



## Zoho Desk - Plan Comparison

	ENTERPRISE	PROFESSIONAL	FREE
<b>PRICING (PLUS TAX, AS APPLICABLE)</b>			
Billed Annually	£20 /agent/month	£10 /agent/month	Free
Billed Monthly	£24 /agent	£12 /agent	Free
Agent Limit	Unlimited	Unlimited	3 Free Agents
<b>TICKET MANAGEMENT</b>			
E-mail Response Management	Unlimited	Unlimited	Unlimited
Product based Ticket Tracking	Yes	Yes	Yes
Task Assignment	Yes	Yes	Yes
Ticket-level Time Tracking	Yes	Yes	-
Ticket Sharing	Yes	Yes	-
Customer Happiness Ratings	Yes	Yes	-
Contacts & Accounts Management	Yes	Yes	Yes
Response Editor with rich text support	Yes	Yes	Yes
Suggested Articles	Yes	Yes	Yes
Agent Collision Detection	Yes	Yes	Yes
Private Comments within tickets	Yes	Yes	Yes
Ticket Tags	Yes	Yes	Yes
Work Modes	Yes	Yes	Yes
Advanced Search	Yes	Yes	Yes
<b>CUSTOMER SUPPORT CHANNELS</b>			
Email Address for Tracking Tickets	Unlimited	10	1
Customer Portal	Yes	Yes	Yes
Web-to-Ticket Form	20	10	1
Social Media Platforms (Facebook and Twitter)	2 Brands	1 Brand	-

Community Forums	Yes	Yes	Yes
Phone Support	Yes	Yes	-
Built-in Live Chat	Yes	-	-
<b>ARTIFICIAL INTELLIGENCE</b>			
Sentiment Predictions	Yes	-	-
Ticket Tagging	Yes	-	-
Anomaly Notifications	Yes	-	-
Reply Assistant	Yes	-	-
Zia Voice and Skill Builder	Yes	-	-
<b>KNOWLEDGE BASE/SOLUTIONS</b>			
Number of Article Categories	Unlimited	Unlimited	Unlimited
Knowledge Base in Web Portal	Yes	Yes	Yes
Public & Private Articles	Yes	Yes	Yes
Convert ticket solutions to Articles	Yes	Yes	Yes
Article Image Gallery	Yes	Yes	Yes
Up-voting and down-voting for Articles	Yes	Yes	Yes
Article Versioning	Yes	Yes	-
301 Redirection	Yes	Yes	-
<b>HELP CENTER</b>			
Number of Portal Users	Unlimited	Unlimited	Unlimited
Custom Themes	Yes	Yes	Yes
Custom Widgets	Yes	Yes	Yes
Multi-brand Help Center	Yes	-	-
SEO for Help Center and individual Articles	Yes	Yes	Articles only
Suggested Articles	Yes	Yes	Yes
Forum Topic Recommendations	Yes	Yes	Yes

Knowledge Base Dashboard with Article Insights	Yes	Yes	Yes
Moderate Community posts	Yes	Yes	Yes
ASAP Plugin and SDKs	Yes	Yes	-
<b>RE-BRANDING</b>			
Domain Mapping	Yes	Yes	Yes
Remote Authentication	Yes	Yes	-
Multi-language Support	Yes	Yes	Yes
Set your Time Zone	Yes	Yes	Yes
<b>MULTI-DEPARTMENT MANAGEMENT</b>			
Number of Departments	Unlimited	10	1
All-department view of ticket data	Yes	Yes	Yes
<b>HELPDESK AUTOMATION</b>			
Workflow Rules	20/Department/Module	10/Department/Module	-
Time-based Rules	15/Department/Module	10/Department/Module	-
Ticket Assignment Rules	20 Rules	10 Rules	-
Round-Robin Ticket Assignment Rules	5 Rules/Department	5 Rules/Department	-
Macros	20/Department/Module	10/Department/Module	-
Notification Rules	Yes	Yes	Yes
Custom Functions using Deluge script	Yes	-	-
Active Blueprints per Module	20	1	-
Common Transitions per Blueprint	1	1	-
Transitions per Blueprint	50	10	-
Fields and Actions per Transition	20	10	-
Custom Functions in Blueprints	Yes	-	-
<b>SERVICE LEVEL AGREEMENTS (SLAS)</b>			
Number of SLAs	10/Department	5/Department	Priority-based SLA

Multi-Level Escalations	Yes	Yes	Single Level
Business Hours & Holiday List	Yes	Yes	-
<b>CONTRACT MANAGEMENT</b>			
Contract SLAs	Yes	-	-
<b>HELP DESK CUSTOMIZATION</b>			
Customize your Tabs & Fields	Yes	Yes	Yes
Custom Email Templates	Yes	Yes	Default Templates
Ticket Templates	Yes	-	-
Custom Views	Yes	Yes	Yes
Field Layouts	Yes	Yes	-
On Hold Status	Yes	Yes	Yes
<b>REPORTS &amp; DASHBOARDS</b>			
Custom Reports	Yes	Yes	-
Standard Dashboards	Yes	Yes	-
Custom Dashboards	Yes	Yes	-
Export Reports to CSV, XLS or PDF	Yes	Yes	Yes
Schedule Reports	Yes	-	-
Global Reports	Yes	-	-
Agent Dashboard (Agent Scorecard)	Yes	Yes	Yes
Manager Dashboard (The Headquarters)	Yes	Yes	Yes
Knowledge Base Dashboard	Yes	Yes	Yes
Ticket Overview Dashboard	Yes	Yes	Yes
Dashboard Gallery	Yes	Yes	Yes
<b>HELP DESK SECURITY</b>			
Profiles	30	15	2
Roles	250	5	2
Field-Level Access Control	Yes	Yes	-

Data Sharing Permission	Yes	-	-
Group your agents	Yes	-	-
<b>ADD-ONS &amp; INTEGRATION</b>			
Two-way sync with Zoho CRM	Yes	Yes	-
Integration with Zoho Reports	Yes	Yes	-
Integration with Zoho BugTracker	Yes	Yes	-
Integration with Zoho Assist	Yes	Yes	Yes
Integration with Zoho Books and Invoice	Yes	Yes	-
Integration with Zoho Chat	Yes	Yes	-
Integration with Zoho SalesIQ	Yes	-	-
Integration with G Suite	Yes	Yes	Yes
Zoho Assist Add-on	1 Free User	1 Free User	1 Free User
SMS Add-on	Yes	Yes	-
Integration with Atlassian Jira	Yes	Yes	-
Integration with Slack	Yes	Yes	-
<b>ZOHO MARKETPLCE FOR ZOHO DESK</b>			
Public Extensions	Yes	Yes	-
Private Extensions	Yes	Yes	-
<b>MOBILE EDITION</b>			
Radar App for Managers	Yes	Yes	Yes
iPad and iPhone devices	Yes	Yes	Yes
Android devices	Yes	Yes	Yes