Calendly's G2 reviews call it *easy* (51 of 80); its own gripe is features on higher plans

> On G2, 51 of Calendly's 80 reviews say it's easy to use and set up, against 22 of Cal.com's 80. Its own complaint: useful features need a higher plan (18 G2 reviews; Cal.com 2). Cal.com's G2 reviews praise integrations more (66 of 80, Calendly 31 of 80), but 69 of its 80 came in one month. The opening: Acuity's Trustpilot reviews fault glitches, downtime or sync errors (22 of 60).

Calendly
against Acuity Scheduling, Doodle, Cal.com

414 reviews read
G2, Trustpilot
dated 14 Jan 2025 to 2 Nov 2026

358 of the 414 in a theme
sorted by a model, counted exactly

November 3, 2026
public reviews only; no reviewer names

THE SHORT VERSION

Keep easy; make plan limits plain; Acuity's glitches are the opening

51

of Calendly's 80 G2 reviews say it's easy to use and set up

Cal.com 22 of 80. Our G2 collector came back with only 8 Acuity and 7 Doodle reviews, twice, too few to compare

18

of Calendly's 80 G2 reviews say useful features need a higher plan

Cal.com 2 of 80. Mostly in reviews that like it overall

66

of Cal.com's 80 G2 reviews praise how it connects to calendars and tools; Calendly's 31

69 of Cal.com's 80 G2 reviews were posted in one month, from 1 Dec 2025

22

of Acuity's 60 Trustpilot reviews read fault sync glitches or downtime

Calendly 2 of 60. Reviews read that came through a Trustpilot invitation: Acuity 51, Calendly 46

01 **G2: easy is Calendly's**

51 of Calendly's 80 G2 reviews say easy, 42 that it ends the back-and-forth. Cal.com's say integrations more (66 of 80, Calendly 31), from a G2 read mostly posted in one month.

02 **Plans are Calendly's own complaint**

18 Calendly G2 reviews say useful features need a higher plan; Cal.com's 2. Cal.com reviews naming Calendly praise Cal.com's free version and API (#714, #457).

03 **Trustpilot: Acuity's invited reviews fault it**

Most Trustpilot reviews read came through an invitation, for every product (Acuity 51 of 60, Calendly 46). Acuity's still fault glitches, downtime or sync errors (22); on support they split (17 praise, 16 fault). It scores 3.6, Calendly 4.1.

Counts are of the 414 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. Our G2 collector came back short twice for Acuity and Doodle, so their reads are mostly Trustpilot and small. Chili Piper was replaced by Cal.com: our collector returned too few of its reviews. Compare by site.

PRODUCT	G2	TRUSTPILOT	1-2★ READ
Calendly YOU	read **80**, newest, 18 Jun 2025 to 29 Oct 2026 4.65★ average of those read; 42 incentivized; 9 through the vendor's own invitation	**4.1★** · 722 reviews read 60: 1 Sep 2026 to 31 Oct 2026; 8% 1-2★; 46 through a company link	5% (7 of 140)
Acuity Scheduling RIVAL Both offer automated meeting booking and calendar sync integrations.	read **7** of 8 pulled (the rest older than two years), newest, 14 Jan 2025 to 23 Sep 2026 3.57★ average of those read; 2 incentivized	**3.6★** · 694 reviews read 60: 14 Sep 2026 to 2 Nov 2026; 50% 1-2★; 51 through a company link	48% (32 of 67)
Doodle RIVAL Both offer scheduling tools and meeting availability polls.	read **7**, newest, 31 Jul 2025 to 25 Oct 2026 4.43★ average of those read; 1 incentivized	**4★** · 285 reviews read 60: 7 May 2026 to 2 Nov 2026; 22% 1-2★; 47 through a company link	21% (14 of 67)
Cal.com RIVAL a scheduling-link tool often compared with Calendly	read **80**, newest, 1 Dec 2025 to 22 Oct 2026; 69 in 30 days from Dec 2025 4.84★ average of those read; 2 incentivized; 1 through the vendor's own invitation	**4.7★** · 445 reviews read 60: 1 Sep 2026 to 30 Oct 2026; 2% 1-2★; 58 through a company link	1% (1 of 140)

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

On G2, *easy* leans to Calendly (51 of 80, Cal.com 22); plan limits are its complaint

Each cell pools both sites, whose spans differ; 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) · COUNTS EXACT

