



Why choose Zoho CRM over Dynamics 365 Sales

About Zoho CRM

Zoho CRM empowers a global network of over 250,000 businesses in 180 countries to convert more leads, engage with customers, and grow their business. Zoho CRM—with its broad coverage, advanced features, and intuitive UI—can go head-to-head against any other big brand name when it comes to technology and functionality.

For the last 15 years, we have invested extensively in product R&D, resulting in a mature, enterprise-grade software solution. We put security and privacy at the heart of everything we do. We offer flexible contracts, zero hidden costs, 24/7 enterprise support and also the fastest implementation in the enterprise CRM market. Thanks to Zoho CRM, businesses can now bring the very best of their customer-facing teams and deliver success.



zoho.com/crm

****Disclaimer****

- The information provided in this CRM comparison sheet is intended to be a helpful, informative resource. It is based on publicly available data and is not intended to endorse or criticize any particular product or service.
- While every effort has been made to ensure the accuracy of the information presented, we cannot guarantee its completeness or applicability to your specific business needs. The features and capabilities of CRM systems can vary greatly, and some may have been updated or changed since the time of our research.
- We recommend conducting your own due diligence and consulting with a CRM specialist or vendor directly before making any purchasing decisions. We are not responsible for any decisions made based on the information provided in this comparison sheet.



zoho.com/crm

Does Dynamics CRM have all that you need?

A significant number of mid-size to enterprise businesses around the world choose to rely on Microsoft Dynamics 365 Sales to manage complex and large-scale customer relationship operations. There aren't many competitors that can match the functionality offered, and those that do often come with a hefty price tag. Weighing up the cons, the user interface is overloaded, lacks the modern touch users have come to expect of SaaS programs, and requires a lot of customisation to use it effectively. You can only make the most out of Microsoft Dynamics 365 if you have a dedicated implementation team in your organization.

Zoho CRM—with its broad coverage, deep features, and intuitive UI—can go head to head against any other big brand name when it comes to technology and functionality. For the last 15 years, Zoho CRM has invested extensively in product R&D, resulting in a mature, enterprise-grade software solution. While other companies have spent their earnings to continuously promote their products, we've invested the majority of our profits in the core principles of software development, deepening our CRM feature set as well as leveraging functionality from the larger Zoho ecosystem. This truly robust offering empowers our customers to flexibly scale and adapt as they react to an evolving global market.



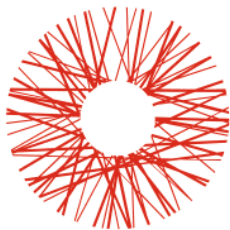
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Forbes

Best CRM Software Of 2024

From all the vendors that were evaluated, we stood out for our wide range of features and robust customization capabilities. The editor believes that we deliver a range of features at a reasonable price, thereby delivering high value to our users.

Nucleus Research - Leader CRM Technology Value Matrix



NUCLEUS
RESEARCH

Nucleus Research creates the Value Matrix based on in-depth interviews with end users and customers, vendor participation, and extensive ROI assessments of technology deployments. Assessed within the context of the CRM market today, Zoho is placed as a leader in the 2024 CRM Technology Value Matrix.

Visionary in 2023 Magic Quadrant™ for Sales Force Automation Platforms



Gartner named Zoho a Visionary in its 2023 Magic Quadrant for Sales Force Automation. Zoho CRM has been a consistent part of this Gartner MQ for several years, which we believe is thanks to the robust feature set, exceptional customer experience, and wide market presence.



Gartner Peer Insights: Customer Choice Awards for B2B Marketing Automation Platform, 2024.



Capterra - Top Performer in CRM Software Category, 2024

In 2024, Capterra crowned as the top performer in several categories, including CRM Software, Sales Force Automation Software, Lead Management Software, and more.



CX Today - Winner, Best CRM Platform, 2024

The Zoho CRM Family



The sales teams now enjoy a better grip on their day-to-day activities which are planned centrally instead of being spread across various disparate tools/apps. Teams have also pivoted to a more formal method of reviews via Zoho. All in all, it has been a worthwhile investment.



Suresh Iyer
Chief Information Officer, Blue Star



Zoho had all of the functionality that we could ever need, at a fraction of the cost of Salesforce. It felt much more intuitive, and I was sure we would be very happy moving forward with Zoho. In less than a year, The NetMen Corp has witnessed an increase of repeat customer sales from 20 percent up to 40 percent, as well as an overall increase in net income.



