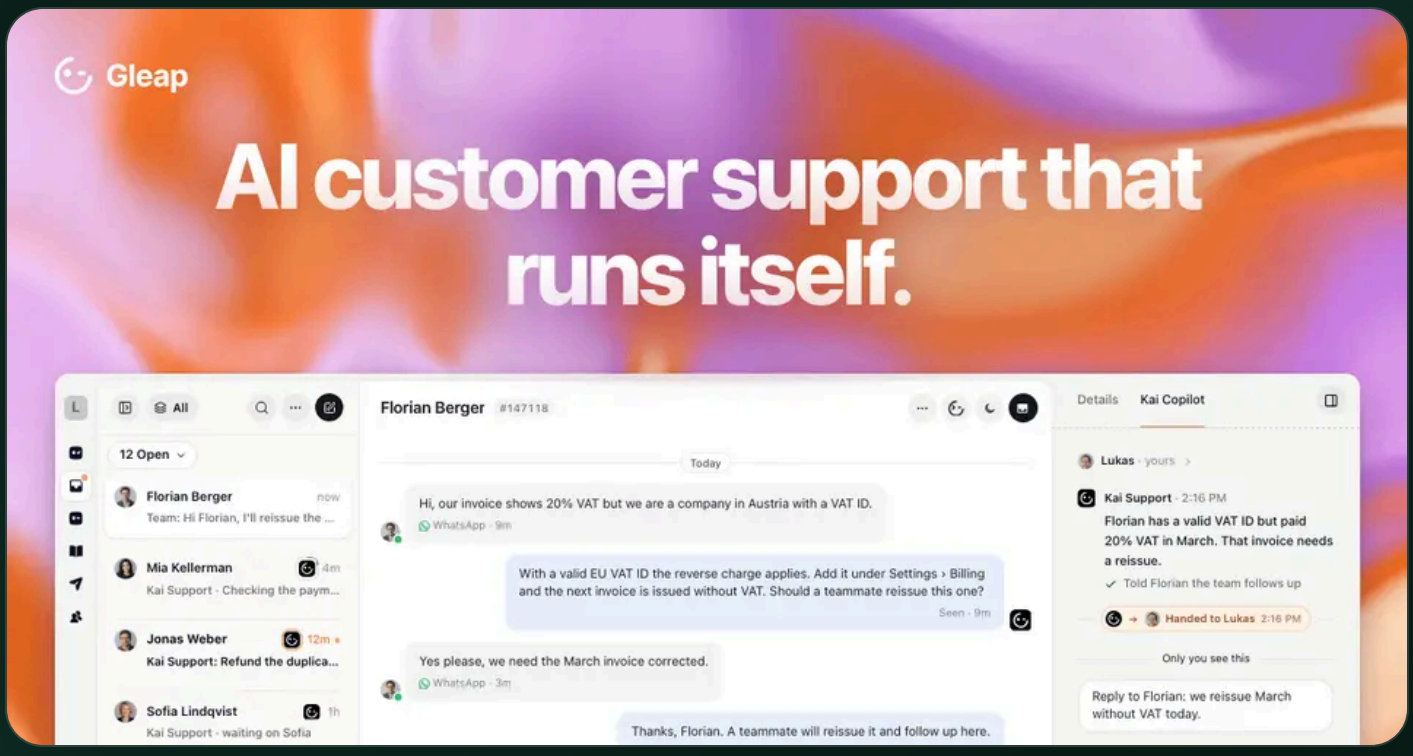
ToolGPA

NOVEMBER 2026

Gleap

The Insider's Guide

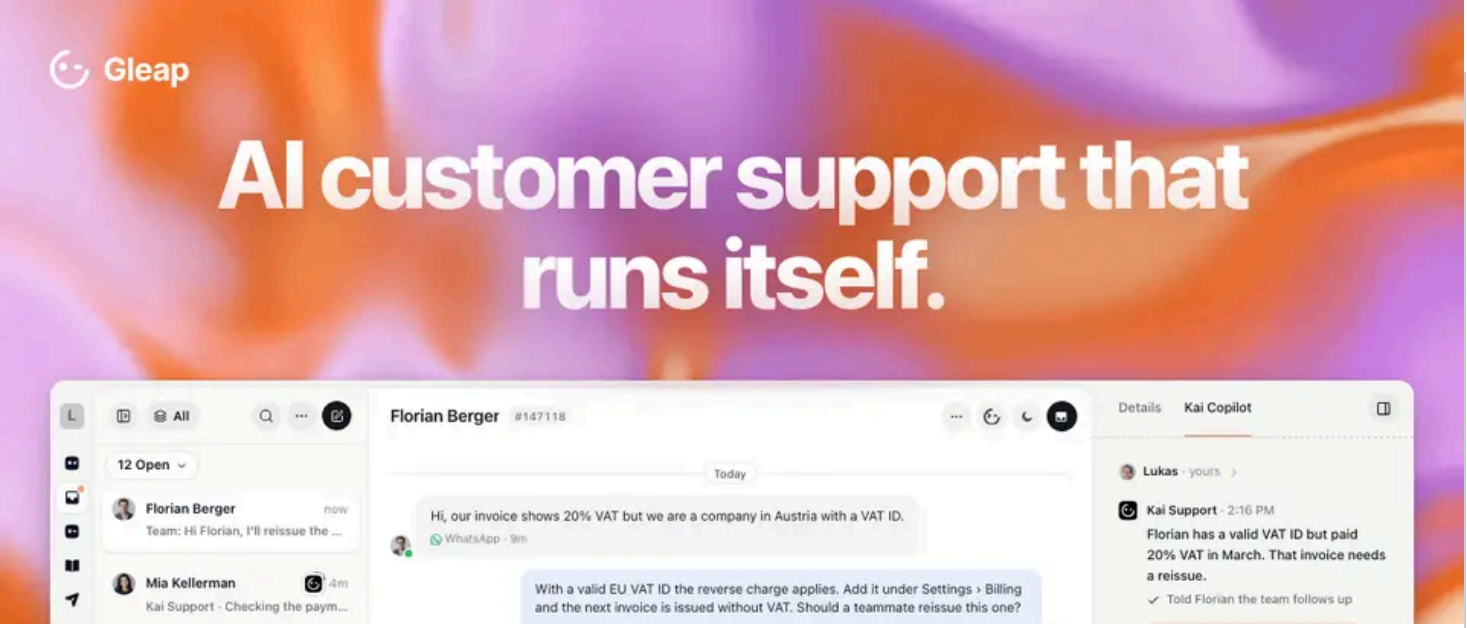
AI-led support inbox with live chat and in-app bug reporting



Every plan, grade, refund rule and rival among help desk and live chat tools, read from Gleap's own pages.

Made by Gleap GmbH · checked Nov 13, 2026 · toolgpa.com

2.4
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 Gleap's own pages, its app-store listings and our grades. Every fact in it is on Gleap'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

2.4

GPA, above 54 of the 92 other help desk and live chat tools we grade

Gleap combines a shared support inbox, live chat, a help center and in-app bug reporting with an AI agent called Kai that answers customers and drafts replies for the team. It also covers surveys, product tours and a public roadmap. Plans are priced by seats, and AI usage is billed separately from an AI balance.

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

> "
>
> **You install an SDK, connect channels and set up the AI.**
>
> From our grade for ease of use

1 **Best for AI support inbox with in-app bug reporting**

Gleap is a support inbox with live chat, an AI agent and in-app bug reporting.

2 **Paid plans start at $29 a month**

As its pricing page puts it: $29 per month for 1 seat, billed yearly ($35 billed monthly).

3 **You can try it first**

7-day free trial on every plan, no credit card needed

4 **It runs on 3 platforms**

Web, iOS and Android.

