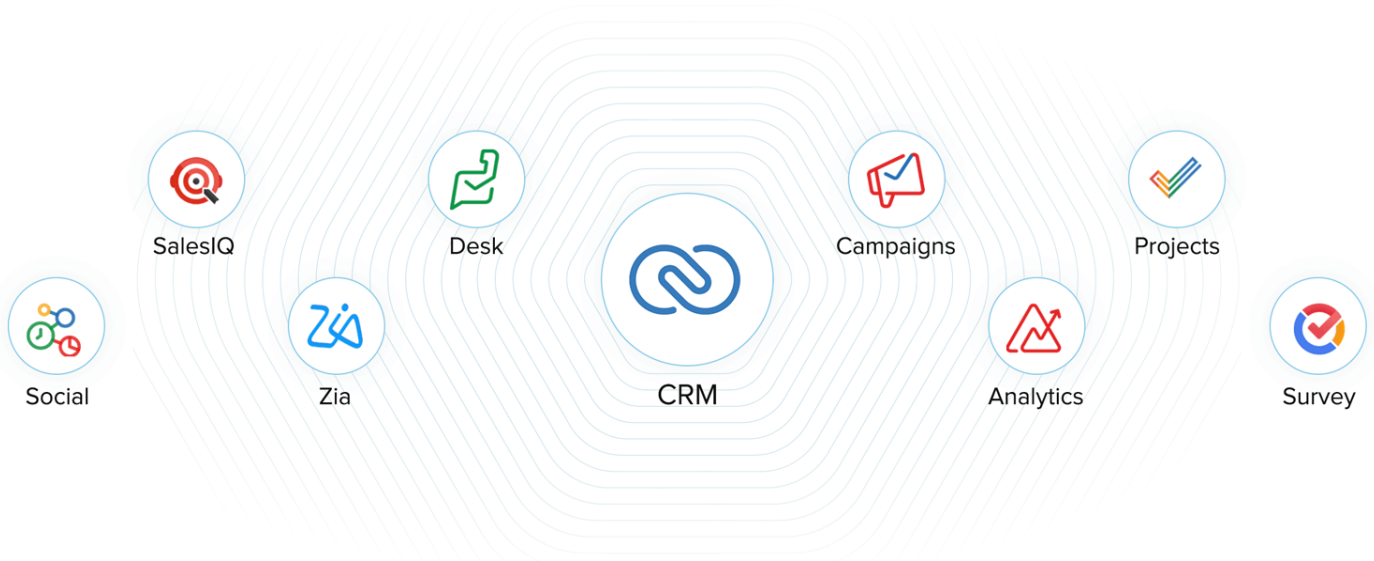


# ZOHO CRM Plus

## The Unified Customer Experience Platform.

Zoho CRM Plus empowers your sales, marketing, customer support and every other customer-facing team to work as one. With a completely unified interface, the platform enables businesses to get complete visibility on every customer interaction. The unified interface, unified admin panel, unified setup, unified search, and unified provisioning comes as one of its kind in the industry to help businesses deliver exceptional customer experiences.



## Your Benefits

- Create effective email campaigns to reach and interact with your prospects.
- Proactively chat with your website visitors and convert them into prospects.
- Create, schedule and deliver your social media content when your audience is most likely to engage.
- Manage your sales pipeline, spot opportunities, increase win rates and grow your business.
- Deliver unmatched customer service across multiple channels, languages and time zones.
- Plan, track and collaborate on client deliverables using our project management tools.
- From click to deal, it's all in one place. Drill down your Google AdWords campaigns and improve conversion rates.
- Gain data-driven insights on your sales performance with smart dashboards and KPIs.
- Gather opinions, analyze results and discover better ways to exceed customer expectations.

## What do I get with CRM Plus?

For a price of \$57 /user/month (paid annually), the Zoho CRM Plus platform offers you a unified platform powered by the following modules catering for each of your customer-facing teams:

1. CRM for sales automation
2. SalesIQ for visitor tracking
3. Desk for support management
4. Projects for projects collaboration
5. Campaigns for marketing automation
6. Social for social media management
7. Survey for customer surveys
8. Analytics for metrics and KPI

Along with Zia, an AI powered live-chat interface.

## CRM - Sales Force Automation

Feature	Availability
<b>Sales Force Automation</b>	
Leads	Yes
Contacts	Yes
Accounts	Yes
Deals	Yes
Activities - Tasks, Events, Calls & Notes	Yes
CRM views	Yes
Sales Forecasting	Yes
BCC dropbox for email	Yes
Email insights	Yes
Macros	Yes
Multiple currencies	Yes

