



Zoho SalesIQ - Plan Comparison

	FREE GET STARTED	BASIC TRY NOW	PROFESSIONAL TRY NOW	ENTERPRISE TRY NOW
PRICING				
Billed Monthly	Free	US\$ 10 /operator license	US\$ 17 /operator license	US\$ 25 /operator license
Billed Annually	Free	US\$ 7 /operator license/month	US\$ 12.75 /operator license/month	US\$ 20 /operator license/month
FEATURES				
Operator licenses included	3	1	1	1
Brands	1	1	1	1
BRANDING				
Company favicon	-	Yes	Yes	Yes
Company logo	-	Yes	Yes	Yes
FOR OPERATORS				
Roles and permissions	Yes	Yes	Yes	Yes
Chat volume per month	100	1000	Unlimited	Unlimited
Departments	1	3 + (number of brand purchased x 3)	5 + (number of brand purchased x 3)	25 + (number of brand purchased x 3)
Proactive chat trigger rules	-	3	10	100
Chat routing rules	-	3	10	100
Visitor routing rules	-	3	10	25
Block IP	-	-	Yes	Yes
Profanity Management	-	-	-	10 libraries
Smart suggestions	-	-	-	Yes
Chat translation	-	-	Yes	Yes
Tags	-	-	-	30
Chat transfer	-	Yes	Yes	Yes
Group chat with customers	-	Yes	Yes	Yes
Chat history	30 days	Unlimited	Unlimited	Unlimited
Concurrent chat limit	yes	Yes	Yes	Yes
Chat queue	-	-	Yes	Yes
Brand-specific business hours	-	Yes	Yes	Yes
Department based email configuration	-	-	Yes	Yes
Email templates	-	25	50	Unlimited
Company profile enrichmentZia	-	-	-	Yes
Operator chat monitoring	-	-	Yes	Yes

VISITOR INSIGHTS				
Live visitor dashboard	Yes	Yes	Yes	Yes
Monthly visitor tracking limit	10K	50K	100K	200K
Lead scoring rules	-	25	25	100
Company scoring rules	-	25	25	100
CHATBOTS				
Custom chatbots	-	1	5	10
Answer BotZia	-	-	-	Yes
Autopilot	-	-	-	Yes
PEOPLE				
Visitors	Yes	Yes	Yes	Yes
Contacts	Yes	Yes	Yes	Yes
Company	-	Yes	Yes	Yes
Export People data	-	-	Yes	Yes
FOR YOUR CUSTOMERS				
Offline messaging	Yes	Yes	Yes	Yes
Visitor-side chat history	-	Yes	Yes	Yes
Chat reopening	-	Yes	Yes	Yes
Credit card masking	Yes	Yes	Yes	Yes
LIVE CHAT MEDIA				
File sharing	Yes	Yes	Yes	Yes
Voice note	Yes	Yes	Yes	Yes
Audio call	-	Yes	Yes	Yes
Screensharing	-	Yes	Yes	Yes
CLICK-TO-CALL				
Call monitoring	-	Yes	Yes	Yes
Call transfer	-	Yes	Yes	Yes
Call queue	-	Yes	Yes	Yes
Call routing rules	-	3	10	100
RESOURCES				
Articles	-	100	1000	2000
FAQs	-	50	1000	2000
Unanswered Questions	-	-	-	Yes
Canned replies	25	25	1000	5000
Small talks	-	-	-	10
Business terms	-	-	-	Yes
CHANNELS				
Website	Yes	Yes	Yes	Yes
Mobile app	Yes	Yes	Yes	Yes
Email Signature	-	yes	Yes	yes
Telegram	-	-	Yes	yes

Instagram	-	-	Yes	yes
Facebook Messenger	-	-	Yes	yes
WhatsApp	-	-	Yes	yes
CUSTOM TOOLS				
Widgets	-	-	30	50
Brand-specific widgets	-	-	3	5
Form controller	-	-	10	100
Admin webhooks	-	-	-	3
Data webhooks	-	-	-	10
REPORTS				
Daily - Scheduled	Yes	Yes	Yes	Yes
Weekly - Scheduled	-	-	Yes	Yes
Monthly - Scheduled	-	-	Yes	Yes
Real-time reporting	-	-	Yes	Yes
PLUGINS				
Wordpress	Yes	Yes	Yes	Yes
OpenCart	Yes	Yes	Yes	Yes
Joomla	Yes	Yes	Yes	Yes
Drupal 7	Yes	Yes	Yes	Yes
Drupal 8	Yes	Yes	Yes	Yes
OSCommerce	Yes	Yes	Yes	Yes
Cs-cart	Yes	Yes	Yes	Yes
Magento	Yes	Yes	Yes	Yes
WooCommerce	Yes	Yes	Yes	Yes
PrestaShop	Yes	Yes	Yes	Yes
Sharepoint	Yes	Yes	Yes	Yes
Facebook	Yes	Yes	Yes	Yes
INTEGRATIONS				
Zoho CRM	Yes	Yes	Yes	Yes
Zoho Desk	Yes	Yes	Yes	Yes
NewZoho Bookings	-	-	Yes	Yes
NewZoho Checkout	-	-	Yes	Yes
Zoho Assist	Yes	Yes	Yes	Yes
Zoho Analytics	-	-	Yes	Yes
Zoho Campaigns	Yes	Yes	Yes	Yes
Google Translate	-	Yes	Yes	Yes
MailChimp	-	Yes	Yes	Yes
Zendesk	-	Yes	Yes	Yes
Salesforce CRM	-	Yes	Yes	Yes
ClearBit	-	Yes	Yes	Yes
Leadberry	-	Yes	Yes	Yes
Cloud telephony and PBX	-	-	-	Yes

DESKTOP APPS	yes	yes	yes	Yes
OPERATOR MOBILE APP	Yes	Yes	Yes	Yes
APPLE TV APP	-	-	Access on 5 devices	Access on 5 devices