



Compare Zoho CRM Editions

SALES

SERVICE

MARKETING

CX SUITE

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Pricing (Local taxes will be charged in addition to the prices mentioned.)					
Billed Annually	Free for 3 users	\$14/user/month	\$23/user/month	\$40/user/month	\$52/user/month
Billed Monthly	Free for 3 users	\$20/user	\$35/user	\$50/user	\$65/user
Sales Force Automation					
Leads	●	●	●	●	●
Contacts	●	●	●	●	●
Accounts	●	●	●	●	●
Deals	●	●	●	●	●
Tasks, events, call log, and notes	●	●	●	●	●
CRM views	●	●	●	●	●
Sales forecasting		●	●	●	●
BCC dropbox for email		●	●	●	●
Email insights		●	●	●	●
Macros			●	●	●
Multiple currencies		●	●	●	●
Contextual custom related lists				●	●
SalesSignals			●	●	●
Custom signals				●	●
Advanced filters	●	●	●	●	●
Scoring rules		10 fields/module	20 fields/module	30 fields/module	50 fields/module
Assignment rules			●	●	●
Reminders		●	●	●	●
Email parser				●	●

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Email Association with Deals			●	●	●
Wizards				●	●
Multiple Pipelines		●	●	●	●
Multiple Scoring Rules				25 rules/module	40 rules/module
Product Customization					
Page customization	●	●	●	●	●
Rename tabs	●	●	●	●	●
Custom fields		10 fields/module	155 fields/module	300 fields/module	500 fields/module
Picklist history tracking				●	●
Custom links			●	●	●
Web tabs				●	●
Custom modules				100 modules (2 modules/user license)	500 modules (5 modules/user license)
Custom buttons				●	●
Sandbox				Configuration type - 3, Configuration and Data type - 2	Configuration type - 7, Configuration and Data type - 3
Page layouts				●	●
Canvas View				3 views/user/module	5 views/user/module
Canvas Detailed View		1 view/org	3 views/org	5 views/org	25 views/org
Layout Rules				●	●
Validation Rules			5 rules/layout	10 rules/layout	25 rules/layout
Subforms				●	●
Translations				●	●
Custom list views	5/module	50/module	Unlimited	Unlimited	Unlimited
Tab groups		●	●	●	●
Automation & Process Management					
Workflow rules	●	●	●	●	●
Approval Process				●	●

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Schedules				●	●
Active Blueprints (No. of Blueprints allowed per organization (inclusive of default Blueprints))			3	50	100
Webhooks per day			1/action 50,000 calls/day or 100 calls/user license/day Limit applicable for the org. (whichever is lower)	1/action 500,000 calls/day or 500 calls/user license/day Limit applicable for the org. (whichever is lower)	1/action 1,000,000 calls/day or 1000 calls/user/day Limit applicable for the org. (whichever is lower)
Email notifications per day	50 emails/user license, 150 emails/day (whichever is lower)	100 emails/user license, 5,000 emails/day (whichever is lower)	200 emails/user license, 10,000 emails/day (whichever is lower)	500 emails/user license, 25,000 emails/day (whichever is lower)	1,000 emails/user license, 50,000 emails/day (whichever is lower)
Review Process				●	●
CommandCenter				●	●
Prediction & Artificial Intelligence (ZIA)					
Data Enrichment (Available only in English)				●	●
Conversational AI (Supported in English only)				●	●
Zia Reminder				●	●
Best time to contact				●	●
Macro suggestion				●	●
Zia Intelligence for Automation				●	●
Prediction Builder				2 Prediction models/org	20 Prediction models/org
Assignment suggestion by Zia				●	●
Workflow suggestions by Zia				●	●
AI for emails (Data enrichment from email signatures, capture events from emails, intent and sentiment analysis of emails for organizations with above 20 users.)				●	●
Recommendation engine (For organizations with 20 users and above.)				1 recommendation model/org	10 recommendation models/org
Image Validation				1 rule/org	20 rules/org
Recommendations Notifications				5 Notifications/ Configuration	5 Notifications/ Configuration

