

Gorgias vs Zendesk Decision Sheet

For a support lead pricing Gorgias, Zendesk, Re:amaze or Gladly. Fill in last month's numbers.

START HERE

Count last month's tickets first. Under about **650 tickets** a month, Gorgias is cheapest. Above it, a seat-priced helpdesk wins.

Your numbers

Tickets last month: _____

Agents on tickets: _____

Current bill incl. overage: \$ _____

Which meter fits you

Fewer than about 650 tickets a month?

Yes: Gorgias

Adding seasonal or part-time agents?

Yes: Gorgias

Over 1,000 tickets a month with 4 agents?

Yes: Per seat

Volume per agent rising every quarter?

Yes: Per seat

Paying over \$300 on Gorgias Basic?

Yes: Per seat

Monthly bill, 4 agents

Gorgias, 300 / 1,000 / 2,500 tickets **\$60 / \$340 / \$540**

Re:amaze Pro, any volume **\$196**

Zendesk Suite Team, any volume **\$276**

Gladly, 4 seats **\$480 + AI**

Gorgias Basic includes 300 tickets, then \$40 per extra 100.

Widget blocking time

Zendesk **170ms**

Gladly **160ms**

Gorgias **150ms**

Re:amaze **120ms**

Load the widget on click, and any of them costs 0ms at page load.

Under about 650 tickets a month, choose Gorgias. Above it, choose Re:amaze or Zendesk.

Choose Gorgias when

- Tickets stay under about 650 a month
- Agent count changes with the season

Choose a seat-priced tool when

- Each agent clears a high ticket volume
- You want a flat bill: \$196 Re:amaze, \$276 Zendesk

Cost of being wrong with Gorgias: overage climbs; 1,000 tickets on Basic costs \$340.

Cost of being wrong with a seat-priced tool: you pay for seats while volume is low; \$196 to \$276 against \$60.

Default: Gorgias for a small team, then recheck the bill every quarter.

Want the chat facade wired into your theme? kaspianfuad.com/engagements

Kaspian Fuad, Shopify developer and CRO consultant

Cut a blinds store's mobile Total Blocking Time from 2,290ms to 480ms.