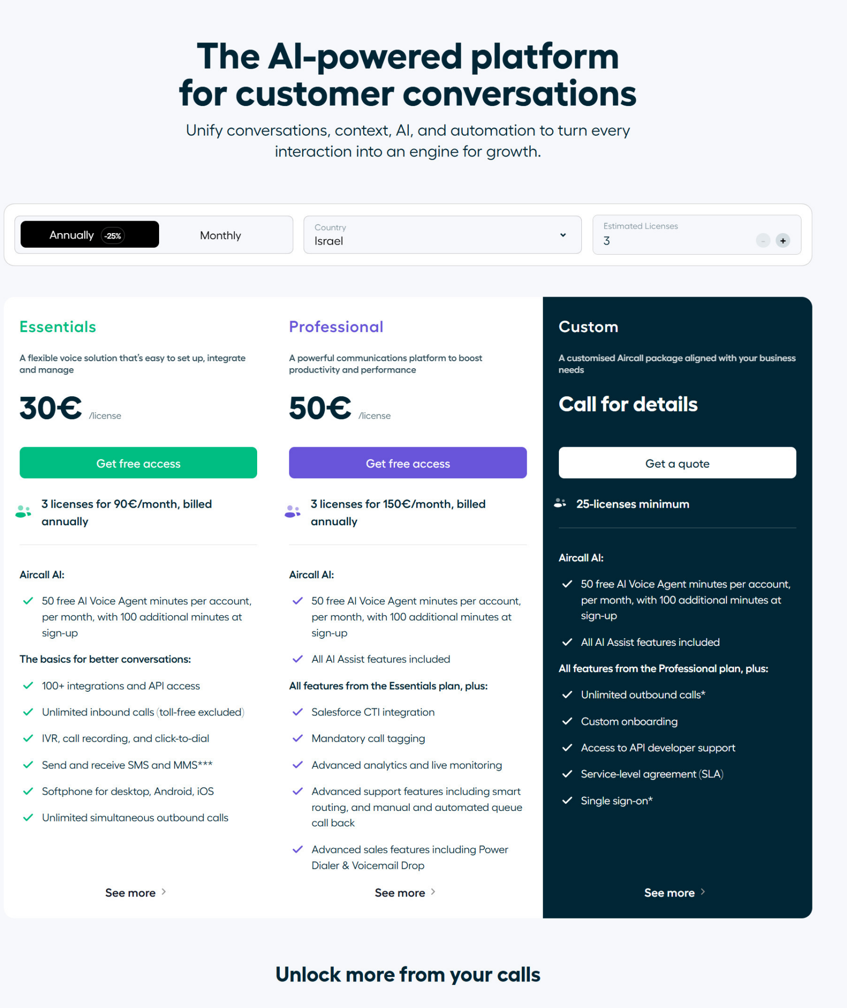

The AI-powered platform for customer conversations

Unify conversations, context, AI, and automation to turn every interaction into an engine for growth.

Essentials

A flexible voice solution that's easy to set up, integrate and manage

30€ /license

3 licenses for 90€/month, billed annually

Aircall AI:

- ✓ 50 free AI Voice Agent minutes per account, per month, with 100 additional minutes at sign-up

The basics for better conversations:

- ✓ 100+ integrations and API access
- ✓ Unlimited inbound calls (toll-free excluded)
- ✓ IVR, call recording, and click-to-dial
- ✓ Send and receive SMS and MMS***
- ✓ Softphone for desktop, Android, iOS
- ✓ Unlimited simultaneous outbound calls

Professional

A powerful communications platform to boost productivity and performance

50€ /license

3 licenses for 150€/month, billed annually

Aircall AI:

- ✓ 50 free AI Voice Agent minutes per account, per month, with 100 additional minutes at sign-up
- ✓ All AI Assist features included

All features from the Essentials plan, plus:

- ✓ Salesforce CTI integration
- ✓ Mandatory call tagging
- ✓ Advanced analytics and live monitoring
- ✓ Advanced support features including smart routing, and manual and automated queue call back
- ✓ Advanced sales features including Power Dialer & Voicemail Drop

