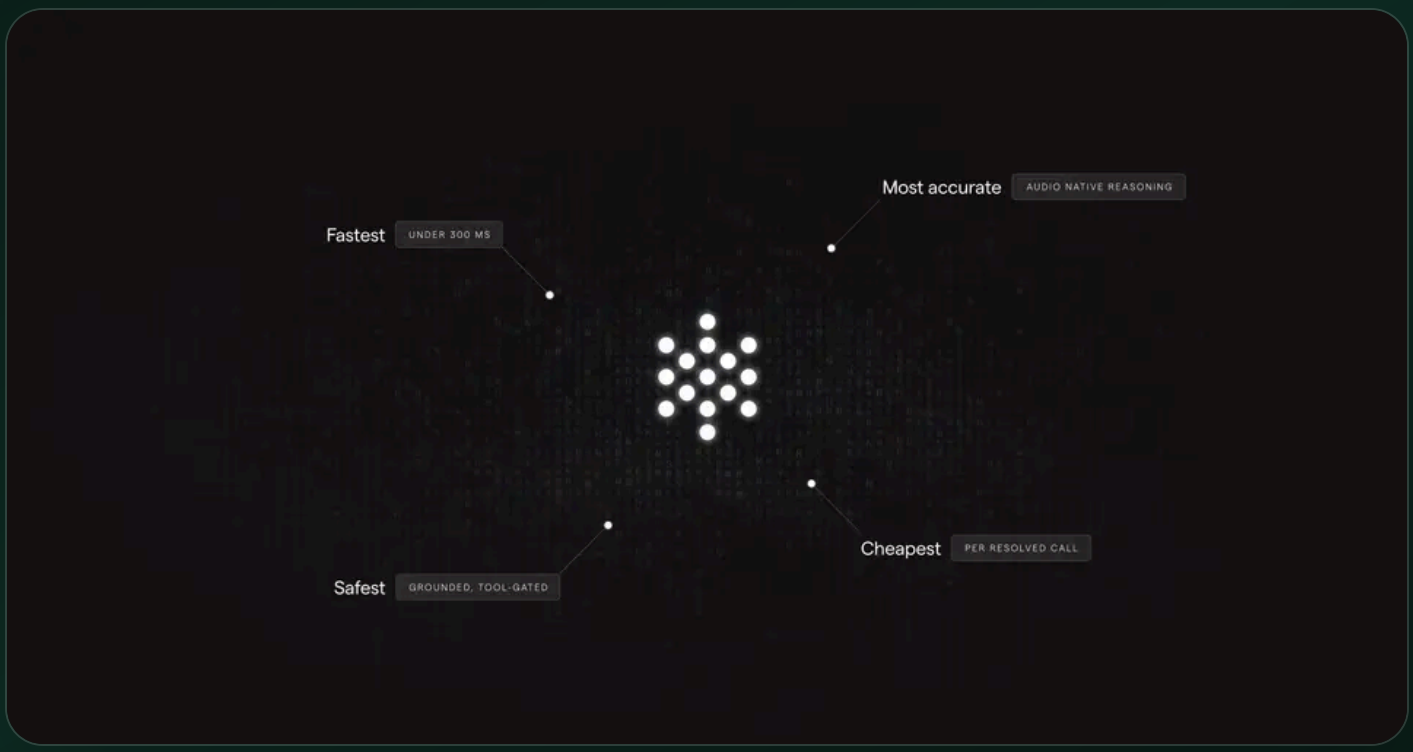
ToolGPA

NOVEMBER 2026

# PolyAI

## The Insider's Guide

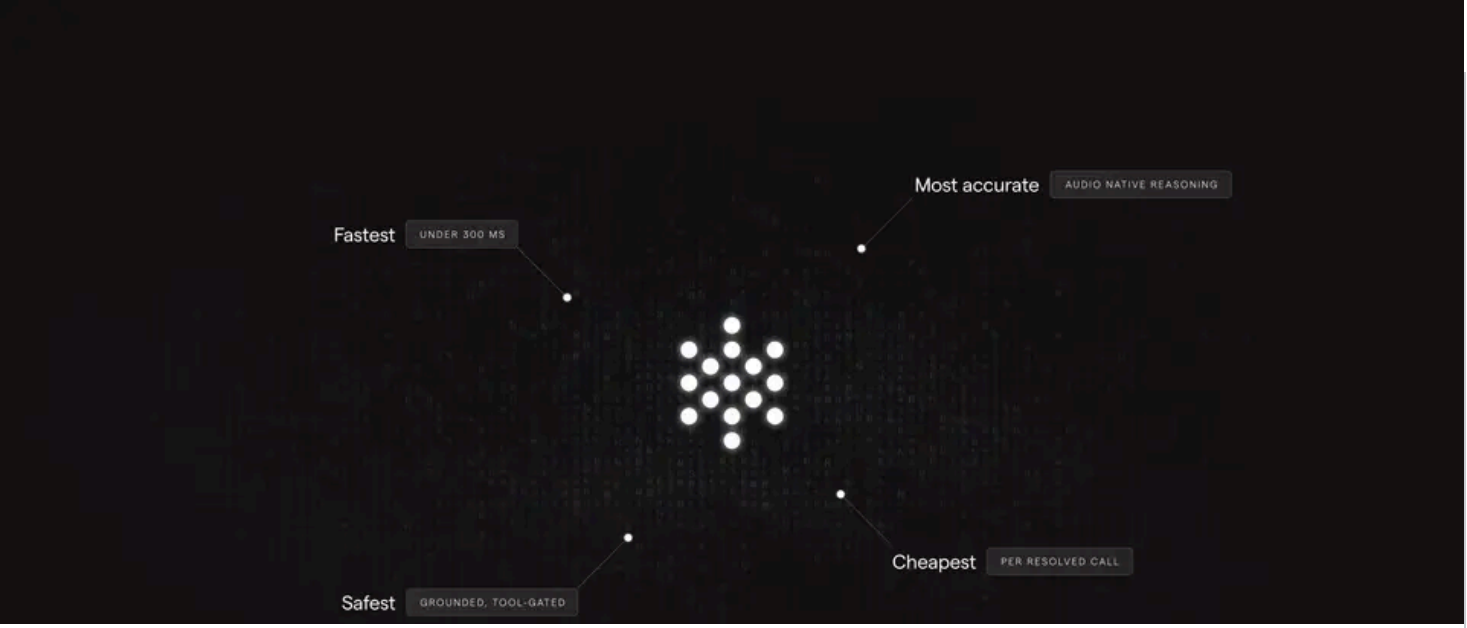
Voice AI agents for phone calls, from small shops to contact centers




**Every plan, grade, refund rule and rival among AI agents, read from PolyAI's own pages.**

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

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

**2.2**

GPA, above 81 of the 178 other AI agents we grade

PolyAI builds voice and chat agents that answer calls, book appointments and handle customer service, along with its own dialog models. Self-serve plans start at $49 a month for small businesses, and enterprise contact centers are quoted separately. Developers can also pay by usage for its model API or full platform.

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

> **Building and testing call flows is a learning curve.**
>
> From our grade for ease of use

**1** **Best for AI phone agents for customer calls**

The Scale plan is priced per location, a separate developer tab bills by the minute, and the trial length is not stated.

**2** **Paid plans start at $49 a month**

As its pricing page puts it: $49 per month for 250 minutes.

**3** **You can try it first**

Free trial offered on Essentials, Plus and Scale; length not stated

**4** **It runs on Web**

Web.

**5** **Dialog Agent**

Builds agents with flows, tools and brand voice, from no-code to full code on one platform.

**6** **Wren**

An assistant that designs, builds, tests and optimizes agents from a plain-English description.

**7** **Dialog-RSN-1 model**

The vendor's audio-native model, which it says responds in under 300ms median first-token latency.

**8** **A 2.2 GPA, above 81 of 178**

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

**9** **Keep it**

To replace PolyAI you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

### PolyAI at a glance

| | |
|---|---|
| PRICING<br>Free trial, from $49 per month for 250 minutes | FREE PLAN<br>No |
| FREE TRIAL<br>Free trial offered on Essentials, Plus and Scale; length not stated | RUNS ON<br>Web |
| MADE BY<br>PolyAI | CATEGORY<br>AI Agents |
| OUR GRADE<br>2.2 GPA, fair | |

## The report card

### Best for AI phone agents for customer calls

PolyAI answers customer calls with voice agents, starting at $49 a month for 250 minutes. The Scale plan is priced per location, a separate developer tab bills by the minute, and the trial length is not stated.