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Reports					
Standard reports	•	•	•	•	•
Custom reports		100	Unlimited	Unlimited	Unlimited
Schedule reports		•	•	•	•
Analytics & Measurement					
Charts		•	•	•	•
KPI		•	•	•	•
Funnels				•	•
Target Meter				•	•
Comparator				•	•
Cohorts				•	•
Quadrants				•	•
Zone				•	•
Anomaly Detectors (Powered by Zia)				10 trends Additional 1/user (Maximum 50)	20 trends Additional 2/user (Maximum 100)
Standard dashboards		•	•	•	•
Custom dashboards		10 Dashboards	Unlimited	Unlimited	Unlimited
Webform Analytics				•	•
Webform A/B Testing				•	•
Zoho CRM Analytics Mobile App		•	•	•	•
Analytics - Enhancements in Anomaly Component with notifications in Zia				•	•
Workflow reports				•	•
Social					
Enrich data with Twitter profile		•	•	•	•
Enrich data with Facebook Profile		•	•	•	•
Social tab		•	•	•	•
Automated Lead Generation from social media		•	•	•	•

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Social interaction with leads/contacts		•	•	•	•
Social Lite (An exclusive edition of Zoho Social comes bundled with Zoho CRM. Learn more)		•	•	•	•
Marketing Automation					
Email templates	10	100	Unlimited	Unlimited	Unlimited
Email opt-out	•	•	•	•	•
Mass email (0-100 users) (This limit applies only to the org's sales activities. Kindly check Zoho Campaigns for campaigning purpose.)		•	•	•	•
Email relay			•	•	•
Email Authentication	•	•	•	•	•
Marketing campaigns		•	•	•	•
Marketing Attribution				•	•
Customer segmentation				•	•
Auto-responders				•	•
Zoho CRM for Google Ads			•	•	•
Web Forms					
Web-to-lead form	1 form/module	5 forms/module	10 forms/module	20 forms/module	100 forms/module
Web-to-contact form	1 form/module	5 forms/module	10 forms/module	20 forms/module	100 forms/module
Web-to-case form			•	•	•
Notify owner		•	•	•	•
Team Collaboration					
Motivator for Zoho CRM			•	•	•
Calendar	•	•	•	•	•
Calendar sync through CalDAV		•	•	•	•
Calendar Booking		•	•	•	•
Status updates	•	•	•	•	•
Direct messages	•	•	•	•	•
Attach files to feeds	•	•	•	•	•

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Follow-up rules	●	●	●	●	●
Groups for team collaboration		●	●	●	●
Tagging		●	●	●	●
Inventory Management					
Products			●	●	●
Price books			●	●	●
Sales quotes			●	●	●
Sales orders			●	●	●
Invoices			●	●	●
Vendors			●	●	●
Purchase orders			●	●	●
Customer Support					
Cases			●	●	●
Solutions			●	●	●
Web-to-case form			10 forms/module	20 forms/module	100 forms/module
Business hours	●	●	●	●	●
Case escalation rules				●	●
User Portal					
Portals (First portal user type creation is free with 10k portal invites. Additional portals could be purchased within the product.)				●	●
Document Library					
Folder sharing	●	●	●	●	●
Attach documents	●	●	●	●	●
File versioning	●	●	●	●	●
Reviews	●	●	●	●	●
File Storage					
Free storage/org	1 GB	1 GB	1 GB	1 GB	5 GB

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Free storage/user license		512 MB	512 MB	1 GB	1 GB
Additional file storage		\$4.60/month/5GB	\$4.60/month/5GB	\$4.60/month/5GB	\$4.60/month/5GB
Data Administration					
1-200 user					
Data storage (all modules)	5,000 records (10 MB)	100,000 records (200 MB)	10 GB (5M records approx)	10 GB (5M records approx)	10 GB (5M records approx)
Additional Storage per user license			20 MB	50 MB	100 MB
Additional data storage (Price mentioned is per month. Purchase available offline.)			\$4/100 MB	\$4/100 MB	\$4/100 MB
Above 200 users					
Data storage (all modules)	5,000 records (10 MB)	100,000 records (200 MB)	10 GB (5M records approx)	15 GB (7.5M records approx)	30 GB (15M records approx)
Additional Storage per user license			20 MB	50 MB	100 MB
Additional data storage (Price mentioned is per month. Purchase available offline.)			\$2/100 MB	\$2/100 MB	\$2/100 MB
Import data (records/batch)	1000 records	10,000 records	20,000 records	30,000 records	50,000 records
Export module data	●	●	●	●	●
Free Data backup		2 backups/month	2 backups/month	2 backups/month	4 backups/month
Additional data backup	\$12/request	\$12/request	\$12/request	\$12/request	\$12/request
De-duplicate data			●	●	●
Import history	●	●	●	●	●
Security Administration					
Profiles	●	●	●	●	●
Organizational hierarchy (Roles)	●	●	●	●	●
Reporting Hierarchy				●	●
Field-level security			●	●	●
Data sharing rules				15 rules/module	100 rules/module
Groups		20	30	50	250
Record-level sharing				●	●

