

CRM COMPARISON

Freshsales vs Tailr CRM

All-in-One Suite or Outbound Specialist?

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FREE CHEAT SHEET · B2BXCLUSIVE

Freshsales vs Tailr CRM (2026): All-in-One Suite or Outbound Specialist?

Short answer: Choose Freshsales if you want an all-round CRM with built-in phone and AI at a moderate per-user price, especially if your support team already uses Freshdesk. Choose Tailr CRM if your pipeline starts with replies from cold email tools like Smartlead or Instantly and you want a CRM set up around your outbound process, under your brand, for a flat price.

Key takeaways

- Freshsales costs about **\$9 (Growth)**, **\$39 (Pro)** and **\$59 (Enterprise)** per user per month on annual billing; sequences and lead scoring start on Pro.
- Freshsales' advantage is the suite: CRM, phone, chat and the wider Freshworks family (Freshdesk for support).
- For 10 users on Pro, Freshsales is about **\$4,680** a year; Tailr CRM Team is about **\$790** in year one on the yearly plan, with no setup fee.
- Tailr CRM is narrower by design: no built-in phone or marketing tools, but outbound reply handling, assignment and follow-ups built in.

Map your stack before you compare features

Job	Freshworks-centred stack	Outbound-centred stack with Tailr CRM
Cold email sending	Freshsales sequences, or a separate sending tool	Smartlead, Instantly, lemlist or Apollo
Replies to leads	Manual or via integration	Automatic, built into Tailr CRM
Calling	Freshsales built-in phone	Your existing dialer; meetings via Zoom from the lead
Pipeline, follow-ups, reports	Freshsales	Tailr CRM
Customer support after the sale	Freshdesk (same family)	Your support tool of choice

Freshsales plans in 2026

Plan	~Per user/month (annual)	Notes
Free	\$0	Up to 3 users, basic contact and deal management
Growth	\$9	Pipeline and basic automation; no sequences or scoring
Pro	\$39	Sales sequences, lead and deal scoring, more Freddy AI
Enterprise	\$59	Advanced customisation and controls

Trial checklist: Freshsales vs Tailr CRM (template: copy and adapt)

1. Connect our actual cold email tool. Does a positive reply become a lead on its own? How long does it take?
2. Who owns the new lead, and is that person notified?
3. Type "call me next Tuesday" into a reply. Does a task appear?
4. Can we report meetings and revenue by campaign?
5. What will 12 months cost for the number of users we will have next year?
6. If a client logs in, whose logo do they see?

Quick answers

Is Freshsales good for small businesses?

Yes, Freshsales is a solid all-round CRM for small businesses, with a free plan for up to 3 users and moderately priced paid plans. Most sales teams need the Pro plan for sequences and lead scoring.

What does Freshsales include that Tailr CRM does not?

Built-in phone, chat, Freddy AI features on higher plans, sales sequences inside the CRM, and tight links to other Freshworks products such as Freshdesk. Tailr CRM focuses on outbound sales and works alongside your existing sending and calling tools.

What does Tailr CRM include that Freshsales does not?

A CRM ready for outbound in minutes with unlimited 1:1 onboarding during the trial, native reply-to-lead for Smartlead, Instantly, lemlist and Apollo, white-label branding, one flat price per plan, and an in-CRM help assistant with guided training for new users.

Can I migrate from Freshsales to Tailr CRM?

Yes. Export contacts, accounts and deals as CSV. During your free trial, Shawn helps you import them, set up your stages and connect your tools on 1:1 onboarding calls; for complex moves there is an optional done-for-you migration (from \$299).

Is there a free trial?

Tailr CRM has a 14-day free trial with no card needed.

Does Tailr CRM have a free plan like Freshsales?

No. Tailr CRM has no free plan, but it has a 14-day free trial with no card needed and unlimited 1:1 onboarding calls with Shawn. Paid plans are flat: \$59 a month for up to 5 users, \$79 for up to 15 and \$149 for up to 40, with no setup fee.

Start your 14-day free trial

<https://tailr.b2bxclusive.com/start>

Full guide with sources: <https://b2bxclusive.com/blog/tailr-crm-vs-freshsales/> · By Subhendu J Shawn, founder of B2BXclusive.