

## Compare Zoho CRM editions.

	Free	Standard	Professional	Most Popular Enterprise	CRM Plus
<b>Pricing</b>	Free for 10 users	\$12 /user license/month billed annually or \$15 month-to-month	\$20 /user license/month billed annually or \$25 month-to-month	\$35 /user license/month billed annually or \$40 month-to-month	\$50 /user license/month billed annually or \$60 month-to-month
<b>Sales force automation</b>					
Leads	✓	✓	✓	✓	✓
Accounts	✓	✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓
Potentials	✓	✓	✓	✓	✓
Sales Forecasting	-	✓	✓	✓	✓
Forecasts Based on Territories	-	-	-	✓	✓
Macros	-	-	✓	✓	✓
Feeds	✓	✓	✓	✓	✓
Gamescope	-	-	✓	✓	✓
Advanced Filters	✓	✓	✓	✓	✓
Scoring Rules	-	10 Rules/module	20 Rules/module	30 Rules/module	30 Rules/module
SalesSignals	-	✓	✓	✓	✓
Document Library	✓	✓	✓	✓	✓
Activities - Tasks, Events, Calls (Tasks, Events, Calls)	✓	✓	✓	✓	✓
Calendar Sync through CalDAV	-	✓	✓	✓	✓
Reminders	-	✓	✓	✓	✓
Recurring Activities	✓	✓	✓	✓	✓
Book Hotels (Powered by TravelNow)	✓	✓	✓	✓	✓

Multiple Currencies	-	-	-	✓	✓
Social (Integration with Facebook, Twitter, Google Plus)	✓	✓	✓	✓	✓
Social Tab (Facebook & Twitter accounts of the Company)	-	-	✓	✓	✓
<b>CRM Analytics</b>					
Standard Reports	✓	✓	✓	✓	✓
Custom Reports	-	100	Unlimited	Unlimited	Unlimited
Schedule Reports	-	20 Schedulers/ user Maximum 100 schedulers/ day for Org.	20 Schedulers/ user Maximum 100 schedulers/ day for Org.	20 Schedulers/ user Maximum 100 schedulers/ day for Org.	20 Schedulers/ user Maximum 100 schedulers/ day for Org.
Standard Dashboards	-	✓	✓	✓	✓
Custom Dashboards	-	10 Dashboards	Unlimited	Unlimited	Unlimited
<b>Marketing automation</b>					
Campaigns	✓	✓	✓	✓	✓
Mass Email	-	250/day	500/day	1000/day	1000/day
Custom Email Templates	10 Templates	100 Templates	Unlimited	Unlimited	Unlimited
Email Opt-out	✓	✓	✓	✓	✓
Autoresponders	-	-	-	3 auto responders	3 auto responders
Schedule Mass Email	-	-	✓	✓	✓
Zoho CRM for Google Adwords	-	-	✓	✓	✓
<b>ZIA</b>					
Trend Analysis	-	-	-	✓	✓
Best time to Contact	-	-	-	✓	✓
Macro Suggestion	-	-	-	✓	✓
<b>Inventory management</b>					
Products	-	-	✓	✓	✓
Price books	-	-	✓	✓	✓
Quotes	-	-	✓	✓	✓
Sales Orders	-	-	✓	✓	✓

Invoices	-	-	✓	✓	✓
Vendors	-	-	✓	✓	✓
Purchase Orders	-	-	✓	✓	✓
Inventory Templates	-	-	✓	✓	✓
<b>Document Library</b>					
Folder Sharing	✓	✓	✓	✓	✓
Attach Documents	✓	✓	✓	✓	✓
File versioning	✓	✓	✓	✓	✓
Reviews	✓	✓	✓	✓	✓
<b>Customer support</b>					
Cases	-	-	✓	✓	✓
Solutions	-	-	✓	✓	✓
Web-to-Case Form	-	-	10 forms/ module	20 forms/ module	20 forms/ module
Notify Owner	-	-	✓	✓	✓
Assignment Rules	-	-	20 rules & 20 rule entries	20 rules & 50 rule entries	20 rules & 50 rule entries
Case Escalation Rules	-	-	-	✓	✓
Business Hours	-	-	-	✓	✓
<b>Data administration</b>					
File Storage (for Org.)	1 GB	1 GB plus 512 MB /user license	1 GB plus 512 MB /user license	1 GB plus 1 GB /user license	1 GB plus 1 GB /user license
Additional Storage (for Org.)	-	\$4/month for 5GB	\$4/month for 5GB	\$4/month for 5GB	\$4/month for 5GB
Records	25000 records	100,000 records	Unlimited	Unlimited	Unlimited
Import Data	1000/batch	10000/batch	20000/batch	30000/batch	30000/batch
Data Import - Clone option	✓	✓	✓	✓	✓
Data Import - Skip and Overwrite option	-	10000 records/batch	20000 records/batch	30000 records/batch	30000 records/batch
Merge Duplicates -Find & Merge Option	✓	✓	✓	✓	✓
Merge Duplicates - Deduplicate Option	-	-	✓	✓	✓

