What "per resolution" really costs: AI customer-support agents, Nov 2026

Neutral market comparison by Nathapat C., Rivaltally. List prices read from each vendor's public pricing page on 20–21 Nov 2026 (Gorgias re-read live on 21 Nov). USD, annual billing, no discounts. Corrections welcome: hello@rivaltally.com

1. Same words, different billing unit

Vendor	What counts as billable	Price	Source
Fin	An *outcome*: a resolution, a procedure handoff to a human, a disqualification or a self-serve routing. Qualifications are $9.99.	$0.99; 50 outcomes/month minimum; no platform fee	fin.ai/pricing
Zendesk (current plans)	An *automated resolution*: resolved by AI with no escalation to a human. 5 included per agent/month on Support/Suite Team.	$1.50 committed, $2.00 pay-as-you-go, plus per-agent seats ($55 Suite Team)	zendesk.com/pricing
Zendesk Unlimited (early access)	A resolved *conversation*, even if a human resolved it with AI help; one per issue. Automated resolutions are LLM-checked.	From $0.99; no per-seat charge; plan fee varies	Zendesk, announced 10 Nov 2026
Gorgias	A *fully automated interaction*. Each one also counts as a helpdesk ticket.	$0.90–$1.00 within an AI plan's allowance; $1.50 over it; helpdesk plan billed separately	gorgias.com/pricing
Siena	An "automated ticket". Its pricing page doesn't define it.	$0.90 + $750/month platform fee	siena.cx/pricing
Lorikeet	A *resolved* ticket (chat, email, SMS). Escalations and unresolved tickets are not charged. Triage is a separate $0.30 (Start) / $0.27 (Scale).	$0.99 + $2,100/month (Start, under 5,000 tickets); $0.90 + $5,100/month (Scale)	lorikeetcx.ai/pricing

2. Cost of the AI layer per AI-handled ticket (excludes helpdesk seats/tickets)

AI tickets / month	Fin	Siena	Lorikeet	Zendesk current (4 agents)	Gorgias
500	$0.99	$2.40	$5.19	$1.44 to $1.92	about $0.90*
1,500	$0.99	$1.40	$2.39	$1.48 to $1.97	about $0.90*
5,000	$0.99	$1.05	$1.92 (Scale)	$1.49 to $1.99	about $0.90*

*Assumes an AI plan sized to your volume. Gorgias lists allowances of 30, 190 and 530 interactions a month on its public page; anything above the allowance is $1.50. Lorikeet's plans include forward-deployed support and an annual contract, so it is not like for like. **Crossover:** a platform fee is paid back only at volume. Siena's per-ticket cost drops below Fin's $0.99 above about 8,333 AI tickets a month ($750 ÷ $0.09). It is already below Zendesk's current $1.50 at 1,500.

3. All-in monthly cost at 1,500 AI tickets

Assumptions: 3,000 tickets a month in total, 1,500 (50%) fully handled by AI, 4 human agents. Helpdesk bills included. No voice, SMS, onboarding, Lorikeet triage, taxes or discounts.

Setup	Helpdesk	AI layer	Total / month
Fin on Zendesk Suite Team	$220 (4 × $55)	$1,485	**$1,705**
Gorgias (helpdesk + AI Agent)	$660 on Pro ($300 + 1,000 tickets × $0.36), or $750 on Advanced	low: 1,500 × $0.90 = $1,350, if a larger allowance is bought (the public page tops out at 530). High (Advanced): $477 plan + 970 × $1.50 = $1,932	**$2,010 to $2,682**
Siena on Zendesk Suite Team	$220	$2,100 ($750 + 1,500 × $0.90)	**$2,320**
Zendesk native AI agents (Suite Team)	$220	1,480 beyond the 20 included × $1.50 or $2.00 = $2,220 to $2,960	**$2,440 to $3,180**
Siena on Gorgias helpdesk	$660	$2,100	**$2,760**
Lorikeet Start on Zendesk Suite Team	$220	$2,100 + 1,500 × $0.99 = $3,585	**$3,805**

Before you quote any of this: (1) check which definition of "resolved" your quote uses; (2) ask whether handoffs are billed; (3) ask whether the AI ticket also counts against the helpdesk ticket allowance (Gorgias says yes); (4) vendors' headline success rates (Fin 76%, Siena "up to 80%", Zendesk "up to 80%+") are vendor claims and measure different things.

Gorgias note: its structured data shows $77, $471 and $1,227 a month for Basic, Pro and Advanced. That is the helpdesk plan plus the AI plan together ($50+$27, $300+$171, $750+$477), which matches the plan cards.

Other sources: Salesforce completed its Fin acquisition on 10 Sep 2026 (press release); Zendesk completed its Forethought acquisition on 26 Mar 2026 (press release).