Ignacio Galarraga
CEO, The Netman Corp





Zoho CRM vs Dynamics CRM

Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Pricing (per user/ month)						
Billed Monthly	\$35	\$65	\$50	\$95	\$65	\$125
Billed Annually	\$23	-	\$40	-	\$52	-
Sales Force Automation						
Leads	✓	✓	✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓	✓
Accounts	✓	✓	✓	✓	✓	✓
Deals	✓	✓	✓	✓	✓	✓
Tasks, Events, Call Log, Notes	✓	✓	✓	✓	✓	✓
CRM Views	✓	✓	✓	✓	✓	✓
Sales Forecasting	✓		✓	✓	✓	✓
BCC dropbox for email	✓		✓		✓	
Email insights	✓	✓	✓	✓	✓	✓
Macros	✓	✓	✓	✓	✓	✓
Multiple currencies		✓	✓	✓	✓	✓
SalesSignals	✓		✓		✓	

Zoho CRM vs Dynamics CRM

Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Custom signals			✓		✓	
Advanced filters	✓	✓	✓	✓	✓	✓
Scoring rules	20 rules/module	✓	30 rules/module	✓	50 rules/module	✓
Assignment rules	✓	✓	✓	✓	✓	✓
Reminders	✓	✓	✓	✓	✓	✓
Email parser			✓		✓	
Email Association with Deals	✓	✓	✓	✓	✓	✓
Wizards			✓		✓	
Multiple Pipelines	✓		✓	✓	✓	✓
Product Customisation						
Page Customisation	✓	✓	✓	✓	✓	✓
Rename tabs	✓	✓	✓	✓	✓	✓
Custom fields	✓	✓	✓	✓	✓	✓
Picklist history tracking			✓		✓	
Custom links	✓		✓		✓	
Web tabs	✓		✓		✓	
Custom modules	✓	✓	✓	✓	✓	✓
Custom buttons		✓	✓	✓	✓	✓

Zoho CRM vs Dynamics CRM

Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Sandbox		Limited	✓	Limited	✓	Limited
Page layouts		✓	✓	✓	✓	✓
Canvas views			✓		✓	
Layout rules			✓	✓	✓	✓
Validation rules	✓	✓	✓	✓	✓	✓
Subforms			✓		✓	
Translations			✓		✓	
Custom list views	Unlimited		Unlimited		Unlimited	
Tab groups	✓		✓		✓	
Automation & Process Management						
Workflow rules	✓	✓	✓	✓	✓	✓
Approval Process		✓	✓	✓	✓	✓
Schedules			✓	✓	✓	✓
Review Process		✓	✓	✓	✓	✓
Webhooks	✓	✓	✓	✓	✓	✓
CommandCenter			✓		✓	✓
Blueprint	✓		✓		✓	✓



Zoho CRM vs Dynamics CRM

Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Prediction & Artificial Intelligence (ZIA)						
Lead Conversion Prediction			✓		✓	
Deal Closure Prediction			✓		✓	
Data Enrichment		Limited	✓	Limited	✓	Limited
Zia Voice			✓		✓	
Zia Reminder			✓		✓	
Best time to contact		✓	✓	✓	✓	✓
Macro Suggestion			✓		✓	
Zia Intelligence for Automation	✓		✓		✓	
Prediction Builder			✓		✓	
Assignment Suggestions			✓		✓	
Workflow Suggestions			✓		✓	
AI for emails			✓		✓	
Image Validation			✓		✓	



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Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Reports						
Standard Reports	✓	✓	✓	✓	✓	✓
Custom Reports	Unlimited	✓	Unlimited	✓	Unlimited	✓
Schedule Reports	✓	✓	✓	✓	✓	✓
Analytics						
Charts	✓	✓	✓	✓	✓	✓
KPIs	✓	✓	✓	✓	✓	✓
Funnels	✓	✓	✓	✓	✓	✓
Target Meters	✓	✓	✓	✓	✓	✓
Comparators	✓		✓		✓	
Cohorts			✓		✓	
Quadrants			✓		✓	
Wave charts	✓		✓		✓	
Anomaly Detectors (Powered by Zia)			✓		✓	
Standard dashboards	✓	✓	✓	✓	✓	✓
Custom dashboards	✓	✓	✓	✓	✓	✓
Webform Analytics			✓		✓	



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Webform A/B Testing			✓		✓	
Analytics Mobile App	✓		✓		✓	
Workflow Reports			✓		✓	
Social Media						
Enrich data with Twitter profile	✓		✓		✓	
Enrich data with Facebook profile	✓		✓		✓	
Social tab	✓		✓		✓	
Automated lead generation from Social media	✓		✓		✓	
Social interaction from CRM	✓		✓		✓	
Social Lite*	✓		✓		✓	
Marketing Automation						
Email templates	Unlimited	✓	Unlimited	✓	Unlimited	✓
Email opt-out	✓	✓	✓	✓	✓	✓
Website visitor tracking	✓		✓		✓	

* Lite edition of Zoho Social bundled for free with paid Zoho CRM plans. For more information - visit <https://zoho.to/YRo>



