ToolGPA

NOVEMBER 2026

Convin

The Insider's Guide

Call-center conversation intelligence, QA scoring and agent coaching



Every plan, grade, refund rule and rival among AI meeting note takers, read from Convin's own pages.

Made by Convin · checked Nov 13, 2026 · toolgpa.com

2.0
GPA



Contents

01 Welcome
What it is, who it suits, its grades and the ten things to know first

02 What it costs
Every plan, the free plan, ways to pay less and how prices have moved

03 What it does
Its main features, where it runs, what it works with and who makes it

04 Where it stands
Its grades against its category, and whether to keep it or make your own

05 The alternatives
The tools it is most often weighed against, side by side

06 Quick answers
The questions people ask about it, each answered in a line or two

07 About ToolGPA
Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Convin's own pages, its app-store listings and our grades. Every fact in it is on Convin's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

2.0

GPA, above 11 of the 89 other AI meeting note takers we grade

Convin analyzes customer calls, chats and emails for contact centers. It scores conversations against quality templates, gives agents live prompts, summarizes interactions and assigns coaching. It also sells AI voice agents. It is built for support and sales operations teams, not for individuals taking notes in their own meetings.

To get you started, here are **8 things to know about Convin**, taken from its own pages and our grades.

> "
>
> **The free part is a manual QA tool, and the AI suites are quoted on request.**
>
> From our report card of Convin

1 **Best for call-centre QA scoring and agent coaching**

Convin scores calls and coaches agents for contact centres and sales floors.

2 **There is a free plan**

Quality Management Software is labeled free: a manual QA platform with audit templates, an audit workflow and a reporting dashboard.

3 **It runs on Web**

Web.

4 **Automated quality assurance**

Scores 100% of calls, chats and emails against a scorecard, with sampling, a manual audit workflow and alerts.

5 **Real-time agent assist**

Shows live transcripts, call-script guidance and prompts to agents, with a supervisor dashboard for sentiment and violations.

6 **Voice of customer insights**

Summaries, entity detection, sentiment analysis, win-loss analysis and lead propensity, CSAT and collection scoring.

7 **A 2.0 GPA, above 11 of 89**

That is against the other AI meeting note takers we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

To replace Convin you would be making a bot that joins your calls and turns the talk into notes. That is not a weekend's work, with an AI app builder or without one.

Convin at a glance

PRICING Free plan	FREE PLAN Yes
FREE TRIAL None stated	RUNS ON Web
MADE BY Convin	CATEGORY AI Meeting Notes
OUR GRADE 2.0 GPA, fair	

The report card

Best for call-centre QA scoring and agent coaching

Convin scores calls and coaches agents for contact centres and sales floors. The free part is a manual QA tool, and the AI suites are quoted on request.

TOOLGPA REPORT CARD	Convin	Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	Only the manual QA tool is free. The AI suites have no published price, so they sit mid-field until a quote.
Free plan and trial	C	The free Quality Management tool has audit templates, a workflow and reporting, but it is manual. The AI suites are paid.
Features	C	Automated QA, agent assist, voice-of-customer insights, coaching and AI phone agents, but the free part does none of the AI.
Ease of use	C	No store rating on record. It is rolled out across a contact centre.
Platforms and integrations	C	Web only, and no integrations are listed.
Grade point average		Fair, out of 4.0 **2.0**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Convin is for

- ✓ Fits if you run a contact centre and want a manual QA audit tool at no charge
- ✓ Works for teams moving from spreadsheets to scored call audits

Who it is not for

- ✗ Skip it if you want AI scoring at no charge, as the free offer is manual QA
- ✗ Watch out: prices are not published, and the pricing page points to custom plans and a demo
- ✗ Not for you if you want personal meeting notes, as it targets contact centres and sales floors
- ✗ Skip it if you need to see integrations, as none are listed

Good to know

Good for

- ✓ Contact centers that want every call scored for quality instead of a sample
- ✓ Operations teams coaching agents from call data

Worth knowing

- ⓘ Prices are not published; the pricing page describes customized plans and a demo request.
- ⓘ The free offer is a manual QA tool; the AI suites are quoted on request.
- ⓘ It targets contact centers and sales floors, so it is not a personal meeting-notes app.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

2

plans to choose from

Convin has a free plan.

