

Pumble Value Proposition

[Pumble](#) is a visually intuitive communication software developed by [CAKE.com](#).

Customers turning to Pumble are often burdened by **inefficient communication pathways**, relying on a mix of emails, messaging apps, and personal texts. This leads to **missed messages, difficulty finding information**, and a general **lack of transparency** across the team. They struggle with **inefficient collaboration**, where discussions get lost, decisions aren't clear, and file sharing is complicated. For many, the cost of popular, feature-rich communication tools is also a significant **financial pain point**, especially for larger teams or those needing **unlimited message history**.

This is where Pumble steps up. Customers hope for a **centralized, streamlined communication hub** that brings all conversations into one place, making it easy to **find past discussions and shared files**. They want to foster **real-time, efficient collaboration** through dedicated channels, direct messaging, and threads, ensuring everyone is on the same page.

Pumble delivers this by offering **unlimited message history, voice and video calls**, and **seamless file and screen sharing**, at a more **accessible price point** than competitors. Its **mobile accessibility** makes it an ideal solution for both **co-located** and **remote teams**, enabling them to communicate effectively, and boost overall productivity **without breaking the bank**.

Pumble is a part of [CAKE.com account](#), a convenient organization where you can use other [CAKE.com](#) products as well, such as the [Clockify](#) time tracker, and the [Plaky](#) project management tool. Customers consistently recognize **CAKE.com's** products as offering **superior value for money**.

Users

Pumble users are primarily **micro, small, and medium-sized companies**, non-profit and student organizations, creative studios, and startups.

Subscription

Subscriptions can be [individual](#), allowing you to opt for a single product, or [bundle](#), where you pay for all three products combined. Payments can be completed via credit cards. PayPal payments are not available.

Pricing

Pumble offers a Free plan and **3 paid plans** (Pro, Business, and Enterprise), each with a **14-day free trial period**.

All Pumble subscriptions can be charged **monthly** (at a higher rate) or **annually** (at a lower rate).

Seats

Pumble subscriptions are calculated per **seat**. A seat is a user slot tied to one email address within an organization. **One seat equals one user**.

However, one of the most popular features unique to Pumble is its [guest access](#), which comes handy for external partners, or interns. This feature is enabled **solely in paid plans**. Guests are divided into single-channel, and **multi-channel** guests. Each user on a paid plan can add **5 single-channel guests free** of charge, while **multi-channel guests are paid** per seat, like regular users.

Bundle

Besides individual plans, Pumble can be purchased as part of a **Bundle subscription**, which includes **Enterprise plans for Clockify, Pumble, and Plaky**. This option offers a **lower price than purchasing individual Enterprise plans separately** and provides significant value.



When an organization has a Bundle, any new workspace created within it will automatically have an **Enterprise subscription**, as the plan applies to the entire organization.

Refund Policy

We don't offer typical refunds, as stated in our [Terms of Use](#). If you want to learn more about it, feel free to reach out to your [Affiliate Manager](#).

Access and Availability

Pumble is available on **web, desktop (Windows, Mac, Linux), and mobile (Android, iOS)**, enabling teams to chat and collaborate anywhere. Currently, Pumble is limited to the English language, though expansion to other languages is under consideration for future updates. Additionally, Pumble offers [integrations](#) with various other tools.

Features

Key features are divided into 5 categories:

Communication

[Channels](#)

[Direct messages](#)

[Threads](#)

[Notifications](#)

Collaboration

[History](#)

[Files](#)

[Guests](#)

[Permissions](#)

Calls

[Video calls](#)

[Voice calls](#)

[Screen sharing](#)

Administration

[Roles and permissions](#)

[Guest users](#)

[Import from Slack](#)

[User groups](#)

Security

[SSO \(single Sign-on\)](#)

[Data retention](#)

[SOC 2 certificate](#)

Highly Appreciated Features

Communication channels: Efficient team communication structured into channels, messages, and threads.

Focus management: Ability to pause notifications for uninterrupted focus time.

Channel management: Muting high-volume channels to reduce distractions.

Instant voice and video calls: Quick discussions and decision-making via direct voice and video calls.

Notification alerts: Visual alerts (e.g., red badge) for immediate attention when mentioned in channels.

Integration with Google Calendar: Simplified scheduling and calendar management.

Missed message notifications: Email notifications for missed messages to prevent oversight.

Scheduled messaging: Communication planning aligned with team availability: scheduling messages to be sent at a convenient time, using team members' availability statuses.

Personal organization: Storing personal to-dos, essential files, and links in a personal space for easier workflow management.

Group meetings: Ability to schedule calls with multiple participants.

Single Sign-On (SSO): Ability to access multiple applications and websites without re-entering credentials.

Customizable Emojis: Creating, adding, and using custom emojis.

Read more:

[All Features](#)

[Feature Development Roadmap](#)

User Roles

Roles can be [organizational](#), or [product-specific](#).

- **Organization Owner:** Highest role, one per organization, owns all workspaces.
- **Workspace Admin:** Manages workspaces, subscriptions, invites/deactivates members, highest permissions within their workspaces.
- **Organization Member:** Regular member, no special permissions, their actions depend on the set up of the workspace they belong to.
- **Single-channel Guests (SGU):** Member with access to one private or public channel.
- **Multi-channel Guests (MGU):** Member with access to more than one private or public channels you specify.

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Customer Care

- **Responsive support:** One of the key benefits of Pumble is **24/7 technical support** to all users through live chat, calls, or email.
- **Extensive video guides:** [Pumble YouTube Channel](#)
- **Help center:** [Documentation](#)

User Reviews

[Software Advice](#)

[Capterra](#)

[G2](#)

[GetApp](#)

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