Contextual custom related lists	Yes
SalesSignals	Yes
Custom signals	Yes
Advanced filters	Yes
Scoring rules	50 fields/module
Assignment rules	Yes
Reminders	Yes
Email parser	Yes
Email Association with Deals	Yes
Wizards	Yes
Multiple pipelines	Yes
Recurring Activities	Yes
<b>Product customization</b>	
Page customization	Yes
Rename tabs	Yes
Custom fields	500 fields/module
Picklist history tracking	Yes
Custom links	Yes
Web tabs	Yes
Custom modules	500 modules (5 modules/ user license)
Custom buttons	Yes
Sandbox	Yes
Page layouts	Yes
Canvas view	25 views/module
Layout rules	Yes
Validation rules	25 rules/layout

Subforms	Yes
Translations	Yes
Custom list views	Unlimited
Tab groups	Yes
<b>Automation and process management</b>	
Workflow rules	Yes
Approval process	Yes
Schedules	Yes
Active Blueprints	100
Webhooks per day	1/action 10,00,000 calls/day or 1000 calls/user/day Limit applicable for the org. (whichever is lower)
Email notifications per day	1,000 emails/user license, 50,000 emails/day (whichever is lower)
Review process	Yes
CommandCenter	Yes
<b>Prediction and artificial intelligence (ZIA)</b>	
Data enrichment	Yes
Zia voice - English only	Yes
Zia reminder	Yes
Best time to contact	Yes
Macro suggestion	Yes
Zia intelligence for automation	Yes
Prediction builder	20 prediction models/org
Assignment suggestion by Zia	Yes
Workflow suggestions by Zia	Yes
AI for emails	Yes
Recommendation engine	10 recommendation models/org

Image validation	20 rules/org
<b>Reports</b>	
Standard reports	Yes
Custom reports	Unlimited
Schedule reports	Yes
<b>Analytics and Measurement</b>	
Charts	Yes
KPI	Yes
Funnels	Yes
Target meter	Yes
Comparator	Yes
Cohorts	Yes
Quadrants	Yes
Anomaly detectors (Powered by Zia)	20 trends Additional 2/user (Maximum 100)
Standard dashboards	Yes
Custom dashboards	Unlimited
Webform analytics	Yes
Webform A/B testing	Yes
Analytics Mobile App - Analytics Studio	Yes
Analytics - Enhancements in Anomaly Component with notifications in Zia	Yes
Workflow reports	Yes
<b>Social (CRM)</b>	
Enrich data with Twitter profile	Yes
Enrich data with Facebook profile	Yes
Social tab	Yes
Automated lead generation from social media	Yes

Social interaction with leads/ contacts	Yes
Social Lite	Yes
<b>Marketing automation (CRM)</b>	
Email templates	Unlimited
Email opt-out	Yes
Website visitor tracking	Yes
Mass email	Yes
Email relay	Yes
Email authentication	Yes
Marketing campaigns	Yes
Marketing attribution	Yes
Custom segmentation	Yes
Auto responders	Yes
CRM for Google Ads	Yes
<b>Webforms</b>	
Web-to-lead form	100 forms/ module
Web-to-contact form	100 forms/ module
Web-to-case form	Yes
Notify owner	Yes
<b>Team Collaboration</b>	
Gamescope	Yes
Calendar	Yes
Calendar sync through CalDAV	Yes
Calendar booking	Yes
Status updates	Yes
Direct messages	Yes
Attach files to feeds	Yes

Follow-up Rules	Yes
Groups for team collaboration	Yes
Tagging	Yes
<b>Inventory Management</b>	
Products	Yes
Price Books	Yes
Quotes	Yes
Sales Orders	Yes
Invoices	Yes
Vendors	Yes
Purchase Orders	Yes
<b>Customer support</b>	
Cases	Yes
Solutions	Yes
Web-to-case form	100 forms/module
Business hours	Yes
Case escalation rules	Yes
<b>User portal</b>	
Portals	Yes
<b>Document Library</b>	
Folder sharing	Yes
Attach documents	Yes
File versioning	Yes
Reviews	Yes
<b>File storage</b>	
Free storage/ org	5 GB
Free storage/ user license	1GB



Additional file storage	\$5.75/month/5GB
<b>Data administration</b>	
<b>(1-200 users)</b>	
Data storage	10 GB (5M records approx)
Additional storage per user license	100 MB
Additional data storage	\$4/100 MB
<b>Data administration (Above 200 users)</b>	
Data storage	30 GB (15M records approx)
Additional storage per user license	100 MB
Additional data storage	\$2/100 MB
Import data (per batch)	50,000 records
Export module data	Yes
Free data backup	4 backups/ month
Additional data backup	\$12/request
De-duplicate data	Yes
Import history	Yes
<b>Security administration</b>	
Profiles	Yes
Organization hierarchy (Roles)	Yes
Reporting hierarchy	Yes
Field-level security	Yes
Data sharing rules	100 rules/ module
Groups	250
Record-level sharing	Yes
Data encryption (EAR)	Yes
Territory management	250 territories
Audit logs	Yes