> **The AI suites have no published price, so they sit mid-field until a quote.**
>
> From our grade for value for money

QUALITY MANAGEMENT

$0

Manual QA platform with audit templates, audit workflow, reports, alerts and an agent rebuttal system.

CX SUITE

Custom

AI phone calls, real-time agent assist, automated QA and coaching, and voice of customer; quoted on a demo call.

The free plan

Quality Management Software is labeled free: a manual QA platform with audit templates, an audit workflow and a reporting dashboard.

Read from convin.ai on Nov 13, 2026.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

Call-center conversation intelligence, QA scoring and agent coaching. Here is what it does, as its own site describes it, and what it covers: AI features, meeting notes, transcription, reports, chatbots.

> **Automated QA, agent assist, voice-of-customer insights, coaching and AI phone agents, but the free part does none of the AI.**
>
> From our grade for features

Automated quality assurance

Scores 100% of calls, chats and emails against a scorecard, with sampling, a manual audit workflow and alerts.

Real-time agent assist

Shows live transcripts, call-script guidance and prompts to agents, with a supervisor dashboard for sentiment and violations.

Voice of customer insights

Summaries, entity detection, sentiment analysis, win-loss analysis and lead propensity, CSAT and collection scoring.

Automated agent coaching

Assigns coaching sessions by agent, with peer-to-peer coaching, daily feedback, a leaderboard and an AI learning module.

AI phone agents

Voice bots with multilingual support that hand off to a live agent, update CRM fields and run follow-up campaigns.

Where it runs

Web

What it works with

Its own pages name no integrations.

Convin is made by Convin.

Where it stands

Its grades against its category, and whether to keep it or make your own

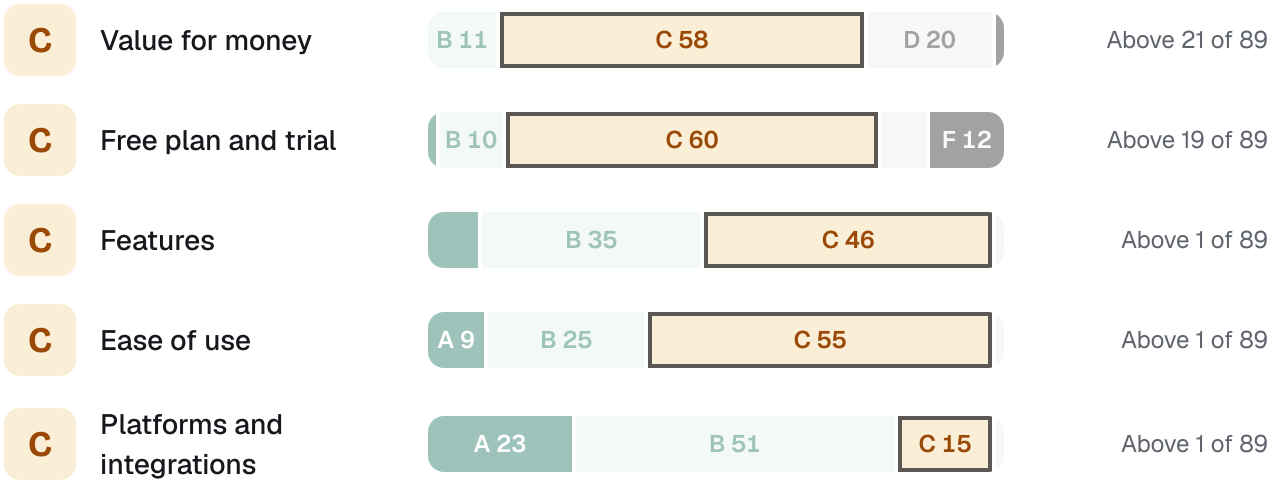
11/89

Other AI meeting note takers it is graded above

Convin's GPA of 2.0 is higher than 11 of the 89 other AI meeting note takers we grade, and level with 8.

