



Zoho Desk - Plan Comparison

	FREE	EXPRESS	STANDARD	PROFESSIONAL	ENTERPRISE
Pricing ⓘ					
Billed Annually	Free	£ 5.60 / agent / month	£ 12 / agent / month	£ 18 / agent / month	£ 35 / agent / month
Billed Monthly	Free	£ 7.20 / agent / month	£ 16 / agent / month	£ 28 / agent / month	£ 40 / agent / month
Agent Limit	3 Free agents	5 Agents	Unlimited	Unlimited	Unlimited
Light Agent	-	-	£ 4.50 / light agent / month	£ 4.50 / light agent / month	50 Free Light Agents Add on £ 4.50 / light agent / month
⊖ TICKET MANAGEMENT					
E-mail tickets ⓘ	✓	✓	✓	✓	✓
Comment in ticket ⓘ	✓	✓	✓	✓	✓
Private conversations in ticket ⓘ	✓	✓	✓	✓	✓
Spam tickets ⓘ	✓	✓	✓	✓	✓
Ticket history ⓘ	✓	✓	✓	✓	✓
Ticket resolution note ⓘ	✓	✓	✓	✓	✓
Ticket tags ⓘ	10 / Ticket	10 / Ticket	20 / Ticket	30 / Ticket	50 / Ticket
Add resolution as KB ⓘ	-	✓	✓	✓	✓
Customer happiness ratings ⓘ	-	✓	✓	✓	✓
Suggested articles ⓘ	-	✓	✓	✓	✓
Merge tickets ⓘ	-	✓	✓	✓	✓
Split tickets ⓘ	-	✓	✓	✓	✓
Clone ticket ⓘ	-	✓	✓	✓	✓
Ticket timeline ⓘ	-	✓	✓	✓	✓
Read / Unread tickets ⓘ	-	✓	✓	✓	✓
Followers ⓘ	-	-	✓	✓	✓
Time entry ⓘ	-	-	✓	✓	✓
Approvals ⓘ	-	-	-	✓	✓
Team ownership ⓘ	-	-	-	✓	✓
Ticket sharing ⓘ	-	-	-	✓	✓
Send as email ⓘ	-	-	-	✓	✓
Mass reply ⓘ	-	-	-	✓	✓
Scheduled reply ⓘ	-	-	-	✓	✓
Parent-child ticketing ⓘ	-	-	-	✓	✓

⊖ AGENT PRODUCTIVITY					
Quick ticket view (Peek view) ⓘ	✓	✓	✓	✓	✓
Response editor with rich text support ⓘ	✓	✓	✓	✓	✓
Advanced search ⓘ	✓	✓	✓	✓	✓
Response draft ⓘ	✓	✓	✓	✓	✓
Table view ⓘ	-	✓	✓	✓	✓
Keyboard shortcuts ⓘ	-	✓	✓	✓	✓
Agent queue ⓘ	-	✓	✓	✓	✓
Teams queue ⓘ	-	-	-	✓	✓
Search facet ⓘ	-	-	✓	✓	✓
Snippets for faster response ⓘ	-	-	✓	✓	✓
Email templates in reply ⓘ	-	-	✓	✓	✓
Work modes ⓘ	-	-	✓	✓	✓
Review ticket replies ⓘ	-	-	-	✓	✓
Gamescope for agents ⓘ	-	-	-	✓	✓
Agent idle timeout ⓘ	-	-	-	✓	✓
⊖ 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	2	5	10	100
Help center ⓘ	✓	✓	✓	✓	✓
Feedback widget ⓘ	1	1	1	1 / department	1 / department
Advanced web forms ⓘ	1	1	5	10 / department	20 / department
X (Twitter) ⓘ	-	1 brand	1 brand	1 brand	2 brands (add-on brand available on request)
Facebook ⓘ	-	1 brand	1 brand	1 brand	2 brands (add-on brand available on request)
Instagram ⓘ	-	1 brand	1 brand	1 brand	2 brands (add-on brand available on request)
Community forums ⓘ	-	-	✓	✓	✓
Telephony ⓘ	-	-	-	✓	✓
Live chat ⓘ	-	-	-	-	✓

