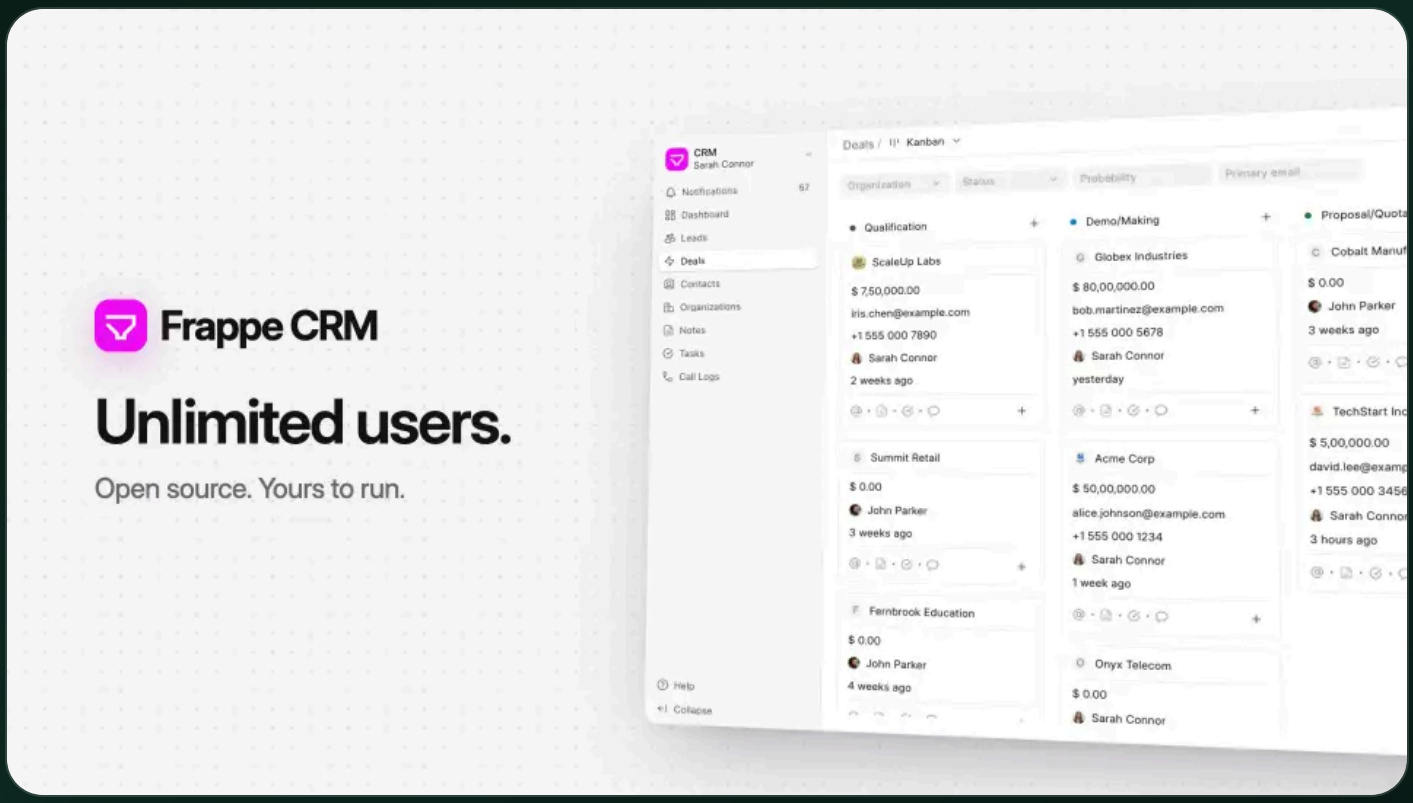
ToolGPA

NOVEMBER 2026

Frappe CRM

The Insider's Guide

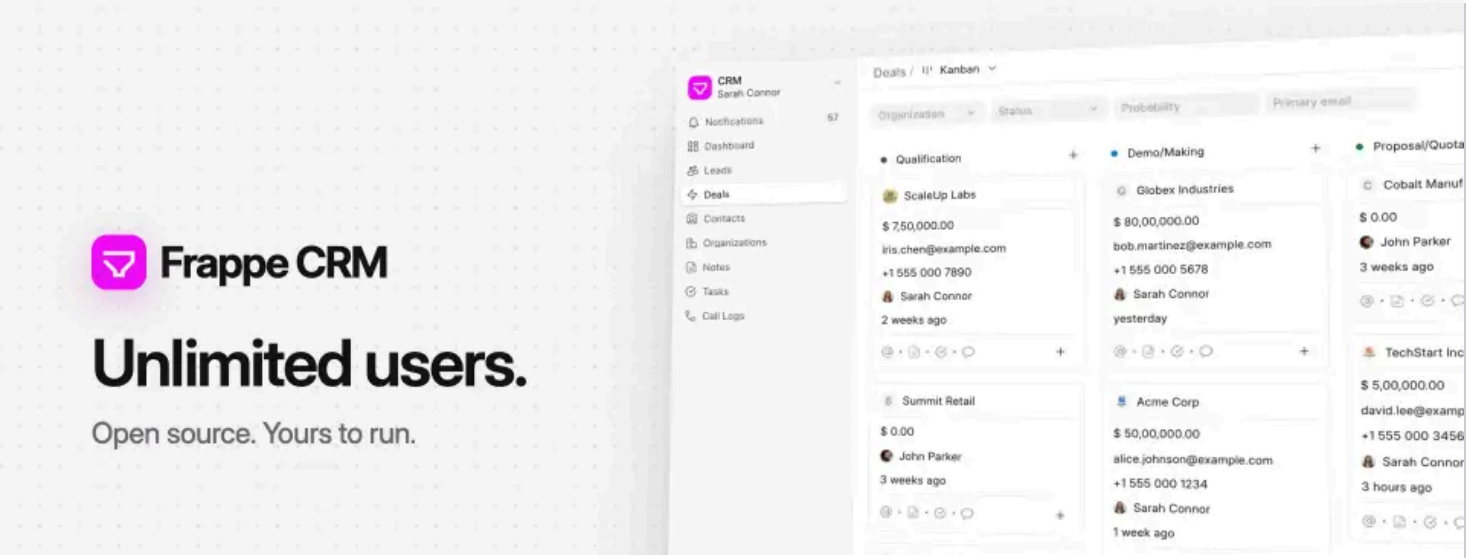
Open-source CRM with unlimited users, billed by hosting



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

Made by Frappe Technologies Pvt. Ltd. · checked Nov 13, 2026 · toolgpa.com

3.0
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 Frappe CRM's own pages, its app-store listings and our grades. Every fact in it is on Frappe CRM'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

3.0

GPA, above 114 of the 116 other CRM tools we grade

Frappe CRM is an open-source sales CRM from the makers of ERPNext, built on the Frappe Framework. It tracks leads, deals, contacts and organizations, with WhatsApp, email and calling connections. You self-host it for free or run it on Frappe Cloud, where the bill follows hosting size rather than the number of users.

To get you started, here are **9 things to know about Frappe CRM**, taken from its own pages and our grades.

> **Frappe Cloud takes the server work off you, but pipelines and fields still have to be built.**
>
> From our grade for ease of use

1 **Best for a cheap open-source CRM with unlimited users**

That figure is a representative one, and phone use is through the browser.

2 **Paid plans start at $5 a month**

As its pricing page puts it: $5 per month per site on Frappe Cloud, unlimited users.