5 Kai AI agents

Kai Support answers customer conversations from your knowledge, Kai Copilot drafts replies for the team, and Kai Code opens pull requests from bug reports.

6 Shared inbox and live chat

Live chat, support email, WhatsApp, Instagram, Messenger, Slack and Telegram land in one inbox, with no ticket limit on any plan.

7 In-app bug reporting

Customers report bugs from an app or site with a screenshot, console logs and custom data; session replay is part of the product.

8 A 2.4 GPA, above 54 of 92

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

9 Keep it

To replace Gleap you would be making an AI model answering your customers from your own help articles. That is not a weekend's work, with an AI app builder or without one.

Gleap at a glance

PRICING
Free trial, from $29 per month for 1 seat, billed yearly ($35 billed monthly)

FREE PLAN
No

FREE TRIAL
7-day free trial on every plan, no credit card needed

RUNS ON
Web, iOS, Android

MADE BY
Gleap GmbH

CATEGORY
Help Desks & Live Chat

OUR GRADE
2.4 GPA, fair

The report card

Best for AI support inbox with in-app bug reporting

Gleap is a support inbox with live chat, an AI agent and in-app bug reporting. Hobby is $29 for 1 seat, and the AI is paid from a separate balance on top.

TOOLGPA REPORT CARD	Gleap	Graded Nov 13, 2026
SUBJECT	GRADE	COMMENT
Value for money	C	$29 a month for 1 seat billed yearly, $99 for 4. Growth works out near $25 a seat before AI usage.
Free plan and trial	C	A 7-day trial with no card. No free plan.
Features	B	Shared inbox, live chat, AI agents, bug reporting, help center, surveys and voice. The listing shows no gap in the core support job.
Ease of use	C	No store rating on record. You install an SDK, connect channels and set up the AI.
Platforms and integrations	B	Web plus iOS and Android, with Jira, Linear, GitHub, Slack, HubSpot and WhatsApp.
Grade point average		Fair, out of 4.0 **2.4**

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 Gleap is for

- ✓ Fits if you ship an app and want bug reports and support in one place
- ✓ Works for small product teams with 1 to 4 seats

Who it is not for

- ✕ Pricey if you use the AI, since it is billed from a separate balance, about $0.05 a conversation, on top of the plan
- ✕ Tight if you are on Hobby, because it is 1 seat and 1 project with Gleap branding
- ✕ Watch out: integrations such as Jira, Linear and GitHub start at Growth
- ✕ Skip it if you want voice cheaply, as it is $0.075 a minute in the widget and $0.20 by phone

Good to know

Good for

- ✓ Software teams that want bug reports and support in one tool
- ✓ Small teams that want an AI agent answering from their docs
- ✓ Startups that can use the credits for early-stage companies

Worth knowing

- ⓘ AI is paid from a separate balance, about $0.05 per conversation by Gleap's estimate, on top of the plan price.
- ⓘ Hobby is limited to 1 seat and 1 project and shows a Powered by Gleap badge.
- ⓘ Voice calls cost $0.075 a minute in the widget and $0.20 a minute by phone; extra phone numbers are $5 a month.
- ⓘ Native integrations such as Jira, Linear, GitHub and HubSpot start at Growth.

What it costs

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

$29
A month to start

Gleap is a paid product with a free trial, starting at $29 per month for 1 seat, billed yearly ($35 billed monthly).

HOBBY

$29

per month for 1 seat, billed yearly ($35 billed monthly)

1 seat and 1 project with live chat, shared inbox, in-app bug reporting and Kai; shows Gleap branding.

GROWTH

$99

per month for 4 seats, billed yearly ($119 billed monthly)

4 seats, unlimited projects, every channel, help center, surveys. Extra seats $25 monthly or $21 a month yearly.

PRO

$299

per month, unlimited seats, billed yearly ($359 billed monthly)

Unlimited seats, LLM model choice, advanced reports, custom roles, SLA policies, SOC 2 report, first phone number.