Instant Messaging					
WhatsApp ⓘ	-	-	Yes (Usage-based charges applied by WhatsApp)	Yes (Usage-based charges applied by WhatsApp)	Yes (Usage-based charges applied by WhatsApp)
Telegram ⓘ	-	-	✓	✓	✓
Wechat ⓘ	-	-	✓	✓	✓
LINE ⓘ	-	-	✓	✓	✓
Dashboard ⓘ	-	-	✓	✓	✓
WhatsApp sandbox ⓘ	-	-	✓	✓	✓
Canned messages ⓘ	-	-	✓	✓	✓
Auto-responses ⓘ	-	-	✓	✓	✓
WhatsApp template messages ⓘ	-	-	✓	✓	✓
Ticket conversion ⓘ	-	-	✓	✓	✓
Embeddable options ⓘ	-	-	✓	✓	✓
Profanity management ⓘ	-	-	✓	✓	✓
Chat transfer ⓘ	-	-	✓	✓	✓
Notifications ⓘ	-	-	✓	✓	✓
Custom workflows ⓘ	-	-	-	✓	✓
Help Desk Automation					
Notification rules ⓘ	✓	✓	✓	✓	✓
Macros ⓘ	2	2	5	15 / department	30 / department
Workflow rules ⓘ	-	1 / module (ticket module only)	5 / module	15 / department / module	30 / department / module
Supervise - Time-based rules ⓘ	-	-	5	15 / department	30 / department
Custom actions gallery in workflows ⓘ	-	-	-	✓	✓
Custom functions in workflows ⓘ	-	-	-	-	✓
Schedules ⓘ	-	-	-	-	10 / department
Field watching ⓘ	-	-	-	-	✓
Contract and support plans ⓘ	-	-	-	-	✓
Ticket Assignment Rules					
Direct assignment to agents and teams ⓘ	-	2	5	15	30
Round-robin ticket assignment by load balancing ⓘ	-	-	-	10 / department	15 / department
Active skills ⓘ	-	-	-	-	30 / department
Skill based ticket assignment ⓘ	-	-	-	-	✓
Round-robin sequential assignment ⓘ	-	-	-	✓	✓

⊖ ADVANCED PROCESS MANAGEMENT - BLUEPRINTS					
Active blueprints	i	-	-	-	1 / department 20 / department
Transitions per blueprint	i	-	-	-	20 100
Common transitions per blueprint	i	-	-	-	1 5
Fields and actions per transition	i	-	-	-	10 30
State level SLAs & escalations	i	-	-	-	✓ ✓
Dynamic transition owner	i	-	-	-	✓ ✓
Transitions draft (Partial transitions)	i	-	-	-	✓ ✓
Blueprint widget support	i	-	-	-	1 / transition 3 / transition
Strict mode controls	i	-	-	-	- ✓
Custom functions in blueprints	i	-	-	-	- ✓
⊖ SERVICE LEVEL AGREEMENTS (SLA's)					
Number of SLAs	i	Default priority based SLA	Default priority based SLA	4	10 / department 20 / department
Stop the SLA clock (On hold state)	i	Default for on-hold status (Not customizable)	✓	✓	✓ ✓
Multi-level escalations	i	-	✓	✓	✓ ✓
Customer based SLA	i	-	-	-	✓ ✓
Management in SLA	i	-	-	-	- ✓
⊖ HELP DESK WORKING HOURS					
Business hours	i	-	1	1	1 100
Holiday list	i	-	1	1	1 100
⊖ HELP DESK CUSTOMIZATION					
Custom email templates	i	Default templates	Default templates	✓	✓ ✓
Customize tabs	i	✓	✓	✓	✓ ✓
Customize form fields	i	✓	✓	✓	✓ ✓
Custom views	i	-	✓	✓	✓ ✓
Starred views	i	-	✓	✓	✓ ✓
Custom fields	i	-	10 / module	50 / module	150 / module 230 / module
Custom ticket status & status grouping	i	-	✓	✓	✓ ✓
Field dependencies	i	-	-	✓	✓ ✓
Teams	i	-	-	-	✓ ✓
Ticket templates	i	-	-	-	600 / department 600 / department
Department specific layout	i	-	-	-	✓ ✓
Multi lingual (Beta)	i	-	-	-	✓ ✓
Custom lookup fields	i	-	-	-	3 / module and layout 5 / module and layout
Layout rules	i	-	-	-	- 50 / department

