ZOHO CRM
Compare Zoho CRM editions.

	Standard	Professional	Most Popular Enterprise
Pricing (plus tax, as applicable)			
Billed Annually	$12/user/month	$20/user/month	$35/user/month
Billed monthly	$18/user	$30/user	$45/user
Support			
Basic	✓	✓	✓
Classic	✓	✓	✓
Premium (Premium support is Paid included for free in Ultimate Edition.)	Paid		Paid
Enterprise (24 x 7 dedicated support.)	Paid	Paid	Paid
Sales Force Automation			
Leads	✓	✓	✓
Contacts	✓	✓	✓
Accounts	✓	✓	✓
Opportunities	✓	✓	✓
Tasks, events, call log, and notes	✓	✓	✓
Calendar sync through CalDAV	✓	✓	✓
CRM views	✓	✓	✓
Sales forecasting	✓	✓	✓
BCC dropbox for email	-	✓	✓
Email insights	✓	✓	✓
Macros	-	✓	✓

Multiple currencies	-	-	✓
Contextual custom related lists		-	✓
SalesSignals	-	✓	✓

	Standard	Professional	Enterprise Most Popular
Gamescope	-	✓	✓
Advanced filters	✓	✓	✓
Scoring rules	10 rules/module	20 rules/module	30 rules/module
Reminders	✓	✓	✓
Email Association with Deals	-	✓	✓
Email parser	-	-	✓
Feeds - Team Collaboration			
Status updates	✓	✓	✓
Direct messages	✓	✓	✓
Attach files to feeds	✓	✓	✓
Follow-up rules	✓	✓	✓
Groups for team collaboration	✓	✓	✓
Tagging	10 tags/module	30 tags/module	50 tags/module
Social			
Enrich data with Twitter profile	✓	✓	✓
Enrich data with Facebook Profile	✓	✓	✓
Enrich data with Google+	✓	✓	✓
Social tab	1 Brand	1 Brand	2 Brands
Automated Lead Generation from social media	✓	✓	✓
Social interaction with	✓	✓	✓

leads/contacts			
Social Lite (An exclusive edition of Zoho Social comes bundled with Zoho CRM.)	✓	✓	✓
Marketing Automation			
Email templates	100	Unlimited	Unlimited
Email opt-out	✓	✓	✓
Website visitor tracking (Track up to 5k website visitors for free with Zoho SalesIQ. Track any number of visitors with Zoho SalesIQ's paid plans.)	✓	✓	✓

	Standard	Professional	Most Popular Enterprise
Mass email	250 emails/day	500 emails/day	1000 emails/day
Marketing campaigns	✓	✓	✓
Auto-responders	-	-	3 autoresponders
Zoho CRM for Google AdWords	-	✓	✓
Artificial Intelligence (Zia)			
Lead Conversion Prediction	-	-	✓
Deal Closure Prediction	-	-	✓
Data Enrichment	-	-	Paid
Zia Voice (Supported in English only.)	--		✓
Zia Reminder	-	-	✓
Best time to contact	-	-	✓
Macro suggestion	-	-	✓
Zia Intelligence for Automation	-	-	✓
Customer Support			
Cases	-	✓	✓

Solutions	-	✓	✓
Web-to-case form	-	10 forms/module	20 forms/module
Business hours	✓	✓	✓
User Portal			
Portals (First portal user type creation is free and upto 5k client users can be invited for free. Creation of more than one portal user type will include pricing.)	-	-	✓
Inventory Management			
Products	-	✓	✓
Price books	-	✓	✓
Sales quotes	-	✓	✓
Sales orders	-	✓	✓

	Standard	Professional	Most Popular Enterprise
Invoices	-	✓	✓
Vendors	-	✓	✓
Purchase orders	-	✓	✓
Document Library			
Folder sharing	✓	✓	✓
Attach documents	✓	✓	✓
File versioning	✓	✓	✓
Reviews	✓	✓	✓
Reports			
Standard reports	✓	✓	✓
Custom reports	100	Unlimited	Unlimited

