



Zoho Desk - Plan Comparison

Compare and select a plan that fits you the best

| | FREE | STANDARD | PROFESSIONAL | ENTERPRISE |
|-------------------------------|----------------|---------------------------|---------------------------|---|
| Pricing | | | | |
| Billed Annually | Free | INR 720/agent/month | INR 1200/agent/month | INR 2100/agent/month |
| Billed Monthly | Free | INR 1080/agent/month | INR 1800/agent/month | INR 2700/agent/month |
| Agent Limit | 3 Free Agents | Unlimited | Unlimited | Unlimited |
| Light Agent | - | INR 300/light agent/month | INR 300/light agent/month | 50 Free Light Agents (Add on INR 300/light agent/month) |
| TICKET MANAGEMENT | | | | |
| E-mail 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 | - | ✓ | ✓ | ✓ |
| Add Resolution as KB | - | ✓ | ✓ | ✓ |
| Followers | - | ✓ | ✓ | ✓ |
| Customer Happiness Ratings | - | ✓ | ✓ | ✓ |
| Suggested Articles | - | ✓ | ✓ | ✓ |
| Merge Tickets | - | ✓ | ✓ | ✓ |
| Split Tickets | - | ✓ | ✓ | ✓ |
| Clone Ticket | - | ✓ | ✓ | ✓ |
| Ticket Timeline | - | ✓ | ✓ | ✓ |
| Time Entry | - | ✓ | ✓ | ✓ |
| Approvals | - | - | ✓ | ✓ |
| Team Ownership | - | - | ✓ | ✓ |
| 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 | - | - | ✓ | ✓ |
| Gamescope for Agents | - | - | ✓ | ✓ |
| 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 | 1 Brand | 2 Brands |
| Facebook | - | 1 Brand | 1 Brand | 2 Brands |
| Community Forums | - | ✓ | ✓ | ✓ |
| 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 MANAGEMENT - 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 AGREEMENTS (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 | - | - | - | ✓ |
| HELP DESK WORKING HOURS | | | | |
| Business Hours | - | 1 | 1 | 100 |
| Holiday List | - | 1 | 1 | 100 |
| 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 | - | - | ✓ | ✓ |
| MULTI-DEPARTMENT | | | | |
| Multiple department Support Tracking | - | - | 10 | 50 |
| 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 | - | ✓ | ✓ | ✓ |
| 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 | - | ✓ | ✓ | ✓ |
| 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 | - | - | ✓ | ✓ |
| 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 INR 300/light agent | Add-on INR 300/light agent | 50 Free (Add-on - INR 300/light agent) |
| ADD-ONS & INTEGRATION | | | | |
| Zoho CRM | - | ✓ | ✓ | ✓ |
| Zoho Analytics | | ✓ | ✓ | ✓ |
| Zoho BugTracker | - | ✓ | ✓ | ✓ |
| G Suite | ✓ | ✓ | ✓ | ✓ |
| 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 | - | ✓ | ✓ | ✓ |
| 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 | ✓ | ✓ | ✓ | ✓ |
| DATA ADMINISTRATION | | | | |
| Export Data | ✓ | ✓ | ✓ | ✓ |
| Import Data | - | ✓ | ✓ | ✓ |
| Import History | - | ✓ | ✓ | ✓ |
| DATA MIGRATION | | | | |
| Migration from other help desk | - | ✓ | ✓ | ✓ |
| SUPPORT (24x5) | | | | |
| Email Support | ✓ | ✓ | ✓ | ✓ |
| Phone Support | - | ✓ | ✓ | ✓ |
| Chat Support | - | - | ✓ | ✓ |

[Get Started](#)