Validation rules		-	-	-	-	✓
Multi layout		-	-	-	-	20 / department
Custom modules		-	-	-	-	✓
Regular expressions		-	-	-	-	Layout rules - 50 / department, Validation rules - 10 / department
 PERSONALIZATION						
Helpdesk appearance - Night mode		✓	✓	✓	✓	✓
Display screen settings		✓	✓	✓	✓	✓
Display font control		✓	✓	✓	✓	✓
Reply editor font controls		✓	✓	✓	✓	✓
Reply button behaviour		✓	✓	✓	✓	✓
Landing page settings		✓	✓	✓	✓	✓
Reply - article auto suggestion		✓	✓	✓	✓	✓
Default send behaviour		✓	✓	✓	✓	✓
Multi-language support		✓	✓	✓	✓	✓
Date & time format control		✓	✓	✓	✓	✓
 ARTIFICIAL INTELLIGENCE - ZIA						
Reply assistant		-	-	-	-	✓
Sentiment analysis		-	-	-	-	✓
Ticket auto tagging		-	-	-	-	✓
Anomaly services		-	-	-	-	✓
Zia answer bot		-	-	-	-	✓
Zia field predictions		-	-	-	-	✓
Zia powered by chatGPT		-	-	✓	✓	✓
 RE-BRANDING						
Custom domain mapping		-	✓	✓	✓	✓
 MULTI-DEPARTMENT						
Multiple department support tracking		-	-	-	10	50
Department as an add-on		-	-	-	-	Maximum 450 Monthly - £ 5.60 / department / month Annually - £ 4.80 / department / month
All-department view of tickets		-	-	-	✓	✓
Department based signatures		-	-	-	✓	✓
Department-Specific product handling		-	-	-	✓	✓

⊖ HELP CENTER					
Private knowledge base for agents ⓘ	✓	✓	✓	✓	✓
Article versioning ⓘ	✓	✓	✓	✓	✓
Public knowledge base ⓘ	-	-	✓	✓	✓
Community ⓘ	-	-	✓	✓	✓
ASAP ⓘ	-	-	✓	✓	✓
Text-to-speech in ASAP mobile SDK ⓘ	-	-	✓	✓	✓
Multilingual knowledge base ⓘ	-	-	-	✓	✓
Community gamification ⓘ	-	-	-	✓	✓
301 redirection ⓘ	-	-	-	✓	✓
Google analytics integration ⓘ	-	-	-	✓	✓
Themes gallery ⓘ	-	-	-	✓	✓
CSS customization ⓘ	-	-	-	✓	✓
Custom widgets ⓘ	-	-	-	✓	✓
Auto-translation of KB articles ⓘ	-	-	-	-	✓
Answer bot in ASAP ⓘ	-	-	-	-	✓
Live chat in ASAP ⓘ	-	-	-	-	✓
Multi-brand help center ⓘ	-	-	-	-	✓
HTML customization ⓘ	-	-	-	-	✓
⊖ GUIDED CONVERSATIONS					
GC flows ⓘ	-	-	-	-	25 / department
Global variables ⓘ	-	-	-	-	100 / portal
Session variables ⓘ	-	-	-	-	100 / portal
Local variables ⓘ	-	-	-	-	100 / flow
GC blocks ⓘ	-	-	-	-	500 / flow
GC widgets ⓘ	-	-	-	-	Agent widget - 1 / department Customer widget - 5 / department
Flow metrics ⓘ	-	-	-	-	✓
⊖ CUSTOMER MANAGEMENT					
Contact & account information management ⓘ	✓	✓	✓	✓	✓
Private notes for contacts & accounts ⓘ	✓	✓	✓	✓	✓
Dedicated owners for contacts & accounts ⓘ	✓	✓	✓	✓	✓
Contact & account custom fields ⓘ	-	10	50	150	230
Merge contacts ⓘ	-	✓	✓	✓	✓

Merge contacts	i	-	✓	✓	✓	✓
Merge accounts	i	-	✓	✓	✓	✓
Custom views for customers	i	-	✓	✓	✓	✓
Contact & account insights	i	-	-	✓	✓	✓
Deduplicate contacts & accounts	i	-	-	✓	✓	✓
Follow contacts & accounts	i	-	-	✓	✓	✓
Contact to product association	i	-	-	✓	✓	✓
Secondary contact (Cc's)	i	-	-	-	✓	✓
Contacts to multiple accounts	i	-	-	-	✓	✓
⊖ ACTIVITY						
Tasks	i	-	-	✓	✓	✓
Events	i	-	-	-	✓	✓
Calls	i	-	-	-	✓	✓
⊖ TIME TRACKING						
Manual ticket time tracking	i	-	-	✓	✓	✓
Auto ticket time tracking	i	-	-	-	✓	✓
Activity time tracking	i	-	-	-	✓	✓
Billing preferences	i	-	-	-	✓	✓
⊖ PRODUCTS						
Product based ticket tracking	i	-	-	✓	✓	✓
Associate products to contacts	i	-	-	✓	✓	✓
Associate products to accounts	i	-	-	✓	✓	✓
Dedicated owner for products	i	-	-	✓	✓	✓
Custom fields for products	i	-	-	50	150	230
Custom views for products	i	-	-	✓	✓	✓
⊖ ANALYTICS						
Agent dashboard	i	✓	✓	✓	✓	✓
Predefined reports	i	-	✓	✓	✓	✓
Ticket overview dashboard	i	-	✓	✓	✓	✓
Ticket status dashboard	i	-	✓	✓	✓	✓
Customer happiness dashboard	i	-	✓	✓	✓	✓
Tickets stages	i	-	-	✓	✓	✓