Allowed IPS	Yes
GDPR Compliance	Yes
<b>Developer tools</b>	
Mobile SDK	Yes
Web apps SDK	Yes
Widgets	Yes
Connections	Yes
API	Unlimited credits/day/org (2000/user license).
Functions	Unlimited credits/day/org (1000/user license).
<b>Add-ons and integrations</b>	
Online meetings	Zoom, GoToMeeting 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, Zoho Flow and 26 others
Storage	Google Drive, Dropbox, Zoho Workdrive and 4 others
Analytics	Google Analytics, dotConnect and 10 others
Email marketing	Mailchimp and 4 others
Customer Service	Zendesk, Zoho Desk and 15 others
Finance	PayPal, Quickbooks, Pay U, Zoho Finance Suite Integration and 18 others
Business operations	Amazon Seller Central, FedEx Rate Comparator and Shipment Tracking and 15 others
<b>Integration with Microsoft</b>	
Plug-in for Microsoft Outlook	Yes
Integration with Microsoft 365	Yes

<b>Integration with G-suite</b>	
Zoho CRM contextual gadget for Gmail	Yes
Export events to Google Calendar	Yes
Export to Google Tasks	Yes
CRM web forms for Google Sites	100/module
Synchronize Google Calendar	Yes
Synchronize Google Contact	Yes

## SalesIQ - Visitor Tracking & Sales Intelligence

<b>Features</b>	
Brands	1
<b>Branding</b>	
Company favicon	Yes
Company logo	Yes
<b>For operators</b>	
Roles and permissions	Yes
Chat volume per month	Unlimited
Departments	25 + (number of brand purchased x 3)
Proactive chat trigger rules	100
Chat routing rules	100
Visitor routing rules	25
Block IP	Yes
Abusive content management	10 content libraries
Chat translation	Yes
Chat transfer	Yes

Group chat with customers	Yes
Chat history	Unlimited
Concurrent chat limit	Yes
Brand-specific business hours	Yes
Department based email configuration	Yes
Email templates	Unlimited
Company profile enrichment using Zia	Yes
Operator chat monitoring	Yes
<b>Website visitor tracking</b>	
Live tracking dashboard	Yes
Number of visitors tracked per month	200K
Lead scoring rules	100
Company scoring rules	100
<b>CHATBOTS</b>	
Custom chatbots	10
Answer Bot Zia	Yes
<b>PEOPLE</b>	
Visitors	Yes
Contacts	Yes
Company	Yes
Export People data	Yes
<b>For your customers</b>	
Offline messaging	Yes
Visitor-side chat history	Yes
Reopen a chat	Yes
Credit card masking	Yes
<b>Media</b>	
File sharing	Yes

Click to call	Yes
Screen sharing	Yes
<b>Resources</b>	
Articles	Unlimited
FAQs	Unlimited
UAQ	Yes
Canned replies	5000
Small talks	10
Business terms	Yes
<b>Channels</b>	
Website	Yes
Mobile app	Yes
Email Signature	Yes
Telegram	Yes
<b>Custom Tools</b>	
Widgets	50
Brand-specific widgets	5
Form controller	100
Admin webhooks	3
Data webhooks	10
<b>Reports</b>	
Daily reports	Yes
Weekly stats	Yes
Monthly stats	Yes
<b>Plugins</b>	
Wordpress	Yes
OpenCart	Yes
Joomla	Yes

Drupal 7	Yes
Drupal 8	Yes
OSCommerce	Yes
Cs-cart	Yes
Magento	Yes
WooCommerce	Yes
PrestaShop	Yes
Sharepoint	Yes
Facebook	Yes
<b>Integrations</b>	
Zoho CRM	Yes
Zoho Desk	Yes
Zoho Assist	Yes
Zoho Analytics	Yes
Zoho Campaigns	Yes
MailChimp	Yes
Zendesk	Yes
Salesforce CRM	Yes
ClearBit	Yes
Leadberry	Yes
Cloud telephony and PBX	Yes
<b>Applications</b>	
DESKTOP APPS	Yes
OPERATOR MOBILE APP	Yes
APPLE TV APP	Access on 100 devices

## Desk - Customer Service Management

<b>Feature</b>	<b>Availability</b>
<b>Ticket Management</b>	
E-mail tickets	Yes
Comment in ticket	Yes
Spam tickets	Yes
Ticket history	Yes
Ticket resolution note	Yes
Ticket tags	50 tags/ticket
Product based Ticket Tracking	Yes
Add resolution as KB	Yes
Followers	Yes
Customer Happiness Ratings	Yes
Suggested articles	Yes
Merge tickets	Yes
Split tickets	Yes
Clone ticket	Yes
Ticket timeline	Yes
Time entry	Yes
Approvals	Yes
Team ownership	Yes
Ticket sharing	Yes
Send as email	Yes
<b>Agent productivity</b>	
Quick Ticket View (Peek View)	Yes
Response Editor with rich text support	Yes
Advanced Search	Yes
Response Draft	Yes