Custom

A customised Aircall package aligned with your business needs

Call for details

25-licenses minimum

Aircall AI:

- ✓ 50 free AI Voice Agent minutes per account, per month, with 100 additional minutes at sign-up
- ✓ All AI Assist features included

All features from the Professional plan, plus:

- ✓ Unlimited outbound calls*
- ✓ Custom onboarding
- ✓ Access to API developer support
- ✓ Service-level agreement (SLA)
- ✓ Single sign-on*

Unlock more from your calls

AI Assist

Powerful AI features for coaching and conversation intelligence

Explore (9€/license/month)

- Call summaries
- Talk-to-listen ratios
- Sentiment analysis
- Call scoring
- Automated email follow-up
- Key topic recognition
- Action items
- Trending topics
- CRM logging
- AI and Transcription API

AI Assist Pro

Drive high-impact conversations with real-time AI coaching on every call.

Explore (49€/license/month)

Everything included in AI Assist plus:

- Custom call summaries
- Live transcription
- Live prompt
- Automated call scoring with custom questions
- Playbooks (standard and custom sales methodologies)
- Playbook CRM logging
- Contact insights

AI Voice Agent

Free your team for the conversations that count.

Explore (from 0.19€/minute)

500 minutes: 175€
2,500 minutes: 725€
10,000+ minutes: Custom bundles from 0.19€/minute – reach out to us
Or start testing with pay-as-you-go: 0.49€/min for up to 2,500 minutes, 0.39€/min over 2,500 minutes

- 50 free AI Voice Agent minutes per account, per month, with 100 extra minutes at sign up
- Live transfer to human agents with context
- Automatic CRM call logging
- Autonomous handling of frequent questions
- In-call actions e.g. appointment scheduling
- Direct plug-in to Aircall numbers

Analytics+ Add-on

Advanced dashboards for data-driven sales and support leaders.

Explore (15€/license/month*)

- Unlimited history
- Easy-to-understand charts and heatmaps
- Dashboards built for key areas of interest e.g. outbound activity, unanswered calls
- Drill down and export
- Advanced filters
- Advanced live monitoring

WhatsApp in Aircall

Instantly message your customers worldwide with WhatsApp in Aircall.

Explore (10€/license/month)

- Message customers in 180+ countries
- Unify all interactions in a single view
- Collaborate with shared inboxes
- Use your existing phone numbers
- Streamline operations with branded templates
- Auto-log conversations to CRM

*Requires paid Aircall Plan. Aircall Plan costs and applicable WhatsApp messaging rates are not included.

Aircall for Salesforce Voice

Smart, scalable voice support integrated seamlessly with Salesforce Voice

Request access (30€/license)

- Full call controls in the Omni-Channel Widget
- Intelligent routing
- Real-time transcription
- Omni Supervisor Wallboard
- Call pop-ups with relevant caller details
- Warm and cold transfers
- Supervisor listen-in, barge-in, and transcription monitoring

G2 CROWD ★★★★☆ 4.3

"Aircall was incredibly fast to implement for my team of 15+ users..."

Capterra ★★★★☆ 4.3

"The dashboard is very streamlined, and it's easy to set up additional features like IVR."

REVIEWS.io ★★★★★ 4.6

"The ability to integrate your system into a single call is incredible."

	Essentials	Professional	Custom
Minimum number of users	3	3	25
Max number of teams	3	Unlimited	Unlimited
Phone number included in the plan	1 local or toll-free	1 local or toll-free	1 local or toll-free
Price of each additional number, per month	6€	6€	6€
Inbound calls & internal calls (Toll-free excluded)	Unlimited	Unlimited	Unlimited
Outbound calls - domestic		Contact us	
Outbound calls - international			
SMS and MMS business text messaging - domestic	***US, Canada, UK, Australia, France, Germany: contact us for rates	***US, Canada, UK, Australia, France, Germany: contact us for rates	***US, Canada, UK, Australia, France, Germany: contact us for rates
Access to call recordings	Up to 1 year (by request, 6 months available in Dashboard)	Unlimited (by request, 6 months available in Dashboard)	Unlimited (by request, 6 months available in Dashboard)
Analytics data	Up to 6 months (Basic Analytics)	Up to 6 months (Basic and Advanced Analytics)	Unlimited (Analytics+)