Custom reports	i	-	-	50	✓	✓
Export reports to CSV, XLS or PDF	i	-	-	✓	✓	✓
Custom dashboards	i	-	-	10	✓	✓
Headquarters dashboard	i	-	-	✓	✓	✓
Response, resolution & FCR dashboards	i	-	-	✓	✓	✓
Knowledge base dashboard	i	-	-	✓	✓	✓
Community dashboard	i	-	-	✓	✓	✓
Calls reports and dashboards	i	-	-	-	✓	✓
SLA dashboards	i	-	-	-	✓	✓
Telephony agent availability	i	-	-	-	✓	✓
All department analytics (Global reports and dashboards)	i	-	-	-	✓	✓
Schedule reports	i	-	-	-	-	100
Blueprint dashboard	i	-	-	-	-	✓
ZIA dashboard	i	-	-	-	-	✓
⊖ TELEPHONY						
In-Product call notifications	i	-	-	-	✓	✓
Call-to-Ticket conversion	i	-	-	-	✓	✓
Answer over-the-web	i	-	-	-	✓	✓
Answer over-the-phone	i	-	-	-	✓	✓
Call logging	i	-	-	-	✓	✓
Call transfer	i	-	-	-	✓	✓
Call recording	i	-	-	-	✓	✓
Call hold	i	-	-	-	✓	✓
Call mute	i	-	-	-	✓	✓
Business hours configuration	i	-	-	-	✓	✓
Non-business hour management	i	-	-	-	✓	✓
Call queue handling	i	-	-	-	✓	✓
Outbound calls	i	-	-	-	✓	✓
Missed call management	i	-	-	-	✓	✓
Custom greeting configuration	i	-	-	-	✓	✓
Call routing (Sequential & simultaneous)	i	-	-	-	✓	✓
Call waiting message	i	-	-	-	✓	✓
Caller history	i	-	-	-	✓	✓
Voice mail	i	-	-	-	✓	✓

Real-time agent availability		-	-	-	✓	✓
Call reports and dashboards		-	-	-	✓	✓
Fallback number		-	-	-	✓	✓
Spam call handling		-	-	-	✓	✓
Call summary		-	-	-	✓	✓
Multi-Level IVR		-	-	-	-	✓

 AGENTS & PERMISSIONS						
Profiles		Default (Non-Editable)	Default (Non-Editable)	5	25	50
Roles		Default (Non-Editable)	Default (Non-Editable)	5	25	250
Light agents		-	-	Add-on £ 4.50 / month	Add-on £ 4.50 / month	50 Free Add-on £ 4.50 / month
Field-level access control		-	-	-	✓	✓
Data sharing		-	-	-	-	✓

 ADD-ONS & INTEGRATIONS						
G suite		✓	✓	✓	✓	✓
Zoho translate		-	-	✓	✓	✓
Zoho Assist		1 free user	1 free user	1 free user	1 free user	1 free user
Google Chat		-	-	✓	✓	✓
Zoho CRM		-	-	✓	✓	✓
Begin		-	-	✓	✓	✓
Zoho Analytics		-	-	✓	✓	✓
Zoho Projects		-	-	✓	✓	✓
Zoho BugTracker		-	-	✓	✓	✓
Zoho Lens add-on		-	-	✓	✓	✓
SMS add-on		-	-	✓	✓	✓
Zoho Cliq		-	-	✓	✓	✓
Zoho SalesIQ		-	-	✓	✓	✓
Atlassian Jira		-	-	✓	✓	✓
Slack		-	-	✓	✓	✓
Zoho Books/Invoice		-	-	✓	✓	✓
Zoho Inventory		-	-	✓	✓	✓
Zoho Subscription		-	-	✓	✓	✓
Zoho Flow		-	-	Yes (Excludes flows that use features not supported in the standard plan.)	✓	✓
Zoho Campaigns		-	-	✓	✓	✓
Salesforce		-	-	✓	✓	✓
Zapier		-	-	Yes (Excludes zaps that use features not supported in the standard plan.)	✓	✓
Office 365		-	-	✓	✓	✓