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Data Encryption (EAR)				•	•
Territory management				150 territories	250 territories
Audit Logs		•	•	•	•
Allowed IPs		•	•	•	•
GDPR Compliance	•	•	•	•	•
Multiple Organization Support (i - Super admins can create upto 5 orgs, Users can be a part of upto 10 orgs)	•	•	•	•	•
Developer Tools					
Client Scripts				•	•
Mobile SDK				•	•
Web Apps SDK				•	•
Widgets				•	•
Connections				•	•
API (API limits vary based upon user license purchased. Please visit here to know more.)	5,000 credits/day/org	100,000 credits/day/org	500,000 credits/day/org	1,000,000 credits/day/org (1000/user license)	Unlimited credits/day/org (2000/user license)
Functions (Functions limits vary based upon user license purchased. Please visit here to know more.)				200,000 credits/day/org (500/user license)	Unlimited credits/day/org (1000/user license)
Add-ons & Integrations *					
Online Meetings		Zoom, GoToMeeting, Zoho Meeting and 12 others			
Telephony and PBX		Ring.io, Amazon Connect, Zoho PhoneBridge and 106 others			
Team Collaboration		Slack, Teams, Zoho Cliq and 9 others			
Office Productivity		Zapier, Trello and 26 others			
Storage		Google Drive, Dropbox, Zoho Workdrive and 4 others			
Analytics		Zoho Analytics, Google Analytics, dotConnect and 10 others			
Email Marketing		Mailchimp, Zoho Campaigns and 4 others			
Customer Service		Zendesk, Zoho Desk and 15 others			
Finance		PayPal, Quickbooks, Pay U and 18 others			
Business Operations		Amazon Seller Central and 15 others			

Features	Free	Standard	Professional	Most Popular Enterprise	Ultimate
Website visitor tracking (A functionality of the Zoho SalesIQ integration.)	●	●	●	●	●
Maps and route planning (A functionality of Zoho RoutelQ.)		●	●	●	●
Integration with microsoft					
Plug-in for Microsoft Outlook			●	●	●
Integration with Microsoft 365		●	●	●	●
Integration with Google Workspace					
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	100/module
Synchronize Google Calendar		●	●	●	●
Synchronize Google Contact		●	●	●	●
Support					
Basic	●	●	●	●	●
Classic		●	●	●	●
Premium		\$	\$	\$	\$
Enterprise		\$	\$	\$	\$

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



Compare Desk by Zoho CRM editions

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Pricing (Local taxes will be charged in addition to the prices mentioned.)				
Billed Annually	Free for 3 users	\$14/user/month	\$23/user/month	\$40/user/month
Billed Monthly	Free for 3 users	\$20/user	\$35/user	\$50/user
Agent limit	3 Free Agents	Unlimited	Unlimited	Unlimited
Light Agent		\$6/light agent/month	\$6/light agent/month	50 Free Light Agents
Ticket management				
Email Tickets	●	●	●	●
Comment in ticket	●	●	●	●
Spam Tickets	●	●	●	●
Ticket History	●	●	●	●
Ticket Resolution Note	●	●	●	●
Ticket Tags	10 Tags/Ticket	20 Tags/Ticket	30 Tags/Ticket	50 Tags/Ticket
Product based Ticket Tracking		●	●	●
Followers		●	●	●
Customer Happiness Ratings		●	●	●
Suggested Articles		●	●	●
Merge Tickets		●	●	●
Split Tickets		●	●	●
Clone Ticket		●	●	●
Ticket Timeline		●	●	●
Time Entry		●	●	●
Approvals			●	●
Team Ownership			●	●

