Asana is praised as *easy* on G2, and scores 1.5 on Trustpilot, faulted for support, billing and lockouts

> On G2, 34 of Asana's 80 reviews say it's easy to use, ClickUp's 30 of 80. Its Trustpilot score is 1.5, ClickUp's 4.1, partly because 47 of ClickUp's 60 reviews read came through a company link and 1 of Asana's 60 did; the rest is real: 28 of Asana's fault support, 16 billing, 11 being locked out after a trial or a plan change. The opening is the learning curve on G2: 27 of ClickUp's reviews, 11 of Asana's.

Asana
against monday.com, ClickUp, Wrike

520 reviews read
G2, Trustpilot
dated 3 Dec 2024 to 2 Nov 2026

419 of the 520 in a theme
sorted by a model, 75 corrected by hand, counted exactly

November 2, 2026
public reviews only; no reviewer names

THE SHORT VERSION

Asana's Trustpilot trouble is support and how plans end

1.5

is Asana's Trustpilot score; ClickUp's is 4.1

Reviews read through a company link: ClickUp 47 of 60, Wrike 22 of 42, Asana 1 of 60, monday.com 0

11

Asana Trustpilot reviews say they were locked out after a trial or a plan change

monday.com 1, ClickUp 1, Wrike 1, over different spans

34

of Asana's 80 G2 reviews say easy to use. ClickUp's are close

ClickUp 30 of 80, monday.com 26 of 79, Wrike 14 of 59. Partly a word search of what they liked

22

of Asana's 80 G2 reviews praise one place for everything

ClickUp 36 of 80, Wrike 24 of 59, monday.com 15 of 79

01 **Trustpilot: support, billing, lockouts**

Asana's support, billing and lockout reviews come from Trustpilot, where 90% of those we read are low stars. ClickUp's are 13%, but most of the ClickUp reviews we read came through a company link, so that gap is partly who gets asked.

02 **G2: Asana narrowly ahead on easy, behind on range**

Easy: Asana 34 of 80, ClickUp 30 of 80, monday.com 26 of 79, Wrike 14 of 59. Flexibility: ClickUp 19, Wrike 16, Asana 12.

03 **The opening: learning curve**

On G2, 27 of ClickUp's 80 reviews, 14 of Wrike's 59 and 11 of Asana's 80 say it takes time to learn. These sit in reviews that like the product overall, so it's a sales answer, not an attack.

Counts are of the 520 reviews we read (G2, Trustpilot), not of everyone who uses it. A share is of each product's own reviews read. Themes are a model's sorting; the counts of that sorting are exact.

WHAT WE READ

The newest G2 and Trustpilot reviews of each product, back two years at the longest

G2 reviews are three answers each, counted once. Trustpilot spans differ: 60 Asana reviews go back further than ClickUp's, so compare by site and mind the dates.

PRODUCT	G2	TRUSTPILOT	1-2★ READ
Asana YOU	read **80**, newest, 8 Jan 2026 to 2 Nov 2026 4.6★ average of those read; 2 incentivized; 65 through the vendor's own invitation	**1.5★** · 321 reviews read 60: 25 Jun 2025 to 2 Nov 2026; 90% 1-2★; 1 through a company link	39% (55 of 140)
monday.com RIVAL project management software, often shortlisted with Asana	read **79**, newest, 5 May 2025 to 2 Nov 2026 4.5★ average of those read; 1 incentivized; 73 through the vendor's own invitation, 64 of them marked as a swag offer	**2★** · 3,447 reviews read 60: 10 Feb 2026 to 30 Oct 2026; 93% 1-2★	42% (58 of 139)
ClickUp RIVAL project management software, often shortlisted with Asana	read **80**, newest, 19 Dec 2025 to 2 Nov 2026 4.65★ average of those read; 3 incentivized; 73 through the vendor's own invitation	**4.1★** · 715 reviews read 60: 11 Aug 2026 to 29 Oct 2026; 13% 1-2★; 47 through a company link	6% (9 of 140)
Wrike RIVAL project management software, often shortlisted with Asana	read **59**, newest, 7 Mar 2025 to 29 Oct 2026 4.44★ average of those read; 3 incentivized; 43 through the vendor's own invitation	**3.1★** · 220 reviews read 42: 3 Dec 2024 to 16 Oct 2026; 21% 1-2★; 22 through a company link	12% (12 of 101)

G2: up to 80 newest reviews from the last 24 months; each is three answers (likes, dislikes, the problem it solves), counted once. Trustpilot: up to 60 newest English reviews, and Trustpilot's own score and count.

