ToolGPA

NOVEMBER 2026

Regal

The Insider's Guide

AI voice, SMS and chat agents for enterprise contact centers



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

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

1.6
GPA



Contents

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

02 What it costs
Every plan, the free plan, ways to pay less and how prices have moved

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

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

05 The alternatives
The tools it is most often weighed against, side by side

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

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

ToolGPA put this guide together from Regal's own pages, its app-store listings and our grades. Every fact in it is on Regal'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

1.6

GPA, above 0 of the 178 other AI agents we grade

Regal builds AI agents that handle phone calls, text messages and chat for contact centers, covering lead qualification, scheduling, collections, bookings and support. It also includes an agent builder, journey builder, dialer and analytics. The vendor says it is aimed at enterprises and does not publish prices.

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

> **No store rating on record, and implementation is a project run with the vendor.**
>
> From our grade for ease of use

1 **Best for AI phone, text and chat agents for big contact centres**

Regal runs AI agents over phone, SMS, chat and web calls, with a builder, simulations and hand-off to humans.

2 **It runs on Web**

Web.

3 **Phone, SMS, chat and WebRTC agents**

The same agent can be deployed across voice calls, text messages, web chat and in-browser voice.

4 **AI Agent Builder and Journey Builder**

Drag-and-drop orchestration for the conversation and for the sequence of touches around it.

5 **Simulations and A/B testing**

Native A/B testing and simulations to refine agents before and after they go live.

6 **A 1.6 GPA, above 0 of 178**

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

7 **Keep it**

To replace Regal 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.

Regal at a glance

PRICING Paid	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY Regal	CATEGORY AI Agents
OUR GRADE 1.6 GPA, weak	

The report card

Best for AI phone, text and chat agents for big contact centres

Regal runs AI agents over phone, SMS, chat and web calls, with a builder, simulations and hand-off to humans. No price is published, the vendor points to a floor of roughly 25 agents and 25,000 call minutes a month, and rollout goes through its engineers.

TOOLGPA REPORT CARD	Regal	Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	No price is published. The vendor says price follows features used and falls with spend and contract length, so it stays at the ordinary grade.
Free plan and trial	F	No free plan and no trial are listed anywhere on the site.
Features	C	Voice, SMS, chat and WebRTC agents, agent and journey builders, simulations, A/B testing and human hand-off. Set-up is done with the vendor's engineers.
Ease of use	C	No store rating on record, and implementation is a project run with the vendor.
Platforms and integrations	C	Web only, and the listing names no integrations.
Grade point average		Weak, out of 4.0 **1.6**

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 Regal is for

- ✓ Fits if you run a large contact centre with tens of thousands of call minutes a month
- ✓ Makes sense if you want phone and text agents tested before they go live

Who it is not for

- ✗ Not for you if you are small: the vendor itself suggests a floor of about 25 agents
- ✗ Skip it if you want a price on the page, as none is published
- ✗ Watch out: implementation goes through the vendor's engineering team
- ✗ Tight if you want to self-serve: there is no free plan or trial

Good to know

Good for

- ✓ Enterprise contact centers in finance, healthcare, education and local services
- ✓ Teams that want AI agents plus a dialer and journey tooling from one vendor

Worth knowing

- ⓘ No prices are published; the vendor says price follows the features used and falls with higher spend and longer contracts.
- ⓘ The vendor says Regal suits enterprises, with a rough floor of 25 agents and 25,000 call minutes a month.
- ⓘ Implementation is done with the vendor's forward deployed engineering team.

What it costs

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

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

> **The vendor says price follows features used and falls with spend and contract length, so it stays at the ordinary grade.**
>
> From our grade for value for money

We could not confirm Regal's current prices from its own site, so this guide lists no plans. regal.ai has them.

What it does

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

1

Place it runs: Web

AI voice, SMS and chat agents for enterprise contact centers. Here is what it does, as its own site describes it, and what it covers: AI agents, AI support agent, a/B testing.

> **Voice, SMS, chat and WebRTC agents, agent and journey builders, simulations, A/B testing and human hand-off.**
>
> From our grade for features

Phone, SMS, chat and WebRTC agents

The same agent can be deployed across voice calls, text messages, web chat and in-browser voice.

AI Agent Builder and Journey Builder

Drag-and-drop orchestration for the conversation and for the sequence of touches around it.

Simulations and A/B testing

Native A/B testing and simulations to refine agents before and after they go live.

Conversation intelligence

Live monitoring, automated quality assurance and analytics on every call.

Human and AI hand-off

Includes a unified agent desktop so human agents can take over from the AI agents.

Where it runs

Web

What it works with

Its own pages name no integrations.

Regal is made by Regal.

