



Monthly Plans	Standard	Professional	Enterprise
Users			
Price per standard user	£15.00	£25.00	Enquire
Price per read-only (e.g. administrator)	£5.00	£5.00	Enquire
Maximum users (standard and read only)	20	50	Unlimited
Branches			
Price per branch	£25.00	£25.00	Enquire
Maximum branches	3	10	Unlimited
Sources			
Price per source	£25.00	£25.00	Enquire
Maximum supported sources	3	6	Unlimited
Rightmove	Yes	Yes	Yes
Zoopla	Yes	Yes	Yes
OnTheMarket	Yes	Yes	Yes
Valpal	Yes	Yes	Yes
Homeflow	Yes	Yes	Yes
OneDome	Yes	Yes	Yes
The Guild	Yes	Yes	Yes
Other sources (using Area Parser Format)	Yes	Yes	Yes
Other sources (custom integration)	No	No	Yes
Leads			
Price per lead	£0.05	£0.05	Enquire
Maximum leads (per month)	1,500	5,000	Unlimited
Real-time lead monitoring	Yes	Yes	Yes
Real-time web notifications	Yes	Yes	Yes
Lead management	Yes	Yes	Yes
Add internal notes to leads	Yes	Yes	Yes
Search by lead	Yes	Yes	Yes
Branded auto-reply to leads	Yes	Yes	Yes
Email notification for new leads	Yes	Yes	Yes
Reassign and unassign leads	Yes	Yes	Yes
Lead scoring and priority dashboard	No	Yes	Yes
Custom team routing (virtual team)	No	Yes	Yes
Lead event feed	No	Yes	Yes
Lead throttling	No	Yes	Yes
Auto-closing stale leads	No	Yes	Yes
Support for new homes leads	No	Yes	Yes
Close lead to CRM system	No	Yes ¹	Yes ¹
Customers			
Self-service availability	Yes	Yes	Yes



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Self-service qualifying questions	Yes	Yes	Yes
Self-service search profiles	Yes	Yes	Yes
Search by customer	Yes	Yes	Yes
Self-service reminder text message	No	Yes ²	Yes ²
Customer data enrichment (per customer)	No	£0.05	Enquire
Customer NPS surveys (per customer)	No	£0.05	Enquire
Communications			
Send email	Yes	Yes	Yes
Dial-to-call customer	Yes ²	Yes ²	Yes ²
Click-to-call customer	No	Yes ²	Yes ²
Call recording	No	Yes ²	Yes ²
International calling	No	Yes	Yes
Agent-to-customer email templates	No	Yes	Yes
Add attachments to emails	No	Yes	Yes
Call transcribing	No	No	Yes ²
Properties			
Synchronize property data feed	No	Yes ¹	Yes ¹
Search for properties	No	Yes ¹	Yes ¹
Attach property to customer emails	No	Yes ¹	Yes ¹
Auto self-service property matching	No	Yes ¹	Yes ¹
Property matching customer feedback	No	Yes ¹	Yes ¹
Data & Reporting			
Lead insights	Yes	Yes	Yes
Customer self-service insights	Yes	Yes	Yes
User activity insights	Yes	Yes	Yes
Weekly performance report	Yes	Yes	Yes
Property insights	No	Yes ¹	Yes ¹
Export data in raw format	No	Yes	Yes
Monthly insights report	No	Yes	Yes
Data retention	365 Days	Unlimited	Unlimited
Support			
Self-service help centre	Yes	Yes	Yes
Self-services in-app settings	Yes	Yes	Yes
Email support	Yes	Yes	Yes
Phone support	No	Yes	Yes
Dedicated account manager	No	Yes	Yes
Dedicated set up support	No	Yes	Yes
Best practices webinars	No	Yes	Yes
Dedicated support hours	No	M-F 9-5	M-F 9-5

area

Monthly Plans	Standard	Professional	Enterprise
Support priority	Best effort	Priority	Priority
Miscellaneous			
Domain name	Subdomain	Subdomain	Top-Level
Self-service branding	Own Brand	Own Brand	Own Brand
Third-party account access	No	Yes	Yes
Custom dashboard branding/colours	No	No	Yes
Service level agreement	No	99.9% guaranteed	99.99% guaranteed

¹ Available with supported CRM systems only and subject to access to required feeds and/or data.

² All telephony charges are charged at cost (<https://www.twilio.com/voice/pricing/gb>) plus a 10% handling fee.

Services, prices and availability subject to change. Last updated: 29 June 2020.