Each grade against the category

Every bar is all 90 AI meeting note takers we grade, cut by the letter each got. Convin's own letter is outlined.



Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Convin you would be making a bot that joins your calls and turns the talk into notes. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 70 of the 89 other AI meeting note takers grade higher.

What you could make

- Reports: an app builder makes this well.

What you could not

- A bot that joins your calls and turns the talk into notes.
- Speech turned into text you can trust.
- A chatbot builder hooked into the messaging apps.
- AI features, unless you pay a model provider for each request yourself.
- People on the other end: coaches. No app builder makes those.

What this rests on. Convin's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Observe.AI, Gong, Jiminny and Attention

The 4 tools Convin is most often weighed against, with where each one differs from it.

1.6 GPA

Observe.AI

Paid

AI agents and call analytics for customer service teams.

- Convin has a free plan. Observe.AI does not.
- Convin also covers meeting notes and transcription.
- Observe.AI also covers AI agents and AI support agent.

Convin and Observe.AI compared in full

1.8 GPA

Gong

Paid

Revenue AI platform that records and analyzes sales conversations.

- Convin has a free plan. Gong does not.
- Convin also covers reports and chatbots.
- Gong also covers sales pipeline and AI agents.

Convin and Gong compared in full

2.2
GPA

Jiminny

Free trial

Conversation intelligence that records sales calls and updates the CRM.

- Convin has a free plan. Jiminny does not, though it has a free trial.
- Convin also covers reports and chatbots.
- Jiminny also covers chat assistant and sales pipeline.

Convin and Jiminny compared in full

1.8
GPA

Attention

Paid

Sales call recording with AI agents that update your CRM.

- Convin has a free plan. Attention does not.
- Only Attention lists macOS and iOS apps.
- Convin also covers reports and chatbots.

Convin and Attention compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

10

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Convin free?

Convin has a free plan. Quality Management Software is labeled free: a manual QA platform with audit templates, an audit workflow and a reporting dashboard.

How much does Convin cost?

Convin lists 2 plans. Quality Management: $0.

What platforms does Convin work on?

Convin is available on Web.

Does Convin have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. Convin is listed for Web.

Does Convin have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. Convin is listed for Web.

Is Convin open source?

Convin is not described as open source on its own site, as read on Nov 13, 2026.

Who makes Convin?

Convin is made by a company of the same name.

What are the alternatives to Convin?

The closest alternatives to Convin in our directory are Observe.AI, Gong, Jiminny and Attention.

How does Convin compare with other AI meeting note takers?

Convin's GPA of 2.0 is higher than 11 of the 89 other AI meeting note takers we grade, and level with 8.

Could I make my own version of Convin?

To replace Convin you would be making a bot that joins your calls and turns the talk into notes.

Where this guide comes from

The prices, plans, platforms and features were read from Convin’s own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Convin's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA’s own work; it is not made, paid for or approved by Convin. Prices change, so check convin.ai before you buy.

convin.ai/pricing

convin.ai/

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Convin, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/convin

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "Convin: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/convin
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Know someone choosing between AI meeting note takers?

Send them this guide: toolgpa.com/tools/convin/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded AI meeting note takers after Convin, each with an Insider's Guide of its own.

AI Meeting Notes Insider's Guide

Every one of the 90 AI meeting note takers we grade, compared

HyNote Insider's Guide

AI note taker for meetings, audio, PDFs and videos

3.4 GPA

Wave AI Insider's Guide

AI note taker and recorder for meetings, calls and lectures

3.4 GPA

Fireflies.ai Insider's Guide

Meeting notetaker that records, transcribes and summarizes calls

3.2 GPA

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Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Convin's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Convin is a trademark of its owner, and this guide is not made, paid for or approved by Convin. Prices and plans change: check convin.ai before you buy.