



Specifications in Zoho CRM

Zoho CRM Editions

Zoho CRM is a cloud based application that offers five different editions each comprising of different features focusing on specific business needs.

- Free
- Standard
- Professional
- Enterprise
- Ultimate

Each edition is priced differently, and contains different set of features that can be accessed after purchasing. Before purchasing an edition you should understand the requirements of your business so you can select the appropriate features. We also have a 15-day trial version for Professional, Standard, and Enterprise Editions. You can sign up for the basic or Free Edition to evaluate all the editions before purchasing.

Apart from the Free edition all other editions are based on user licenses i.e. based on the number of users who are going to log-in and access the organization's CRM account. For your organization, all user licenses that you purchase should belong to the same edition. For instance, you cannot purchase 10 user licenses in the Standard edition and 5 user licenses in the Enterprise edition, for one organization.

For details on features' availability and limits in each edition, refer to the [Feature Availability](#) table. Zoho CRM is a pay-as-you-go service, and you will be billed on a monthly or yearly basis for the edition that you are currently using. So there is flexibility to upgrade your edition as the business evolves or downgrade it if you cut-off few services.

Supported Languages

Zoho CRM supports 28 languages. You can choose the language that you require by navigating to **Setup > General > Personal Settings** in your CRM. In the section **Locale Information**, click the *Edit* icon. Choose the language that you wish to use from the list in the Language option.

The languages supported in Zoho CRM are listed below:

- | | |
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| <ul style="list-style-type: none">• Arabic | |
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- | | |
|-------------------------|-------------------------|
| • Bahasa Indonesian | • Italian |
| • Bulgarian | • Japanese |
| • Chinese (Simplified) | • Korean |
| • Chinese (Traditional) | • Portuguese (Portugal) |
| • Croatian | • Portuguese (Brazil) |
| • Czech | • Russian |
| • Danish | • Spanish |
| • Dutch | • Swedish |
| • English (US) | • Polish |
| • English (UK) | • Thai |
| • French | • Turkish |
| • German | • Vietnamese |
| • Hebrew | |
| • Hindi | |
| • Hungarian | |

System Requirements

Zoho CRM is a cloud-based application, and therefore the application and the data are not stored in your computer system's memory. Since cloud applications rely on remote servers, you are required to have a continual internet connection for accessing Zoho CRM. You are not required to download or install any files in your computer to use CRM.

Zoho CRM is compatible with basic system configuration, the details of which are listed below:

Operating System	Windows, Linux and Mac OS X
Web Browser	Safari 13 Google Chrome 73

	<p>Mozilla Firefox 69</p> <p>Edge 79</p> <p>Opera 60</p>
Other requirements	<p>Enable JavaScript</p> <p>Enable Cookies</p> <p>Install Acrobat reader (optional)</p> <p>Install Spreadsheet viewer (optional)</p>

We also support those browsers which use ES6.

Note

- It is necessary to use browsers, APIs, and Plugins that support TLS v1.2.
- You may not be able to access Zoho CRM if you have enabled the Compatibility mode in Internet Explorer.

To disable compatibility mode in Internet Explorer 11

1. Click the **Gear** icon (in the top right corner of IE) and select **Compatibility View Settings**,
2. Uncheck the **Display intranet sites in Compatibility View** checkbox.
3. Click **Close**.

Storage Space

The storage space in Zoho CRM is divided into two categories: **Data and File** for a clearer representation. These categories are further classified into Storage and Usage details.

Data storage: is the total space occupied by the records in the standard and custom module, which is inclusive of the notes that are added to the records. It also includes the space occupied by the data in your recycle bin.

File storage: includes the space occupied by the images, attachments (records and email), email templates, and documents associated with a record. Under file storage, you can see the feature-wise storage break-up, for example mail-merge and documents. This storage also includes the space occupied by data and files present in the recycle bin.

Check [feature availability](#) to know more about default storage space for each edition. Also, read more about [purchasing additional storage space](#).

Mobile Apps

The Zoho CRM mobile app allows you to take your CRM, wherever you go. It gives you the same access to the data that you have on your desktop, but organized to help you finish your tasks on the go. The mobile experience offers a clean user interface, optimized for easy access of data that you need. The app allows you to work offline, so you can access records that are stored locally, and add, modify, and delete records. When you reconnect with your network, any changes made offline will be automatically synchronized. **See also** [Zoho CRM Mobile Edition](#)

Supported Devices

The Zoho CRM app is available on Android and iOS devices, and can be downloaded from Google Play and the App Store.

Operating System	Version
Android	6.0 and above
iOS	14.0 and above

Supported Modules

You can access a set of Zoho CRM modules from your device. The data they contain will be stored in a local database on your device. Supported modules differ based on the edition of CRM you are subscribed to. The following modules are supported in your device.

Leads	Contacts	Accounts	Deals	Tasks
Meetings	Calls	Products	Cases	Solutions
Vendors	Price Books	Quotes	Sales Orders	Purchase Orders
Invoices	All custom modules	Analytics	-	-

Check out the [CRM implementation guide](#) for step-by-step process to setup your CRM account.

SEE ALSO

[Introduction to Zoho CRM](#)

[Understand your CRM Account](#)

[Begin your Admin Journey](#)