

Compare Zoho CRM Editions

	FREE	STANDARD	MOST POPULAR PROFESSIONAL	ENTERPRISE	CRM PLUS
	GET STARTED	TRY NOW	TRY NOW	TRY NOW	TRY NOW
PRICING					
Monthly pricing (Billed annually)	Free for 10 users	\$12 /user /month	\$20 /user /month	\$35 /user /month	\$50 /user /month
Monthly pricing (Billed monthly)	Free for 10 users	\$15 /user /month	\$25 /user /month	\$40 /user /month	\$60 /user /month
SALES FORCE AUTOMATION					
Leads	✓	✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓
CRM Views	✓	✓	✓	✓	✓
Sales Forecasting	-	✓	✓	✓	✓
BCC Dropbox for email	-	-	✓	✓	✓
Macros	-	-	✓	✓	✓
Multiple Currencies	-	-	-	✓	✓
Contextual Custom Related Lists	-	-	-	✓	✓
FEEDS - TEAM COLLABORATION					
Status Updates	✓	✓	✓	✓	✓
Direct Messages	✓	✓	✓	✓	✓
Attach Files to Feeds	✓	✓	✓	✓	✓
Follow-up Rules	✓	✓	✓	✓	✓
Groups for Team Collaboration	-	✓	✓	✓	✓
SOCIAL					
Integration with Twitter	✓	✓	✓	✓	✓
Integration with Facebook	✓	✓	✓	✓	✓
Social Tab	-	-	✓	✓	✓
Capture Leads from Twitter/Facebook	-	-	✓	✓	✓
Social Interaction with Leads/Contacts	-	-	✓	✓	✓
MARKETING AUTOMATION					
Email Templates	10	100	Unlimited	Unlimited	Unlimited
Email Opt-out	✓	✓	✓	✓	✓
Website Visitor Tracking	✓	✓	✓	✓	✓
Mass Email	-	250 emails/day	500 emails/day	1000 emails/day	1000 emails/day
Marketing Campaigns	-	✓	✓	✓	✓
Auto-responders	-	-	-	✓	✓
Zoho CRM for Google AdWords	-	-	-	✓	✓
CUSTOMER SUPPORT					
Cases	-	-	✓	✓	✓
Solutions	-	-	✓	✓	✓
INVENTORY MANAGEMENT					
Products	-	-	✓	✓	✓
Price Books	-	-	✓	✓	✓
Sales Quotes	-	-	✓	✓	✓
Sales Orders	-	-	✓	✓	✓
Invoices	-	-	✓	✓	✓
Vendors	-	-	✓	✓	✓
Purchase Orders	-	-	✓	✓	✓
DOCUMENT LIBRARY					
Folder Sharing	✓	✓	✓	✓	✓
Attach Documents	✓	✓	✓	✓	✓
File Versioning	✓	✓	✓	✓	✓
Reviews	✓	✓	✓	✓	✓
ANALYTICS					
Standard Reports	✓	✓	✓	✓	✓
Custom Reports	-	✓	✓	✓	✓
Schedule Reports	-	✓	✓	✓	✓
Standard Dashboards	-	✓	✓	✓	✓
Custom Dashboards	-	✓	✓	✓	✓
WEB FORMS					
Web to Lead Form	✓	✓	✓	✓	✓
Web to Contact Form	✓	✓	✓	✓	✓
Web to Case Form	-	-	✓	✓	✓
Notify Owner	-	✓	✓	✓	✓
FILE STORAGE					
Free Storage/Org	1 GB	1 GB	1 GB	1 GB	1 GB
Free Storage/User License	-	512 MB	512 MB	1 GB	1 GB
Additional Storage	-	\$4/month/5 GB	\$4/month/5 GB	\$4/month/5 GB	\$4/month/5 GB
DATA ADMINISTRATION					
Data Storage (All Modules)	25,000	100,000	Unlimited	Unlimited	Unlimited
Import Data (per batch)	1000	10,000	20,000	20,000	20,000
Export Module Data	✓	✓	✓	✓	✓
API for Third-party Integration	✓	✓	✓	✓	✓
Data Backup	-	2 backups/month	2 backups/month	2 backups/month	2 backups/month