| TOOLGPA REPORT CARD | PolyAI | Graded Nov 13, 2026 |
|---|---|---|
| SUBJECT | GRADE | COMMENT |
| **Value for money** | C | Essentials is $49 a month for 250 minutes, just under the category's $50 dearer-quarter line. Plus is $199 and Scale $299 per location, so heavy use costs more. |
| **Free plan and trial** | C | A free trial is offered on Essentials, Plus and Scale, but its length is not stated. Developer accounts get free credit. |
| **Features** | C | Voice agents, an assistant called Wren, its own speech model, call insight and bring-your-own phone line. Developer billing is separate, at 2c to 9.5c a minute. |
| **Ease of use** | C | No store rating on record. Building and testing call flows is a learning curve. |
| **Platforms and integrations** | B | Web, with eight integrations listed and a developer API. No phone or desktop app. |
| **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 PolyAI is for

- ✓ Fits if you want a phone agent for a single small business line
- ✓ Works for developers who want to pay by the minute through the model API

### Who it is not for

- ✕ Tight if you take many calls: Essentials covers 250 minutes
- ✕ Pricey if you have several sites, as Scale is per location
- ✕ Watch out: the trial length is not stated
- ✕ Watch out: the developer tab bills by connected time, 2c a minute for the model API and from 9.5c for the full platform

## Good to know

### Good for

- ✓ Small businesses that want an AI receptionist on a fixed monthly fee
- ✓ Contact centers that need healthcare or EHR integrations

### Worth knowing

- ⓘ The Scale price is per location, so ten locations is not a single price.
- ⓘ A separate Developer tab bills by connected time: the Model API at 2c a minute and the full platform from 9.5c a minute.
- ⓘ The pricing page lists $20 of free credit for developer pay-as-you-go accounts.

# What it costs

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

**$49**

A month to start

PolyAI is a paid product with a free trial, starting at $49 per month for 250 minutes.

> **A free trial is offered on Essentials, Plus and Scale, but its length is not stated.**

From our grade for free plan and trial

ESSENTIALS

## $49

per month, 250 minutes included

Then 30c a minute. 1 number, 5 calls at once; Google Calendar, Calendly, Cal.com and Zapier.

PLUS

## $199

per month, 1,000 minutes included

Then 25c a minute. 10 calls at once; adds HubSpot, Zoho CRM, Dynamics 365 and Microsoft 365.

SCALE

## $299

per location per month, 1,500 minutes each

Then 20c a minute. Up to 9 locations with pooled minutes; adds Salesforce, Zendesk and Slack.

### Trying it first

Free trial offered on Essentials, Plus and Scale; length not stated

ENTERPRISE

## Custom

Sold through sales: HIPAA with a BAA, SSO, uptime SLA, data residency and 24/7 support.

Read from poly.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

Voice AI agents for phone calls, from small shops to contact centers. Here is what it does, as its own site describes it, and what it covers: public API, AI agents, AI support agent, appointment booking.

> **Voice agents, an assistant called Wren, its own speech model, call insight and bring-your-own phone line.**
>
> From our grade for features

### Dialog Agent

Builds agents with flows, tools and brand voice, from no-code to full code on one platform.

### Wren

An assistant that designs, builds, tests and optimizes agents from a plain-English description.

### Dialog-RSN-1 model

The vendor's audio-native model, which it says responds in under 300ms median first-token latency.

### Call insight

Every call gets a summary and a PolyScore, with latency and agent details visible in real time.

## Bring your own phone line

Keep an existing number and connect a carrier over SIP at no charge, or take a number from PolyAI.

### Where it runs

- Web

### What it works with

- Google Calendar
- Calendly
- HubSpot
- Salesforce
- Zendesk
- Slack
- Epic
- Genesys Cloud

PolyAI is made by PolyAI.

PART 04 · STANDING

# Where it stands

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

**81**/178

Other AI agents it is graded above

PolyAI's GPA of 2.2 is higher than 81 of the 178 other AI agents we grade, and level with 41.