Features	Free	Standard	Most Popular Professional	Enterprise
Ticket Sharing			●	●
Send as Email			●	●
Agent productivity				
Quick Ticket View (Peek View)	●	●	●	●
Response Editor with rich text support	●	●	●	●
Advanced Search	●	●	●	●
Response Draft	●	●	●	●
Table View		●	●	●
Search Facet		●	●	●
Snippets for Faster Response		●	●	●
Email Templates in Reply Editor		●	●	●
Work Modes		●	●	●
Keyboard Shortcuts		●	●	●
Review Ticket Replies			●	●
Real Time Collaboration				
Real Time Updates in Ticket List & Detail View		●	●	●
Real Time Ticket Count in Starred Views		●	●	●
Team Feeds		●	●	●
Agent Collision Detection			●	●
Agent Collision Chat			●	●
Agent Collision Reply Avoidance			●	●
Customer Support Channels				
Email Channel	1	5	10	100
Help Center	●	●	●	●
Advanced Web Forms	1	5	10	20
Twitter		1 Brand	2 Brands	2 Brands
Facebook		1 Brand	2 Brands	2 Brands
Community Forums		●	●	●

Features	Free	Standard	Most Popular Professional	Enterprise
Telephony			●	●
Live Chat				●
Help Desk Automation				
Notification Rules	●	●	●	●
Macros	2	5	15/Department	30/Department
Supervise - Time-based Rules		5	15/Department	30/Department
Workflow Rules		5/Module	15/Department/ Module	30/Department/ Module
Custom Functions in Workflows				●
Schedules				10/Department
Field Watching - Trigger on Specific Field Updates				●
Ticket Assignment Rules				
Direct Assignment to Agents and Teams		5	15	30
Round-Robin Ticket Assignment by Load Balancing			10/Department	15/Department
Advanced Process Managemet - Blueprints				
Active Blueprints			1/Department	20/Department
Transitions per Blueprint			20	100
Common Transitions per Blueprint			1	5
Fields and Actions per Transition			10	30
State Level SLAs & Escalations			●	●
Custom Functions in Blueprints				●
Service Level Agreement (SLA's)				
Number of SLAs	Default Priority based SLA	4	10/Department	20/Department
Stop the SLA Clock (On Hold State)	Default for On Hold Status (Not customizable)	●	●	●
Multi-Level Escalations		●	●	●
Customer Based SLA			●	●
Contract Management in SLA				●

Features	Free	Standard	Most Popular Professional	Enterprise
Help Desk Working Hours				
Business Hours		1	1	Unlimited
Holiday List		1	1	Unlimited
Help Desk Customization				
Custom Email Templates	Default Templates	●	●	●
Customize Tabs	●	●	●	●
Custom Views		●	●	●
Customize Form Fields	●	●	●	●
Custom Fields		50 fields/Module	150 fields/Module	230 fields/Module
Custom Ticket Status & Status Grouping		●	●	●
Field Dependencies		●	●	●
Teams			●	●
Ticket Templates			●	●
Department Specific Layout			●	●
Layout Rules				●
Validation Rules				●
Artificial Intelligence				
Reply Assistant				●
Sentiment Predictions				●
Ticket Auto Tagging				●
Anomaly Notifications				●
KB Conversation Assistant/ASAP				●
Zia Voice and Skill Builder				●
Re-Branding				
Multi-language Support	●	●	●	●
Custom Domain Mapping		●	●	●
Remote Authentication			●	●

Features	Free	Standard	Most Popular Professional	Enterprise
Multi Department				
Multiple department Support Tracking			10	Unlimited
All-department view of tickets			●	●
Department Based Signatures			●	●
Department Specific Product Handling			●	●
Help Center				
Private Knowledge Base for Agents	●	●	●	●
Public Knowledge Base		●	●	●
Knowledge Base Dashboards		●	●	●
Community		●	●	●
Community Dashboard		●	●	●
Community Gamification			●	●
Article Versioning	●	●	●	●
301 Redirection			●	●
ASAP		●	●	●
Answer Bot in ASAP				●
Live Chat in ASAP				●
Google Analytics Integration			●	●
Themes Gallery		●	●	●
CSS Customization			●	●
Custom Widgets			●	●
Multi-brand Help Center				●
HTML Customization				●
Customer management				
Contact & Account Information Management	●	●	●	●
Private Notes for Contacts & Accounts	●	●	●	●
Dedicated Owners for Contacts & Accounts	●	●	●	●
Contact & Account Insights		●	●	●