Table View	Yes
Search Facet	Yes
Snippets for Faster Response	Yes
Email Templates in Reply Editor	Yes
Work Modes	Yes
Keyboard Shortcuts	Yes
Review Ticket Replies	Yes
Gamescope for agents	Yes
<b>Real time collaboration</b>	
Real Time Updates in Ticket List & Detail View	Yes
Real Time Ticket Count in Starred Views	Yes
Team Feeds	Yes
Agent Collision Detection	Yes
Agent Collision Chat	Yes
Agent Collision Reply Avoidance	Yes
<b>Customer Support Channels</b>	
Email channel	100 support emails
Help center	Yes
Advanced webforms	20
Twitter	2 Brands
Facebook	2 Brands
Community Forums	Yes
Telephony	Yes
Live Chat	Yes
<b>Helpdesk automation</b>	
Notification rules	Yes
Macros	30/ Department



Supervise-Time-based reviews	30/ Department
Workflow rules	30/ Department/module
Custom functions in workflows	Yes
Schedules	10/ Department
Field watching - Trigger on specific field updates	Yes
<b>Ticket assignment rules</b>	
Direct Assignment to Agents and Teams	30
Round-Robin Ticket Assignment by Load Balancing	15/ Department
<b>Advanced process management - Blueprints</b>	
Active Blueprints	20/ Department
Transitions per Blueprint	100
Common Transitions per Blueprint	5
Fields and Actions per Transition	30
State Level SLAs & Escalations	Yes
Custom Functions in Blueprints	Yes
<b>Service level agreements (SLA's)</b>	
Number of SLAs	20/ Department
Stop the SLA Clock (On Hold State)	Yes
Multi-Level Escalations	Yes
Customer Based SLA	Yes
Contract Management in SLA	Yes
<b>Helpdesk working hours</b>	
Business hours	100
Holiday list	100
<b>Helpdesk customization</b>	
Custom email templates	Yes
Customize tabs	Yes

Custom views	Yes
Customize form fields	Yes
Custom fields	230 fields/module
Custom ticket status and status grouping	Yes
Field Dependencies	Yes
Teams	Yes
Ticket Templates	Yes
Department Specific Layout	Yes
Layout Rules	Yes
Validation Rules	Yes
<b>Artificial intelligence</b>	
Reply Assistant	Yes
Sentiment Predictions	Yes
Ticket Auto Tagging	Yes
Anomaly Notifications	Yes
KB Conversation Assistant/ASAP	Yes
Zia Voice and Skill Builder	Yes
<b>Re-Branding</b>	
Custom Domain Mapping	Yes
Remote Authentication	Yes
Multi Language Support	Yes
<b>Multi-department management</b>	
Multiple department Support Tracking	50
All-department view of tickets	Yes
Department Based Signatures	Yes
Department Specific Product Handling	Yes
<b>Help Center</b>	

Private Knowledge Base for Agents	Yes
Public Knowledge Base	Yes
Knowledge Base Dashboards	Yes
Community	Yes
Community Dashboard	Yes
Community gamification	Yes
Article versioning	Yes
301 re-direction	Yes
ASAP	Yes
Answer Bot in ASAP	Yes
Live Chat in ASAP	Yes
Google Analytics Integration	Yes
Themes Gallery	Yes
CSS Customization	Yes
Custom Widgets	Yes
Multi-brand Help Center	Yes
HTML Customization	Yes
<b>Customer management</b>	
Contact & Account Information Management	Yes
Private Notes for Contacts & Accounts	Yes
Dedicated Owners for Contacts & Accounts	Yes
Contact & Account Insights	Yes
Deduplicate Contacts & Accounts	Yes
Contact & Account Custom Fields	230 fields
Merge Contacts	Yes
Merge Accounts	Yes
Follow Contacts & Accounts	Yes

Contact to Product Association	Yes
Custom Views for Customers	Yes
Secondary Contact (Cc's)	Yes
Contacts to Multiple Accounts	Yes
<b>Time tracking</b>	
Manual Ticket Time Tracking	Yes
Auto Ticket Time Tracking	Yes
Activity Time Tracking	Yes
Billing Preferences	Yes
<b>Activity</b>	
Tasks	Yes
Events	Yes
Calls	Yes
<b>Time tracking</b>	
Manual Ticket Time Tracking	Yes
Auto Ticket Time Tracking	Yes
Activity Time Tracking	Yes
Billing Preferences	Yes
<b>Products</b>	
Product Based Ticket Tracking	Yes
Associate Products to Contacts	Yes
Associate Products to Accounts	Yes
Dedicated Owner for Products	Yes
Custom Fields for Products	230 fields
Custom Views for Products	Yes
<b>Analytics</b>	
Standard Reports	Yes