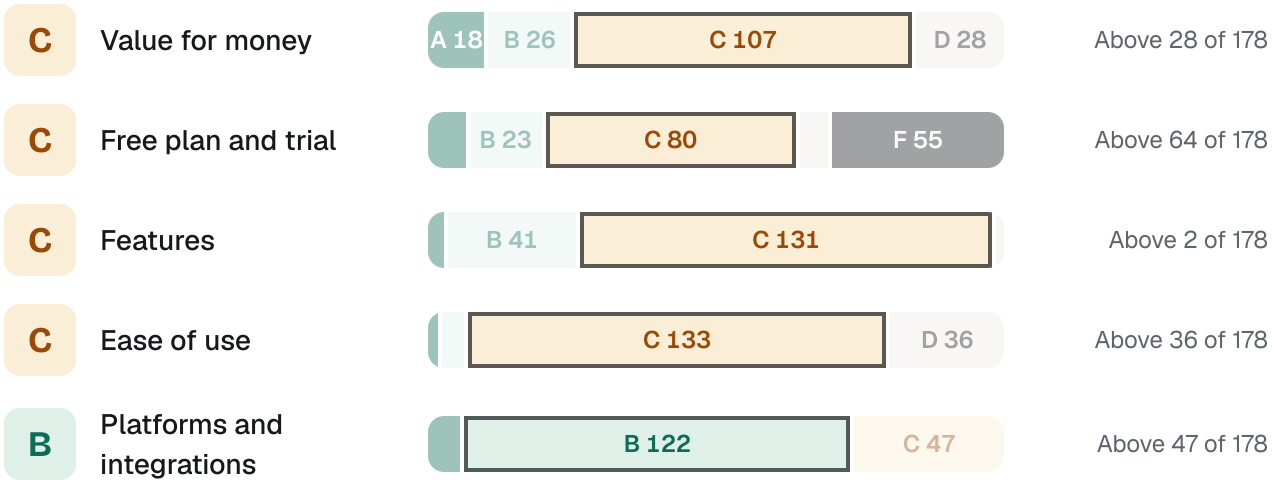
It stands best on platforms and integrations (B, above 47 of 178) and worst on features (C, above 2).

Its paid plans start at $49 a month, against a middle price of $25 for the category: 71 of the 98 others that charge start lower.

On features, ease of use and platforms it scores 2.3 out of 4. 30 tools score higher and cost less.

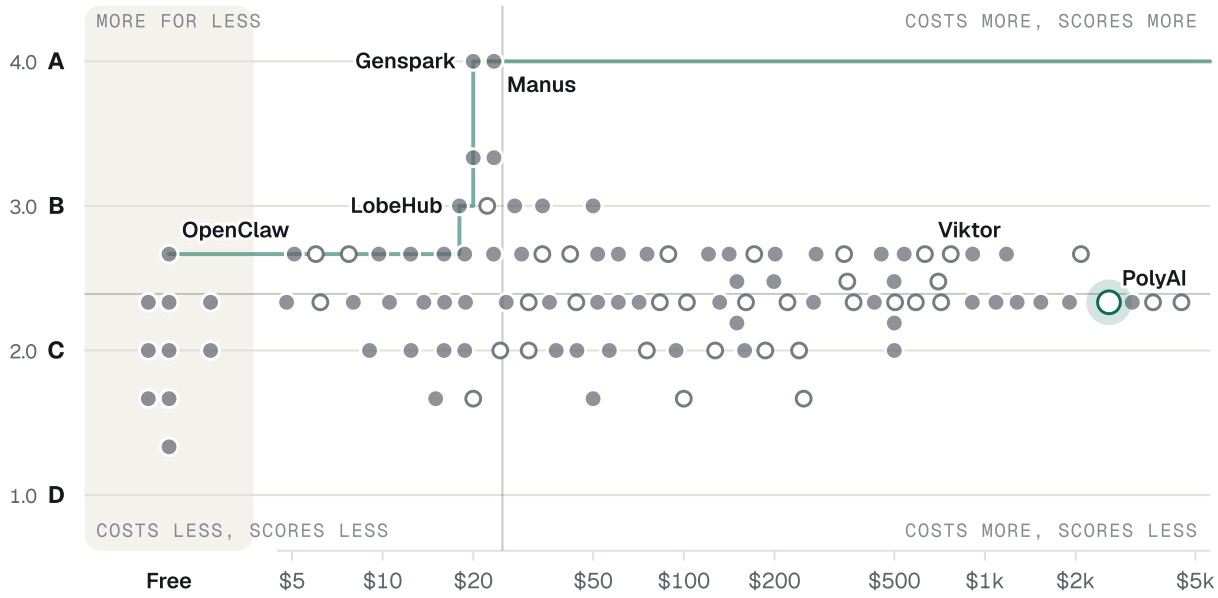
## Each grade against the category

Every bar is all 179 AI agents we grade, cut by the letter each got. PolyAI's own letter is outlined.