Where it stands

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

0/178

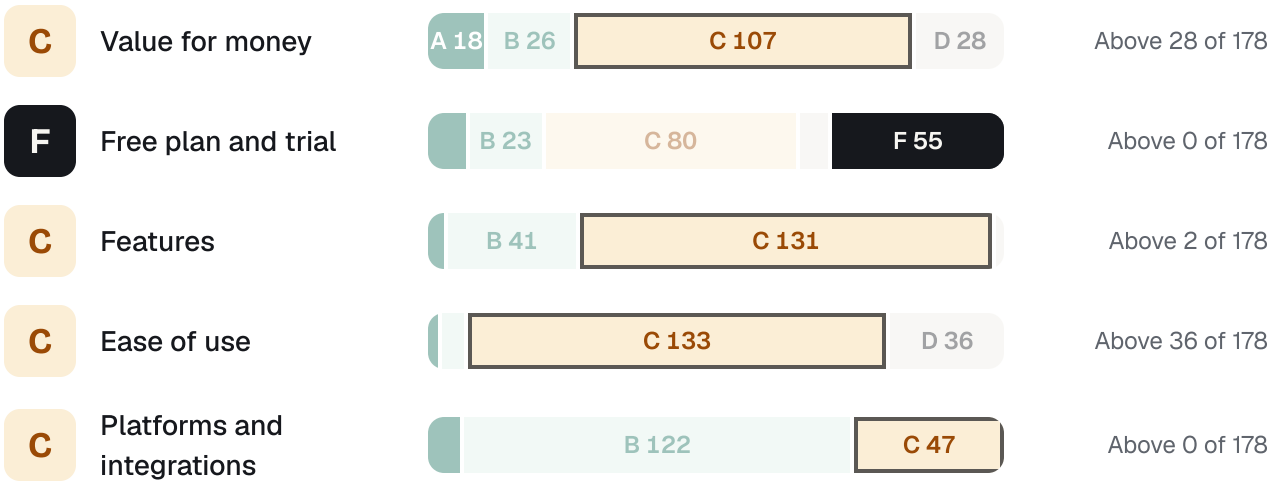
Other AI agents it is graded above

Regal's GPA of 1.6 is higher than 0 of the 178 other AI agents we grade, and level with 29.

It stands best on ease of use (C, above 36 of 178) and worst on free plan and trial (F, above 0).

Each grade against the category

Every bar is all 179 AI agents we grade, cut by the letter each got. Regal'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 Regal 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.

That makes this kind of software worth paying for, not this one in particular: 149 of the 178 other AI agents grade higher.

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.
- ✕ Splitting visitors between versions and telling you which won.

What this rests on. Regal'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



Vapi, Retell AI, Bland AI, Synthflow and PolyAI

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

Vapi

2.2 GPA

Free trial · from $29/mo

Developer platform for building and running voice AI agents.

- Regal also covers AI support agent and a/B testing.

Regal and Vapi compared in full

Retell AI

2.4 GPA

Free trial · from $0

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

- Regal also covers AI support agent and a/B testing.
- Retell AI also covers chatbots.

Regal and Retell AI compared in full

Bland AI

2.2 GPA

Free trial · from $0

AI phone agents with one all-in per-minute rate.

- Regal also covers AI support agent and a/B testing.
- Bland AI also covers chatbots.

Regal and Bland AI compared in full

1.8
GPA

Synthflow

Paid

Enterprise AI voice agents sold on annual contracts.

- Regal also covers AI support agent and a/B testing.
- Synthflow also covers business phone line.

Regal and Synthflow compared in full

2.2
GPA

PolyAI

Free trial · from $49/mo

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

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

Regal and PolyAI compared in full

PART 06 · QUESTIONS

Quick answers

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

9

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 Regal free?

No. Regal is a paid product.

What platforms does Regal work on?

Regal is available on Web.

Does Regal have an Android app?

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

Does Regal have an iPhone app?

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

Is Regal open source?

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

Who makes Regal?

Regal is made by a company of the same name.

What are the alternatives to Regal?

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

How does Regal compare with other AI agents?

Regal's GPA of 1.6 is higher than 0 of the 178 other AI agents we grade, and level with 29.

Could I make my own version of Regal?

To replace Regal 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 Regal'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 Regal'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 Regal. Prices change, so check regal.ai before you buy.

regal.ai

regal.ai/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

Regal, kept up to date

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

toolgpa.com/tools/regal

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, "Regal: The Insider's Guide", checked
Nov 13, 2026. https://toolgpa.com/tools/regal
```

Know someone choosing between AI agents?

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

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded AI agents after Regal, 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 Regal'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. Regal is a trademark of its owner, and this guide is not made, paid for or approved by Regal. Prices and plans change: check regal.ai before you buy.