SIDE BY SIDE

Lockouts and billing are Asana's complaints; one place and flexibility are ClickUp's and Wrike's praise

Each cell pools both sites, whose spans differ. Asana's support, billing and lockout rows are all Trustpilot; the slides on complaints and praise give each site. Green is praise, red a complaint.

SHARE OF EACH PRODUCT'S REVIEWS READ THAT SAY IT · REVIEWS IN BRACKETS

THEMES SORTED BY A MODEL (GEMINI), SOME BY HAND · COUNTS EXACT

WHAT REVIEWERS SAY	ASANA	MONDAY.COM	CLICKUP	WRIKE
PRAISE everything in one place	16% (22)	12% (16)	41% (57)	31% (31)
PRAISE clean and easy to use	25% (35)	19% (27)	25% (35)	20% (20)
COMPLAINT support is hard to reach or doesn't help	20% (28)	28% (39)	4% (6)	7% (7)
PRAISE flexible and customizable	9% (12)	4% (5)	23% (32)	23% (23)
PRAISE AI features that help	7% (10)	12% (17)	23% (32)	8% (8)
COMPLAINT takes time to learn, or overwhelms	11% (15)	1% (2)	21% (29)	18% (18)
COMPLAINT billing and renewals feel unfair	11% (16)	3% (4)	2% (3)	8% (8)
COMPLAINT locked out after a trial or a plan change	8% (11)	1% (1)	1% (1)	1% (1)
COMPLAINT seat minimums or seat cuts	7% (10)	2% (3)	0% (0)	1% (1)

Other themes: automations eliminate repetitive busywork (45); lag and bugs (38); support team is helpful and responsive (20); ads and emails they did not want (13); unwanted or intrusive AI additions (12); needs more native integrations (8); and 2 more. 419 of the 520 reviews are in a theme; of the 101 that are not, 4 are a few words of four- or five-star praise and 11 give one or two stars. Every review is listed in the HTML version.

A model (Gemini) named one set of themes for every product and marked which each review says (up to three); we count its sorting. Base per product: Asana 140 reviews; monday.com 139 reviews; ClickUp 140 reviews; Wrike 101 reviews.

WHAT ASANA'S REVIEWERS COMPLAIN ABOUT

Asana's low stars are about *support*, billing and lockouts

Of its 55 one- and two-star reviews read: support 27, billing and renewals 16, lockouts 10. A review can say several. Locked out after a trial or a plan change, all reviews read: Asana 11, monday.com 1, ClickUp 1, Wrike 1.

support is hard to reach or doesn't help

G2, then Trustpilot, reviews read: Asana 0 of 80, 28 of 60 · monday.com 1 of 79, 38 of 60 · ClickUp 0 of 80, 6 of 60 · Wrike 0 of 59, 7 of 42

Requesting help from their support team...

“Requesting help from their support team is completely ineffective. Even simple administrative requests go weeks without follow up let alone any actual help. I would not consider this platform for my business again.”

1★ · Asana · Trustpilot · Sep 2026

Worst Customer Service ever!

“Worst Customer Service ever!! This is literally causing my to consider Click up or alternatives as this is awful experience”

1★ · Asana · Trustpilot · May 2026

billing and renewals feel unfair

G2, then Trustpilot, reviews read: Asana 0 of 80, 16 of 60 · monday.com 0 of 79, 4 of 60 · ClickUp 0 of 80, 3 of 60 · Wrike 1 of 59, 7 of 42

Dishonest Company

“The software is ok, but the company is dishonest. When attempting to cancel my subscription, I was double charged, and now they're refusing to refund the charge.”

1★ · Asana · Trustpilot · May 2026

Never had a harder time cancelling a service

“Never had a harder time cancelling a service. The app is good, but be transparent. The company is like a dragon hoarding its gold.”

