

	MtejaLink Lite For Micro & Small Businesses	MtejaLink Standard For Growing Businesses	MtejaLink Pro For Branches, Hotels, Clinics, Banks	MtejaLink Enterprise For Chains, Institutions, and National Brands
Monthly Fee (KES)	3,000/month	7,500/month	20,000/month	Starts at KES 35,000/month (Custom Pricing)
Setup Fee (KES)	Waived Upgrade Anytime	KES 100,000 (includes training & onboarding)	KES 300,000 (includes training & onboarding)	From KES 750,000+ (scope-dependent)
Ideal For	Cafés, salons, kiosks, retail shops, or solo operators	Small restaurants, clinics, barbershops, service centers	Businesses with multiple service points (e.g., hotels, hospitals, banks, campuses)	Hotels with branches, banks, hospitals, universities, or chains

Included Modules and Features

MtejaLink Lite For Micro & Small Businesses	MtejaLink Standard For Growing Businesses	MtejaLink Pro For Branches, Hotels, Clinics, Banks	MtejaLink Enterprise For Chains, Institutions, and National Brands
Includes	Everything in Lite, plus	Everything in Standard, plus	Everything in Pro, plus
✓ QR Code (e.g. for counter or receipt)	✓ 3 QR Codes (e.g., counter, restroom, product shelf)	✓ Up to 15 QR Codes (for rooms, departments, branches)	✓ Unlimited QR Codes
✓ Helpdesk & Feedback module	✓ WhatsApp link per service/menu item	✓ Multi-location support with internal routing	✓ Unlimited agents, departments, & branches
✓ 2 users/agents	✓ Menu/Service Ordering via Delytt	✓ 1,000 AI chats/month	✓ AI assistant (5,000 sessions/month)


Included Modules and Features

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Includes	Everything in Lite, plus	Everything in Standard, plus	Everything in Pro, plus
<ul style="list-style-type: none"> ✓ Menu/Service List (view-only) 	<ul style="list-style-type: none"> ✓ 250 AI chats/month 	<ul style="list-style-type: none"> ✓ Menu/Booking forms per location 	<ul style="list-style-type: none"> ✓ White-labeled domain (e.g. feedback.myhotel.com)
<ul style="list-style-type: none"> ✓ 50 AI chats/month 	<ul style="list-style-type: none"> ✓ Feedback + CSAT tracking 	<ul style="list-style-type: none"> ✓ Advanced CSAT + feedback reports 	<ul style="list-style-type: none"> ✓ CRM & ERP integration
<ul style="list-style-type: none"> ✓ Social media links 	<ul style="list-style-type: none"> ✓ 5 users/agents 	<ul style="list-style-type: none"> ✓ Upto 25 agents & departments 	<ul style="list-style-type: none"> ✓ Advanced ticketing workflows (SLA + audit logs)
<ul style="list-style-type: none"> ✓ 1 custom link (e.g. store location or Instagram) 	<ul style="list-style-type: none"> ✓ 3 custom links 	<ul style="list-style-type: none"> ✓ SLA tracking 	<ul style="list-style-type: none"> ✓ Mobile app integration for staff (Mteja360 App)
<ul style="list-style-type: none"> ✓ Basic analytics (visits, tickets) 	<ul style="list-style-type: none"> ✓ Image background or video (branding) 	<ul style="list-style-type: none"> ✓ Survey module 	<ul style="list-style-type: none"> ✓ Customer Portal + iView Incident Module
		<ul style="list-style-type: none"> ✓ Call + WhatsApp integration 	<ul style="list-style-type: none"> ✓ Integration-ready (API/Webhooks/ERP sync)
		<ul style="list-style-type: none"> ✓ Uptime SLA (99.5%) 	<ul style="list-style-type: none"> ✓ Departmental dashboards with manager access levels
			<ul style="list-style-type: none"> ✓ VIP Support & Dedicated Manager
			<ul style="list-style-type: none"> ✓ Private data hosting option

MtejaLink Product Edition For Manufacturers & FMCG Brand

Monthly Fee (KES)	KES 5,000/month per product line (or volume-based pricing) Add a QR code to your product packaging to engage post-sale.
Includes	<ul style="list-style-type: none"> ✓ QR code for packaging ✓ AI assistant to answer product FAQs ✓ Helpdesk & ticketing ✓ Custom feedback form (e.g. "Was this product useful?") ✓ 100 AI chats/month ✓ Analytics dashboard (by region/product variant) ✓ Optional WhatsApp or Email support buttons ✓ Brand colors & product images
Great for	Electronics, Cosmetics, Appliances, Packaged Food

Communication & Storage Quotas (Per Month)

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SMS Quota	100 SMS	500 SMS	1,000 SMS	2,000 SMS
Email Quota	250 emails	500 emails	1,000 emails	2,000 emails
Storage	5GB included	15GB included	50GB included	100GB included

Add-Ons & Additional Usage Costs

Add-On or Overuse Category	Cost
Extra SMS	KES 1.00 per SMS
Extra Emails	KES 0.20 per email
Additional Storage (50GB/year)	KES 5,000/year
Additional QR Code	KES 1,000/year per QR
Extra AI Assistant Sessions	KES 500 per 500 sessions
WhatsApp API Integration	KES 2,000/month
Loyalty & Rewards Module	KES 15,00/month
Survey Scheduling & Automation	KES 1,000/month
iView Incident Reporting Module	KES 2,500/month
Staff QR Badge Tracking (per 50)	KES 1,000/month

Note:

- 1 All plans are billed monthly unless annual billing is requested (10% discount applies).
- 2 Setup includes branding, basic QR kits, and training for staff.
- 3 SMS and email usage are pooled per organization, not per user.

Ready to get started?

Choose MtejaLink Today!

Contact Us Now!



Call Us
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