2, ISO 27001). Hourly covers one-off work up to 6 hours a month. Web development is a custom estimate.

PROOF

- **Zendesk** Advanced Partner
- **Gorgias** Managed Services Partner
- **Intercom** Partner
- **Aircall** Solution Partner
- **Tidio** Partner
- **Richpanel** Partner
- **Pylon** Partner
- **Zapier** Solution Partner

and 15+ more, **one price list.**

BILLING AND TERMS

Projects	50/50, or by milestone on large scopes.
Audits, retainers	Paid upfront.
Payments	Stripe. Self-serve cancel, no fee.
Rush	Time and a half, quoted first.

Founder Jay Biros.

Book a free 15-minute scoping call.

BOOK Pick a time online
EMAIL email@smartinstinct.com
CALL +1 (800) 969-4803

SCAN TO BOOK