Import History	Past 60 days	Past 60 days	Past 60 days	Past 60 days	Past 60 days
Free Data Backup	-	2 data backups/month	2 data backups/month	2 data backups/month	2 data backups/month
Data Backup	\$10 /request	\$10 /request	\$10 /request	\$10 /request	\$10 /request
Variables	-	-	-	11 groups + 25 entry/group	11 groups + 25 entry/group
API for Third-party App. Integration	1000 calls/day /org	250 calls/user license Max: 5000 calls/day Min: 2000 calcs/day	250 calls/user license Max: 10000 calls/day Min: 3000 calcs/day	500 calls/user license Max: 25000 calls/day Min: 4000 calcs/day	500 calls/user license Max: 25000 calls/day Min: 4000 calcs/day
<b>Security Management</b>					
Users	10 Users (Free)	\$12 /user license/month billed annually or \$15 month-to-month	\$20 /user license/month billed annually or \$25 month-to-month	\$35 /user license/month billed annually or \$40 month-to-month	\$50 /user license/month billed annually or \$60 month-to-month
Profiles	2	5	15	25	25
Roles	2	5	10	250	250
Territory Management	-	-	-	150 territories	150 territories
Groups	-	20	30	50	50
Field-Level Security	-	-	✓	✓	✓
Custom Links	-	-	10 links/module	10 links/module	10 links/module
Default Data Sharing Settings	-	✓	✓	✓	✓
Public Read Only (in Default Data Sharing Settings)	-	-	-	✓	✓
Data Sharing Rules	-	-	-	15 rules	15 rules
Audit Logs	-	✓	✓	✓	✓
Allowed IPs	-	✓	✓	✓	✓
Record-level sharing	-	-	-	✓	✓
<b>Product customization</b>					
Organize Tabs	✓	✓	✓	✓	✓
Rename Tabs	✓	✓	✓	✓	✓
Group Tabs	-	10 groups	10 groups	25 groups	25 groups
Custom Modules	-	-	-	50 modules	50 modules

Layout Editor	✓	✓	✓	✓	✓
Page Layouts	-	-	-	3 layouts/ module. Not applicable for Events module.	3 layouts/ module. Not applicable for Events module
Email Address Duplication Check	-	✓	✓	✓	✓
Unique Fields	-	2 fields/module	2 fields/module	2 fields/module	2 fields/module
Standard List Views	✓	✓	✓	✓	✓
Custom List Views	5 list views/ module	50 list views/ module	Unlimited	Unlimited	Unlimited
Records in List Views	50	100	100	100	100
Modify Criteria Pattern	✓	✓	✓	✓	✓
Last Activity Time in Criteria	✓	✓	✓	✓	✓
Custom Related Lists	-	-	-	5 custom related lists/module	5 custom related lists/module
Customize Search Layout	✓	✓	✓	✓	✓
Customize Related Lists Columns	-	✓	✓	✓	✓
Copy Customization	-	✓	✓	✓	✓
Custom Buttons	-	-	-	50 per module	50 per module
Web Tabs	-	-	-	25	25
Custom Fields (Includes all types of fields)	-	10 fields/module	150 fields/ module (Note: Activities module has only 140 fields)	300 fields/ module (Note: Activities module has only 140 fields)	300 fields/ module (Note: Activities module has only 140 fields)
<b>Maximum limit for individual field types</b>					
String fields (Text, Pick List, Multi-select Pick List, Email, Phone, Text Area, URL, and Auto Number) Maximum 10 Text Area fields	-	10	60	130	130
Integer Fields (digits without decimal)	-	10	20	30	30
Number fields (Decimal, Percentage, and Currency)	-	10	15	20	20
Date Fields	-	10	15	25	25
Date/Time Fields	-	10	10	25	25
Boolean (Check box)	-	10	20	50	50

