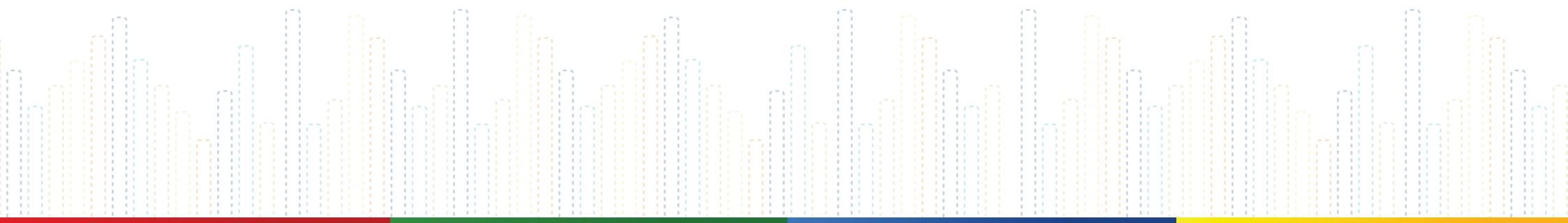




## Why Choose Zoho CRM over Freshsales

Zoho CRM is a meticulously crafted system that helps you streamline your organization-wide sales, marketing, customer support, and inventory management functions. In such a competitive market, the features provided by Zoho CRM are unmatched. Zoho CRM is totally user-friendly. Anyone can customize the system to their unique preferences, easily. Zoho CRM is light on the pocket when compared to our competitor, and comes with endless features and integrations.

With Zoho CRM's monthly pricing plans, we provide customers flexibility with no risk of vendor lock-in.





# Zoho CRM vs Freshsales

## Edition Comparison

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
<b>Pricing</b>	Free	Free	\$12 Per user/month billed annually \$18 month-to-month	\$12/user/month billed annually	\$35 Per user/month billed annually \$45 month-to-month	\$49/user/month billed annually	\$100 Per user/month billed annually	\$79/user/month billed annually
<b>Maximum no.of users</b>	3 users	Unlimited users	No upper limit	No upper limit	No upper limit	No upper limit	No upper limit	No upper limit
<b>Data storage (leads,contacts, etc.)</b>	25000 records	-	100,000 records	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>File storage (DOC, PDF, etc.)</b>	1 GB	-	1 GB/org + 512 MB/user	1 GB/user	1 GB/org + 1GB/user	1 GB/user	10GB/org + 1GB/user	1 GB/user
<b>Classic Support (FREE)</b>	Email Support only	✓	Yes (8 x 5 Phone and Chat)	Yes (Phone only)	Yes (8 x 5 Phone and Chat)	Yes (Phone only)	Yes (8 x 5 Phone and Chat)	✓
<b>Premium Support</b>	-	-	Yes (20% of license fee, 24 x 5 Phone and Chat support)	-	Yes (20% of license fee, 24 x 5 Phone and Chat support)	-	Yes (20% of license fee, 24 x 5 Phone and Chat support)	✓

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Enterprise Support	-	-	Yes (25% of license fee, 24 x 7 Phone and Chat support)	-	Yes (25% of license fee, 24 x 7 Phone and Chat support)	-	Yes (25% of license fee, 24 x 7 Phone and Chat support)	-
Dedicated Customer Relationship Manager	-	-	Yes (With Enterprise Support)	-	Yes (With Enterprise Support)	-	Yes (With Enterprise Support)	✓
<b>Sales automation</b>								
Leads	✓	✓	✓	✓	✓	✓	✓	✓
Accounts	✓	✓	✓	✓	✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓	✓	✓	✓
Opportunities	✓	✓	✓	✓	✓	✓	✓	✓
Tasks, call logs, calendar, notes	✓	✓	✓	✓	✓	✓	✓	✓
Feeds, Team Collaboration,	✓	-	✓	-	✓	-	✓	-
CRM view	✓	✓	✓	✓	✓	✓	✓	✓
Blueprint	-	-	-	-	-	-	200 BluePrint/ module	-
SalesSignals	-	-	-	-	✓	-	✓	-
Advanced Filters	✓	✓	✓	✓	✓	✓	✓	✓

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Macros	-	-	-	-	✓	-	✓	-
Scoring rules	-	✓	10/module	✓	30/module	✓	30/module	✓
Reminders	-	-	✓	-	✓	-	✓	-
Sales Forecasts	-	-	✓	-	✓	✓	✓	✓
Product catalogue	✓	-	✓	-	✓	-	✓	-
Competitor tracking	-	-	✓	-	✓	-	✓	-
GameScope	-	-	-	-	✓	-	✓	-
BCC dropbox for email	-	-	-	-	✓	-	✓	-
Email insights	-	-	✓	✓	✓	✓	✓	✓
Calendar sync via CalDAV	-	-	✓	-	✓	-	✓	-
<b>Social</b>								
User level FB & Twitter	✓	-	✓	-	✓	✓	✓	✓
Social Tab (Fb, Twitter, Google Plus)	-	-	-	-	✓	-	✓	-
Capture Leads from Facebook, Twitter	-	-	-	-	✓	-	✓	-
Social Interactions with Leads/ Contacts	-	-	-	-	✓	✓	✓	✓