Prepopulated Reports	Yes
Custom Reports	Yes
Export Reports to CSV, XLS or PDF	Yes
Custom Dashboards	Yes
Ticket Overview Dashboard	Yes
Headquarters Dashboard	Yes
Response, Resolution & FCR Dashboards	Yes
Ticket Status Dashboard	Yes
Customer Happiness Dashboard	Yes
Knowledge Base Dashboard	Yes
Community Dashboard	Yes
Calls Reports and Dashboards	Yes
SLA Dashboards	Yes
Telephony Agent Availability	100
Schedule Reports	Yes
Blueprint Dashboard	Yes
ZIA Dashboard	Yes
All Department Analytics (Global Reports and Dashboards)	Yes
<b>Telephony</b>	
In-Product Call Notifications	Yes
Call-to-Ticket Conversion	Yes
Answer over-the-web	Yes
Answer over-the-phone	Yes
Call Logging	Yes
Call Transfer	Yes
Call Recording	Yes

Call Hold	Yes
Call Mute	Yes
Business Hours Configuration	Yes
Non-Business Hour Management	Yes
Call Queue Handling	Yes
Outbound Calls	Yes
Missed Call Management	Yes
Custom Greeting Configuration	Yes
Call Routing (Sequential & Simultaneous)	Yes
Call Waiting Message	Yes
Caller History	Yes
Voice Mail	Yes
Real-time Agent Availability	Yes
Call Reports and Dashboards	Yes
Multi-Level IVR	Yes
<b>Agents and permissions</b>	
Profiles	50
Roles	250
Field-Level Access Control	Yes
Data Sharing	Yes
Lite Agents	25
<b>Add-ons &amp; Integration</b>	
SMS Add-on	Yes
G Suite	Yes
Zoho BugTracker	Yes
Zoho CRM	Yes
Zoho Analytics	Yes

Zoho PhoneBridge for Call Centers	Yes
Zoho Assist	1 Free User
Zoho Cliq	Yes
Zoho SalesIQ	Yes
Atlassian Jira	Yes
Slack	Yes
Zoho Books/Invoice	Yes
Salesforce	Yes
Zapier	Yes
Office 365	Yes
MS Teams	Yes
Zoho PageSense	Yes
<b>Zoho Marketplace for Zoho Desk</b>	
Public Extensions	Yes
Private Extensions	Yes
<b>Mobile Apps</b>	
Zoho Desk App	Yes
Radar App for Zoho Desk	Yes
Single Sign-on	Yes
<b>Developer tools</b>	
Mobile SDK	Yes
API	Yes
<b>Data administration</b>	
Export Data	Yes
Import Data	Yes
Import History	Yes
<b>Data migration</b>	

Migration from other help desk	Yes
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## Projects - Project Management & Collaboration

Feature	Availability
<b>Basics</b>	
Projects	Unlimited
Client Users	5 * No. of user licenses purchased
Storage Space	120 GB
Project Templates	30
Pages & Chat	All projects
<b>Charts/reports</b>	
Chronology Gantt chart	Editable across Projects
Milestone Gantt chart	Editable across Projects
Resource utilization chart	Across Projects
Advanced Task / Issue Reports	Advanced
<b>Core features</b>	
Tags	Yes
Project Feeds	Yes
Task management	Yes
Document sharing	Yes
Import from MS Project	Yes
Calendar & Forums	Yes
Google Apps Integration	Yes
Project Custom Status	Yes
Task Custom Status	Yes



Subtasks	Yes
Task Duration (Hours/Days)	Yes
Reminders	Yes
Project Timeline Gantt	Yes
Task Dependency	Across projects (All four types)
Task layout	Create
Sync Google Tasks	Yes
Time tracking	Yes
Export projects	Yes
Custom Views	Yes
Recurring Tasks	Yes
Timesheet approval	Yes
Time Log restriction	Yes
Blueprint for Tasks	Yes
AI Chatbot powered by Zia	Yes
Project Budget	Yes
Work - Planned Hours (Planned vs Actual Report)	Yes
Business Hours	Yes
Weekends & Holidays	Yes
Strict Project	Yes
Task Rollup	Yes
Critical Path	Yes
Baseline	Yes
Project layout	Yes
Project Custom Fields	155
Task Custom Fields	235
Issue Custom Fields	120

Timesheet Custom Fields	55
Custom Profiles and Roles	Yes
Custom Domain	Yes
Teams	Yes
<b>Issue tracker</b>	
Import Issues (CSV, XLS & JIRA)	Yes
Add issues through email	Yes
Export issues	Yes
Notifications	Yes
Business Rules	Yes
Web to Issue Form	Yes
Link Issues	Yes
Custom Fields	Yes
Email Settings	Yes
SLA	Yes
Webhooks	Yes
Custom Issue Email Templates	Yes
<b>Integrations</b>	
Zoho CRM	Yes
Zapier	Yes
Zoho Meeting	Yes
Zoho Sprints	Yes
Zoho Invoice (For Invoice & Expenses)	Yes
Zoho Books (For Invoice & Expenses)	Yes
Zoho People	Yes
Dropbox	Yes
Zoho Analytics	Yes

