

Compare Zoho CRM Editions

	FREE	STANDARD	MOST POPULAR PROFESSIONAL	ENTERPRISE	CRM PLUS
Pricing					
Monthly pricing (Billed annually)	Free for 10 users	\$12 /user / month	\$20 /user / month	\$40 /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	✓	✓	✓	✓	✓
Accounts	✓	✓	✓	✓	✓
Opportunities	✓	✓	✓	✓	✓
Tasks, Calendar, Call Log, and Notes	✓	✓	✓	✓	✓
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			✓	✓	✓
Contextual 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	✓	✓	✓	✓	✓
Monthly Data Backup		✓	✓	✓	✓
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		✓	✓	✓	✓
Custom Links			✓	✓	✓
Web Tabs				✓	✓
Tab Groups				✓	✓
Custom Modules				✓	✓
Workflow Management					
Workflow Rules	✓	✓	✓	✓	✓
Workflow Alerts	✓	✓	✓	✓	✓
Workflow Tasks	✓	✓	✓	✓	✓
Assignment Rules			✓	✓	✓
Webhooks			✓	✓	✓
Field Updates				✓	✓
Custom Functions using Deluge Script				✓	✓
Time-based Actions				✓	✓
Automated Pulse Follow-ups				✓	✓
Case Escalation Rules				✓	✓

Zoho CRM Integrations					
Integration with Zoho Campaigns	✓	✓	✓	✓	✓
Integration with Zoho Reports	✓	✓	✓	✓	✓
Integration with Zoho Projects	✓	✓	✓	✓	✓
Integration with Zoho SalesIQ	✓	✓	✓	✓	✓
Integration with Zoho Survey	✓	✓	✓	✓	✓
Integration with Zoho Support	✓	✓	✓	✓	✓
Zoho Mail Add-on			✓	✓	✓
Plug-in for Microsoft Outlook			✓	✓	✓
Plug-in for Microsoft Office			✓	✓	✓
Zoho CRM for QuickBooks			✓	✓	✓
Integration with Zoho Creator				✓	✓
Zoho PhoneBridge for Call Centers					
Online Connector for Twilio			✓	✓	✓
Online Connector for Ringio			✓	✓	✓
On-premise Connector for Avaya			✓	✓	✓
On-premise Connector for Asterisk			✓	✓	✓
On-premise Connector for Elastix			✓	✓	✓
Google Apps Integration					
Zoho CRM Contextual Gadget for Gmail	✓	✓	✓	✓	✓
Export Events to Google Calendar	✓	✓	✓	✓	✓
Export to Google Tasks	✓	✓	✓	✓	✓
Synchronize Google Calendar			✓	✓	✓
Synchronize Google Contacts			✓	✓	✓
Zoho CRM Web Forms for Google Sites		✓	✓	✓	✓

Zoho Campaigns					✓
Zoho SalesIQ					✓
Zoho Social					✓
Zoho Support					✓
Zoho Projects					✓
Zoho Reports					✓
Zoho Survey					✓