Features	Free	Standard	Most Popular Professional	Enterprise
Deduplicate Contacts & Accounts		●	●	●
Contact & Account Custom Fields		50 Fields	150 Fields	230 Fields
Merge Contacts		●	●	●
Merge Accounts		●	●	●
Follow Contacts & Accounts		●	●	●
Contact to Product Association		●	●	●
Custom Views for Customers		●	●	●
Secondary Contact (Cc's)			●	●
Contacts to Multiple Accounts				●
Activity				
Tasks		●	●	●
Events			●	●
Calls			●	●
Time Tracking				
Manual Ticket Time Tracking		●	●	●
Auto Ticket Time Tracking			●	●
Activity Time Tracking			●	●
Billing Preferences		●	●	●
Products				
Product Based Ticket Tracking		●	●	●
Associate Products to Contacts		●	●	●
Associate Products to Accounts		●	●	●
Dedicated Owner for Products		●	●	●
Custom Fields for Products		50 Fields	150 Fields	230 Fields
Custom Views for Products		●	●	●
Analytics				
Standard Reports		●	●	●
Prepopulated Reports		●	●	●

Features	Free	Standard	Most Popular Professional	Enterprise
Custom Reports		50	●	●
Export Reports to CSV, XLS or PDF		●	●	●
Custom Dashboards		10	●	●
Ticket Overview Dashboard		●	●	●
Headquarters Dashboard		●	●	●
Response, Resolution & FCR Dashboards		●	●	●
Ticket Status Dashboard		●	●	●
Customer Happiness Dashboard		●	●	●
Knowledge Base Dashboard		●	●	●
Community Dashboard		●	●	●
Calls Reports and Dashboards			●	●
SLA Dashboards			●	●
Telephony Agent Availability			●	●
Schedule Reports				100
Blueprint Dashboard				●
ZIA Dashboard				●
All Department Analytics (Global Reports and Dashboards)				●
Telephony				
In-Product Call Notifications			●	●
Call-to-Ticket Conversion			●	●
Answer over-the-web			●	●
Answer over-the-phone			●	●
Call Logging			●	●
Call Transfer			●	●
Call Recording			●	●
Call Hold			●	●
Call Mute			●	●
Business Hours Configuration			●	●

Features	Free	Standard	Most Popular Professional	Enterprise
Non-Business Hour Management			●	●
Call Queue Handling			●	●
Outbound Calls			●	●
Missed Call Management			●	●
Custom Greeting Configuration			●	●
Call Routing (Sequential & Simultaneous)			●	●
Call Waiting Message			●	●
Caller History			●	●
Voice Mail			●	●
Real-time Agent Availability			●	●
Call Reports and Dashboards			●	●
Multi-Level IVR			●	●
Agents & Permissions				
Profiles	Default (Non-Editable)	6	25	50
Roles	Default (Non-Editable)	5	25	250
Field-Level Access Control			●	●
Data Sharing				●
Light Agents		Add-on \$5/light agent	Add-on \$5/light agent	50 Free (Add-on - \$5/light agent)
Add-ons & Integration				
Zoho CRM		●	●	●
Zoho Analytics		●	●	●
Zoho BugTracker		●	●	●
Google Workspace	●	●	●	●
SMS Add-on		●	●	●
Zoho PhoneBridge for Call Centers		●	Free	Free
Zoho Assist	1 Free User	1 Free User	1 Free User	1 Free User
Zoho Cliq		●	●	●
Zoho SalesIQ		●	●	●