ENTERPRISE

$999

per month and up, billed yearly ($1,199 billed monthly)

Adds single sign-on, invoice billing, bring-your-own-model and a success manager; AI priced by agreement.

Trying it first

7-day free trial on every plan, no credit card needed

Read from gleap.ai on Nov 13, 2026.

Ways to pay less

STARTUPS

$1,200 in AI credits for early-stage startups

Gleap lists $1,200 in AI credits on the Growth or Pro plan for early-stage startups that pass an eligibility check.

Stated on gleap.ai

ANNUAL DISCOUNT

Two months free with yearly billing

Yearly billing is shown as two months free compared with paying monthly, for example $29 instead of $35 a month on Hobby.

Stated on gleap.ai

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

AI-led support inbox with live chat and in-app bug reporting. Here is what it does, as its own site describes it, and what it covers: shared inbox, surveys, help desk, live chat, help center, AI support agent, session replay.

"

Shared inbox, live chat, AI agents, bug reporting, help center, surveys and voice.

From our grade for features

Kai AI agents

Kai Support answers customer conversations from your knowledge, Kai Copilot drafts replies for the team, and Kai Code opens pull requests from bug reports.

Shared inbox and live chat

Live chat, support email, WhatsApp, Instagram, Messenger, Slack and Telegram land in one inbox, with no ticket limit on any plan.

In-app bug reporting

Customers report bugs from an app or site with a screenshot, console logs and custom data; session replay is part of the product.

Help center

A public knowledge base with articles and collections, which Kai can also learn from together with crawled website pages.

Surveys, tours and roadmap

In-app surveys, product tours, checklists, a public feature roadmap and changelogs sit in the same workspace.

Kai Voice

Kai answers phone calls and widget voice calls, and teammates take calls from the inbox; calls are billed per minute.

Where it runs

Web · iOS · Android

What it works with

Jira · Linear · GitHub · Slack · HubSpot · WhatsApp · Telegram

Gleap is made by Gleap GmbH.

PART 04 · STANDING

Where it stands

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

54/92

Other help desk and live chat tools it is graded above

Gleap's GPA of 2.4 is higher than 54 of the 92 other help desk and live chat tools we grade, and level with 17.

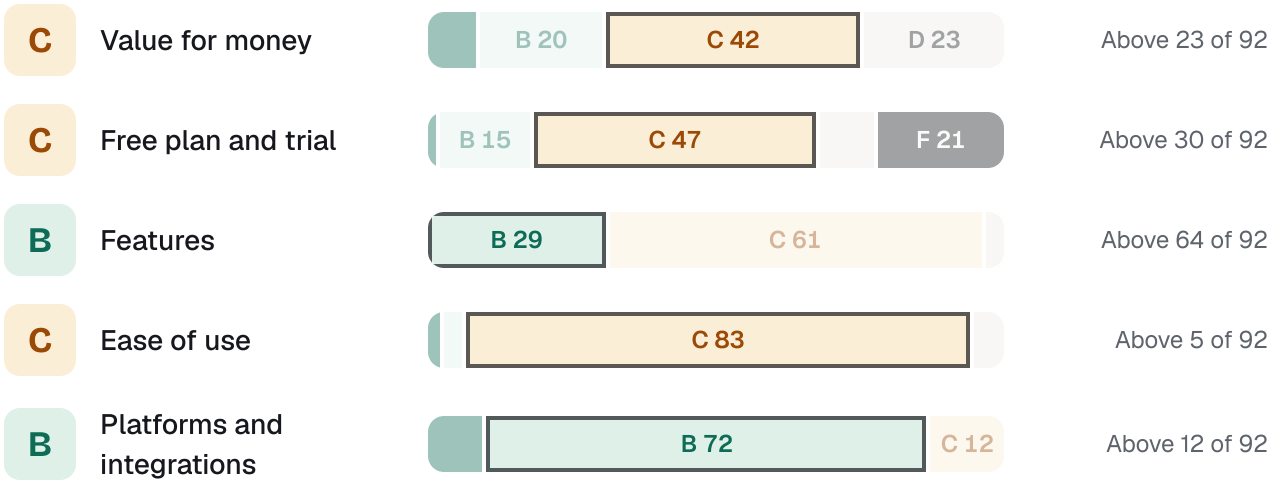
It stands best on features (B, above 64 of 92) and worst on ease of use (C, above 5).

