

Rocket.Chat

Community vs. Starter plan

	Community	Starter
Hosting options		
Self-managed	✓	✓
Air-gapped	✓	✓
Standard cloud		
Premium cloud		
Dedicated private cloud		
Team collaboration essentials		
Max users	Unlimited <small>(Subject to performance issues at scale due to its monolithic architecture)</small>	25
Guest users		
1:1 and group messaging	✓	✓
Basic push notifications	Up to 10,000 / month	Unlimited
Secure push notifications		Unlimited
File history	Unlimited	Unlimited
Teams	✓	✓
Channels	✓	✓
Team mentions	✓	✓
Threaded discussions	✓	✓
Delivered/read receipt		✓
Native desktop apps (Windows, Mac, Linux)	✓	✓
Native mobile apps (iOS and Android)	✓	✓
Localized in 64 languages	✓	✓
Video conferencing integrations	Basic	✓
Matrix federation	Direct messages only	✓
Slack and MS Teams bridges	✓	✓
Remove Rocket.Chat watermark		
Dark mode	✓	✓
Omnichannel essentials		
Max MACs	Unlimited <small>(Subject to performance issues at scale due to its monolithic architecture)</small>	100
Channel integrations	Basic <small>(only livechat, sms and email)</small>	✓
Routing algorithm	✓	✓
Analytics and real-time monitoring	✓	✓
Templated messages		✓
Route returning customers		✓
Contact manager routing		✓
Single business hours	✓	✓
Multiple business hours		✓
Chat abandonment handler		✓
On hold queue		✓
Queue waiting time display		✓
Mobile app for agents		✓
Inquiry forwarding	✓	✓
Multiple queues		✓
Conversation priority indicators		✓
Transcript exports		✓
Reports dashboard		✓
Chat engine		
Monthly active users		
Iframe		
Websockets APIs		
Javascript library		
Apps		
Private apps	Up to 3	✓
Marketplace apps	Up to 5	✓
Marketplace for end users	✓	✓
Administration and user management		
Admin console	✓	✓
Custom roles and permissions		
Device management		
Engagement dashboard		✓
Customizable user interface	✓	✓
Basic synchronization	✓	✓
Basic AD/LDAP user sync	✓	✓
Advanced AD/LDAP user sync		✓
AD/LDAP group sync		✓
SSO w/SAML (incl. Okta and OneLogin)	✓	✓
SSO w/Google, 0365	✓	✓
Basic custom OAuth	✓	✓
Security and compliance		
Two-factor authentication	✓	✓
End-to-end encryption	✓	✓
Data loss prevention		✓
Granular data retention policies	✓	✓
Audit panel		
Scalability		
Presence services (user status)	Up to 200 concurrent users	Unlimited
Microservices		
Multiple instances		