ToolGPA

NOVEMBER 2026

CRM.io

The Insider's Guide

AI-native CRM from the team behind Agile CRM, with a free plan



Every plan, grade, refund rule and rival among CRM tools, read from CRM.io's own pages.

Made by CRM.io · checked Nov 13, 2026 · toolgpa.com

2.2
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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 CRM.io's own pages, its app-store listings and our grades. Every fact in it is on CRM.io'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

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GPA, above 50 of the 116 other CRM tools we grade

CRM.io is a CRM from the team that built Agile CRM, part of its 500agents suite of products. It covers contacts, companies, multi-pipeline deals, tasks, calendar, email campaigns, a browser dialer and AI chatbots and voice agents. The site advertises a free plan for small teams but publishes no price list.

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

> **The catch is there's no pricing page, so the free plan's limits and every paid price are unknown, and the product is new.**
>
> From our report card of CRM.io

1 **Best for small teams moving off Agile CRM**

CRM.io is a rebuilt Agile CRM with contacts, deals, tasks, automations and a free-forever plan.

2 **There is a free plan**

The site advertises a free-forever plan for small teams with no credit card, but its limits are not published.

3 **It runs on Web**

Web, with a browser extension too.

4 **Contacts and companies**

A shared contact database with smart segments, CSV import and export, social enrichment and bulk account actions.

5 **Deals and pipelines**

Multiple pipelines with custom stages, table and kanban views, lost-reason capture and bulk actions.

6 **Tasks, cadences and calendar**

Task lists, follow-up cadences and SLA reminders, with Google Calendar sync and team availability views.

7 **A 2.2 GPA, above 50 of 116**

That is against the other CRM tools we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

To replace CRM.io you would be making email sent in volume that still reaches the inbox. That is not a weekend's work, with an AI app builder or without one.

CRM.io at a glance

PRICING Free plan	FREE PLAN Yes
FREE TRIAL None stated	RUNS ON Web, Browser extension
MADE BY CRM.io	CATEGORY CRM Software
OUR GRADE 2.2 GPA, fair	

The report card

Best for small teams moving off Agile CRM

CRM.io is a rebuilt Agile CRM with contacts, deals, tasks, automations and a free-forever plan. The catch is there's no pricing page, so the free plan's

limits and every paid price are unknown, and the product is new.

TOOLGPA REPORT CARD	CRM.io	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	No pricing page exists, so no price can be set against the $29 middle for CRM. We've left it at the ordinary grade.
Free plan and trial	C	The site advertises a free-forever plan with no credit card, but its limits aren't published, so we can't say how far it goes.
Features	C	Contacts, deals, tasks, automations, calling and a LinkedIn extension. But calling needs your own Twilio account and AI voice runs on ElevenLabs, and SSO and audit logs are Enterprise only.
Ease of use	C	No store rating on record, and the product is new. You'll still set up pipelines, telephony and automations yourself.
Platforms and integrations	B	Web app plus a Chrome extension, with Google Calendar, Google Sheets, Twilio, WhatsApp and SendGrid links. No phone or desktop app listed.
Grade point average		Fair, out of 4.0 **2.2**

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 CRM.io is for

- ✓ Fits if you used Agile CRM and want the same team's newer product
- ✓ Works for a small team that wants to start on a free plan with no card

Who it is not for

- ✗ Skip it if you need to know prices first, as there is no pricing page
- ✗ Watch out: telephony needs a Twilio connection and AI voice uses ElevenLabs, both with their own charges
- ✗ Not for you if you need SSO or audit logs, as they're listed for Enterprise only
- ✗ Tight if you want a long track record, since the product is new and lists few integrations

Good to know

Good for

- ✓ Small teams that want a free all-in-one CRM to start with
- ✓ Former Agile CRM users moving to the same team's newer product
- ✓ Outbound teams that want a dialer and email in the CRM

Worth knowing

- ⓘ No pricing page exists; plan names, prices and the free plan's limits were not found.
- ⓘ Telephony needs a Twilio connection and AI voice uses ElevenLabs, so those carry their own charges.
- ⓘ SSO and audit logs are listed only for the Enterprise tier.
- ⓘ The product is new, rebuilt from Agile CRM, and its site lists few integrations.

