

After Hours Agent

A Birdeye connected WordPress plugin for closed hours replies, live AI agent support, location controls, and managed Bizinga licensing.

\$9.99 per active location per month
Beta access with Stripe Checkout

What this plugin handles

After Hours Agent helps local businesses keep conversations moving when the team is closed. It can send a controlled after hours message or let a trained live agent answer simple questions using approved business knowledge.

Closed hours auto reply

Send an editable message when the business is closed, including special closed dates and location specific holiday messaging.

Live agent when closed

Use the customer owned OpenAI Secret Key to answer simple questions, gather missing details, and keep the conversation moving.

Birdeye location sync

Connect Birdeye, sync locations, and choose which locations are active. Billing is controlled per active location.

Managed updates

Bizinga can publish releases, update notes, and license checks from the Bizinga Plugin Manager on Bizinga.com.

Best fit

Businesses that use Birdeye Inbox and want reliable after hours replies for text, Messenger, Instagram, WhatsApp, web forms, and other supported messaging channels.

Purchase and License

Stripe Checkout creates the paid beta subscription. The Bizinga license controls access, active locations, plugin updates, and per location billing.

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How purchase works

1	Start checkout Enter customer name, receipt email, WordPress site URL, active locations, and any private promo code.
2	Pay with Stripe Stripe handles payment, receipt delivery, and monthly subscription billing.
3	License activates Bizinga creates a pending license first. When Stripe confirms checkout, the license becomes active.
4	Manage locations Locations can be active, paused, closed, or inactive without turning off the customer account.

Retail beta price

\$9.99 per active location per month. Only active locations should be billed.

Promo codes

Private beta and lifetime promo codes can be entered during checkout. Do not publish private codes publicly.

Receipts and invoices

Stripe sends the customer receipt. The Bizinga manager stores customer, license, product, promo, and subscription references.

Bizinga testing

Bizinga owned domains can be treated as internal testing domains without requiring a paid public license.

Install and Connect

Install the plugin ZIP, enter the license, connect Birdeye, then sync locations before configuring replies.

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Before you begin

1	WordPress admin access You need permission to upload and activate a plugin on the customer WordPress site.
2	Bizinga license key Use the license created from Stripe Checkout or issued manually by Bizinga.
3	Birdeye credentials Have the Birdeye API key and parent or business ID ready. Sync locations before moving forward.
4	OpenAI Secret Key Required only if the customer wants live agent mode instead of simple auto reply mode.

Install path

In WordPress, go to Plugins, Add New, Upload Plugin, choose the After Hours Agent ZIP, install it, and activate it. Open After Hours Agent from the WordPress admin menu, enter the license key, save, complete the Birdeye connection, and sync locations.

Single location accounts

The business ID and location ID may be the same. Sync still matters because the plugin uses Birdeye location details and aliases.

Multi location accounts

Sync all locations, then activate only the locations that should be monitored and billed.

Configure and Test

Use the setup conversation, approved knowledge, hours, closed dates, and test messages before the agent goes live.

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Recommended setup order

1	Configure agent Use the setup chat to review the website, social links, documents, rules, examples, tone, supported questions, and escalation needs.
2	Set hours and closed dates Use synced Birdeye hours where available, then add special closed days or holiday messages per location.
3	Choose reply mode Select closed reply only or live agent when closed. If live agent gets stuck, route the question to an authorized helper.
4	Run tests Preview replies before turning on live sending. Test simple questions, objections, complaints, support questions, and callback requests.
5	Keep knowledge fresh When pages, social links, documents, rules, or examples are added, the setup agent should review them and update the prompt.

Operating notes

The agent can confirm or collect missing name, email, and phone when needed, then create or update the Birdeye contact when supported. Closed auto replies should respect the cooldown window so customers do not receive repeated messages during one conversation.

Need help?

Visit Bizinga.com or call or text (317) 883-9974. Bizinga can help with purchase, license activation, Birdeye connection, location setup, and live agent training.