GitHub	Yes
BitBucket	Yes
Crashlytics	Yes
Zoho Desk	Yes

## Campaigns - Email Marketing Campaigns

Feature	Availability
<b>Email newsletters</b>	
Pre-designed Newsletter Templates	Yes
Template Layouts	Yes
Drag-and-Drop Editor	Yes
Template Library	Yes
Import Email Templates	Yes
Import Template Content from Google Drive	Yes
Email attachments	Yes
<b>Mailing list management</b>	
Subscriber Management	5000 contacts/user license
Create Mailing Lists	Yes
Segmentation of Mailing Lists	Yes
Bulk segments	Yes
Custom Fields	Yes
Sync Leads & Contacts from CRM	Yes
Import Subscribers from XLS, XLSX, CSV	Yes
Mailing Lists Email Summary	Yes
Sign-up Forms	Yes

Bounce & Unsubscribe Automatic Removal	Yes
Sign-up Form Tracking	Yes
Workflow Trigger for Sign-up Forms	Yes
Subscriber scores	Yes
<b>Consent management</b>	
Send Consent Emails to Implied Subscribers	Yes
Send Follow-up Emails to Unresponsive Subscribers	Yes
Schedule Consent Campaign	Yes
Consent Campaign Reports	Yes
<b>Email marketing</b>	
Schedule email campaigns	Yes
Recipient timezone based delivery	Yes
Recipient optimal open time based delivery	Yes
Batch emails	Yes
Merge Tags	Yes
Dynamic content	Yes
RSS Email campaigns	Yes
Email polls	Yes
A/B Testing	Yes
Customize email header & footer	Yes
Email opened & Unopened recipients	Yes
Social sharing	Yes
Video email marketing	Yes
Recipient comments	Yes
Email Authentication Using SPF/Sender ID, Domain Key/DKIM	Yes
Compare email campaigns	Yes
Custom coupon email campaigns	Yes

E-commerce email campaigns	Yes
Survey email campaigns	Yes
Event follow-up email campaigns	Yes
Send Test emails	Yes
Email Campaign archives	Yes
Email Campaign reports	Yes
<b>Email marketing automation</b>	
Drag-and-drop Workflows	Yes
Workflow Templates	Yes
Workflow Path Tracing	Yes
Workflow Reports	Yes
Sign-up Based Autoresponders	Yes
Email Action-based Autoresponders	Yes
Calendar-based Autoresponders	Yes
Custom Date Field based Autoresponders	Yes
Closed Group Autoresponders	Yes
Smart Series Autoresponders	Yes
Autoresponder Summary Report	Yes
<b>Opt-in confirmation</b>	
Design & Customize Opt-in Forms	Yes
Add Company Logo to Opt-in Forms	Yes
Customize Confirmation Page	Yes
Send Opt-in Confirmation Emails	Yes
Customize Opt-in Confirmation Emails	Yes
Add to address book - vCard	Yes
<b>Ecommerce email marketing</b>	
Campaign creation	Yes

Web store tracking and reports	Yes
Coupon code sync	Yes
Product content sync	Yes
Purchase follow-ups	Yes
Abandoned cart follow-ups	Yes
<b>SMS Campaigns</b>	
SMS Gateways	Yes
Batch Sending	Yes
Reporting and Analytics	Yes
<b>Social media marketing</b>	
Share Email Campaigns on Social Media	Yes
Facebook Page Marketing	For Pages having more than 2,000 fans
Post Campaigns	Unlimited
Automatic Posting on Facebook, Twitter & LinkedIn	Yes
Promote page through email campaigns	Yes
<b>Campaigns tracking and reporting</b>	
Recipient Activity Reports	Yes
Bounces & Unsubscribe Rates	Yes
Open Rates	Yes
Click-Through Rates	Yes
Spam Complaints	Yes
Location Based Reports	Yes
Device Specific Reports	Yes
Email campaign reports	Yes
Mailing list based reports	Yes
Email campaign reports	Yes
Mailing list-based reports	Yes

Share Reports	Yes
Social Campaigns Statistics	Yes
Advanced Analytics with Google Analytics	Yes
Forwards (Tell a Friend)	Yes
<b>Developer API</b>	
Campaign Management	Yes
List Management	Yes
Callback URLs	Yes
<b>Integrations</b>	
Zoho CRM	Yes
Zoho Creator	Yes
Zoho Survey	Yes
Zoho Contacts	Yes
Bigin	Yes
Zoho Invoice	Yes
Zoho Books	Yes
Zoho Recruit	Yes
Zoho Meeting	Yes
Zoho Commerce	Yes
Zoho Flow	Yes
Zoho Desk	Yes
Zoho Backstage	Yes
SugarCRM	Yes
Salesforce	Yes
G Suite	Yes
Tracking URLs with Google Analytics	Yes
Eventbrite	Yes