Features	Free	Standard	Most Popular Professional	Enterprise
Atlassian Jira		•	•	•
Slack		•	•	•
Zoho Books/Invoice		•	•	•
Salesforce		•	•	•
Zapier		•	•	•
Office 365		•	•	•
MS Teams		•	•	•
Zoho PageSense		•	•	•
Zoho marketplace for zoho desk				
Public Extensions		•	•	•
Private Extensions			•	•
Mobile Apps				
Radar App for Zoho Desk	•	•	•	•
Zoho Desk App	•	•	•	•
Single Sign-on		•	•	•
Developer Tools				
Mobile SDK			•	•
API (Use REST APIs to connect with and extend Zoho Desk as necessary)	•	•	•	•
Data Administration				
Export Data	•	•	•	•
Import Data		•	•	•
Import History		•	•	•
Data Migration				
Migration from other help desk		•	•	•
Support (24x5)				
Email Support	•	•	•	•
Phone Support		•	•	•
Chat Support			•	•

Compare Campaigns by Zoho CRM editions

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Features	Forever Free	Email-Based Plan	Most Popular Subscriber-Based Plan	Pay-As-You-Go
Email Newsletters				
Pre-designed Newsletter Templates	●	●	●	●
Template Layouts	●	●	●	●
Drag-and-Drop Editor	●	●	●	●
Template Library	●	●	●	●
Import Email Templates	●	●	●	●
Import Template Content from Google Drive	●	●	●	●
Email Attachments			●	
Mailing List Management				
Subscriber Management	●	●	●	●
Create Mailing Lists	●	●	●	●
Segmentation of Mailing Lists	●	●	●	●
Bulk Segments			●	
Custom Fields	●	●	●	●
Sync Leads & Contacts from Zoho CRM	●	●	●	●
Import Subscribers from XLS, XLSX, CSV	●	●	●	●
Mailing Lists Email Summary	●	●	●	●
Sign-up Forms	●	●	●	●
Bounce & Unsubscribes Automatic Removal			●	
Sign-up Form Tracking			●	
Workflow Trigger for Sign-up Forms			●	
Subscriber scores			●	

Features	Forever Free	Email-Based Plan	Most Popular Subscriber-Based Plan	Pay-As-You-Go
Consent Management				
Send Consent Emails to Implied Subscribers	●	●	●	●
Send Follow-up Emails to Unresponsive Subscribers	●	●	●	●
Schedule Consent Campaign	●	●	●	●
Consent Campaign Reportst	●	●	●	●
Email Marketing				
Schedule Email Campaigns	●	●	●	●
Recipient Timezone based Delivery	●	●	●	●
Recipient Optimal Open Time Based Delivery			●	
Batch Emails			●	●
Merge Tags	●	●	●	●
Dynamic Content	●	●	●	●
RSS Email Campaigns	●	●	●	●
Email Polls			●	
A/B Testing	●	●	●	●
Customize Email Header & Footer	●	●	●	●
Email Opened & Unopened Recipients	●	●	●	●
Social Sharing	●	●	●	●
Video Email Marketing	●	●	●	●
Recipient Comments	●	●	●	●
Email Authentication Using SPF/Sender ID, Domain Key/DKIM	●	●	●	●
Compare Email Campaigns	●	●	●	●
Custom Coupon Email Campaigns	●	●	●	●
E-commerce email campaigns	●	●	●	●
Survey Email Campaigns	●	●	●	●
Event follow-up Email Campaigns	●	●	●	●
Send Test Emails	●	●	●	●
Email Campaign Archives	●	●	●	●

Features	Forever Free	Email-Based Plan	Most Popular Subscriber-Based Plan	Pay-As-You-Go
Email Campaign Reports	●	●	●	●
Powered by Zoho Campaigns in Footer	●			
Email Marketing Automation				
Drag-and-drop Workflows			●	
Workflow Templates			●	
Workflow Path Tracing			●	
Workflow Reports			●	
Sign-up Based Autoresponders			●	
Email Action-based Autoresponders			●	
Calendar-based Autoresponders			●	
Custom Date Field based Autoresponders			●	
Closed Group Autoresponders			●	
Smart Series Autoresponders			●	
Autoresponder Summary Report			●	
Opt-In Confirmation				
Design & Customize Opt-in Forms	●	●	●	●
Add Company Logo to Opt-in Forms	●	●	●	●
Customize Confirmation Page	●	●	●	●
Send Opt-in Confirmation Emails	●	●	●	●
Customize Opt-in Confirmation Emails	●	●	●	●
Add to address book - vCard	●	●	●	●
Ecommerce Email Marketing				
Campaign creation	●	●	●	●
Web store tracking and reports	●	●	●	●
Coupon code sync	●	●	●	●
Product content sync	●	●	●	●
Purchase follow-ups			●	
Abandoned cart follow-ups			●	