Zoho CRM vs Dynamics CRM

Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Mass email	✓	✓	✓	✓	✓	✓
Email relay	✓	✓	✓	✓	✓	✓
Email Authentication	✓	✓	✓	✓	✓	✓
Marketing campaigns	✓	✓	✓	✓	✓	✓
Customer Segmentation			✓		✓	
Marketing attribution			✓		✓	
Auto-responders	✓	✓	✓	✓	✓	✓
Zoho CRM for Google Ads	✓		✓		✓	
Web Forms						
Web-to-lead form	✓	✓	✓	✓	✓	✓
Web-to-contact form	✓	✓	✓	✓	✓	✓
Web-to-case form	✓		✓		✓	



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Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Team Collaboration						
Gamescope	✓		✓		✓	
Calendar	✓	✓	✓	✓	✓	✓
Calendar sync through CalDAV	✓	✓	✓	✓	✓	✓
Calendar Booking	✓		✓		✓	
Status Updates	✓		✓		✓	
Direct Messages	✓		✓		✓	
Attach files to feeds	✓	✓	✓	✓	✓	✓
Follow-up rules	✓	✓	✓	✓	✓	✓
Groups for team collaboration	✓	✓	✓	✓	✓	✓
Tagging	✓	✓	✓	✓	✓	✓
Inventory Management						
Products	✓	✓	✓	✓	✓	✓
Price books	✓	✓	✓	✓	✓	✓
Sales quotes	✓	✓	✓	✓	✓	✓
Sales orders	✓	✓	✓	✓	✓	✓



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Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Invoices	✓	✓	✓	✓	✓	✓
Vendors	✓		✓		✓	
Purchase orders	✓		✓		✓	
Customer Support						
Cases	✓	✓	✓	✓	✓	✓
Solutions	✓		✓		✓	
Business hours	✓		✓		✓	
Case escalation rules			✓		✓	
User Portal						
Portals			✓		✓	
Document Library						
Folder sharing	✓		✓		✓	
Attach documents	✓	✓	✓	✓	✓	✓
File versioning	✓	✓	✓	✓	✓	✓
Reviews	✓		✓		✓	



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Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
File Storage						
Free storage/org	1 GB	10 GB	1 GB	100 GB	5 GB	Unlimited
Free storage/user license	512 MB		1 GB		2 GB	
Additional file storage	\$4/month/5 GB		\$4/month/5GB		\$4/month/5GB	
Data Administration						
Import data (records/batch)	✓	✓	✓	✓	✓	✓
Export module data	✓	✓	✓	✓	✓	✓
Free data backup	✓	✓	✓	✓	✓	✓
Additional data backup	\$5/request		\$5/request		\$5/request	
De-duplicate data	✓		✓		✓	
Import history	✓	✓	✓	✓	✓	✓
Security Administration						
Profiles	✓	✓	✓	✓	✓	✓
Organizational hierarchy (Roles)	✓	2	✓	Unlimited	✓	Unlimited
Reporting Hierarchy			✓	✓	✓	✓
Field-level security	✓	✓	✓	✓	✓	✓

Zoho CRM vs Dynamics CRM

Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Data Encryption	✓	✓	✓	✓	✓	✓
Territory management			✓	✓	✓	✓
Audit logs	✓	✓	✓	✓	✓	✓
Allowed IPs	✓	✓	✓	✓	✓	✓
GDPR Compliance	✓	✓	✓	✓	✓	✓
Developer Tools						
Mobile SDK	✓	✓	✓	✓	✓	✓
Web Apps SDK	✓	✓	✓	✓	✓	✓
Widgets	✓	✓	✓	✓	✓	✓
API	✓	✓	✓	✓	✓	✓
Integration with Microsoft						
Microsoft Outlook Plugin	✓	✓	✓	✓	✓	✓
Microsoft 365 Plugin	✓	✓	✓	✓	✓	✓



Zoho CRM vs Dynamics CRM

Features	Zoho CRM Professional	Dynamics 365 Professional	Zoho CRM Enterprise	Dynamics 365 Enterprise	Zoho CRM Ultimate	Dynamics 365 Premium
Integration with Google Workspace						
Zoho CRM contextual gadget for Gmail	✓		✓		✓	
Export events to Google Calendar	✓	✓	✓	✓	✓	✓
Export to Google Tasks	✓	✓	✓	✓	✓	✓
Zoho CRM web forms for Google Sites	✓		✓		✓	
Sync Google Calendar	✓	✓	✓	✓	✓	✓
Sync Google Contact	✓	✓	✓	✓	✓	✓

References:

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- <https://www.microsoft.com/en-us/ai/microsoft-sales-copilot> <https://learn.microsoft.com/en-us/dynamics365/sales/>

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Zoho CRM is a cloud-based software for managing your customer relationship in a better way. It helps streamline your organization-wide sales, marketing, customer support, and inventory management functions in a single system. We are light on your pocket and the features and integrations we give you are unmatched.

www.zoho.com/crm

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