Long Integer Fields	-	5	5	15	15
Lookup Fields	-	-	5	5	5
Auto-number Fields (Included in the total no. of Text fields)	-	1	1	1	1
Formula Fields (Included in the total no. of custom fields)	-	-	15 fields/module	15 fields/module	15 fields/module
<b>Special Fields</b>					
Contact Role	✓	✓	✓	✓	✓
Terms & Conditions	-	-	✓	✓	✓
Tax Rates	-	-	✓	✓	✓
<b>Workflow Management</b>					
Workflow Rules	1 rule/module	6 rules/module	20 rules/module	50 rules/module 50 entries/rule	50 rules/module 50 entries/rule
Time Based Action	-	-	-	5 actions/ workflow rule	5 actions/ workflow rule
Workflow Tasks	5 tasks/action	5 tasks/action	5 tasks/action	5 tasks/action	5 tasks/action
Reminder for Workflow Tasks	-	✓	✓	✓	✓
Blueprint	-	-	-	✓	✓
Assignment Rules	-	-	20 rules & 20 rule entries	20 rules & 50 rule entries	20 rules & 50 rule entries
Workflow Alerts	5 alerts/action	5 alerts/action	5 alerts/action	5 alerts/action	5 alerts/action
Record Owner, Record Creator, Record Owners Manager (options in Alert)	-	-	✓	✓	✓
Using Email field from the Module & Related Modules	-	-	-	✓	✓
Workflow Field Updates	-	-	3 field updates/ action	3 field updates/ action	3 field updates/ action
Delete (Execute On Record Action)	-	-	✓	✓	✓
Field Update (Execute On Record Action)	-	-	-	✓	✓
Workflow Convert	-	✓	✓	✓	✓
Execute Based on Date Field Value	-	-	-	✓	✓
Webhooks	-	-	1/action 10000 calls/day or 100 calls/user license (whichever is lower)	1/action 20000 calls/day or 500 calls per user license for the org. (whichever is lower)	1/action 20000 calls/day or 500 calls per user license for the org. (whichever is lower)

Custom Functions	-	-	-	1 Instant Action and 5 Time-Based Actions per Rule	1 Instant Action and 5 Time-Based Actions per Rule
Custom Functions - Calls per Day	-	-	-	20000 calls/day or 200 calls per user license for the org. (whichever is lower)	20000 calls/day or 200 calls per user license for the org. (whichever is lower)
Custom Functions - Integration Tasks	-	-	-	25000 Zoho API calls/day using deluge	25000 Zoho API calls/day using deluge
Custom Functions - Get Data	-	-	-	25000 calls/day	25000 calls/day
Custom Functions - Post Data	-	-	-	25000 calls/day	25000 calls/day
Custom Functions - Send Mail	-	-	-	1000 emails/day	1000 emails/day
Custom Schedules	-	-	-	✓	✓
Approval Process	-	-	-	✓	✓
<b>Web Forms</b>					
Forms for Leads/Contacts	1 form/module	5 forms/module	10 forms/module	20 forms/module	20 forms/module
Approve Records	✓	✓	✓	✓	✓
Assignment Rules	-	-	20 rules & 20 rule entries	20 rules & 50 rule entries	20 rules & 50 rule entries
Auto Response Rules	✓	✓	✓	✓	✓
Unsubscribe Form	✓	✓	✓	✓	✓
Notify Record Owner	-	✓	✓	✓	✓
<b>Email</b>					
Zoho Mail Add-on	-	-	✓	✓	✓
IMAP	-	-	✓	✓	✓
Email Insights	-	✓ (Note: Includes response tracking & limited options under advanced filters.)	✓	✓	✓
BCC Dropbox	-	-	✓	✓	✓
Plug-in for Microsoft Outlook	-	-	✓	✓	✓
Zoho CRM for Office 365	✓	✓	✓	✓	✓
Attachments in Email	3 MB	10 MB	10 MB	10 MB	10 MB