MS Teams		-	-	✓	✓	✓
Zoho PageSense		-	-	✓	✓	✓
Telephony and PBX		-	-	-	✓	✓
 Zoho Marketplace for Zoho Desk						
Public extensions		-	-	Yes (Excludes extensions that use features not supported in the standard plan.)	✓	✓
Extension starter pack		-	-	✓	✓	✓
Private extensions		-	-	-	✓	✓
Custom actions via extensions		-	-	-	✓	✓
 Mobile Apps						
Radar app for Zoho Desk		✓	✓	✓	✓	✓
Zoho Desk app		✓	✓	✓	✓	✓
 Security						
IP range restriction (active directory)		✓	✓	✓	✓	✓
CSP policy header		✓	✓	✓	✓	✓
SSL certificate		-	✓	✓	✓	✓
API dashboard		-	✓	✓	✓	✓
Single sign-on using SAML in helpcenter		-	-	✓	✓	✓
User authentication (JWT) in ASAP		-	-	✓	✓	✓
Federated login		-	-	✓	✓	✓
DKIM/DMARC		-	-	-	✓	✓
ePHI field labeling		-	-	-	✓	✓
Field encryption		-	-	-	-	✓
System field encryption		-	-	-	-	✓
 Privacy						
Anonymization of agent and customer		✓	✓	✓	✓	✓
Data center location		✓	✓	✓	✓	✓
DSR - Data Subject Requests		-	✓	✓	✓	✓
Read recipients		-	-	-	✓	✓
 Accessibility						
Highlight critical information		✓	✓	✓	✓	✓
Underline links		✓	✓	✓	✓	✓
Emphasis focus area		✓	✓	✓	✓	✓
Animation controls		✓	✓	✓	✓	✓
Reading mask		✓	✓	✓	✓	✓

Zoom level adjuster		✓	✓	✓	✓	✓
Screen reader		✓	✓	✓	✓	✓
Keyboard focus navigation		✓	✓	✓	✓	✓
Custom scrollbar		✓	✓	✓	✓	✓
 DEVELOPER TOOLS						
API		15,000 calls / day / org.	25,000 calls / day / org.	200,000 calls / day / org	500,000 calls / day / org.	1,000,000 calls / day / org.
Mobile SDK		-	-	-	✓	✓
Webhook		-	-	-	5 Active	10 Active
Deluge (Custom function)		-	-	-	-	✓
 DATA ADMINISTRATION						
Export data		1000 / batch	1000 / batch	✓	✓	✓
Import history		Past 60 days	Past 60 days	Past 60 days	Past 60 days	Past 60 days
Import data		-	1000 / batch	10,000 / batch	20,000 / batch	30,000 / batch
Data backup (Beta)		-	-	1 full backup / month	1 full backup / month	1 full backup / month
Sandbox		-	-	-	-	✓
Audit log		-	-	-	-	✓
 DATA MIGRATION						
Migration from other help desk		-	✓	✓	✓	✓
 SUPPORT						
Email support		✓	✓	✓	✓	✓
Phone support		-	✓	✓	✓	✓
Chat support		-	-	-	✓	✓

ONLINE TRAINING COST

£560 for 4 days * 4 hours

The pricing mentioned above is specifically for online/virtual classroom trainings. However, the pricing for the "Fly Me a Trainer" option is distinct and not included here. These tentative prices are subject to change based on customer requirements. If you require further clarification on pricing, please contact training@zohocorp.com. To stay informed about upcoming sessions on online and virtual classroom trainings for various products, please visit Zoho Spark, the learning platform.

<https://www.zoho.com/spark/>



Zoho Desk - Support plans

	Basic Free	Classic Free	Premium 20% of License fee	Enterprise 25% of License fee
SERVICES				
Knowledge base [?]	✓	✓	✓	✓
Community forums	✓	✓	✓	✓
Email support	✓	✓	✓	✓
Customer portal [?]	✓	✓	✓	✓
Live chat [?]		8 hours x 5 days	24 hours x 5 days	24 hours x 7 days
Toll-free support [?]		8 hours x 5 days	24 hours x 5 days	24 hours x 7 days
Remote assistance [?]			✓	✓
Product onboarding [?]			✓	✓
Configuration assistance [?]			✓	✓
Technical Account Manager [?]				✓
Quarterly Report [Feature usage + Feature Recommendation] [?]				✓
Max. response time	24 Hours	8 Hours	3 Hours	1 Hour
ELIGIBILITY				
Based on Edition	Free edition	All paid editions (Live chat support available only for Professional and Enterprise editions)	All paid editions	All paid editions
Based on Number of users	-	-	-	Min. 25 Users
Based on Subscription period	-	Annual or monthly	Annual	Annual