

EDITION COMPARISON DOCUMENT

Zoho CRM or Begin? Picking the right CRM system for your needs

zoho.com/begin



Begin
by **ZOHO** CRM

FEATURES	Begin Free	Zoho CRM Free	Begin Express	Begin Premier	Zoho CRM Standard	Zoho CRM Professional	Zoho CRM Enterprise	Zoho CRM Ultimate
PRICING (Local taxes (VAT, GST, etc.) will be charged in addition to the prices mentioned.)								
Billed Yearly	Free for 1 user	Free for 3 users	\$7/user/month	\$12/user/month	\$14/user/month	\$23/user/month	\$40/user/month	\$52/user/month
Billed Monthly	Free for 1 user	Free for 3 users	\$9/user	\$15/user	\$20/user	\$35/user	\$50/user	\$65/user
SALES FORCE AUTOMATION								
Lead and Contacts Management	●	●	●	●	●	●	●	●
Accounts/Companies Management	●	●	●	●	●	●	●	●
Deal Management	●	●	●	●	●	●	●	●
Tasks, events and notes	●	●	●	●	●	●	●	●
Sales Forecasting					●	●	●	●
Macros						●	●	●
Multiple currencies				●	●	●	●	●
Signals			●	●		●	●	●
Advanced filters	●	●	●	●	●	●	●	●
Lead Scoring					●	●	●	●
Scoring rules					10 rules/module	20 rules/module	30 rules/module	50 rules/module

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Assignment rules						●	●	●
Reminders	●		●	●	●	●	●	●
Email parser							●	●
Email Association with Deals						●	●	●
PRODUCT CUSTOMIZATION								
Customize related lists tabs	●	●	●	●	●	●	●	●
Rename tabs		●			●	●	●	●
Custom list views	5/Module	5/Module	25/Module	50/Module	50/Module	Unlimited	Unlimited	Unlimited
Custom fields			10 fields/ module	25 fields/ module	10 fields/ module	155 fields/ module	300 fields/ module	500 fields/ module
Custom links						10/module	10/module	50/module
Custom modules							100 modules (2 modules/ user license)	500 modules (5 modules/ user license)
Custom buttons							50/module	250/module
Sandbox							●	●
Page layouts							3/module	6/module
Canvas view					1 views/user/ org	3 views/user/ org	5 views/user/ module	25 views/user/ module

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Layout Rules							10/layout	10/layout
Validation Rules						5 rules/layout	10 rules/layout	25 rules/layout
Subforms							2/module	5/module
Translations							●	●
Unique fields			2 fields/module	2 fields/module	2 fields/module	2 fields/module	2 fields/module	2 fields/module
AUTOMATION & PROCESS MANAGEMENT								
Workflow Rules	3 Rules (1 Condition/ Rule)	10 Rule/ Module	10 Rules (1 Condition/ Rule)	30 Rules (1 Condition/ Rule)	30 rules/ module 5 conditions/ rule	80 rules/ module 5 conditions/ rule	125 rules/ module 10 conditions/ rule	150 rules/ module 10 conditions/ rule
Mass Emails		150 emails/day	150 emails/day	300 emails/day	250/day/org	500/day/org	1000/day/org	2000/day/org
Individual emails	50/user/day	50/user/day	300/user/day	300/user/day	300/user/day	300/user/day	300/user/day	300/user/day
Stage Transition Rules				●			●	●
Approval Process							●	●
Workflow scheduling				●	●	●	●	●
Blueprint - Process Management						3	50	100

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Webhooks						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)
Workflow Emails (Max limit per day. Actual limit will vary based on user licenses)		150 emails/day	5000 emails/day	5000 emails/day	5000 emails/day	10,000 emails/day	25,000 emails/day	50,000 emails/day
ANALYTICS								
Charts	●	●	●	●	●	●	●	●
KPI			●	●	●	●	●	●
Funnels							●	●
Target Meter							●	●
Comparator							●	●
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	20 Dashboards	10 Dashboards	Unlimited	Unlimited	Unlimited

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EMAIL								
Email templates	5	10	20	40	100	Unlimited	Unlimited	Unlimited
Email Insights			●	●	●	●	●	●
Email opt-out	●	●	●	●	●	●	●	●
Email relay						10 relay servers	20 relay servers	20 relay servers
BCC dropbox for email					●	●	●	●
Email Authentication		1 Domain			5 Domains	10 Domains	20 Domains	20 Domains
Marketing campaigns					●	●	●	●
Auto-responders							3 autoresponders	5 autoresponders
Zoho CRM for Google Ads						●	●	●
WEB FORMS								
Web-to-contacts form	1 form	1 form	3 forms	5 forms	5 forms	10 forms	20 forms	100 forms
Approve records	●	●	●	●	●	●	●	●
Notify owner			●	●	●	●	●	●

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TEAM COLLABORATION								
Tagging			5 tags/record 10 tags/ module	5 tags/record 30 tags/ module	5 tags/record 20 tags/ module	10 tags/record 60 tags/ module	10 tags/record 100 tags/ module	10 tags/record 200 tags/ module
Motivator (formerly Gamescope)						●	●	●
Calendar		●			●	●	●	●
Calendar sync through CalDAV					●	●	●	●
Calendar Booking					●	●	●	●
Status updates		●			●	●	●	●
Direct messages		●			●	●	●	●
Attach files to feeds		●			●	●	●	●
Follow-up rules		●			●	●	●	●
Groups for team collaboration					●	●	●	●
INVENTORY MANAGEMENT								
Products Module	●		●	●		●	●	●
Price books						●	●	●
Sales quotes						●	●	●

