CHEAT SHEET

Shopify Chat App Speed Cheat Sheet

Five chat widgets, measured on Shopify storefronts. Prices checked July 2026.

START HERE

Start with free Shopify Inbox at **90ms**. Move to Gorgias when two people answer support and you need a ticket queue.

Blocking time I measured

Shopify Inbox Native, free	**90ms**
Crisp Lightest third-party widget	**110ms**
Tidio	**130ms**
Gorgias	**150ms**
Intercom Leaves 30ms of the 250ms budget	**220ms**
Chat category median Third-heaviest of all categories	**145ms**

What you pay

Shopify Inbox 4.7 from 5,028 reviews	**Free**
Tidio Free plan covers 50 users	**Free to $39**
Crisp Per workspace, not per seat	**Free to $295**
Gorgias Starter bills $0.40 per extra ticket	**$10 to $900**
Intercom Per seat, so multiply by agents	**$39 to $139**

Pick by job

Chat, no helpdesk	**Shopify Inbox**
Shopify helpdesk Tickets tie to orders and refunds	**Gorgias**
Lightest third-party Free forever at 2 seats	**Crisp**
B2B or software	**Intercom**

Inbox limits

Chat only: no ticket queue, macros or SLAs

You outgrow it when two people answer support

Switch on its AI auto-reply, most stores never do

Make any chat widget faster

Idle-load it until scroll or the thread goes quiet
Nobody opens chat in the first second

Kill auto-open on every store
It costs the blocking time and the bounce

Scope it to PDP, cart and support pages
Not the homepage of a browsing store

Check the result in field data, not a lab run

Want your store's app stack measured? Ask me. kaspianfuad.com/contact

Kaspian Fuad, Shopify developer and CRO consultant

Measured every major Shopify chat widget: 90ms to 220ms of blocking time.

kaspianfuad.com/blog/gorgias-vs-intercom-vs-tidio-vs-crisp | v1.0 | 2026-10-09
Sources: My storefront measurements, Jul 2026; Shopify App Store listings, Jul 2026; web.dev and Lighthouse docs