WHAT REVIEWERS SAY	CALENDLY	ACUITY SCHEDULING	DOODLE	CAL.COM
PRAISE easy to use and set up	40% (56)	16% (11)	46% (31)	21% (29)
PRAISE connects to calendars and tools	23% (32)	1% (1)	1% (1)	49% (68)
PRAISE ends the back-and-forth	30% (42)	0% (0)	10% (7)	35% (49)
PRAISE helpful support people	31% (44)	25% (17)	6% (4)	19% (26)
COMPLAINT glitches, downtime or sync errors	6% (9)	34% (23)	7% (5)	9% (13)
PRAISE handles time zones	7% (10)	1% (1)	3% (2)	16% (22)
COMPLAINT support is slow or only a bot	6% (8)	25% (17)	1% (1)	5% (7)
REQUEST wants more customizing	6% (9)	3% (2)	9% (6)	8% (11)
COMPLAINT useful features need a higher plan	13% (18)	1% (1)	9% (6)	1% (2)

Other themes: automates lead routing and territory distribution (14); easy group scheduling and poll coordination (13); difficulty canceling subscriptions or getting refunds (8); free version overloaded with ads (4); complex routing setup and admin rules (4). 358 of the 414 reviews are in a theme; of the 56 that are not, 27 are a few words of four- or five-star praise and 4 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: Calendly 140 reviews; Acuity Scheduling 67 reviews; Doodle 67 reviews; Cal.com 140 reviews.

WHAT CALENDLY'S REVIEWERS COMPLAIN ABOUT

Calendly's gripes are about *plans*: useful features need a higher tier

Of its 7 one- and two-star reviews read: plans 0, support 5, sync 2. Its complaints come mostly in reviews that like it overall. On Trustpilot, 43 of Calendly's 60 praise its support people, 4 fault it.

useful features need a higher plan

G2, then Trustpilot, reviews read: Calendly 18 of 80, 0 of 60 · Acuity Scheduling 1 of 7, 0 of 60 · Doodle 1 of 7, 5 of 60 · Cal.com 2 of 80, 0 of 60

> “One downside of Calendly is that some of the more useful features are locked behind higher-tier plans.”
>
> 5★ · Calendly · G2 · what they dislike · Apr 2026

> “To schedule more than one type of meeting - for example - I cover meetings for different topics - then I am in a paid version”
>
> 5★ · Calendly · G2 · what they dislike · incentivized review · May 2026

support is slow or only a bot

G2, then Trustpilot, reviews read: Calendly 4 of 80, 4 of 60 · Acuity Scheduling 1 of 7, 16 of 60 · Doodle 0 of 7, 1 of 60 · Cal.com 5 of 80, 2 of 60

> “customer support very thin and no agency features”
>
> 5★ · Calendly · G2 · what they dislike · incentivized review · Oct 2025

> “1. Customer support can be slow or limited A frequent complaint is that support isn’t very responsive, especially for billing or technical issues. Users often rely on help articles instead of live help.”
>
> 5★ · Calendly · G2 · what they dislike · Apr 2026

The themes here hold 5 of Calendly's 7 one- and two-star reviews read; 2 are in other themes and 0 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

Acuity's Trustpilot reviews fault glitches, downtime and sync errors

Reviews naming Calendly: Cal.com 8 (7 prefer Cal.com). Few: anecdotes, but read them before a Cal.com comparison. On Acuity's support, its reviews split: 17 praise, 16 fault.

glitches, downtime or sync errors

G2, then Trustpilot, reviews read: Calendly 7 of 80, 2 of 60 · Acuity Scheduling 1 of 7, 22 of 60 · Doodle 0 of 7, 5 of 60 · Cal.com 13 of 80, 0 of 60

I'm highly disappointed with Acuity

"I'm highly disappointed with Acuity. My clients stopped receiving their appointment confirmation. I went and confirmed that they wanted to receive text confirmations only later to find out I needed to confirm EVERYTHING APPOINTMENT. Highly disappointing!"

1★ · Acuity Scheduling · Trustpilot · Oct 2026

When the meetings are rescheduled

"When the meetings are rescheduled, the clients stopped receiving the notifications. We need to cancel the appointments and create new ones, which is time consuming. I'm almost quitting AS. I hope you can fix this sooner than later."

3★ · Acuity Scheduling · Trustpilot · Oct 2026

Cal.com reviews that name Calendly

8 of Cal.com's 140 reviews read; 0 prefer Calendly, 7 prefer Cal.com

"I feel that the user interface, the customizability, and ease of integration are better than Calendly."

5★ · Cal.com · G2 · what they like best · incentivized review · Apr 2026

Amazing tool

"Amazing tool, over calendly and others."

5★ · Cal.com · Trustpilot · Sep 2026

WHAT REVIEWERS PRAISE

Calendly is praised as *easy*; Cal.com, in one month's reviews, for integrations

What each product's reviews praise, with every product's counts per site beside the theme.

easy to use and set up

G2, then Trustpilot, reviews read: Calendly 51 of 80, 5 of 60 · Acuity Scheduling 4 of 7, 7 of 60 · Doodle 3 of 7, 28 of 60 · Cal.com 22 of 80, 7 of 60

"The OG of schedulers – just so easy to use and share"

5★ · Calendly · G2 · what they like best · Apr 2026

"Great UI makes it easy to understand, set up, and use."

