



Live Chat and Messaging

Express



Introduce clients to live chat and business messaging on the Rake messaging platform.

FREE

Engage

Add omnichannel, unlimited history, visitor tracking, and more. Includes 10 **BeeOpen** engagements/month.

\$79

FEATURES	DESCRIPTION	WHOLESALE PRICES	
Workspace	A workspace to manage your location and match your brand's messaging strategies. Accesible by your team, customers and prospects.	1	1
Live Chat Widgets	Live chat widget helps businesses to provide real time sales and support assistance to website visitors. Widget is secured to your domain(s).	1	Unlimited
Web & Mobile Apps	Cloud hosted solution, login via any browser, integrated to Vendasta SSO. Mobile apps for iOS and Android available for download.	Included	Included
Channel and Direct Messaging	Your private, internal message center. Get work done and stay in touch.	30 days history	Unlimited
Files, Documents, Image sharing	Securely share files, documents, and images. Limits apply to workspace and user storage.	500MB per user 2GB per workspace	2GB per user
Proactive Messages	Triggered messages based on parameters you define. Time spent on site, scroll position, page name, referring url, new vs. returning visitor, etc.	Up to 3	Unlimited
Vistor Tracking	View real-time visitors on your site. Send manual invitations to chat at just the right time. Perfect for sales teams.	Up to 3	Unlimited
Tasks	For conversations that require follow-up, create a Task, assign it, and get reminded about it. Easy, efficient, and effective.	-	Included
Knowledge Base	A branded, searchable knowledge base integrated in Rake. Share articles with customers and prospects.	-	Included
Customers	Know your customers by name, even across multiple platforms.	Included	Included
Omnichannel	Expand your platform coverage with Facebook, Two-Way SMS, and Phone Forwarding.	-	Included
Users	Rake is best when it is implemented across the entire team. Free plan includes unlimited users.	Unlimited	10 users
 beeopen	BeeOpen is Rake's integrated staff-on-demand service. Never miss an opportunity to engage when your staffed for support or service 24/7/365.	-	 10 Engagements *

* One (1) engagement = 3 minute conversation. Max 2 Engagements per session. Conversations less than 30 seconds, and less than 4 messages are not counted.

Add-Ons	Additional User Licenses	-	\$3/each/month
	10 Pack – Live Agent Engagements	-	\$29/each/month **

** Partners may add as many 10-Packs of Engagements onto their monthly plan as required. Engagements are prepaid, unused engagements never expire.