3 There is a free plan

Self-host the AGPL-3.0 source for free; unlimited leads, deals, contacts and sales agents.

4 It runs on Web

Web.

5 Leads and deals

Capture leads from web forms, WhatsApp, email and calls, then move deals through Kanban stages to won or lost.

6 Contacts and organizations

Each person and company keeps its deals and communication history in one place.

7 Automation and SLAs

Rules can update, assign and follow up on deals, and SLAs set how quickly a new lead gets a first reply.

8 A 3.0 GPA, above 114 of 116

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

9 Keep it

To replace Frappe CRM you would be making connections to other products, each kept working as those products change. That is not a weekend's work, with an AI app builder or without one.

Frappe CRM at a glance

PRICING
Free plan, from $5 per month per site on Frappe Cloud, unlimited users

FREE PLAN
Yes

FREE TRIAL
14-day free trial of Frappe Cloud hosting for your whole team

RUNS ON
Web

MADE BY
Frappe Technologies Pvt. Ltd.

CATEGORY
CRM Software

OUR GRADE
3.0 GPA, very good

The report card

Best for a cheap open-source CRM with unlimited users

Frappe CRM is an open-source CRM with leads, deals, automation and forecasting, free to self-host or from $5 a month on Frappe Cloud. That figure is a representative one, and phone use is through the browser.