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
<b>Artificial Intelligence</b>								
Zia Voice	-	-	-	-	10	-	Unlimited	-
Zia Reminders	-	-	-	-	✓	-	✓	-
Best time to contact by Zia	-	-	-	-	✓	-	✓	-
Conversation Predictions by Zia	-	-	-	-	✓	-	✓	-
Trend Analysis	-	-	-	-	✓	-	✓	-
Macro Suggestions	-	-	✓	-	✓	-	✓	-
Zia Intelligence for Automation	-	-	✓	-	✓	-	✓	-
Data enrichment by Zia	-	-	-	-	✓	-	✓	-
Lead and Deal prediction	-	-	-	-	✓	-	✓	-
Email Sentiment	-	-	-	-	Yes (Record level)	-	Yes (Smart filter and Notifications)	-
Lead Enrichment	-	-	-	-	Yes (Extension \$)	-	✓	-
<b>Marketing Automation</b>								
Web to lead capture	✓	✓	✓	✓	✓	✓	✓	✓

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Website visitor tracking	-	-	✓	-	✓	✓	✓	-
Campaigns	-	-	✓	2	✓	10	✓	25
Mass email	-	-	250/day	250/day	1000/day	1000/day	1000/day	2000/day
Auto-responders	-	-	-	✓	✓	✓	✓	✓
Integration with Google Ad-words	-	-	-	-	✓	-	✓	-
<b>Data Administration</b>								
Documents Storage	✓	-	✓	-	✓	1GB x No. of active users	✓	1GB x No. of active users
Data backup	\$10/request	-	2 data backups/ month (\$10/request)	-	2 data backups/ month (\$10/request)	-	4/month (i.e weekly free backup)	-
Export Module data	✓	-	✓	-	✓	-	✓	-
Import history	✓	-	✓	-	✓	-	✓	-
Notes & file attachment	✓	-	✓	✓	✓	✓	✓	✓
Folders search	✓	-	✓	-	✓	-	✓	-
<b>Customer Support</b>								
Cases	-	\$	-	\$	✓	\$	✓	\$

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Solutions (knowledge base)	-	\$	-	\$	✓	\$	✓	\$
Case assignment rules	-	\$	-	\$	20 rules and 50 rule entries	\$	50 rules and 100 rule entries	\$
Case escalation rules	-	\$	-	\$	✓	\$	✓	\$
<b>User Portal</b>								
Portals	-	-	-	-	Yes (First portal user type creation is free and upto 10k client users can be invited for free Creation of more than one portal user type will include pricing)	-	Yes (First portal user type creation is free and upto 10k client users can be invited for free. Creation of more than one portal user type will include pricing)	-
<b>Inventory Management</b>								
Inventory Management	-	-	-	-	✓	-	✓	-
Sales quotas	-	-	-	-	✓	-	✓	-
Sales orders	-	-	-	-	✓	-	✓	-
Purchase orders	-	-	-	-	✓	-	✓	-
Invoices	-	-	-	-	✓	-	✓	-

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Products	-	-	-	-	✓	-	✓	-
Price books	-	-	-	-	✓	-	✓	-
Vendors	-	-	-	-	✓	-	✓	-
Integrated procurement fulfillment	-	-	-	-	✓	-	✓	-
<b>Product Customization</b>								
Home page customization	✓	✓	✓	✓	✓	✓	✓	✓
List View Customization	-	-	-	-	✓	-	✓	-
Page Layouts	-	-	-	-	3/module	-	25/module	-
Layout Rules ( conditional layouts)	-	-	-	-	10/layout	-	10/layout	-
Validation Rules	-	-	-	-	Advanced	-	Advanced	-
Sub Forms	-	-	-	-	✓	-	✓	-
Translation Bench	-	-	-	-	✓	-	✓	-
Layout editor	✓	✓	✓	✓	✓	✓	✓	✓
Rename tabs	✓	✓	✓	✓	✓	✓	✓	✓
M: N relationship	-	-	-	-	✓	-	✓	-



FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Copy customization	-	-	-	-	✓	-	✓	-
Custom fields	-	-	-	-	302 fields/ module (Note: Activities module has only 230 fields)	300	500 fields/ module	300
Custom formula fields	-	-	-	-	15 fields/module	-	25 fields/module	-
Custom links	-	-	-	-	10 links/module	-	50 links/module	-
Custom modules	-	-	-	-	50	-	100	-
Custom buttons	-	-	-	-	✓	-	✓	-
Custom related lists	-	-	-	-	5/module	-	10/module	-
Tab groups	-	-	10	-	25	-	50	-
Web tabs	-	-	-	-	✓	-	✓	-
<b>Security Administration</b>								
Profiles	-	✓	5	✓	25	✓	50	✓
Roles	✓	✓	5	✓	250	✓	500	✓
Field level security	-	-	-	-	✓	-	✓	-
Data sharing rules	-	-	-	-	15 rules/module	-	50 rules/module	-

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Group level security	-	-	-	-	✓	-	✓	-
Record level sharing	-	✓	-	✓	✓	✓	✓	✓
Territory management	-	-	-	-	150	✓	250	-
Data Encryption ( EAR)	-	-	-	-	✓	-	✓	-
Audit Logs	-	-	✓	-	✓	-	✓	-
Allowed IP's	-	-	✓	-	✓	-	✓	✓
<b>CRM Analytics</b>								
Standard reports	✓	-	✓	✓	Unlimited	✓	Unlimited	✓
Custom reports	-	-	✓	-	✓	✓	✓	✓
Report scheduler	-	-	✓	-	✓	✓	✓	✓
Standard dashboards	-	-	✓	-	✓	✓	✓	✓
Custom dashboards	-	-	✓	-	Unlimited	-	Unlimited	-
Advanced CRM analytics	-	-	✓	-	✓	-	✓	-
Target	-	-	-	-	✓	-	✓	-

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Chart	✓	✓	✓	✓	✓	✓	✓	✓
KPI	-	-	✓	-	✓	-	✓	-
Funnel Analytics	-	-	✓	-	✓	-	✓	-
Target	-	-	-	-	✓	-	✓	-
Comparator	-	-	-	-	✓	-	✓	-
Anomaly Detection ( Powered by Zia )	-	-	-	-	✓	-	✓	-
<b>Workflow Management</b>								
Workflow rules	✓	-	✓	✓	✓	✓	✓	✓
Workflow alerts	✓	-	✓	-	✓	-	✓	-
Workflow tasks	✓	-	✓	✓	✓	✓	✓	✓
Workflow field updates	-	-	-	✓	3 field updates/ action	✓	3 field updates/ action	✓
Workflow approval	-	-	-	-	10	-	50	✓
Workflow Insights	-	-	-	-	✓	-	✓	-
Workflow Multiple Condition	-	-	5 conditions/rule	-	10 conditions/ rule	-	10 conditions/ rule	-

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
Webhooks	-	-	-	-	1/action, 20000 calls/day or 500 calls per user license for the org. (whichever is lower)	✓	50,000 calls/day or 1000 calls/ user license	✓
Schedules	-	-	-	-	✓	✓	✓	✓
Time-based actions	✓	-	✓	-	✓	✓	✓	✓
Custom function via Deluge script	-	-	-	-	✓	-	✓	-
<b>Mobile</b>								
iOS	✓	✓	✓	✓	✓	✓	✓	✓
Android	✓	✓	✓	✓	✓	✓	✓	✓
Mobile SDK	-	-	-	-	✓	✓	✓	✓
<b>Globalization</b>								
Multi-currency	-	✓	-	✓	✓	✓	✓	✓
Multi-language support	✓	✓	✓	✓	✓	✓	✓	✓
Time zone	✓	✓	✓	✓	✓	✓	✓	✓
Number, date, and calendar formats	✓	✓	✓	✓	✓	✓	✓	✓

FEATURE	Zoho CRM Free	Sprout Free	Zoho CRM Standard	Blossom	Zoho CRM Enterprise	Estate	Zoho CRM Ultimate	Forest
<b>Add-ons &amp; Integrations ***</b>								
Plug-in for Microsoft Outlook	-	-	-	-	✓	-	✓	-
Plug-in for Microsoft Office	-	-	-	-	✓	-	✓	-
Office 365 Integration	-	-	✓	-	✓	-	✓	-
Email integration (POP/IMAP)	-	-	-	✓	✓	✓	✓	✓
Gmail integration	✓	✓	✓	✓	✓	✓	✓	✓
Google apps integration	✓	✓	✓	✓	✓	✓	✓	✓
Slack Integration	-	-	✓	-	✓	-	✓	-
CTI- Hosted PBX systems	-	-	✓	\$	✓	\$	✓	\$
CTI- On-Premise PBX systems	-	-	✓	-	✓	-	✓	-
<b>Developers</b>								
Catalyst	-	-	-	-	✓	-	✓	-
Web services API	-	✓	✓	✓	✓	✓	✓	✓
Third-party Applications Integration	-	-	✓	✓	✓	✓	✓	✓

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











- Indicates the feature isn't available in this version.

✓ Indicates the feature is available in this plan.



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Ready to try Zoho CRM for your team?

GET STARTED

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