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Sales orders			On integration with Zoho Books	On integration with Zoho Books	On integration with Zoho Books	●	●	●
Invoices			Free integration with Zoho Invoice	Free integration with Zoho Invoice	Free integration with Zoho Invoice	●	●	●
Vendors						●	●	●
Purchase orders						●	●	●
DOCUMENT LIBRARY								
File Attachments	●	●	●	●	●	●	●	●
Folder sharing		●			●	●	●	●
File versioning		●			●	●	●	●
Reviews		●			●	●	●	●
FILE STORAGE								
Free storage/org	1 GB	1 GB	1 GB	1 GB	1 GB	1 GB	1 GB	5 GB
Free storage/user license			512 MB	512 MB	512 MB	512 MB	1 GB	1 GB
Additional file storage			\$4/month/5GB	\$4/month/5GB	\$4.6/month/5GB	\$4.6/month/5GB	\$4.6/month/5GB	\$4.6/month/5GB

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DATA ADMINISTRATION								
Data storage	500	5000 records (10 MB)	50,000 records	100,000 records	100,000 records (200 MB)	10 GB (5M records approx)	10 GB (5M records approx)	10 GB (5M records approx)
Import data (records/batch)	250	1000	10,000	10,000	10,000	20,000	30,000	50,000
Export module data	●	●	●	●	●	●	●	●
Free Data backup			2 backups/month	2 backups/month	2 backups/month	2 backups/month	2 backups/month	4 backups/month
Additional Data backup	\$5/request	\$12/request	\$5/request	\$5/request	\$12/request	\$12/request	\$12/request	\$12/request
De-duplicate data						●	●	●
Import history	Past 60 days	Past 60 days	Past 60 days	Past 60 days	Past 60 days	Past 60 days	Past 60 days	Past 60 days
SECURITY ADMINISTRATION								
Profiles	2	2	5	10	5	15	25	50
Organizational hierarchy (Roles)	2	2	5	10	5	25	250	500
Field-level security						●	●	●
Groups					20	30	50	250
Territory management							150	250
Audit Logs			●	●	●	●	●	●

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Allowed IPs					●	●	●	●
GDPR Compliance	●	●	●	●	●	●	●	●
ZOHO INTEGRATIONS								
Integration with Zoho Campaigns	●	●	●	●	●	●	●	●
Integration with Zoho Desk	●	●	●	●	●	●	●	●
Integration with Zoho Flow	●	●	●	●	●	●	●	●
Integration with Zoho Sites	●	●	●	●	●	●	●	●
Zoho PhoneBridge for Call Centers	●		●	●	●	●	●	●
Integration with Zoho Meeting		●	●	●	●	●	●	●
Integration with Zoho Analytics		●	●	●	●	●	●	●
Integration with Zoho Books		●	●	●	●	●	●	●
Integration with Zoho Invoice		●	●	●	●	●	●	●
Integration with Zoho Projects		●			●	●	●	●
Integration with Zoho SalesIQ		●			●	●	●	●
Integration with Zoho Cliq		●			●	●	●	●

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Integration with Zoho Survey					●	●	●	●
Integration with Zoho Social		●			●	●	●	●
Integration with Zoho Forms			●	●	●	●	●	●
Integration with Zoho Creator							●	●
Integration with Zoho Finance Suite						●	●	●
Integration with Zoho Webinar						●	●	●
Integration with Zoho Backstage							●	●
Zoho Mail Add-on						●	●	●
Zoho Writer Add-on						●	●	●
THIRD-PARTY INTEGRATIONS								
Zapier Integration	●	●	●	●	●	●	●	●
Plug-in for Microsoft Outlook							●	●
Plug-in for Microsoft 365			●	●		●	●	●
MS Teams Integration					●	●	●	●
Gmail add-on (G Suite)	●	●	●	●	●	●	●	●

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Export events to Google Calendar (G Suite)		●	●	●	●	●	●	●
Export to Google Tasks (G Suite)		●	●	●	●	●	●	●
Synchronize Google Calendar (G Suite)			●	●	●	●	●	●
Synchronize Google Contact (G Suite)			●	●	●	●	●	●
Slack Integration							●	●
Integration with online meeting providers					●	●	●	●
CRM Marketplace (Extensions & integrations)					●	●	●	●
DEVELOPER TOOLS								
APIs (Max allowed credits)		5000 credits/day/org.	●	●	100,000 credits/day/org.	500,000 credits/day/org.	1,000,000 credits/day/org (1000/user)	Unlimited (2000/user)
Mobile SDK							●	●
Web Apps SDK							●	●
Widgets							●	●
Connections							●	●
Functions					15,000 credits/day/org.	20,000 credits/day/org.	200,000 credits/day/org (500/user license)	Unlimited (1000/user license)

● Indicates the feature is available in this version.

\$ Indicates that the feature is available as a paid add-on.

Local pricing available in the following currencies:

USD, INR, EUR, GBP, AUD, AED, CNY, JPY, SGD, MXN, NGN, KES, EGP, ZAR.

Kindly visit the pricing page for more details.



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