

# Per-agent Pricing

Server and Data Center

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## Overview

There are situations, where you have just a few licensed Jira service agents, but a lot of other users in your Jira instance. In this situation, Atlassian Marketplace forces you to purchase the app license matching your total user count - not just service agents, but other users too. This kind of pricing can make the app much more expensive than it would be, if you only paid based on the number of agents.

To give our customers fair pricing, we give customers an option for Chat for Jira Service Management to be priced based only on the number of service agents that you have. Unfortunately, this kind of pricing is not directly supported for apps on the [Atlassian Marketplace](#). Therefore, to get the per-agent price, you will need to perform the following steps:

1. contact us at [support@spartez-software.com](mailto:support@spartez-software.com), specifying:
2. how many agents your Jira Service Management is licensed for
3. how many licensed users (total) your Jira has - in case you use Jira for more than just Service Management, these number will likely be different than the number of agents

You can find your service agents count on the **Applications** administration page (see the screenshot below):

The screenshot shows the Jira Administration interface. At the top, there's a search bar and navigation tabs for 'Applications', 'Projects', 'Issues', 'Add-ons', 'User management', 'Latest upgrade report', and 'System'. The 'Applications' tab is selected. On the left, a sidebar lists various categories like 'Versions & licenses', 'Application access', 'JIRA SOFTWARE', 'JIRA SERVICE DESK', and 'INTEGRATIONS'. The main content area shows 'Versions & licenses' with an 'Upload an application' button. Underneath, 'JIRA Service Desk 3.12.0' is listed with '50 agents (20 used)'. A blue arrow points to this text. Below the version name are fields for 'Maintenance windows', 'Support entitlement number (SEN)', 'License type', 'Organisation name', and 'License key', each with a progress bar. An 'Uninstall' button is at the bottom.

Based on that information, we will send you a personalized discount coupon code, which you can use to purchase the license at the appropriate price.

## Prices

The per-agent prices for [Chat for Jira Service Management](#) are:

### Server

Prices are for perpetual license. After first year, support and updates can be purchased for 50% of the purchase price.

| Agents  | Commercial (USD) | Academic (USD) |
|---------|------------------|----------------|
| 1-3     | 10               | 10             |
| 4-5     | 570              | 285            |
| 6-10    | 1100             | 550            |
| 11-15   | 1700             | 850            |
| 16-25   | 2400             | 1200           |
| 26-50   | 4400             | 2200           |
| 51-100  | 7300             | 3650           |
| 101-250 | 8000             | 4000           |
| 250+    | 10000            | 5000           |

## Data Center

Prices are per-year. You have to renew yearly to continue usage of Chat for Jira Service Management.

| Agents    | Commercial (USD) | Academic (USD) |
|-----------|------------------|----------------|
| 1-50      | 3000             | 1500           |
| 51-100    | 5000             | 2500           |
| 101-250   | 9000             | 4500           |
| 251-500   | 15000            | 7500           |
| 501-750   | 21000            | 10500          |
| 750-1000  | 27000            | 13500          |
| 1001-2000 | 33000            | 16500          |
| 2001-3000 | 39000            | 19500          |
| 3001-4000 | 45000            | 22500          |
| 4001-5000 | 51000            | 25500          |
| 5000+     | 56000            | 28000          |



The per-agent pricing gives you a lower price in case you have just a few JSD agents, but a lot of other registered Jira users. However, if you have many agents and very few other Jira users, it may result in a price higher than the regular Marketplace price - you should always pick the price that is lower given your situation. In unclear situations, please [contact support](#) and we will advise you on the best option for your case.

In case of questions, you can also contact us at our usual support address: [support@spartez-software.com](mailto:support@spartez-software.com)

Cloud

We do not offer per-agent pricing for Cloud version of Chat.