

# Product Plan Summary - Enterprise

Updated 26<sup>th</sup> February 2024

Enterprise pricing is per staff user per month payable 12 months upfront. Terms as per MSA.

List price is £25 per staff member per month and subject to minimum users and term.

Enterprise Plans include chat, doc sharing, file manager, e-signature and biometric requests unless specified in the order form. Video meetings may incur additional cost.

Additional hosting, APIs and integrations as well as support subject to requirements.

● **Included functionality** ○ **Optional functionality**

**\*Additional features may incur additional costs and/or be subject to minimum subscription volumes.**

	Product Plan – Enterprise (Feb 2024)
<b>User Limits</b>	
Maximum staff users	As per Order Form
Maximum external users	Unlimited
Features	Unlimited Chat, Document Sharing, Broadcast. E-signatures & Biometric requests
Data Reviewer	Level 1, 2, 3
Message history	Unlimited
Custom branding	Name, Logo and colours
Security	2-Factor authentication
Multi-brand deployment	Unlimited
Exclusive Virtual Private Cloud*	○
Sandbox VPC*	○
Multi-region deployment*	○
Staff e-mail domain control	Multiple
Native desktop apps (Windows, Mac)	Staff & Client (Unlimited)
Native mobile apps (iOS & Android)	Staff & Client (Unlimited)
Web app	Staff & Client
Integration & connectors	○

Collaboration	
Chat participants (maximum)	• 100
Internal chat (staff)	•
External chat (prospects & clients)	•
Name chats	•
Multi-party chats	•
Staff only chats	•
Message History on	•
Invite and remove participants	•
File, videos & images sharing	• 50 MB
File preview & download	• (Mobile & Web)
Archive & Mute chats	•
Message Acknowledgement (Read receipt ticks)	•
Message Details	• (Web and Mobile)
Delete chat	•
Reply to	•
Emojis, Gifs	•
Markdown and formatting toolbar	•
Search chats	• (Web & Mobile)
Chat deep links (Copy link)	•

Team accounts (customer support)	
Team account (pooled users)	•
Assign	•
Archive and leave	•

Broadcast	
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All staff Butler (admin only)	●
All clients Butler (admin only)	●
All my clients Butler	●
Image and Document sending	●

<b>File Manager</b>	
Search function	●
Download file	●
Click to chat thread	●
Staff and Clients	●

<b>E-signature &amp; biometric requests</b>	
Advanced e-signature (unlimited) by chat	●
Simple e-signatures (unlimited) by email (Guest)	●
2 signers (Requestor Staff and Signer)	●
Multiple signatures & Order	● Q3 2024
Templates Editor (drag & drop) & review	●
“Real” signature, upload and choice of font	●
Biometric Requests	●
Certificate (e-signature & biometric requests)	●
Reminders (Requestor and signer)	●

<b>Meet Video and Voice conferencing*</b>	
Meeting participants (maximum)	○ 15
Meeting length (maximum)	○ 120 minutes
1-1 Video & Audio meetings	○
Group Video & Audio meetings	○
Screen sharing	○
External guests	○

Moderator	<input type="radio"/>
Polls	<input type="radio"/>
Calendar Link	<input type="radio"/>
Recording	<input type="radio"/> (Local) <input type="radio"/> (Cloud 2024)

<b>Data reviewer (Compliance)</b>	
Audit reviewer	Level 1, 2, 3
Level 1 (User can view connect client chat data)	<input checked="" type="radio"/>
Level 2 (User can view all client chat data)	<input checked="" type="radio"/>
Level 3 (User can view any chat data)	<input checked="" type="radio"/>
Title and message view	<input checked="" type="radio"/>
Full chat thread history view	<input checked="" type="radio"/>
Go to chat	<input checked="" type="radio"/>
Transcript Download	<input checked="" type="radio"/>
View deleted chats (and history)	<input checked="" type="radio"/>
Search by keywords & participants	<input checked="" type="radio"/>
Advanced search (Date, senders, attachments)	<input checked="" type="radio"/>

<b>Account and Settings</b>	
Qwil ID	<input checked="" type="radio"/>
Username (instead of Qwil ID)	<input checked="" type="radio"/>
Desktop notifications	<input checked="" type="radio"/>
In app Notifications	<input checked="" type="radio"/>
Mobile Notifications	<input checked="" type="radio"/>
Profile status (Edit Away)	<input checked="" type="radio"/>
Email reminders	<input checked="" type="radio"/>
Message formatting	<input checked="" type="radio"/>

Admin and Security	
Admin Console & security settings	●
User management	●
Staff roles	● 3: Staff, User Admin & System Admin
Invitation only onboarding	●
One-Factor invitation	●
Two-Factor authentication	● (SMS & mobile push)
Data Encryption at rest and in transit	●
Antivirus content scans	●
Data loss prevention (DLP)	●
Staff mobile access controls (MDM)	●
Staff desktop access controls (CIDR)	●
User and Group CSV upload	●
Staff Insights	●

Compliance	
Data residency	●
Multi-region deployment*	○
Customised user contact lists (bespoke)	●
Deactivate & suspend users	●
Revoke chats	●
Chat and attachment export (transcript)	●
Audit reviewer	Level 1, 2, 3
Customised T&Cs	●
Advanced file type rules (attachment control)	●
ID-only push notifications	●
Staff e-mail domain control	●

UI Staff & clients and warnings	●
ISO 27001	●

Integration and Automation	
Personal user API keys	●
Master user API keys ***	○
System API keys (incl. export) ***	○
Multi-tenancy API keys ***	○
Deep links (complex URL)	○
Sandbox(es)*	○
Webhooks (chat bot integration) ***	○
Salesforce Connector (see Salesforce)*	○
Zapier	●
Pabbly connect	●
Active Directory (AD) Sync*	○
Chat Butler Excel toolkit	●
Additional API call volumes*	○
E-signature API	○
Biometric request API	○
Broadcast Chat API	○

Salesforce Connector**	
Start a chat	○
Chat list (client record) and one click access	○
Full Message history (client record)	○
Invite client	○
Client status	○
Manage client	○

Manage Contact Groups	<input type="radio"/>
Attachment Download	<input type="radio"/>
Experience Cloud	<input type="radio"/>

<b>Support</b>	
Online help centre	<input checked="" type="radio"/>
Online chat / email (3 <sup>rd</sup> line)	<input type="radio"/> per order form
Online chat / email (2 <sup>nd</sup> line)	<input type="radio"/> per order form
Standard support	<input type="radio"/> Designated business contacts
Premium support*	<input type="radio"/> per order form
Professional services*	<input type="radio"/>
Guaranteed Uptime SLA	<input type="radio"/>

*\*Additional features may incur additional costs and/or be subject to minimum subscription volumes.*

*\*\*The Qwil Messenger Salesforce Connector only extends the functionality available in the Essentials Product Plan. Professional and Enterprise Plans include all of Essentials Product Plan functionality.*

*\*\*\*API call volumes may incur additional costs/overage and/or be subject to minimum subscription volumes.*

*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.*