Additional Data Backup	\$10/request	\$10/request	\$10/request	\$10/request	\$10/request
De-duplicate Data	-	-	✓	✓	✓
SECURITY ADMINISTRATION					
Profiles	✓	✓	✓	✓	✓
Organizational Hierarchy (Roles)	✓	✓	✓	✓	✓
Field-level Security	-	-	✓	✓	✓
Data Sharing Rules	-	-	-	✓	✓
Groups	-	✓	✓	✓	✓
Territory Management	-	-	-	✓	✓
PRODUCT CUSTOMIZATION					
Page Layout	✓	✓	✓	✓	✓
Rename Tabs	✓	✓	✓	✓	✓
Custom Fields	-	10/module	150/module	300/module	300/module
Custom Links	-	-	✓	✓	✓
Web Tabs	-	-	-	✓	✓
Tab Groups	-	-	-	✓	✓
Custom Modules	-	-	-	✓	✓
Custom Buttons	-	-	-	✓	✓
WORKFLOW MANAGEMENT					
Workflow Rules	✓	✓	✓	✓	✓
Workflow Alerts	✓	✓	✓	✓	✓
Workflow Tasks	✓	✓	✓	✓	✓
Assignment Rules	-	-	✓	✓	✓
Webhooks	-	-	✓	✓	✓
Approval Process	-	-	-	✓	✓
Workflow Field Updates	-	-	✓	✓	✓
Workflow Convert	-	✓	✓	✓	✓
Custom Functions using Deluge Script	-	-	-	✓	✓
Time-based Actions	-	-	-	✓	✓
Case Escalation Rules	-	-	-	✓	✓
ZOHO CRM INTEGRATIONS					
Integration with Zoho Motivator	✓	✓	✓	✓	✓
Integration with Zoho Campaigns	✓	✓	✓	✓	✓
Integration with Zoho Reports	✓	✓	✓	✓	✓
Integration with Zoho Projects	✓	✓	✓	✓	✓
Integration with Zoho SalesIQ	✓	✓	✓	✓	✓
Integration with Zoho Support	✓	✓	✓	✓	✓
Integration with Zoho Survey	✓	✓	✓	✓	✓
Integration with Zoho Forms	✓	✓	✓	✓	✓
Zoho Mail Add-on	-	-	✓	✓	✓
Zoho Writer Add-on	-	-	✓	✓	✓
Zoho Invoice/Books Integration	-	-	✓	✓	✓
Plug-in for Microsoft Outlook	-	-	✓	✓	✓
Plug-in for Microsoft Office	-	-	✓	✓	✓
Integration with Zoho Creator	-	-	-	✓	✓
ZOHO PHONEBRIDGE FOR CALL CENTERS					
Online Connector for RingCentral	-	✓	✓	✓	✓
Online Connector for Twilio	-	✓	✓	✓	✓
Online Connector for Ringio	-	✓	✓	✓	✓
On-premise Connector for Avaya	-	✓	✓	✓	✓
On-premise Connector for Asterisk	-	✓	✓	✓	✓
On-premise Connector for Elastix	-	✓	✓	✓	✓
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	-	✓	✓	✓	✓
Synchronize Google Calendar	-	✓	✓	✓	✓
Synchronize Google Contact	-	✓	✓	✓	✓
ZOHO CAMPAIGNS	-	-	-	-	✓
ZOHO SALESIQ	-	-	-	-	✓
ZOHO SOCIAL	-	-	-	-	✓
ZOHO SUPPORT	-	-	-	-	✓
ZOHO PROJECTS	-	-	-	-	✓
ZOHO REPORTS	-	-	-	-	✓
ZOHO SURVEY	-	-	-	-	✓

Mobile features on every plan



- iPad, iPhone and Android devices
- View Records
- View Related Records
- Search Records in Phone or Zoho CRM Service
- Send Email to Leads & Contacts
- Make Phone Calls
- View Customer Location in Google Maps
- View Records in Offline Mode
- Create, Edit or Delete Records
- Log Phone Calls
- Create, Edit or Delete Records in Offline Mode