TOOLGPA REPORT CARD — **Frappe CRM** — Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	A	$5 a month per site on Frappe Cloud with unlimited users, under 60% of the $15 where the cheapest quarter starts. The page says the bill varies.
Free plan and trial	B	Free to self-host with no record or user limits, plus a 14-day Frappe Cloud trial.
Features	B	Leads, deals, contacts, SLAs, forecasting, multi-currency and customization. The listing shows no gap in the core job.
Ease of use	C	Frappe Cloud takes the server work off you, but pipelines and fields still have to be built. No store rating is on record.
Platforms and integrations	B	Web only, used on a phone through the browser, with WhatsApp, ERPNext, Twilio and Exotel.

Grade point average — Very good, out of 4.0 — **3.0**

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 Frappe CRM is for

- ✓ Fits if you want a CRM with no per-seat price
- ✓ Works for teams that also run ERPNext

Who it is not for

- ✕ Skip it if you want an app store app, as phones use the browser
- ✕ Watch out: the $5 entry price is a representative figure, and the bill varies by site, provider and region
- ✕ Watch out: Frappe's warranty support covers bugs in bundled apps, not functional support
- ✕ Watch out: implementation help comes through paid partners

Good to know

Good for

- ✓ Teams that already run ERPNext and want sales in the same stack
- ✓ Growing sales teams that want a hosting-based bill instead of per-seat fees
- ✓ Companies with developers who want to modify the CRM source

Worth knowing

- ⓘ The listed $5 entry price is a representative figure; Frappe says the bill varies by site, provider and region.
- ⓘ Product Warranty support from Frappe engineers is limited to the bundled apps and covers bugs, not functional support.
- ⓘ Mobile use is through the phone browser, which the FAQ says can be added to a home screen like an app.
- ⓘ Implementation help comes through paid partners.

PART 02 · PRICING

What it costs

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

$5

A month to start. There is a free plan too

Frappe CRM has a free plan. Paid plans start at $5 per month per site on Frappe Cloud, unlimited users.

SELF-HOSTED

$0

Deploy the open-source code on your own server with the install scripts; you run upgrades and backups.

FRAPPE CLOUD SITES

$5

per month and up, per site, unlimited users

A single site on shared servers with managed upgrades and backups; the price depends on site size, provider and region.

FRAPPE CLOUD SERVERS

$20

per month and up, per server

Your own virtual machine for several sites; a $60 and up tier adds stronger isolation, snapshots and autoscaling.

The free plan

Self-host the AGPL-3.0 source for free; unlimited leads, deals, contacts and sales agents.

Trying it first

14-day free trial of Frappe Cloud hosting for your whole team

Read from frappe.io on Nov 13, 2026.

Ways to pay less

EDUCATION

Discounts for education and nonprofits

Frappe's pricing FAQ says it supports education institutes and nonprofits with a discount; you contact the company to apply.

Stated on frappe.io

What it does

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

1

Place it runs: Web

Open-source CRM with unlimited users, billed by hosting. Here is what it does, as its own site describes it, and what it covers: open source, self-hostable, kanban boards, sales pipeline, workflow automation, reports.

> **Leads, deals, contacts, SLAs, forecasting, multi-currency and customization.**

From our grade for features

Leads and deals

Capture leads from web forms, WhatsApp, email and calls, then move deals through Kanban stages to won or lost.

Contacts and organizations

Each person and company keeps its deals and communication history in one place.

Automation and SLAs

Rules can update, assign and follow up on deals, and SLAs set how quickly a new lead gets a first reply.

Forecasting and multi-currency

Deals can be priced in any currency with totals converted, and a forecast shows expected revenue from open deals.

Customization

Add custom fields, rename statuses and build views without code, or extend it through the Frappe Framework.

ERPNext link

Create quotations from a deal and a customer in ERPNext when the deal is won.

Where it runs

Web

What it works with

WhatsApp

ERPNext

Twilio

Exotel

Frappe CRM is made by Frappe Technologies Pvt. Ltd.

Where it stands

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

114/116

Other CRM tools it is graded above

Frappe CRM's GPA of 3.0 is higher than 114 of the 116 other CRM tools we grade, and level with 1.