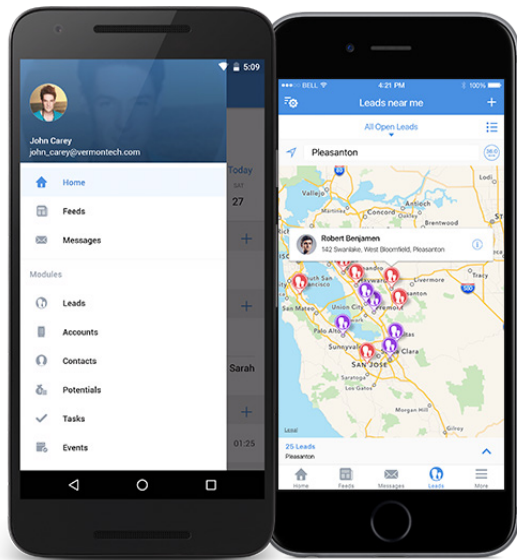
<b>Add-ons &amp; Integrations</b>					
Zoho CRM Mobile Edition	✓	✓	✓	✓	✓
Check-in	✓	✓	✓	✓	✓
CRM Marketplace (Extensions for Zoho CRM)	-	✓	✓	✓	✓
Manage Mail Add-on Users	-	-	✓	✓	✓
Zoho Creator Integration	-	-	-	✓	✓
Visitor Tracking Zoho SalesIQ Integration	-	✓	✓	✓	✓
Zoho Survey Integration	✓	✓	✓	✓	✓
Zoho Writer Add-on	-	-	✓	✓	✓
Zoho Support Integration	✓	✓	✓	✓	✓
Zoho Projects Integration	✓	✓	✓	✓	✓
Zoho Finance Suite Integration (includes Zoho Books, Zoho Invoice and Zoho Subscriptions)	-	-	✓	✓	✓
Zoho PhoneBridge Integrations available with Twilio, Ringio, RingCentral Asterisk, Avaya, and Elastix	-	✓	✓	✓	✓
Zoho Reports Integration	✓	✓	✓	✓	✓
Zoho Campaigns Integration	✓	✓	✓	✓	✓
Plug-in for Microsoft Office	-	-	✓	✓	✓
Attach from Zoho Docs	-	✓	✓	✓	✓
Attach from Google Docs	-	✓	✓	✓	✓
Google Calendar Synchronization (For Google Users)	-	✓	✓	✓	✓
Google Contacts Synchronization (For Google Users)	-	✓	✓	✓	✓
Zoho CRM for Google AdWords	-	-	✓	✓	✓
Advanced Gamification (Zoho Motivator Integration)	✓	✓	✓	✓	✓
Slack Integration	-	✓	✓	✓	✓
<b>Google Apps</b>					
Zoho CRM Contextual Gadget for Gmail	✓	✓	✓	✓	✓



Export Events to Google Calendar	✓	✓	✓	✓	✓
Export to Google Tasks	✓	✓	✓	✓	✓
Synchronize Google Calendar (For Google Apps Users)	-	-	✓	✓	✓
Synchronize Google Contact (For Google Apps Users)	-	-	✓	✓	✓
Zoho CRM Web Forms for Google Sites	✓	1/module	10/module	20/module	20/module
<b>Zoho PhoneBridge for call centers</b>					
Online Connector for RingCentral	-	✓	✓	✓	✓
Online Connector for Twilio	-	✓	✓	✓	✓
Online Connector for Ringio	-	✓	✓	✓	✓
Online Connector for Promero	-	✓	✓	✓	✓
Online Connector for Ozonetel	-	✓	✓	✓	✓
Online Connector for talkdesk	-	✓	✓	✓	✓
On-premise Connector for Avaya	-	✓	✓	✓	✓
On-premise Connector for Asterisk	-	✓	✓	✓	✓
On-premise Connector for Elastix	-	✓	✓	✓	✓
<b>Integration with Google apps</b>					
Zoho CRM contextual gadget for Gmail	✓	✓	✓	✓	✓
Export events to Google Calendar	✓	✓	✓	✓	✓
Export to Google Tasks	✓	✓	✓	✓	✓
Zoho CRM web forms for Google Sites	-	✓	✓	✓	✓
Synchronize Google Calendar	-	✓	✓	✓	✓
Synchronize Google Contacts	-	✓	✓	✓	✓

Zoho CRM	-	\$	\$	\$	✓
Zoho Campaigns	-	\$	\$	\$	✓
Zoho SalesIQ	-	\$	\$	\$	✓
Zoho Social	-	\$	\$	\$	✓
Zoho Support	-	\$	\$	\$	✓
Zoho Projects	-	\$	\$	\$	✓
Zoho Reports	-	\$	\$	\$	✓
Zoho Survey	-	\$	\$	\$	✓
Zoho SalesInbox	-	\$	\$	\$	✓
Zoho Motivator	-	\$	\$	\$	✓

## 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



## About us.

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.

## Contact us.

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