## Price against what you get

Each dot is one of 109 AI agents. Further left costs less; higher up scores better on features, ease of use and platforms. PolyAI 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 PolyAI you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

It costs $588 a year.

#### What you could make

- Appointment booking: an app builder makes this well.

#### What you could not

- An AI agent, with the models and the safeguards behind it.

- An AI model answering your customers from your own help articles.
- It plugs into other products, Google Calendar, Calendly and HubSpot among them, and has an API.

**What this rests on.** PolyAI'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



Regal, Vapi, Retell AI, Synthflow and Goodcall

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

1.6 GPA

## Regal

Paid

AI voice, SMS and chat agents for enterprise contact centers.

- PolyAI also covers appointment booking.
- Regal also covers a/B testing.

PolyAI and Regal compared in full

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2.2 GPA

## Vapi

Free trial · from $29/mo

Developer platform for building and running voice AI agents.

- PolyAI also covers AI support agent and appointment booking.

PolyAI and Vapi compared in full



2.4
GPA

## Retell AI

Free trial · from $0

Pay-per-minute platform for AI phone and chat agents.

- PolyAI also covers AI support agent and appointment booking.
- Retell AI also covers chatbots.

PolyAI and Retell AI compared in full



1.8
GPA

## Synthflow

Paid

Enterprise AI voice agents sold on annual contracts.

- PolyAI also covers AI support agent and appointment booking.
- Synthflow also covers business phone line.

PolyAI and Synthflow compared in full



1.8
GPA

## Goodcall

Free trial · from $79/mo

AI phone agent for small businesses, billed per customer.

- PolyAI also covers AI support agent.
- Goodcall also covers business phone line.

PolyAI and Goodcall 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 PolyAI free?

No, PolyAI is a paid product, but you can try it first. Free trial offered on Essentials, Plus and Scale; length not stated.

### How much does PolyAI cost?

PolyAI lists 4 plans. Essentials: $49 per month, 250 minutes included.

### What platforms does PolyAI work on?

PolyAI is available on Web.

### Does PolyAI have an Android app?

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

### Does PolyAI have an iPhone app?

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

### Is PolyAI open source?

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

### Does PolyAI have an API?

Yes. PolyAI offers a public API, according to its own site.

### What does PolyAI integrate with?

PolyAI's listing names Google Calendar, Calendly, HubSpot, Salesforce, Zendesk, Slack, Epic and Genesys Cloud.

### Who makes PolyAI?

PolyAI is made by a company of the same name.

### What are the alternatives to PolyAI?

The closest alternatives to PolyAI in our directory are Regal, Vapi, Retell AI, Synthflow and Goodcall.

### How does PolyAI compare with other AI agents?

PolyAI's GPA of 2.2 is higher than 81 of the 178 other AI agents we grade, and level with 41.

### Is PolyAI good value for money?

ToolGPA grades PolyAI C for value for money. Its paid plans start at $49 a month, against a middle price of $25 for the category: 71 of the 98 others that charge start lower.

### Could I make my own version of PolyAI?

To replace PolyAI you would be making an AI agent, with the models and the safeguards behind it.

## Where this guide comes from

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

poly.ai/pricing

poly.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](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

### PolyAI, kept up to date

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

toolgpa.com/tools/polyai

### 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:

```
ToolGPA, "PolyAI: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/polyai
```

### Know someone choosing between AI agents?

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

ToolGPA elsewhere: youtube.com/@toolgpa

# See our other guides

The best-graded AI agents after PolyAI, each with an Insider's Guide of its own.

### AI Agents Insider's Guide

Every one of the 179 AI agents we grade, compared

### Genspark Insider's Guide

AI workspace with an agent for research, slides, sheets and docs

3.2 GPA

### Manus Insider's Guide

General AI agent for research, slides, websites and browser tasks

3.2 GPA

### OpenClaw Insider's Guide

Open-source personal AI agent you run yourself and message in chat

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