SurveyMonkey	Yes
Shopify	Yes
Facebook	Yes
Twitter	Yes
LinkedIn	Yes
Tumblr	Yes
YouTube For video email campaigns	Yes
Vimeo for video email campaigns	Yes
Flickr Add images to the template gallery	Yes
Google Photos Add images to the template gallery	Yes
Gravatar	Yes
PayPal	Yes
Litmus	Yes
Giphy	Yes
GoToWebinar	Yes
Evernote	Yes
Dropbox	Yes
OneDrive	Yes
Box	Yes
Unsplash	Yes
Unbounce	Yes
Wistia	Yes
HubSpot	Yes
MS Dynamics 365	Yes
Zendesk	Yes
BigCommerce	Yes
WooCommerce	Yes



<b>Campaign management</b>	
Email limits	Paid(up to 100,000 contacts) - Unlimited, Paid(over 100,000 contacts) - 10 * number of contacts
Managerial approval	Yes
Roles and Privileges	Yes
Custom Roles	Yes
Folders	Yes
Favorites	Yes
Marketing Calendar	Yes
<b>Webhook</b>	
Mailing list notification	Yes
Sent campaign notification	Yes

## Social – Social Media Marketing

<b>Feature</b>	<b>Availability</b>
<b>Basics</b>	
Social channels	Facebook Page, Facebook Group, Twitter Profile, Instagram Business Profile, LinkedIn Profile, LinkedIn Company Page, YouTube Channel, & Google My Business listing.
Brand(s)	1
<b>General</b>	
Home dashboard	Yes
Recent Posts	Yes

Notifications	Yes
Livestream	Yes
Create custom roles	Yes
<b>Publishing and scheduling</b>	
Multi-channel Publishing	Yes
Custom Scheduling	Yes
Drafts	Yes
Published Posts	Yes
Scheduled Posts	Yes
Unpublished Posts	Yes
Publishing Calendar	Yes
Bulk Scheduler	
Repeat Posting	Yes
SmartQ	Yes
CustomQ	Yes
Pause/Resume Post	Yes
Audience targeting	Yes
RSS Feeds	20 Feeds
Custom video thumbnail	Yes
Schedule Retweets	Yes
Image library	Yes
Cloudpicker	Yes
UTM Parameters	Yes
Instagram first comment	Yes
Popular Posts	Yes
Post insights	Yes
Export posts	Yes

Discuss Posts	Yes
<b>URL Shortener</b>	
zurl link Shortener	Yes
Bit.ly Shortener	Yes
<b>Lead Ads</b>	
Facebook Lead Ads	Yes
LinkedIn Lead Ads	Yes
<b>Messages</b>	
Twitter Messages	Yes
Facebook Messages	Yes
<b>Monitoring</b>	
Monitoring dashboard	15 Columns
Facebook Page	Yes
Facebook Reviews	Yes
Facebook Page @mentions	Yes
Facebook visitor posts	Yes
Twitter timeline	Yes
Twitter likes	Yes
Twitter @mentions	Yes
Twitter keyword search	Yes
Twitter user search	Yes
Twitter lists	Yes
Instagram Hashtag search	Yes
Google My Business Questions	Yes
Google My Business Reviews	Yes
Lead/Contact interactions monitoring	Yes
<b>Connections</b>	

Connections dashboard	Yes
Most Engaged	Yes
Recently Engaged	Yes
Twitter Following/Followers	Yes
<b>Profile Information</b>	
CRM Leads	Yes
CRM Contacts	Yes
Mute/Block accounts	Yes
Connection interactions	Yes
<b>Team Collaboration</b>	
Collaborate dashboard	Yes
Workflow & approvals	Yes
Tagging discussions	Yes
Audio/Video call team member	Yes
Team member chat	Yes
<b>Reports</b>	
Reports dashboard	Yes
Published Post Stats	Yes
Summary Reports	Yes
All Reports & Analytics	Yes
Custom Reports	10 Dashboards/ Brand
Scheduled Reports	Yes
<b>Desk Integration</b>	
Create tickets from social updates	Yes
Chat with Desk Owner	Yes
Desk Reports	Yes
Desk Info for Connections	Yes

Rule-based Ticket Generation	Yes
View Ticket IDs	Yes
<b>CRM Integration</b>	
Add Leads to CRM	Yes
Chat with CRM Owner	Yes
CRM Reports	Yes
Connections - CRM Leads & Contacts	Yes
View CRM Status and Information	Yes
Rule-based Lead Generation	Yes
Monitor Leads/Contacts	Yes
<b>Others</b>	
Team Collaboration	Yes
ZSHARE Browser Extension	Yes

## Surveys - Customer Satisfaction Surveys

Feature	Availability
<b>Basics</b>	
Number of surveys	Unlimited
Questions per survey	Unlimited
Number of Responses (Billed Annually)	Unlimited
Number of Responses (Billed Monthly)	3000 responses/month
In-mail Surveys	Yes
iOS and Android	Yes
<b>Survey creation</b>	
Survey Builder in 26 Languages	Yes

