Zoho Desk - Plan Comparison

Compare and Select a Plan that Fits you the Best

	FREE	STANDARD	PROFESSIONAL	ENTERPRISE
Pricing				
Billed Annually	Free	€12/agent/month	€20/agent/month	€35/agent/month
Billed Monthly	Free	€18/agent/month	€30/agent/month	€45/agent/month
Agent Limit	3 Free Agents	Unlimited	Unlimited	Unlimited
Light Agent	-	€5/light agent/month	€5/light agent/month	50 Free Light Agents (Add on €5/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	-	-	✓	✓
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	-	-	-	✓
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	Unlimited
Holiday List	-	1	1	Unlimited
HELP DESK CUSTOMIZATION				
Custom Email Templates	Default Templates	✓	✓	✓
Customize Tabs	✓	✓	✓	✓
Custom Views	-	✓	✓	✓
Customize Form Fields	✓	✓	✓	✓

6-Dec-2019

Feature				
Custom Fields	-	50 fields/Module	150 fields/Module	230 fields/Module
Custom Ticket Status & Status Grouping	-	✓	✓	✓
Field Dependencies	-	✓	✓	✓
Teams	-	-	✓	✓
Ticket Templates	-	-	✓	✓
Department Specific Layout	-	-	✓	✓
BetaLayout Rules	-	-	-	✓
BetaValidation 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	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	-	✓	✓	✓

6-Dec-2019

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)	-	-	✓	✓
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 €5/light agent	Add-on €5/light agent	50 Free (Add-on - €5/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	-	-	✓	✓