Schedule reports	20 schedulers/user Maximum 100 schedulers/day.	20 schedulers/user Maximum 100 schedulers/day.	20 schedulers/user Maximum 100 schedulers/day.
Analytics			
Charts	✓	✓	✓
KPI	✓	✓	✓
Funnels	-	-	✓
Target Meter	-	-	✓
Comparator	-	-	✓
Anomaly Detectors (Powered by Zia)	-	-	10 trends
Standard dashboards	✓	✓	✓
Custom dashboards	10 Dashboards	Unlimited	Unlimited
Web Forms			
Web-to-lead form	✓	✓	✓
Web-to-contact form	✓	✓	✓
Web-to-case form	-	✓	✓
Notify owner	✓	✓	✓

	Standard	**Professional**	Most Popular **Enterprise**
File Storage			
Free storage/org	1 GB	1 GB	1 GB
Free storage/user license	512 MB	512 MB	1 GB
Additional storage	$4/month/5 GB	$4/month/5 GB	$4/month/5 GB
Data Administration			
Data storage (all modules)	100,000	Unlimited	Unlimited
Import data (per batch)	10,000	20,000	30,000

	Standard	Professional	Enterprise
Export module data	✓	✓	✓
Data backup	2 backups/month	2 backups/month	2 backups/month
Additional data backup	$10/request	$10/request	$10/request
De-duplicate data	-	✓	✓
Import history	Past 60 days	Past 60 days	Past 60 days
Security Administration			
Profiles	5	15	25
Organizational hierarchy (Roles)	5	10	250
Field-level security	-	✓	✓
Data sharing rules	-	-	15 rules/module
Groups	20	30	50
Record-level sharing	-	-	✓
Data Encryption (EAR)	-	-	✓
Territory management	-	-	150 territories
Audit Logs	✓	✓	✓
Allowed IPs	✓	✓	✓
Product Customization			
Page customization	✓	✓	✓
Rename tabs	✓	✓	✓

	Standard	Professional	Most Popular Enterprise
150 fields/module310 fields/module Custom fields10 fields/module(Note: has only 140 fields)has only 230 fields)	Activities module(Note:	Activities module	
Custom links	-	10/module	10/module
Web tabs	-	-	25

	Standard	Professional	Enterprise
Custom modules	-	-	50 modules
Custom buttons	-	-	50/module
Sandbox	-	-	✓
Page layouts	-	-	3/module
Canvas View	-	(3 views/module/org. with every user	license)
Layout Rules	-	-	10/layout
Validation Rules	-	5 rules/layout	10 rules/layout
Subforms	-	-	2/module
Translations	-	-	✓
Reporting Hierarchy	-	-	✓
Multi-select Lookup	-	-	2/module
Unique fields	2 fields/module	2 fields/module	2 fields/module
Custom list views	50/module	Unlimited	Unlimited
Tab groups	10 groups	10 groups	25 groups
Workflow Management			
Workflow rules	6 rules/module 5 conditions/rule	20 rules/module 5 conditions/rule	50 rules/module 10 conditions/rule
Email Notifications ([No. of Users * 100] or 5000 Emails can be sent per day depending on the lower limit.)	5 emails/action	5 emails/action	5 emails/action
Task Action	5/action	5/action	5/action
Field update Action	-	3 updates/action	3 updates/action
Webhook Action	-	1/action 10000 calls/day or 100 calls/user license/day. Limit applicable for the org. (whichever is lower)	1/action 20000 calls/day or 500 calls/user license/day. Limit applicable for the org. (whichever is lower)

	Standard	Professional	Enterprise (Most Popular)