250+ Templates	Yes
Question Types	All
Pagination	Yes
Label, Title, and Number	Yes
Embed Video	Yes
Embed Call Link	Yes
Mandatory Questions	Yes
Answer Validation	Yes
Randomize Answer Choices	Yes
Question Randomization	Yes
Export as PDF	Yes
Print Survey	Yes
<b>Advanced survey creation</b>	
Question Logic	Yes
Page Logic	Yes
End Page Logic	Yes
Auto Fill	Yes
Piping Logic	Yes
Scoring	Yes
Custom Variable	Yes
Respondent Variable	Yes
Translate Survey to 76 Languages	Yes
Translate Reports	Yes
Send Email Notifications	Yes
Trigger Functions	Yes
Track survey	Yes
<b>Survey branding</b>	

Complete Survey Design Customization	Yes
Custom Favicon	Yes
White Label Survey	Yes
Custom End Page	Yes
Add Logo	Yes
Remove Zoho Footer	Yes
<b>Response collection</b>	
Embed Survey in Website	Yes
Purchase Responses	Yes
Pop-up surveys	Yes
Disqualify Respondents	Yes
Anonymous Responses	Yes
Remove IP address	Yes
Email Distribution	Up to 60000/month
HTTPS Encryption	Yes
Share on Social	Yes
QR Code for Surveys	Yes
Collect Responses Offline	Yes
Kiosk + Auto Upload Mode in Offline Surveys	Yes
Number of Offline Devices	Unlimited
Spam Protection	Yes
Password Protection	Yes
Set Survey End Date	Yes
Limit Number of Responses	Yes
Number of Collectors	Unlimited
<b>Survey reports and analytics</b>	
Real-time Responses	Yes

Custom Report	Yes
Trend Report	Custom
Cross-tab Reports	Yes
Filters	Custom
Turf Analysis	Yes
Sentiment analysis	Yes
Print Reports	Yes
Export in XLS and CSV	Yes
Export in SPSS	Yes
Download Chart	Yes
View Respondent's IP	Yes
Download Report as PDF	Yes
<b>Collaboration</b>	
Share Survey	Yes
Invite Reviewers	Yes
Share Report	Yes
Share Survey Preview	Yes
<b>Integrations</b>	
Zoho CRM	Yes
Zoho Campaigns	Yes
MailChimp	Yes
Google Sheets	Yes
Zoho Sheet	Yes
URL callback notifications (webhook)	Yes
Tableau	Yes
Slack	Yes
Shopify	Yes



Eventbrite	Yes
Zendesk	Yes
Facebook	Yes
GSuite Marketplace	Yes

## Analytics - Advanced Analytics

Feature	Availability
<b>Essentials</b>	
Records/Rows	5M Rows
Reports & Dashboards	Unlimited
Workspaces	Unlimited
Query Tables	Unlimited
Formula Engine	Yes
Ask Zia!	Yes
Data Alerts	100
Data Snapshots	Yes
Access Logs	Yes
Activity Logs	Yes
Mobile Apps	Yes

<b>Connectors</b>	
Cloud Drives	Yes
Files & Feeds	Yes
Relational Databases	Yes
Cloud Databases	Yes
Import from Email	Yes
Zoho CRM	Yes
Salesforce CRM	Yes
Microsoft Dynamics CRM	Yes
HubSpot CRM	Yes
Stripe	Yes
Zoho Projects	Yes
Teamwork Projects	Yes
Zoho BugTracker	Yes
Zoho Finance	Yes
QuickBooks	Yes
Xero	Yes
Zoho Desk	Yes
Zendesk	Yes
Teamwork Desk	Yes
Zoho Campaigns	Yes
MailChimp	Yes
Zoho Survey	Yes
SurveyMonkey	Yes
SurveyGizmo	Yes
Facebook	Yes
Twitter	Yes

Bing Ads	Yes
YouTube	Yes
Google Ads	Yes
Google Analytics	Yes
Zoho Creator	Yes
Zoho Recruit	Yes
Zoho People	Yes
ME ServiceDesk Plus	Yes
ME SupportCenter Plus	Yes
<b>Collaboration</b>	
Make Public	Yes
Large Screen Display	Yes
Slideshow	Yes
Groups	Yes
Organization Admins	Yes
Workspace Admins	Yes
Private Links	Yes
<b>Schedules</b>	
Import	Unlimited
Email	100
Backup	Yes
<b>Extensibility</b>	
REST APIs for Integration	Yes
API Units	100,000 /day
Logo Rebranding	Yes
5x Performance	Yes

## CRM Plus Add-Ons

Features	Availability
CRM Plus - Support	Premium support- \$12 /user /month, Enterprise support - \$15 /user /month
CRM File Storage	Starts from \$5/5 GB/Month
SalesIQ - Visitors	Starts from \$25/25,000 Visitors/Month
Campaigns - Contacts	Starts from \$5 /500 contacts /month
Social - Brand	Starts from \$20/Brand/Month
Survey-Responses	Starts from \$6 /100 responses/ month
Analytics - Rows	Starts from \$10 /100,000 Rows /month
Projects and Desk - Lite users	Free for 25 Lite Users \$5/ user/ month or \$60/ user/ year for every additional

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