

Vtiger CRM Complete Pricing Table

	Sales		Help Desk			Ultimate
	Starter	Professional	Free	Starter	Professional	
Monthly Price Per User (Annual)	10 USD / Rs 600	20 USD / Rs 1200	Free for 10 users	10 USD / Rs 600	20 USD / Rs 1200	30 USD / Rs 1800
Monthly Price Per User (Monthly)	12 USD / Rs 720	24 USD / Rs 1440	Free for 10 users	12 USD / Rs 720	24 USD / Rs 1440	36 USD / Rs 2160
Contact Management						
Contacts	✓	✓	✓	✓	✓	✓
Profile scoring		✓			✓	✓
Engagement Score	✓	✓				✓
Touchpoints	✓	✓		✓	✓	✓
Email Archiving	✓	✓		✓	✓	✓
Custom Lists	✓	✓	✓	✓	✓	✓
Tagging & Tag Cloud	✓	✓	✓	✓	✓	✓
Organizations	✓	✓	✓	✓	✓	✓
Task & Calendar						
Tasks	✓	✓	✓	✓	✓	✓
Activities, Calls, Events	✓	✓	✓	✓	✓	✓
My Calendar	✓	✓	✓	✓	✓	✓
Shared Calendars	✓	✓	✓	✓	✓	✓
Personal Appointment Pages	Unlimited	Unlimited		Unlimited	Unlimited	Unlimited
Auto-Assigned Event Pages	2	Unlimited		2	Unlimited	Unlimited
Group Event Pages	2	Unlimited		2	Unlimited	Unlimited
Email Functionality						
Email tracking and real time notifications	✓	✓	✓	✓	✓	✓
Email templates	✓	✓	✓	✓	✓	✓
Related Comments	✓	✓	✓	✓	✓	✓
Contextual Related Lists	✓	✓	✓	✓	✓	✓
Change History (global & record level)	✓	✓	✓	✓	✓	✓
Inbox	1 Shared mailbox, 1 My Mailbox per user	3 Shared mailboxes, 1 My Mailbox per user		1 Shared mailbox, 1 My Mailbox per user	3 Shared mailboxes, 1 My Mailbox per user	10 Shared mailboxes, 1 My Mailbox per user
Sales Process Management						
Leads	✓	✓				✓
Campaigns	✓	✓				✓
Round-Robin Lead Assignment for Webforms		✓				✓
Opportunities	✓	✓				✓
Opportunity revenue line items		✓				✓
Multiple pipelines	✓	✓				✓
Sales Pipeline Forecasts & Quotas		✓				✓
Quotes	✓	✓				✓
Invoices		✓				✓
Tax Configuration		✓				✓
Sales Insights		✓				✓
Support Management						

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Cases			✓	✓	✓	✓
Work orders						✓
Knowledgebase			✓	✓	✓	✓
Email to Case (Ticket)			✓	✓	✓	✓
Round-Robin Case Assignment					✓	✓
Organization Matching with Email Domain	✓	✓	✓	✓	✓	✓
Assets			✓	✓	✓	✓
Service Contracts			-		✓	✓
Customer Portal				50/user	100 / user	100 / user
SLA Policies			1	1	25	50
Business hours			1	1	25	50
Support Insights					✓	✓
Agent level business hours					✓	✓
Case satisfaction survey				✓	✓	✓
Inventory Management						
Products	✓	✓	✓	✓	✓	✓
Services	✓	✓	✓	✓	✓	✓
Pricebooks	✓	✓				✓
Sales Orders		✓				✓
Vendors		✓				✓
Purchase Orders		✓				✓
Subscriptions						✓
Payment Tracking		✓				✓
Credit Notes						✓
Social						
Twitter Integration		✓			✓	✓
Capture Leads from Twitter		✓				✓
Creating Cases from Twitter					✓	✓
Social interactions with Leads & Contacts		✓			✓	✓
Project Management						
Projects & Tasks						✓
Configurable Alerts						✓
Comments & Documents						✓
Automated time tracking and billing						✓
Project Summary View						✓
Project Milestones						✓
Auto-creation of Tasks (via workflows)						✓
Gantt Chart						✓
Calendar View						✓
Issue Tracking						✓

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Users & Access Control						
Organization Hierarchy (Role)	✓	✓		✓	✓	✓
Field Level Access Control (Profiles)	✓	✓		✓	✓	✓
User Groups	✓	✓	✓	✓	✓	✓
Global Sharing Rules	✓	✓		✓	✓	✓
Analytics						
Out-of-box Reports & Charts	✓	✓	✓	✓	✓	✓
Custom Tabular Reports	Unlimited	Unlimited	✓	Unlimited	Unlimited	Unlimited
Custom Pivot Reports	10	25		10	25	150
Custom Charts	10	25		10	25	150
Custom Scheduled Reports	10	25		10	25	75
Document Collaboration						
Documents	✓	✓	✓	✓	✓	✓
Document Library	✓	✓	✓	✓	✓	✓
Document Sharing	100 / month	Unlimited	5 / month	100 / month	Unlimited	Unlimited
Document Collaboration (internal & external)	✓	✓	✓	✓	✓	✓
Document Consumption Tracking	✓	✓	✓	✓	✓	✓
Google Drive	✓	✓	✓	✓	✓	✓
Dropbox	✓	✓		✓	✓	✓
Document Upload - Max File Size	25 MB	25 MB	25 MB	25 MB	25 MB	50 MB
Collaboration						
Direct messages	✓	✓	✓	✓	✓	✓
Attach Files to Direct Messages	✓	✓	✓	✓	✓	✓
Group messages	✓	✓	✓	✓	✓	✓
Calendar notifications	✓	✓	✓	✓	✓	✓
Chat for internal collaboration	✓	✓	✓	✓	✓	✓
Marketing Automation						
Mass Email Campaigns	✓	✓				✓
Autoresponder Campaigns		✓				✓
Automatic Email Personalization	✓	✓		✓	✓	✓
Campaign Scheduling	✓	✓				✓
Free Monthly Email Campaigns Credits	10,000 or 1,000 / user	20,000 or 2,000 / user				25,000 or 2,500 / user
Tracking Opens, Clicks, Bounces	✓	✓				✓
Subscriber Lists	✓	✓				✓
List Segmentation	✓	✓				✓
Unsubscribe from specific Lists	✓	✓				✓
Email Opt-Out	✓	✓				✓
Email Templates Library	✓	✓		✓	✓	Unlimited
Customizable Email Templates	✓	✓				Unlimited
Image Storage	✓	✓				✓