Features	Forever Free	Email-Based Plan	Most Popular Subscriber-Based Plan	Pay-As-You-Go
SMS Campaigns				
SMS Gateways			●	
Batch Sending			●	
Reporting and Analytics			●	
Social Media Marketing				
Share Email Campaigns on Social Media	●	●	●	●
Facebook Page Marketing		For Pages having more than 2,000 fans	For Pages having more than 2,000 fans	
Post Campaigns	1 account / social network / user	Unlimited	Unlimited	1 account / social network / user
Automatic Posting on Facebook, Twitter & LinkedIn	●	●	●	●
Promote page through email campaigns			●	
Campaign Tracking & Reporting				
Recipient Activity Reports	●	●	●	●
Bounces & Unsubscribe Rates	●	●	●	●
Open Rates	●	●	●	●
Click-Through Rates	●	●	●	●
Spam Complaints	●	●	●	●
Location Based Reports	●	●	●	●
Device Specific Reports	●	●	●	●
Email Campaign based Reports	●	●	●	●
Mailing List based Reports	●	●	●	●
Share Reports	●	●	●	●
Social Campaigns Statistics	●	●	●	●
Advanced Analytics With Google Analytics	●	●	●	●
Forwards (Tell a Friend)	●	●	●	●
Developer API				
Campaign Management	●	●	●	●
List Management	●	●	●	●
Call back URLs	●	●	●	●

Features	Forever Free	Email-Based Plan	Most Popular Subscriber-Based Plan	Pay-As-You-Go
Integrations				
Zoho CRM	•	•	•	•
Zoho Creator	•	•	•	•
Zoho Survey	•	•	•	•
Zoho Contacts	•	•	•	•
Zoho Invoice	•	•	•	•
Zoho Books	•	•	•	•
Zoho Recruit	•	•	•	•
Zoho Meeting	•	•	•	•
Zoho Commerce	•	•	•	•
Zoho Flow	•	•	•	•
Zoho Desk	•	•	•	•
Zoho Backstage	•	•	•	•
SugarCRM	•	•	•	•
Salesforce	•	•	•	•
Google Workspace	•	•	•	•
Tracking URLs with Google Analytics	•	•	•	•
Eventbrite	•	•	•	•
SurveyMonkey	•	•	•	•
Shopify	•	•	•	•
Facebook	•	•	•	•
Twitter	•	•	•	•
LinkedIn	•	•	•	•
Tumblr	•	•	•	•
YouTube For video email campaigns	•	•	•	•
Vimeo for video email campaigns	•	•	•	•
Flickr Add images to the template gallery	•	•	•	•
Google Photos Add images to the template gallery	•	•	•	•

Features	Forever Free	Email-Based Plan	Most Popular Subscriber-Based Plan	Pay-As-You-Go
Gravatar	●	●	●	●
Bigstock	●	●	●	●
PayPal	●	●	●	●
Litmus			●	
Giphy	●	●	●	●
GoToWebinar	●	●	●	●
Evernote	●	●	●	●
Dropbox	●	●	●	●
OneDrive	●	●	●	●
Box	●	●	●	●
Unsplash	●	●	●	●
Unbounce	●	●	●	●
Wistia	●	●	●	●
Zoom	●	●	●	●
HubSpot	●	●	●	●
MS Dynamics 365	●	●	●	●
Zendesk	●	●	●	●
BigCommerce	●	●	●	●
WooCommerce	●	●	●	●
Campaign management				
Email limits			●	
Managerial approval			●	
Roles and Privileges	●	●	●	●
Custom Roles			●	
Folders	●	●	●	●
Favorites	●	●	●	●
Marketing Calendar	●	●	●	●

Features	Forever Free	Email-Based Plan	Most Popular Subscriber-Based Plan	Pay-As-You-Go
Webhook				
Mailing list notification			●	
Sent campaign notification			●	

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www.zoho.com/crm

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