What it costs

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

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

> **The site advertises a free-forever plan with no credit card, but its limits aren't published, so we can't say how far it goes.**
>
> From our grade for free plan and trial

We could not confirm CRM.io's current prices from its own site, so this guide lists no plans. crm.io has them.

What it does

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

2

Places it runs: Web and Browser extension

AI-native CRM from the team behind Agile CRM, with a free plan. Here is what it does, as its own site describes it, and what it covers: kanban boards, sales pipeline, marketing automation, workflow automation, AI agents, email campaigns, chatbots.

> **Contacts, deals, tasks, automations, calling and a LinkedIn extension.**

From our grade for features

Contacts and companies

A shared contact database with smart segments, CSV import and export, social enrichment and bulk account actions.

Deals and pipelines

Multiple pipelines with custom stages, table and kanban views, lost-reason capture and bulk actions.

Tasks, cadences and calendar

Task lists, follow-up cadences and SLA reminders, with Google Calendar sync and team availability views.

Automations and marketing

Round-robin assignment, email bots and AI workflows, plus email campaigns, drips and reusable templates.

Telephony and AI voice

A browser dialer with calling campaigns through Twilio, WhatsApp and SMS, and ElevenLabs-based AI voice agents.

LinkedIn Chrome extension

A Chrome extension captures LinkedIn leads into the pipeline in one click.

Where it runs

Web

Browser extension

What it works with

Google Calendar

Google Sheets

Twilio

WhatsApp

LinkedIn

ElevenLabs

SendGrid

Amazon SES

CRM.io is made by CRM.io.

PART 04 · STANDING

Where it stands

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

50/116

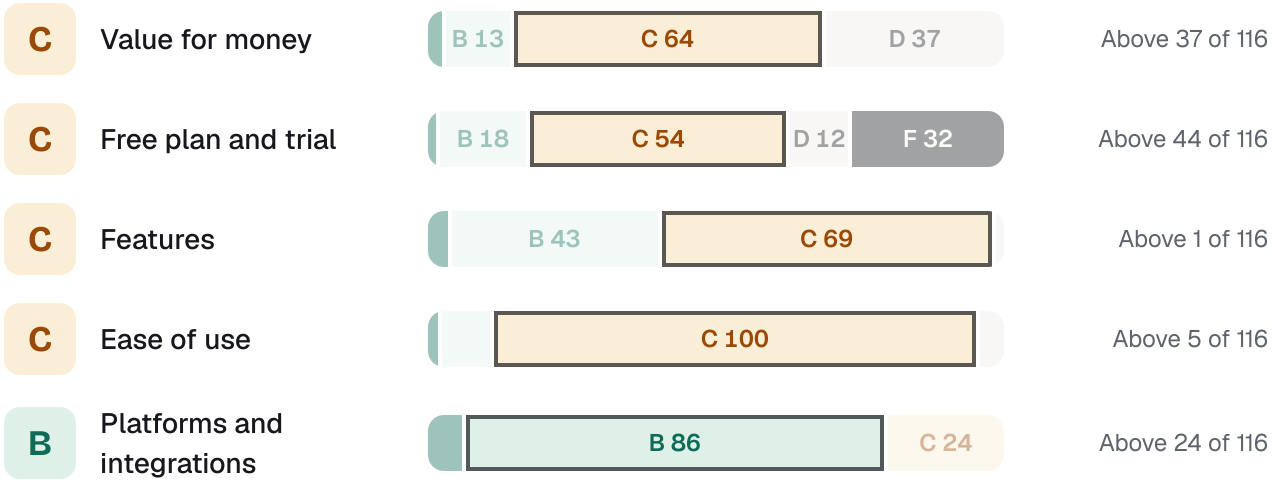
Other CRM tools it is graded above

CRM.io's GPA of 2.2 is higher than 50 of the 116 other CRM tools we grade, and level with 25.

It stands best on platforms and integrations (B, above 24 of 116) and worst on features (C, above 1).

Each grade against the category

Every bar is all 117 CRM tools we grade, cut by the letter each got. CRM.io'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 CRM.io you would be making email sent in volume that still reaches the inbox. That is not a weekend's work, with an AI app builder or without one.