Convert Action	✓	✓	✓
Functions using Deluge script	-	-	1 Instant Action and 5 Scheduled Actions per Rule
Scheduled actions	-	-	5/workflow rule
Workflow Usage	-	-	✓
Approval process	-	-	✓
Assignment rules	-	20 rules & 20 rule entries	20 rules & 50 rule entries
Schedules	-	-	✓
Case escalation rules	-	-	✓
Process Management			
Active Blueprints per organization (Inclusive of default Blueprints)	-	3	20
Common Transition per Blueprint	-	2	5
Transition per Blueprint	-	10	100
Field count during Transition	-	4	10
Add-ons & Integrations *			
CRM Marketplace (Extensions for Zoho CRM)	✓	✓	✓
Zoho PhoneBridge for Call Centers	✓	✓	✓
Integration with Zoho Motivator	✓	✓	✓
Integration with Zoho Campaigns	✓	✓	✓
Integration with Zoho Reports	✓	✓	✓
Integration with Zoho Projects	✓	✓	✓

	Standard	Professional	Enterprise
Integration with Zoho SalesIQ	✓	✓	✓
Integration with Zoho Desk	✓	✓	✓

	Standard	Professional	Most Popular Enterprise
Integration with Zoho Cliq	✓	✓	✓
Integration with Zoho Survey	✓	✓	✓
Integration with Zoho Social	-	✓	✓
Integration with Zoho Forms	✓	✓	✓
Zoho Mail Add-on	-	✓	✓
Zoho Writer Add-on	-	✓	✓
Zoho Finance Suite Integration (Includes Zoho Books, Zoho Invoice, Zoho Expense, Zoho Inventory and Zoho Subscriptions.)	-	✓	✓
Plug-in for Microsoft Outlook	-	✓	✓
Plug-in for Microsoft Office	-	✓	✓
Integration with Zoho Creator	-	-	✓
Slack Integration	✓	✓	✓
Zoho SalesInbox	-	-	✓
Catalyst			
Mobile Apps	-	-	✓
Mobile Device Management	-	-	✓
Web Apps	-	-	✓
Integration with Google Apps			
Zoho CRM contextual gadget for Gmail	✓	✓	✓
Export events to Google Calendar	✓	✓	✓
Export to Google Tasks	✓	✓	✓

Zoho CRM web forms for Google Sites	1/module	10/module	20/module
Synchronize Google Calendar	✓	✓	✓
Synchronize Google Contact	✓	✓	✓
Developer Tools			
Mobile SDK	-	-	✓
	Standard	**Professional**	Most Popular **Enterprise**
Widgets	-	-	✓
Connections	-	-	✓
APIs * *	100000 calls/ day/org	100000 calls/ day/org	300000 calls/ day/org

** API limits vary based upon user license purchased. Please visit here to know more.

*Integrations with third-party vendors and products within the Zoho family often require paid licenses   from both
 Zoho CRM and the integrated software.

Mobile features on every plan.
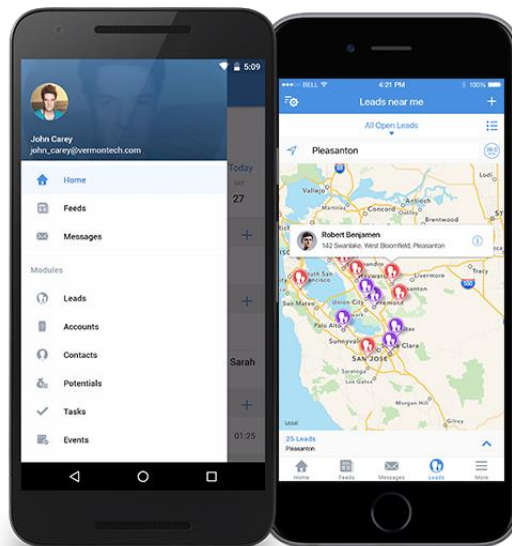
- Access customer emails
- Add voice notes
- Locate prospects anywhere across the globe
- Check-in
- Manage inventory
- View customer location in Google Maps

- Work offline
- Log phone calls
- Collaborate using feeds
- Attach files from Zoho Docs

Sales Enquiries

Info@ZcrmGroup.com

407-834-1191

Zoho CRM is a cloud-based software for managing your customer relationship in a better way. It helps streamline your organization-wide sales, marketing, customer support, and inventory management functions in a single system. We are light on your pocket and the features and integrations we give you are unmatched.

ZOHO CRM

Useful links.

Customer stories

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