Its paid plans start at $29 a month, against a middle price of $29 for the category: 34 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.7 out of 4. 3 tools score higher and cost less.

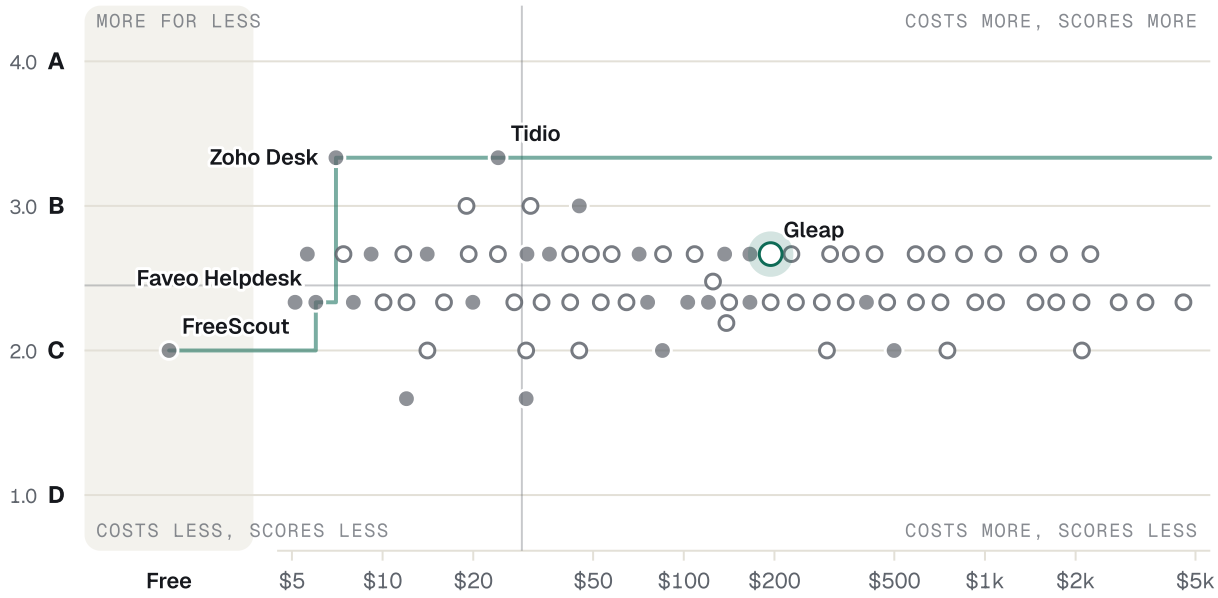
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. Gleap's own letter is outlined.



Price against what you get

Each dot is one of 80 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. Gleap 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 Gleap you would be making an AI model answering your customers from your own help articles. That is not a weekend's work, with an AI app builder or without one.

It costs $348 a year.

What you could make

- Help desk, help center and surveys: an app builder makes these well.

What you could not

- An AI model answering your customers from your own help articles.

- One mailbox that several people work at once.
- A chat box on your site that reaches you the moment a customer types.
- Recordings of what each visitor did on your pages.
- A real app for iOS and Android. Something home-made would be a web page.
- It plugs into other products, Jira, Linear and GitHub among them.
- Hooks into the device itself: widgets.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. Gleap'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



Intercom, Crisp, Zendesk, Freshdesk and Plain

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

2.4 GPA

Intercom

Free trial · from $29/mo

Helpdesk with live chat and the Fin AI agent priced per outcome.