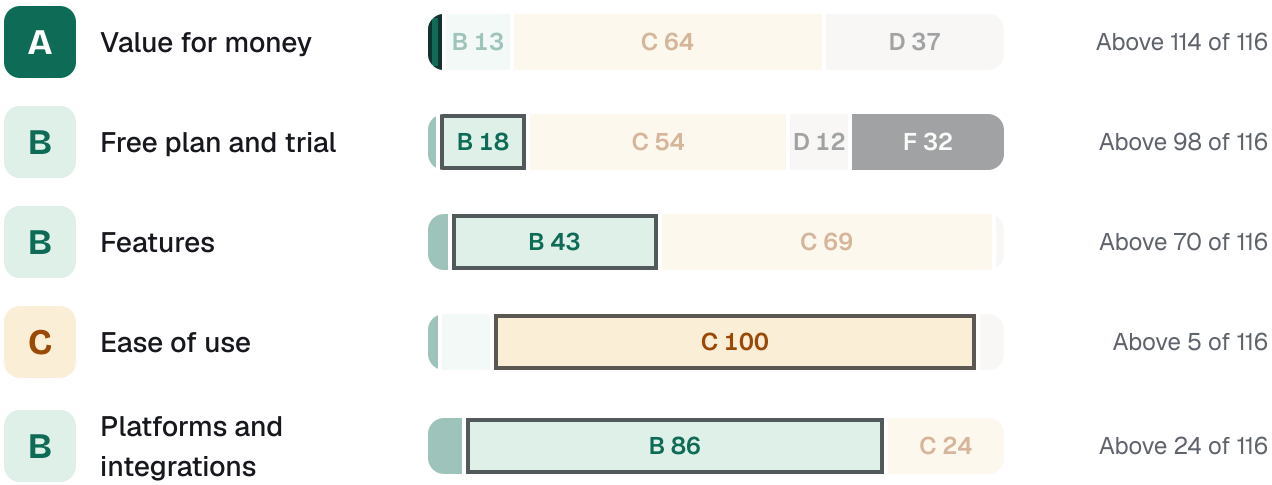
It stands best on value for money (A, above 114 of 116) and worst on ease of use (C, above 5).

Its paid plans start at $5 a month, against a middle price of $29 for the category: 2 of the 93 others that charge start lower.

On features, ease of use and platforms it scores 2.7 out of 4, and no tool on the category's chart scores higher without costing more.

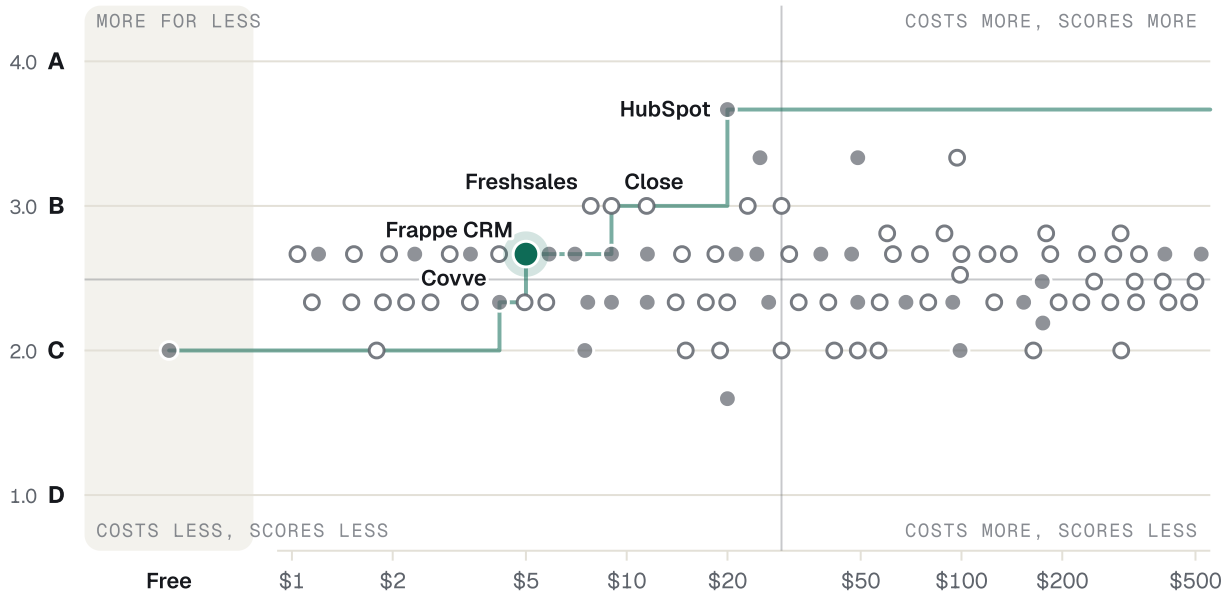
Each grade against the category

Every bar is all 117 CRM tools we grade, cut by the letter each got. Frappe CRM's own letter is outlined.