5★ · Calendly · G2 · what they like best · Apr 2026

connects to calendars and tools

G2, then Trustpilot, reviews read: Calendly 31 of 80, 1 of 60 · Acuity Scheduling 0 of 7, 1 of 60 · Doodle 0 of 7, 1 of 60 · Cal.com 66 of 80, 2 of 60

"I use Cal.com to show real-time availability, let users book instantly, and sync my calendar automatically. I love that I can self-host, modify the code, own my data, and customize everything."

5★ · Cal.com · G2 · what it solves for them · Dec 2025

"Cal.com solves scheduling confusion and automates meeting bookings. I set my availability, integrate with my calendar, and get confirmations without manual work. This saves time and feels professional."

5★ · Cal.com · G2 · what it solves for them · Dec 2025

ends the back-and-forth

G2, then Trustpilot, reviews read: Calendly 42 of 80, 0 of 60 · Acuity Scheduling 0 of 7, 0 of 60 · Doodle 2 of 7, 5 of 60 · Cal.com 49 of 80, 0 of 60

"What I like best about Calendly is how effortlessly it eliminates the back-and-forth of scheduling."

5★ · Calendly · G2 · what they like best · Apr 2026

"Mainly the problem of coordinating appointments by eliminating long and often confusing email exchanges to set a date."

5★ · Calendly · G2 · what it solves for them · incentivized review · Apr 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.

THEIR WORDS, AND THREE MOVES

Keep the easy promise; make plan limits plain; answer Acuity's glitches

The phrases reviews repeat across the four products (each chip says how many are Calendly's), and three lines taken from the reviews.

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

- back and forth 86 Calendly 31
- easy to use 48 Calendly 19
- round robin 38 Calendly 5
- google calendar 34 Calendly 9
- open source 28 Calendly 0
- customization options 25 Calendly 5
- learning curve 23 Calendly 1
- time zones 23 Calendly 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; 8 of the 40 counted.

HOME PAGE AND ADS · EASY TO USE AND SET UP

Easy, first

START FROM THEIR WORDS

“The OG of schedulers, just so easy to use and share”

51 of Calendly's 80 G2 reviews say easy; Cal.com's 22 of 80.

From reviews: #147 (Calendly), #210 (Calendly)

PRICING PAGE · USEFUL FEATURES NEED A HIGHER PLAN

Make plan limits plain

THE WORRY TO ANSWER, NOT A LINE

“Some of the more useful features are locked behind higher-tier plans”

18 Calendly G2 reviews say it; Cal.com reviews praise Cal.com's free version (#714). Show which plan has which feature, by use case.

From reviews: #166 (Calendly), #94 (Calendly)

COMPARISON PAGE AND SALES ANSWER · GLITCHES, DOWNTIME OR SYNC ERRORS

Reminders that arrive

START FROM THEIR WORDS

“Receive automatic confirmations and reminders, and easily reschedule”

22 of Acuity's 60 Trustpilot reviews read fault glitches, downtime or sync errors, some about confirmations that stopped; Calendly's 2.

From reviews: #167 (Calendly), #51 (Calendly), #345 (Acuity Scheduling)

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 Calendly'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. “Calendly”: we read it as Calendly (appointment scheduling software). No rivals were named, so we picked 3: Acuity Scheduling (Both offer automated meeting booking and calendar sync integrations); Doodle (Both offer scheduling tools and meeting availability polls); Cal.com (a scheduling-link tool often compared with Calendly).

The reviews. Per product, up to 80 newest G2 reviews from the last 24 months and up to 60 newest Trustpilot reviews, in the language each was written. G2 marks some reviews as incentivized or as a vendor's swag offer; they are counted, and the incentivized ones marked where quoted. Of the reviews read, 10 of 174 on G2 came through a vendor's own invitation and 202 of 240 on Trustpilot through an invitation, as those sites record it; slide 3 gives the count per product.

Dates. Calendly on G2 18 Jun 2025 to 29 Oct 2026; Calendly on Trustpilot 1 Sep 2026 to 31 Oct 2026; Acuity Scheduling on G2 14 Jan 2025 to 23 Sep 2026; Acuity Scheduling on Trustpilot 14 Sep 2026 to 2 Nov 2026; Doodle on G2 31 Jul 2025 to 25 Oct 2026; Doodle on Trustpilot 7 May 2026 to 2 Nov 2026; Cal.com on G2 1 Dec 2025 to 22 Oct 2026; Cal.com on Trustpilot 1 Sep 2026 to 30 Oct 2026; read November 3, 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 753 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. 358 of the 414 reviews are in a theme. The counts are exact tallies of that sorting; the sorting is a reading, not a measurement.

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 (34 left out for naming a person).

What it cannot tell you. How a review arrived (invited or not) changes what it says: slide 3 gives the counts. 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.