Initial setup

Softphone for desktop, Android, iOS	✓	✓	✓
Computer Telephony Integration (CTI)	✓	✓	✓
Instant numbers	✓	✓	✓
Custom music and messages	✓	✓	✓
Business hours	✓	✓	✓
Call from any number	✓	✓	✓
Call queuing	✓	✓	✓
IVR (Vocal server)	✓	✓	✓
Call Routing	✓	✓	✓
Time and date-based routing	✓	✓	✓
Smart routing		✓	✓
Queue callback		✓	✓

Collaboration

Ring groups	✓	✓	✓
Flexible call distribution rules	✓	✓	✓
Shared call inbox	✓	✓	✓
Assign & comment on calls	✓	✓	✓
Shared contacts	✓	✓	✓
Extensions	✓	✓	✓

Call recording	✓	✓	✓
Email reporting	✓	✓	✓
Tags	✓	✓	✓
Conference call	✓	✓	✓
Availability statuses	✓	✓	✓
Call coaching		✓	✓
Call whispering		✓	✓
Mandatory tagging		✓	✓

Analytics

Standard Analytics	✓	✓	✓
Live Monitoring		✓	✓
Standard and Advanced Analytics		✓	✓
Analytics+ add-on			✓

Productivity

Forward-to-mobile	✓	✓	✓
Voicemail by email	✓	✓	✓
Hold with music	✓	✓	✓
Working hours per user	✓	✓	✓
Desktop notifications	✓	✓	✓
Click-to-dial	✓	✓	✓

Blocklist numbers	✓	✓	✓
Warm transfers	✓	✓	✓
After-call work	✓	✓	✓
Parallel calls	✓	✓	✓
Pause-resume recording	✓	✓	✓
Ring on speakers	✓	✓	✓
Unlimited simultaneous outbound calls	✓	✓	✓
PowerDialer		✓	✓
Voicemail Drop		✓	✓

AI & transcription

Conversation Center	✓	✓	✓
Call transcription	✓	✓	✓
Voicemail transcription	✓	✓	✓
Call summaries	AI Assist	AI Assist	AI Assist
Key topic recognition	AI Assist	AI Assist	AI Assist
Talk-to-listen ratios	AI Assist	AI Assist	AI Assist
Trending Topics	AI Assist	AI Assist	AI Assist
AI and Transcription API	AI Assist	AI Assist	AI Assist
Call Scoring	AI Assist	AI Assist	AI Assist

Apps & Integrations

100+ business tool apps and integrations	✓	✓	✓
APIs & Webhooks	✓	✓	✓
Messaging API		✓	✓
Salesforce Service Cloud and Sales Cloud integrations		✓	✓
Hubspot integration	✓	✓	✓
Zendesk integration	✓	✓	✓
Pipedrive integration	✓	✓	✓
Intercom integration	✓	✓	✓
Slack integration	✓	✓	✓
Zoho integration	✓	✓	✓
Access to API developer support			✓

Admin & Security

Role-based permissions	✓	✓	✓
Google Sign-in	✓	✓	✓
SAML Single Sign-on****			✓
Two-factor authentication (2FA)	✓	✓	✓

Customer support

Help center access	✓	✓	✓
Email support	✓	✓	✓
Phone support	✓	✓	✓
Standard Onboarding (11 users minimum)	✓	✓	
Premium Onboarding (Hands-on set up)			✓
Prioritized customer support			✓

AI Voice Agent

Minutes 0 - 500	/minute	/minute	/minute
Minutes 500 - 2500	/minute	/minute	/minute
Minutes 2500 and above	/minute	/minute	/minute