What you could make

- Sales pipeline and kanban boards: an app builder makes these well.

What you could not

- Email sent in volume that still reaches the inbox.
- Newsletters sent to thousands of people that still reach the inbox.
- An AI agent, with the models and the safeguards behind it.
- Connections to other products, each kept working as those products change.
- A chatbot builder hooked into the messaging apps.

What this rests on. CRM.io'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



HubSpot, Pipedrive, Zoho CRM and Close

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

HubSpot

3.2 GPA

Free plan · from $20/mo

Free CRM at the center of a marketing, sales and service suite.

- Only HubSpot lists iOS and Android apps.
- CRM.io also covers kanban boards, AI agents, email campaigns and chatbots.
- HubSpot also covers booking links.

CRM.io and HubSpot compared in full

Pipedrive

2.2 GPA

Free trial · from $14/mo

Sales CRM organized around visual deal pipelines.

- CRM.io has a free plan. Pipedrive does not, though it has a free trial.
- Only CRM.io lists a browser extension.
- Only Pipedrive lists iOS and Android apps.

CRM.io and Pipedrive compared in full



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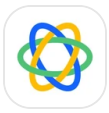
Zoho CRM

Free plan · from $14/mo

Sales CRM with a free edition, process automation and Zia AI.

- Only CRM.io lists a browser extension.
- Only Zoho CRM lists iOS and Android apps.
- CRM.io also covers kanban boards, marketing automation, AI agents, email campaigns and chatbots.

CRM.io and Zoho CRM compared in full



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Close

Free trial · from $9/mo

Sales CRM with built-in calling, SMS, email and an AI teammate.

- CRM.io has a free plan. Close does not, though it has a free trial.
- Only CRM.io lists a browser extension.
- Only Close lists macOS, Windows, iOS and Android apps.

CRM.io and Close compared in full

PART 06 · QUESTIONS

Quick answers

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

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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 CRM.io free?

CRM.io has a free plan. The site advertises a free-forever plan for small teams with no credit card, but its limits are not published.

What platforms does CRM.io work on?

CRM.io is available on Web. It also has a browser extension.

Does CRM.io have an Android app?

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

Does CRM.io have an iPhone app?

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

Is CRM.io open source?

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

What does CRM.io integrate with?

CRM.io's listing names Google Calendar, Google Sheets, Twilio, WhatsApp, LinkedIn, ElevenLabs, SendGrid and Amazon SES.

Who makes CRM.io?

CRM.io is made by a company of the same name.

What are the alternatives to CRM.io?

The closest alternatives to CRM.io in our directory are HubSpot, Pipedrive, Zoho CRM and Close.

How does CRM.io compare with other CRM tools?

CRM.io's GPA of 2.2 is higher than 50 of the 116 other CRM tools we grade, and level with 25.

Could I make my own version of CRM.io?

To replace CRM.io you would be making email sent in volume that still reaches the inbox.

Where this guide comes from

The prices, plans, platforms and features were read from CRM.io'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 CRM.io'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 CRM.io. Prices change, so check crm.io before you buy.

crm.io/ crm.io/aboutus

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
tools graded

95
categories

739
price changes on record

579
apps priced in 12 countries

What else is on toolgpa.com

CRM.io, kept up to date

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

toolgpa.com/tools/crm-io

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, "CRM.io: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/crm-io
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Know someone choosing between CRM tools?

Send them this guide: toolgpa.com/tools/crm-io/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded CRM tools after CRM.io, each with an Insider's Guide of its own.

CRM Software Insider's Guide

Every one of the 117 CRM tools we grade, compared

HubSpot Insider's Guide

Free CRM at the center of a marketing, sales and service suite

3.2 GPA

Frappe CRM Insider's Guide

Open-source CRM with unlimited users, billed by hosting

3.0 GPA

Givebutter Insider's Guide

Free fundraising platform with a built-in nonprofit CRM

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 CRM.io'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. CRM.io is a trademark of its owner, and this guide is not made, paid for or approved by CRM.io. Prices and plans change: check crm.io before you buy.