1★ · Asana · Trustpilot · Sep 2026

locked out after a trial or a plan change

G2, then Trustpilot, reviews read: Asana 0 of 80, 11 of 60 · monday.com 0 of 79, 1 of 60 · ClickUp 0 of 80, 1 of 60 · Wrike 0 of 59, 1 of 42

After you try the paid plan

“After you try the paid plan, you cannot go back to free plans because your projects are not visible anymore. They make it complicated to have back your projects.”

1★ · Asana · Trustpilot · Jul 2025

Terrible

“The way, they take important content hostage when they push you into a trial is incredibly unprofessional. Do Never ever use the Trial function, better use another App. I will leave asana for sure.”

1★ · Asana · Trustpilot · Mar 2026

The themes here hold 41 of Asana's 55 one- and two-star reviews read; 2 are in no theme. Quoted as written, whole, without reviewer names; each quote is an example, the share beside the theme the evidence.

WHAT THE RIVALS' REVIEWERS SAY

ClickUp's G2 reviews say it takes time to learn

On G2, 2 Wrike and 1 ClickUp reviews say they left Asana, and 1 Asana review left ClickUp. 23 of Asana's G2 reviews say they switched to it, some from simpler tools such as Notion, Trello and Microsoft To Do. Few either way: anecdotes.

takes time to learn, or overwhelms

G2, then Trustpilot, reviews read: Asana 11 of 80, 4 of 60 · monday.com 2 of 79, 0 of 60 · ClickUp 27 of 80, 2 of 60 · Wrike 14 of 59, 4 of 42

"It's so diverse it can be overwhelming sometimes"

4★ · ClickUp · G2 · what they dislike · Aug 2026

"Sometimes it can feel overwhelming because of its many features, and the interface has a bit of a learning curve for new users."

5★ · ClickUp · G2 · what they dislike · Jul 2026

"Sometimes it feels complicated to use, overwhelming and take time to learn."

5★ · ClickUp · G2 · what they dislike · Aug 2026

"It has too many features, but it isn't very easy to use, which makes the overall experience confusing."

4★ · ClickUp · G2 · what they dislike · Jul 2026

Quoted as written, whole, without reviewer names. Each quote is one review: an example of its theme; the shares beside the theme are the evidence.

WHAT REVIEWERS PRAISE

Asana's praise is *easy*; ClickUp's and Wrike's is one place

What each product's reviewers praise, with every product's share beside the theme.

clean and easy to use

G2, then Trustpilot, reviews read: Asana 34 of 80, 1 of 60 · monday.com 26 of 79, 1 of 60 · ClickUp 30 of 80, 5 of 60 · Wrike 14 of 59, 6 of 42

"The visual representation is clear, and the application is easy to use."

5★ · Asana · G2 · what they like best · Sep 2026

"I like that it helps keep your team on track. The user face is clean and easy to use"

5★ · Asana · G2 · what they like best · Oct 2026

everything in one place

G2, then Trustpilot, reviews read: Asana 22 of 80, 0 of 60 · monday.com 15 of 79, 1 of 60 · ClickUp 36 of 80, 21 of 60 · Wrike 24 of 59, 7 of 42

"I like that it consolidates lots of tools"

5★ · ClickUp · G2 · what they like best · Aug 2026

"multiple applications in one location. a go to instead of having to use multiple apps."

4★ · ClickUp · G2 · what it solves for them · Jul 2026

flexible and customizable

G2, then Trustpilot, reviews read: Asana 12 of 80, 0 of 60 · monday.com 5 of 79, 0 of 60 · ClickUp 19 of 80, 13 of 60 · Wrike 16 of 59, 7 of 42

"Automation features, highly customisable and excellent customer service from the support team and dedicated account managers and CSMs"

5★ · Wrike · G2 · what they like best · Feb 2026

Wrike is a world class project...

"Wrike is a world class project management tool. It has a solid reporting engine and enough flexibility to customize to your companys' workflows."

5★ · Wrike · Trustpilot · May 2025

THEIR WORDS, AND THREE MOVES

Say plainly how plans end

The phrases reviews repeat across the four products (each chip says how many are Asana's), one line we wrote around a review's words, one for sales, and one for the page.

