

AI pricing checklist

Free trials and demos

- Many providers offer trials, demos, or proof-of-concept projects. Make use of these to understand both the product's capabilities and any hidden costs.

Licensing model

- User-based pricing:** Charges based on the number of users or seats. Ideal for smaller teams or when usage is predictable.
- Usage-based pricing:** Cost depends on the volume of queries, tokens, or characters processed. This can be beneficial if usage fluctuates.
- Enterprise license:** Offers unlimited or high-volume usage at a flat rate, typically for larger organizations.

Scaling fees and overages

- Some providers charge extra when usage exceeds certain thresholds. Review overage charges for potential unexpected costs.

Customizability and fine-tuning costs

- If your team requires model fine-tuning for industry-specific terminology or to align with your company's tone, additional fees may apply for training and setup.

Product roadmap and update costs

- Assess if pricing includes regular updates and access to new features, or if there are fees for major upgrades.

Integration costs

- Check if integration with existing customer support platforms (e.g., Zendesk, Salesforce) is included, or if additional development fees will be necessary.
- Check if the AI product can connect to your internal knowledge sources to pull from all the documentation that's needed to answer agent and customer questions, and understand what's included in the price.
- Check if the AI product can search past solved tickets, and what it will cost to add this to your knowledge sources.

Training and onboarding costs

- Look at whether training is included or if there are additional costs for onboarding your team and getting them fully comfortable with the tool.
- Understand the costs associated with ongoing training, especially as the AI product evolves.

Support and maintenance fees

- Some providers charge for ongoing support or premium service levels, such as 24/7 assistance or a dedicated account manager.
- Understand the tiers of support and maintenance, and any associated costs

ABOUT ASSEMBLED

Assembled is a Support Operations platform that helps companies maintain exceptional customer experiences, no matter what lies ahead. Leading brands use Assembled's workforce and vendor management capabilities to make optimal staffing decisions, gain visibility into performance and productivity, and unlock new ways to serve evolving customer needs.

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