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Vtiger Branding Removed from Emails	✓	✓	✓	✓	✓	✓
Integrations						
Outlook Contacts, Calendar, Email Sync	✓	✓	✓	✓	✓	✓
Google Contacts,Calendar Sync	✓	✓	✓	✓	✓	✓
SMS Integration	✓	✓		✓	✓	✓
Google Drive	✓	✓	✓	✓	✓	✓
Dropbox	✓	✓		✓	✓	✓
Digital Document Signing		✓			✓	✓
Payment Systems		✓				✓
Shopping Carts		✓				✓
Quickbooks		✓				✓
Office 365 Contacts, and Calendar sync	✓	✓		✓	✓	✓
Xero		✓				✓
Exchange Connector	\$\$	\$\$		\$\$	\$\$	\$\$
Tally		✓				✓
Number of Extensions	3	6		6	6	12
Customization						
Custom Modules		10			10	25
Custom Fields (per module)	150	300	10 total	150	300	300
Text Fields	150	150	✓	150	150	150
Text Area Fields	10	10	✓	10	10	10
Rich Text Fields	2	2	✓	2	2	2
Items per Picklist	1000	1000	✓	1000	1000	1000
Characters per Picklist value	100	100	✓	100	100	100
Custom Layouts	✓	✓	✓	✓	✓	✓
Colors for Picklists	✓	✓	✓	✓	✓	✓
Dependent page layouts	✓	✓		✓	✓	✓
Print Templates	✓	✓		✓	✓	✓
Logo	✓	✓	✓	✓	✓	✓
Customize Record Numbering	✓	✓		✓	✓	✓
Terms & Conditions (Quotes/Invoices)		✓		✓	✓	✓
Multiple Currencies		✓			✓	✓
Automation						
Bcc email to archive	✓	✓	✓	✓	✓	✓
Lead creation from Email	✓	✓			✓	✓
Contact creation from Email	✓	✓	✓	✓	✓	✓
Case creation from Email			✓	✓	✓	✓
Opportunity creation from Email	✓	✓				✓
Organization creation from Email	✓	✓	✓	✓	✓	✓
Smart Alerts & Followup Rules	3	10		3	10	Unlimited

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Push Notifications	✓	✓		✓	✓	✓
Workflows	25	50	5	25	50	100
Multipath workflows	2	5	0	2	5	10
Allowed actions / workflow	6	8	5	6	8	10
Workflow Field Updates	✓	✓	✓	✓	✓	✓
Scheduled Workflows(Overall limit)	10	25		10	25	30
Hourly limits (Overall)	1	2		1	2	3
Daily limits (Overall)	5	10		5	10	15
Assignment Rules		✓			✓	✓
Approval Process Automation						5 Processes per module & 5 Rules per process
Case Escalation Rules			1	3	Unlimited	Unlimited
Update Notifications (On-Save Alerts)	✓	✓	✓	✓	✓	✓
Web forms						
Web to Lead form	✓	✓				✓
Web to Contact form	✓	✓		✓	✓	✓
Web to Cases form				✓	✓	✓
Web to Organization form	✓	✓		✓	✓	✓
Web to Opportunity form	✓	✓				✓
Web to Vendors form						✓
Telephony Integration						
Plivo	✓	✓		✓	✓	✓
Twilio	✓	✓		✓	✓	✓
Asterisk Integration	✓	✓		✓	✓	✓
Click-to-Dial	✓	✓		✓	✓	✓
Incoming Call Contact Popup	✓	✓		✓	✓	✓
Call Logging	✓	✓		✓	✓	✓
Call Audio Recording	✓	✓		✓	✓	✓
Data Administration						
Storage (the higher of)	5 GB or 500 MB / user	10GB or 750 MB / user	1GB	5 GB or 500 MB / user	10GB or 750 MB / user	25 GB or 1 GB / user
Deduplication of Data	✓	✓	✓	✓	✓	✓
Mobile Apps						
Mobile Apps	✓	✓	✓	✓	✓	✓
Add ons						
Gmail side bar for Chrome	✓	✓	✓	✓	✓	✓
Gmail Webhooks		250 calls / user (25,000 max / day)			250 calls / user (25,000 max / day)	500 calls / user (50,000 max / day)
Vtiger Privacy Shield	\$	\$		\$	\$	✓
1. Automated consent management	✓	✓		✓	✓	✓
2. Encryption of sensitive data at rest	5 fields per module. Available modules: Leads, Contacts	5 fields per module. Available modules: Leads, Contacts		5 fields per module. Available modules: Leads, Contacts	5 fields per module. Available modules: Leads, Contacts	5 fields per module. Available modules: Leads, Contacts
3. Access logs, auditing and reports	✓	✓		✓	✓	✓

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4. Automated data handling policies (lock + erase automation)	✓	✓		✓	✓	✓