ToolGPA

NOVEMBER 2026

Crexendo

The Insider’s Guide

Cloud business phone system with call center and AI receptionist



Every plan, grade, refund rule and rival among business phone systems, read from Crexendo’s own pages.

Made by Crexendo · checked Nov 12, 2026 · toolgpa.com

2.0
GPA



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

ToolGPA put this guide together from Crexendo's own pages, its app-store listings and our grades. Every fact in it is on Crexendo's page too, where it is kept up to date. Checked Nov 12, 2026.

Welcome

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

2.0

GPA, above 28 of the 77 other business phone systems we grade

Crexendo sells VIP, a cloud business phone platform that bundles calling, messaging, video meetings, a call center and integrations. It adds AI call summaries and an AI receptionist, and works with desk phones, a mobile app and a browser portal. Pricing is by free quote only.

To get you started, here are **7 things to know about Crexendo**, taken from its own pages and our grades.

> **Desk phones, queues and integrations need setting up with a provider.**
>
> From our grade for ease of use

1 **Best for a business phone system with an AI receptionist**

No prices are published, hardware can be rolled into the monthly agreement, and we couldn't load its home page to recheck.

2 **It runs on 3 platforms**

Web, iOS and Android.

3 **Business phone**

Your business number on desk phones from Yealink, Poly and Snom and on a VIP mobile app for iOS and Android.

4 **Video meetings**

HD one-to-one, group and webinar-style meetings for up to 1,000 attendees.

5 **Messaging**

SMS, messaging and team chat from the same platform as calling.

6 **A 2.0 GPA, above 28 of 77**

That is against the other business phone systems we grade, on value, the free plan, features, ease of use and platforms.

7 **Keep it**

To replace Crexendo you would be making phone numbers and calls carried over the phone network. That is not a weekend's work, with an AI app builder or without one.

Crexendo at a glance

PRICING Paid	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web, iOS, Android
MADE BY Crexendo	CATEGORY Business Phone Systems
OUR GRADE 2.0 GPA, fair	

The report card

Best for a business phone system with an AI receptionist

Crexendo is a cloud phone system with video meetings for up to 1,000 people, a call center and an AI receptionist. No prices are published, hardware can be rolled into the monthly agreement, and we couldn't load its home page to recheck.

TOOLGPA REPORT CARD | **Crexendo** | Graded Nov 12, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	No prices are published; every page sends you to a free quote or demo. Hardware can be rolled into the monthly agreement, so the total depends on the phones you pick. With nothing on record it sits at C.
Free plan and trial	F	No free plan or trial is listed. You ask for a quote or demo.
Features	B	Phones, video meetings, messaging, a call center and AI summaries and an AI receptionist. Nothing in the listing shows a gap in the core phone job.
Ease of use	C	No store rating on record. Desk phones, queues and integrations need setting up with a provider.
Platforms and integrations	B	Web, iPhone and Android apps, with more than 400 integrations including Salesforce, HubSpot and Zendesk. No desktop app is named.

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 Crexendo is for

- ✓ Fits if you want desk phones from Yealink or Poly alongside a mobile app
- ✓ Works for businesses that want an AI receptionist to answer and route calls

Who it is not for

- ✕ Skip it if you need a price: every page sends you to a quote or demo
- ✕ Watch out: hardware can be rolled into the monthly agreement, so the total depends on the phones
- ✕ Tight if you want to try it free, as no trial is listed
- ✕ Watch out: the pages we read don't name a desktop app, only a web Cloud Communicator

Good to know

Good for

- ✓ Small and midsize businesses that want phones, video and a call center from one vendor
- ✓ Organizations that want desk phones included in a monthly agreement
- ✓ Teams that work in Microsoft Teams and want VIP calling inside it

Worth knowing

- ⓘ No prices are published; every page sends visitors to a free quote or demo.
- ⓘ The FAQ says included hardware can be rolled into the monthly agreement, so total cost depends on the phones chosen.
- ⓘ Desktop app platforms are not named on the pages read; the Cloud Communicator and portal run in a web browser.

What it costs

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

Crexendo's current pricing could not be confirmed from its own site.

> **No prices are published; every page sends you to a free quote or demo.**

From our grade for value for money

We could not confirm Crexendo's current prices from its own site, so this guide lists no plans. crexendo.com has them.

