



## Compare Zoho CRM editions.

	Standard	Professional	Most Popular Enterprise
<b>Pricing (plus tax, as applicable)</b>			
Billed Annually	£10/user/month	£16/user/month	£30/user/month
Billed monthly	£14/user	£24/user	£36/user
<b>Support</b>			
Basic	✓	✓	✓
Classic	✓	✓	✓
Premium (Premium support is included for free in Ultimate Edition.)	Paid	Paid	Paid
Enterprise (24 x 7 dedicated support.)	Paid	Paid	Paid
<b>Sales Force Automation</b>			
Leads	✓	✓	✓
Contacts	✓	✓	✓
Accounts	✓	✓	✓
Opportunities	✓	✓	✓
Tasks, events, call log, and notes	✓	✓	✓
CRM views	✓	✓	✓
Sales forecasting	✓	✓	✓
BCC dropbox for email	-	✓	✓
Email insights	✓	✓	✓
Macros	-	✓	✓
Multiple currencies	-	-	✓
Contextual custom related lists	-	-	✓
SalesSignals	-	✓	✓
Advanced filters	✓	✓	✓

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Scoring rules	10 rules/module	20 rules/module	30 rules/module
Reminders	✓	✓	✓
Email Association with Deals	-	✓	✓
Email parser	-	-	✓
Team Collaboration			
Gamescope	-	✓	✓
Calendar	✓	✓	✓
Calendar sync through CalDAV	✓	✓	✓
Calendar Booking	✓	✓	✓
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	✓	✓	✓

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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.)	✓	✓	✓
Mass email	250 emails/day	500 emails/day	1000 emails/day
Marketing campaigns	✓	✓	✓
Auto-responders	-	-	3 autoresponders
Zoho CRM for Google AdWords	-	✓	✓
<b>Artificial Intelligence (Zia)</b>			
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	-	-	✓
<b>Customer Support</b>			
Cases	-	✓	✓
Solutions	-	✓	✓
Web-to-case form	-	10 forms/module	20 forms/module
Business hours	✓	✓	✓
<b>User Portal</b>			
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.)	-	-	✓
<b>Inventory Management</b>			
Products	-	✓	✓
Price books	-	✓	✓

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Sales quotes	-	✓	✓
Sales orders	-	✓	✓
Invoices	-	✓	✓
Vendors	-	✓	✓
Purchase orders	-	✓	✓
<b>Document Library</b>			
Folder sharing	✓	✓	✓
Attach documents	✓	✓	✓
File versioning	✓	✓	✓
Reviews	✓	✓	✓
<b>Reports</b>			
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.
<b>Analytics</b>			
Charts	✓	✓	✓
KPI	✓	✓	✓
Funnels	-	-	✓
Target Meter	-	-	✓
Comparator	-	-	✓
Anomaly Detectors (Powered by Zia)	-	-	10 trends
Standard dashboards	✓	✓	✓
Custom dashboards	10 Dashboards	Unlimited	Unlimited
<b>Web Forms</b>			
Web-to-lead form	✓	✓	✓
Web-to-contact form	✓	✓	✓

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Web-to-case form	-	✓	✓
Notify owner	✓	✓	✓
File Storage			
Free storage/org	1 GB	1 GB	1 GB
Free storage/user license	512 MB	512 MB	1 GB
Additional storage	£3/month/5 GB	£3/month/5 GB	£3/month/5 GB
Data Administration			
Data storage (all modules)	100,000	Unlimited	Unlimited
Import data (per batch)	10,000	20,000	30,000
Export module data	✓	✓	✓
Data backup	2 backups/month	2 backups/month	2 backups/month
Additional data backup	£8/request	£8/request	£8/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	✓	✓	✓

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Rename tabs	✓	✓	✓
Custom fields	15 fields/module	155 fields/module (Note: Activities module has only 140 fields)	310 fields/module (Note: Activities module has only 230 fields)
Custom links	-	10/module	10/module
Web tabs	-	-	25
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
<b>Workflow Management</b>			
Workflow rules	6 rules/module 5 conditions/rule	20 rules/module 5 conditions/rule	50 rules/module 10 conditions/rule
Email Notifications	5 emails/rule 100 emails/ User License 5000 emails/ Day	5 emails/rule 200 emails/ User License 5000 emails/ Day	5 emails/rule 300 emails/ User License 5000 emails/ Day
Task Action	5/action	5/action	5/action
Field update Action	-	3 updates/action	3 updates/action

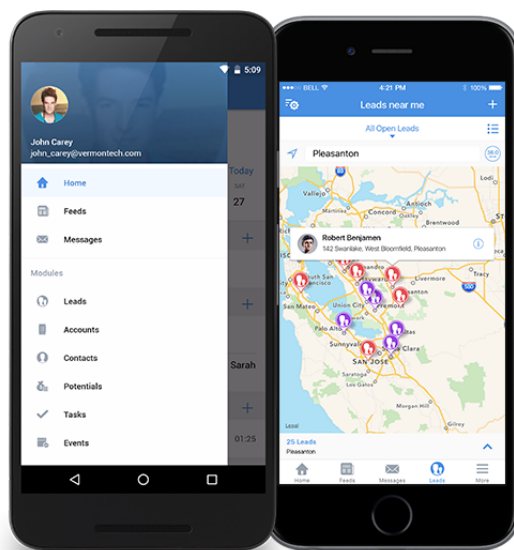
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Webhook Action	-	1/action 10000 calls/day or 100 calls/user license/day. Limit applicable for the org. (whichever is lower)	1/action 20000 calls/day or 500 calls/user license/day. Limit applicable for the org. (whichever is lower)
Convert Action	✓	✓	✓
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	-	-	✓
<b>Process Management</b>			
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
<b>Add-ons &amp; Integrations *</b>			
CRM Marketplace (Extensions for Zoho CRM)	✓	✓	✓
Zoho PhoneBridge for Call Centers	✓	✓	✓
Integration with Zoho Motivator	✓	✓	✓
Integration with Zoho Campaigns	✓	✓	✓
Integration with Zoho Reports	✓	✓	✓

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Integration with Zoho Projects	✓	✓	✓
Integration with Zoho SalesIQ	✓	✓	✓
Integration with Zoho Desk	✓	✓	✓
Integration with Zoho Cliq	✓	✓	✓
Zoho Survey Integration (Survey campaigns can only be created in Enterprise edition and above)	✓	✓	✓
Zoho Webinar Integration	-	-	✓
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	-	-	✓
<b>Catalyst</b>			
Mobile Apps	-	-	✓
Mobile Device Management	-	-	✓
Web Apps	-	-	✓
<b>Integration with Google Apps</b>			
Zoho CRM contextual gadget for Gmail	✓	✓	✓
Export events to Google Calendar	✓	✓	✓



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Export to Google Tasks	✓	✓	✓
Zoho CRM web forms for Google Sites	1/module	10/module	20/module
Synchronize Google Calendar	✓	✓	✓
Synchronize Google Contact	✓	✓	✓
<b>Developer Tools</b>			
Mobile SDK	-	-	✓
Widgets	-	-	✓
Connections	-	-	✓

## Mobile features on every plan.













- Access customer emails
- Locate prospects anywhere across the globe
- Manage inventory
- Work offline
- Log phone calls
- Add voice notes
- Check-in
- View customer location in Google Maps
- Collaborate using feeds
- Attach files from Zoho Docs





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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.

[www.zoho.com/crm](http://www.zoho.com/crm)

### Useful links.

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