

The world's only **ticketing software** that works within Gmail

With Hiver, you get:

- ✓ Omni-channel Support
- ✓ Advanced Reporting and Analytics
- ✓ UI that you're already familiar with
- ✓ SLA monitoring and CSAT surveys

[START FREE TRIAL](#)


Here's why leading brands choose Hiver and stick to it



Zero learning curve

Hiver works inside Gmail, so no learning curve for new users.



Always there for you

We are here to help you 24x7 and typically respond within 2 minutes



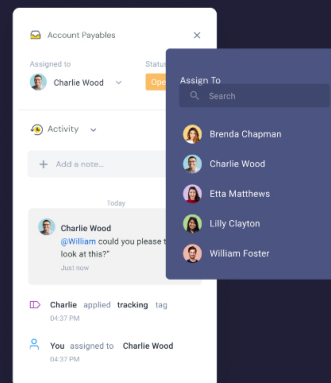
Humans over tickets

Humanize all customer conversations rather than treating them as tickets.

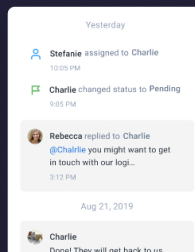
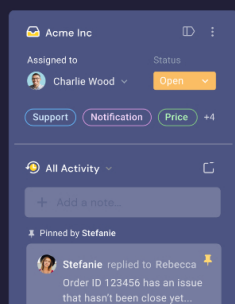
Omni-channel support

Be present where your customers are!

With easy email management, live chat, and a knowledge base, serve your customers at every touchpoint.



Bid goodbye to CCs/forwards and manage emails effortlessly



Collaboration

Collaborate with context

Use notes, email templates and shared drafts to collaborate with your teammates - all from Gmail!

Aug 16, 7:35 AM

with an ETA
1:12 PM

Kristian applied Support tag
4:12 PM

Easily collaborate with your team using notes and @mentions

Reporting and Analytics

Stay on top of your team's performance

Measure the data points that matter, never miss an SLA and stay on top of customer sentiments with CSAT surveys.

Conversations

Customer support

Workload

Active New Resolved

+ TAG Refund Shipping is... +4

Enterprise - High - Resolution time

Activity

+ Add a note...

Today

Enterprise SLA violated
Resolution time met urgent priority
05:15 PM

Enterprise SLA violated
Resolution time met urgent priority
05:15 PM

Enterprise SLA violated
Response time met medium priority
04:51 PM

Charlie assigned to Lilly Clayton
04:37 PM

Set deadlines for issue resolutions and track SLA violations with ease

More features you will love!

Organise emails better

Categorize customer issues with Email Tags and filter emails for faster access.

Understand customers better

Get rich customer context and insights to craft personalized responses.

Automate repetitive tasks

Say goodbye to manual work and boost your team's productivity

Productivity on-the-go

Enable field agents to solve customer issues on-the-go with Hiver's mobile apps.

Automate email assignments

Automate email and chat assignments to your agents in a round-robin manner.

Connect your favorite apps

With Slack, Asana, Jira, and Salesforce integrations, connect your favorite apps to your inbox.

Why our customers love us



Hiver required minimal training or workflow changes, as it integrated nicely with Gmail. Other solutions we tried required yet another system to log into, plus a complete mind shift in the way the team approached and used email.



Virginia Trowbridge,
Pulse Manager, Reali



What we were doing before wasn't good enough, but Hiver has completely re-invented our communication a 100%. Hiver is extremely easy to use and we were able to hit the ground running right from day one. On top of that, their customer service is simply fantastic!



Luke Thompson,
Co-owner, Visiting Angels



I'd say Hiver is a Type A personality — someone who's very organized and structured and gets things done on time. Gmail without Hiver makes going through your inbox a frustrating affair, even if other people have handled a good chunk of it.



Tai Roach,
Support Manager, Air Comm

Pricing that makes you go wow!

Most popular

Lite

\$15/user/mo

billed annually

All the essential tools for getting started with delivering quick and empathetic customer service

- Unlimited Shared Inboxes
- Live Chat
- Knowledge Base
- iOS and Android Mobile Apps
- Add upto 10 users
- 24/7 Email and Chat Support
- Onboarding Assistance

START FREE TRIAL

Pro

\$39/user/mo

billed annually

SLAs, CSAT and rich visual analytics to help you deliver outstanding customer service

Everything in Lite and

- SLA Violations and Business Hours
- CSAT
- Unlimited Automations
- Analytics
- Integrations
- Advanced Access Control

START FREE TRIAL

Elite

\$59/user/mo

billed annually

Custom access control, round-robin assignment and more for delivering customer delight

Everything in Pro and

- SLA Reminders
- Round robin Assignments
- Custom Access Controls
- Priority Support
- Call-back Support
- Dedicated Success Manager

START FREE TRIAL

Frequently Asked Questions



Who is Hiver suited for?	+
What does a Gmail-based ticketing software mean?	+
What does the 7-day free trial include?	+

Unlock your customer service potential with Hiver

7-day free trial | No credit card required*

Get Started with Hiver

Name*

Full Name*

Phone Number*

India (भारत)

+91

Business Email*

john@companyname.com

GET HIVER FREE

By clicking "Get Hiver Free" you agree to our [Terms](#) and that you have read our [Privacy Policy](#)