PART 03 · FEATURES

What it does

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

3

Places it runs: Web, iOS and Android

Cloud business phone system with call center and AI receptionist. Here is what it does, as its own site describes it, and what it covers: AI features, team chat, video calls, business phone line, business texting.

> **Phones, video meetings, messaging, a call center and AI summaries and an AI receptionist.**
>
> From our grade for features

Business phone

Your business number on desk phones from Yealink, Poly and Snom and on a VIP mobile app for iOS and Android.

Video meetings

HD one-to-one, group and webinar-style meetings for up to 1,000 attendees.

Messaging

SMS, messaging and team chat from the same platform as calling.

Call center

Expanded auto attendant, queues with routing thresholds, callback in queue and SMS queuing.

AI features

AI call summaries, AI meeting summaries and CAIRO for VIP, an AI receptionist that answers and routes calls.

Integrations

The vendor lists more than 400 business software integrations, including Salesforce, HubSpot, Zendesk and Microsoft Teams.

Where it runs

Web · iOS · Android

What it works with

Salesforce · HubSpot · Zendesk · NetSuite · Microsoft Teams

Crexendo is made by Crexendo.

Where it stands

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

28/77

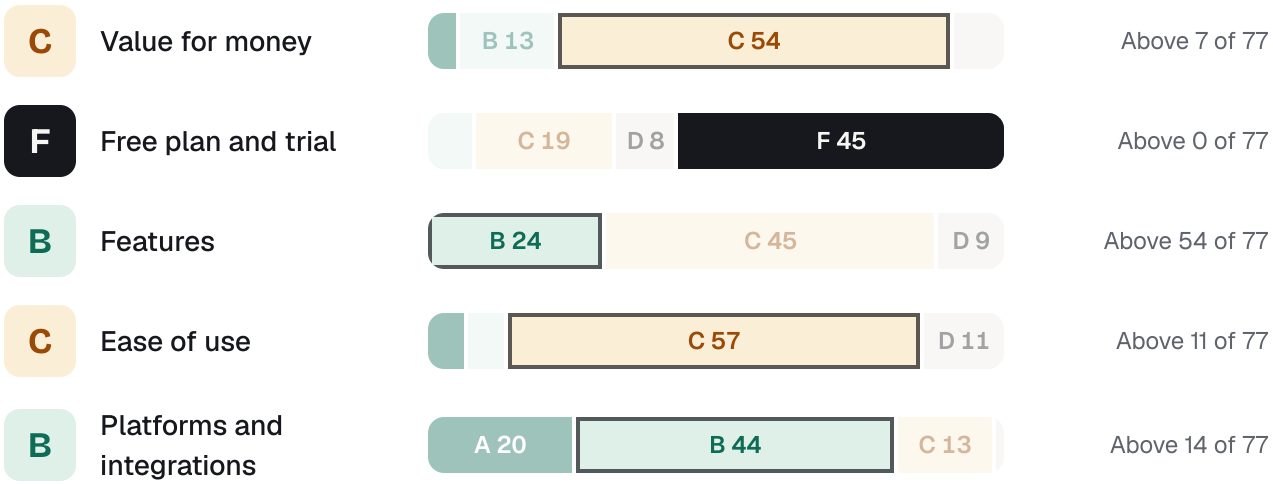
Other business phone systems it is graded above

Crexendo's GPA of 2.0 is higher than 28 of the 77 other business phone systems we grade, and level with 18.

It stands best on features (B, above 54 of 77) and worst on free plan and trial (F, above 0).

Each grade against the category

Every bar is all 78 business phone systems we grade, cut by the letter each got. Crexendo'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 Crexendo you would be making phone numbers and calls carried over the phone network. That is not a weekend's work, with an AI app builder or without one.

What you could not

- ✕ Phone numbers and calls carried over the phone network.
- ✕ Video calls.
- ✕ Chat that a whole team counts on staying up.
- ✕ Texts from a business number, registered with the carriers.
- ✕ A real app for iOS and Android. Something home-made would be a web page.
- ✕ It plugs into other products, Salesforce, HubSpot and Zendesk among them.
- ✕ AI features, unless you pay a model provider for each request yourself.
- ✕ The depth: we grade its features B, which means it covers the whole job.