Price against what you get

Each dot is one of 95 CRM tools. Further left costs less; higher up scores better on features, ease of use and platforms. Frappe CRM is the marked dot.



What paid plans start at, a month (each step along is roughly double)

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 Frappe CRM you would be making connections to other products, each kept working as those products change. That is not a weekend's work, with an AI app builder or without one.

It is one of the better ones too: its GPA of 3.0 is higher than 114 of the 116 other CRM tools we grade. It costs $60 a year. Frappe CRM is open source, so there is a third way: take its code and run it yourself.

What you could make

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

What you could not

- Connections to other products, each kept working as those products change.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Frappe CRM'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



SuiteCRM, EspoCRM, Twenty, Odoo CRM and Krayin CRM

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



2.4 GPA

SuiteCRM

Free plan · from £130/mo

Open-source CRM with no per-user license fees.

- Frappe CRM also covers kanban boards.
- SuiteCRM also covers marketing automation.

Frappe CRM and SuiteCRM compared in full



2.6 GPA

EspoCRM

Free plan · from $15/mo

Open-source CRM you can self-host for free or rent in the cloud.

Frappe CRM and EspoCRM compared in full



2.8 GPA

Twenty

Free plan · from $9/mo

Open-source CRM with a custom data model, cloud or self-hosted.

- Frappe CRM also covers kanban boards and reports.
- Twenty also covers AI agents.

Frappe CRM and Twenty compared in full

2.8
GPA

Odoo CRM

Free plan · from $31.10/mo

Open-source CRM app from the Odoo business suite.

- Only Odoo CRM lists iOS and Android apps.

Frappe CRM and Odoo CRM compared in full

2.0
GPA

Krayin CRM

Free plan · from $20/mo

Open-source Laravel CRM with unlimited users on any plan.

- Frappe CRM also covers kanban boards and reports.

Frappe CRM and Krayin CRM compared in full

Quick answers

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

15

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 Frappe CRM free?

Frappe CRM has a free plan. Self-host the AGPL-3.0 source for free; unlimited leads, deals, contacts and sales agents.

How much does Frappe CRM cost?

Frappe CRM lists 3 plans. Self-hosted: $0.

What platforms does Frappe CRM work on?

Frappe CRM is available on Web.

Does Frappe CRM offer any discounts?

Frappe CRM publicly lists the following: Discounts for education and nonprofits.

Does Frappe CRM have an Android app?

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

Does Frappe CRM have an iPhone app?

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

Is Frappe CRM open source?

Yes. Frappe CRM is open source, according to its own site.

What does Frappe CRM integrate with?

Frappe CRM's listing names WhatsApp, ERPNext, Twilio and Exotel. A listing names up to eight integrations, so it may connect to more.

Does Frappe CRM have a student discount?

Discounts for education and nonprofits. Frappe's pricing FAQ says it supports education institutes and nonprofits with a discount; you contact the company to apply.

Does Frappe CRM have a free trial?

Yes. 14-day free trial of Frappe Cloud hosting for your whole team.

Who makes Frappe CRM?

Frappe CRM is made by Frappe Technologies Pvt. Ltd.

What are the alternatives to Frappe CRM?

The closest alternatives to Frappe CRM in our directory are SuiteCRM, EspoCRM, Twenty, Odoo CRM and Krayin CRM.

How does Frappe CRM compare with other CRM tools?

Frappe CRM's GPA of 3.0 is higher than 114 of the 116 other CRM tools we grade, and level with 1.

Is Frappe CRM good value for money?

ToolGPA grades Frappe CRM A for value for money. Its paid plans start at $5 a month, against a middle price of $29 for the category: 2 of the 93 others that charge start lower.

Could I make my own version of Frappe CRM?

To replace Frappe CRM you would be making connections to other products, each kept working as those products change.

Where this guide comes from

The prices, plans, platforms and features were read from Frappe CRM'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 Frappe Technologies Pvt. Ltd.'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 Frappe Technologies Pvt. Ltd. Prices change, so check frappe.io before you buy.

frappe.io/crm
frappe.io/crm/pricing
frappe.io/cloud/pricing

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

Frappe CRM, kept up to date

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

toolgpa.com/tools/frappe-crm

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, "Frappe CRM: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/frappe-crm
```

Know someone choosing between CRM tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded CRM tools after Frappe CRM, 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

Givebutter Insider's Guide

Free fundraising platform with a built-in nonprofit CRM

3.0 GPA

Bigin by Zoho CRM Insider's Guide

Pipeline-based CRM from Zoho for small businesses

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