- Gleap also covers surveys and session replay.
- Intercom also covers reports.

Gleap and Intercom compared in full

2.6 GPA

Crisp

Free plan · from $45/mo

Live chat and shared inbox priced per workspace, not per seat.

- Crisp has a free plan. Gleap does not, though it has a free trial.
- Only Crisp lists macOS and Windows apps.
- Gleap also covers surveys, help desk and session replay.

Gleap and Crisp compared in full



2.4
GPA

Zendesk

Free trial · from $19/mo

Ticketing, messaging, help center and AI agents for support teams.

- Gleap also covers shared inbox, surveys and session replay.
- Zendesk also covers reports.

Gleap and Zendesk compared in full



2.4
GPA

Freshdesk

Free trial · from $19/mo

Email ticketing help desk with a knowledge base and AI agents.

- Gleap also covers surveys, live chat and session replay.
- Freshdesk also covers reports.

Gleap and Freshdesk compared in full



2.0
GPA

Plain

Free trial · from $45/mo

Support platform for B2B teams, built around Slack and AI agents.

- Only Gleap lists iOS and Android apps.
- Gleap also covers surveys and session replay.
- Plain also covers workflow automation.

Gleap and Plain compared in full

Quick answers

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

13

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 Gleap free?

No, Gleap is a paid product, but you can try it first. 7-day free trial on every plan, no credit card needed.

How much does Gleap cost?

Gleap lists 4 plans. Hobby: $29 per month for 1 seat, billed yearly ($35 billed monthly).

What platforms does Gleap work on?

Gleap is available on Web, iOS and Android.

Does Gleap offer any discounts?

Gleap publicly lists the following: $1,200 in AI credits for early-stage startups; Two months free with yearly billing.

Does Gleap have a Windows app?

No Windows app was listed when its pages were read on Nov 13, 2026. Gleap is listed for Web, iOS and Android.

Does Gleap have a macOS app?

No macOS app was listed when its pages were read on Nov 13, 2026. Gleap is listed for Web, iOS and Android.

Is Gleap open source?

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

What does Gleap integrate with?

Gleap's listing names Jira, Linear, GitHub, Slack, HubSpot, WhatsApp and Telegram.

Who makes Gleap?

Gleap is made by Gleap GmbH.

What are the alternatives to Gleap?

The closest alternatives to Gleap in our directory are Intercom, Crisp, Zendesk, Freshdesk and Plain.

How does Gleap compare with other help desk and live chat tools?

Gleap's GPA of 2.4 is higher than 54 of the 92 other help desk and live chat tools we grade, and level with 17.

Is Gleap good value for money?

ToolGPA grades Gleap C for value for money. Its paid plans start at $29 a month, against a middle price of $29 for the category: 34 of the 78 others that charge start lower.

Could I make my own version of Gleap?

To replace Gleap you would be making an AI model answering your customers from your own help articles.

Where this guide comes from

The prices, plans, platforms and features were read from Gleap'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 Gleap'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 Gleap GmbH. Prices change, so check gleap.ai before you buy.

gleap.ai/pricing

gleap.ai/

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

Gleap, kept up to date

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

toolgpa.com/tools/gleap

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, "Gleap: The Insider's Guide", checked Nov 13, 2026. https://toolgpa.com/tools/gleap
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Know someone choosing between help desk and live chat tools?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after Gleap, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 93 help desk and live chat tools we grade, compared

Zoho Desk Insider's Guide

Low-cost ticketing help desk with a free plan for three users

3.4 GPA

Tidio Insider's Guide

Live chat, ticketing and the Lyro AI agent priced by conversations

3.2 GPA

ProProfs Live Chat Insider's Guide

Live chat with an AI agent, free for a single operator

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 Gleap'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. Gleap is a trademark of its owner, and this guide is not made, paid for or approved by Gleap GmbH. Prices and plans change: check gleap.ai before you buy.