What this rests on. Crexendo'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

RingCentral, Nextiva, 8x8, Vonage Business Communications and Intermedia Unite

The 5 tools Crexendo is most often weighed against, with where each one differs from it.

3.0 GPA

RingCentral

Free trial · from $20/mo

Cloud phone system with texting, fax, video meetings and team chat.

- Only RingCentral lists macOS and Windows apps.
- RingCentral also covers transcription.

Crexendo and RingCentral compared in full

2.2 GPA

Nextiva

From $15/mo

Business phone, texting and video with an optional AI receptionist.

- Only Nextiva lists macOS, Windows and Linux apps.
- Nextiva also covers transcription.

Crexendo and Nextiva compared in full

2.0 GPA

8x8

Paid

Cloud phone system with team chat, meetings and a receptionist console.

- Only 8x8 lists macOS and Windows apps.

Crexendo and 8x8 compared in full

2.4
GPA

Vonage Business Communications

From $19.99/mo

Business phone lines with texting, video meetings and team chat.

- Only Vonage Business Communications lists macOS and Windows apps.
- Only Vonage Business Communications lists a browser extension.
- Vonage Business Communications also covers transcription.

Crexendo and Vonage Business Communications compared in full

2.0
GPA

Intermedia Unite

From $27.99/mo

Cloud phone, chat and video suite from Intermedia, priced per user.

- Only Crexendo lists an iOS app.
- Only Intermedia Unite lists macOS and Windows apps.
- Intermedia Unite also covers transcription and file sharing.

Crexendo and Intermedia Unite 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 Crexendo free?

No. Crexendo is a paid product.

What platforms does Crexendo work on?

Crexendo is available on Web, iOS and Android.

Does Crexendo have a Windows app?

No Windows app was listed when its pages were read on Nov 12, 2026. Crexendo is listed for Web, iOS and Android.

Does Crexendo have a macOS app?

No macOS app was listed when its pages were read on Nov 12, 2026. Crexendo is listed for Web, iOS and Android.

Is Crexendo open source?

Crexendo is not described as open source on its own site, as read on Nov 12, 2026.

What does Crexendo integrate with?

Crexendo's listing names Salesforce, HubSpot, Zendesk, NetSuite and Microsoft Teams.

Who makes Crexendo?

Crexendo is made by a company of the same name.

What are the alternatives to Crexendo?

The closest alternatives to Crexendo in our directory are RingCentral, Nextiva, 8x8, Vonage Business Communications and Intermedia Unite.

How does Crexendo compare with other business phone systems?

Crexendo's GPA of 2.0 is higher than 28 of the 77 other business phone systems we grade, and level with 18.

Could I make my own version of Crexendo?

To replace Crexendo you would be making phone numbers and calls carried over the phone network.

Where this guide comes from

The prices, plans, platforms and features were read from Crexendo's own pages on Nov 12, 2026, and the grades were given on Nov 12, 2026. Graded from this listing, whose facts were read from Crexendo's own pages on 12 November 2026. Not based on using the product, and shorter than our full reviews. Its home page would not load for us when we checked, so the pricing check rests on the listing.

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 Crexendo. Prices change, so check crexendo.com before you buy.

crexendo.com/
crexendo.com/vip/video/
crexendo.com/resources/cloud-system-faqs/
crexendo.com/vip/phone/
crexendo.com/product/call-center/

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

Crexendo, kept up to date

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

toolgpa.com/tools/crexendo

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, "Crexendo: The Insider's Guide",
checked Nov 12, 2026.
https://toolgpa.com/tools/crexendo
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Know someone choosing between business phone systems?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded business phone systems after Crexendo, each with an Insider's Guide of its own.

Business Phone Systems Insider's Guide

Every one of the 78 business phone systems we grade, compared

Zadarma Insider's Guide

Cloud PBX and virtual numbers in 110+ countries, free to start

3.2 GPA

Grasshopper Insider's Guide

Virtual business number on your own phone, priced per account

3.0 GPA

RingCentral Insider's Guide

Cloud phone system with texting, fax, video meetings and team chat

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Crexendo'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. Crexendo is a trademark of its owner, and this guide is not made, paid for or approved by Crexendo. Prices and plans change: check crexendo.com before you buy.