PHRASES 4+ REVIEWS WROTE · REVIEWS, ASANA'S OF THEM

- easy to use 35 Asana 8
- user friendly 29 Asana 8
- customer service 24 Asana 9
- learning curve 24 Asana 3
- keep track 24 Asana 4
- custom fields 17 Asana 6

Counted, not chosen by a model: runs of 2 to 4 words that 4 or more of the reviews we read wrote, names left out; 6 of the 40 counted.

PRICING PAGE AND TRIAL EMAILS · LOCKED OUT AFTER A TRIAL OR A PLAN CHANGE

Say how plans end

START FROM THEIR WORDS

“After the trial, your projects are not visible on a free plan”

A line we wrote around #292's words; check it against the product today. 11 Trustpilot reviews say they were locked out after a trial or a plan change; monday.com 1, ClickUp 1, Wrike 1. Say what happens before the trial starts.

From reviews: #292 (Asana), #254 (Asana)

SALES ANSWER, WHEN A BUYER RAISES ITS RANGE · TAKES TIME TO LEARN, OR OVERWHELMS

Answer ClickUp's learning curve

CLICKUP'S REVIEWS, TO ANSWER WITH

“It's so diverse it can be overwhelming sometimes”

On G2, 27 of ClickUp's 80 reviews say it takes time to learn; Asana's 11 of 80 say so too. Mostly reviews that like it overall, so grant its range and walk a buyer through the first week on Asana.

From reviews: #734 (ClickUp), #755 (ClickUp)

HOME PAGE · CLEAN AND EASY TO USE

Easy, where Asana leads by a little

START FROM THEIR WORDS

“The visual representation is clear, and the application is easy to use”

On G2, 34 of Asana's 80 reviews say easy to use, ClickUp's 30 of 80. Show it rather than say it: a first project set up in minutes.

From reviews: #230 (Asana), #90 (Asana)

Each line takes a run of 3 or more words from the first review named; the others are on the same subject (#n = its number in the HTML list). Built on reviewers' words, with a few of our own where a reply needs them: match it to Asana's own voice before using it.

HOW WE READ IT

What we read, how it was sorted, and what it cannot tell you

What was asked. “asana.com”: we read it as Asana (project management software). No rivals were named, so we picked 3: monday.com (project management software, often shortlisted with Asana); ClickUp (project management software, often shortlisted with Asana); Wrike (project management software, often shortlisted with Asana).

The reviews. Per product, up to 80 newest G2 reviews from the last 24 months and up to 60 newest English Trustpilot reviews. G2 marks some reviews as incentivized or as a vendor's swag offer; they are counted, and the incentivized ones marked where quoted. Many G2 reviews came through the vendor's own invitation, and some Trustpilot reviews through a link the company sent, as those sites record it: slide 3 gives the count per product, because on Trustpilot those lean kinder.

Dates. Asana on G2 8 Jan 2026 to 2 Nov 2026; Asana on Trustpilot 25 Jun 2025 to 2 Nov 2026; monday.com on G2 5 May 2025 to 2 Nov 2026; monday.com on Trustpilot 10 Feb 2026 to 30 Oct 2026; ClickUp on G2 19 Dec 2025 to 2 Nov 2026; ClickUp on Trustpilot 11 Aug 2026 to 29 Oct 2026; Wrike on G2 7 Mar 2025 to 29 Oct 2026; Wrike on Trustpilot 3 Dec 2024 to 16 Oct 2026; read November 2, 2026.

The themes. A model (Gemini) named one set of themes from a sample of the reviews, added themes for reviews it left out, then read each of the 1,106 reviews and G2 answers and marked the themes it says, up to three; a second pass reread each against its theme and kept only those that say it. 419 of the 520 reviews are in a theme (75 corrected by hand, each with its reason in the HTML list). The counts are exact tallies of that sorting; the sorting is a reading, not a measurement. Named and sorted by hand from a word search of the reviews, not by the model: “ads and emails they did not want”.

The quotes. Every quote is one review, or one answer of a G2 review, stored as written and shown whole. No reviewer names. Reviews that name an account, carry a link, or name or describe a private person are counted but never quoted (9 left out for naming a person).

What it cannot tell you. Trustpilot reviews that did not come through a company link are often there to complain. A share is of the reviews we read, not of customers.

The evidence. The HTML version of this report lists every review we read, by theme, with a link to the review on G2 or Trustpilot.