



Editions and Pricing

The details of the various Zoho FSM editions and their pricing details are mentioned below.

Features	Edition		
	Free	Standard	Professional
Fixed Base Price	Free	30.00 USD (billed monthly)	45.00 USD (billed monthly)
		300.00 USD (billed annually)	420.00 USD (billed annually)
Number of Appointments per month	30	60	60
		Charges for additional appointments will be calculated based on the volume . Customers will be able to choose the additional appointments they need while purchasing the edition. Note: Please take the time to familiarize yourself with how appointment usage is calculated.	
Number of Invoices	30	60	60
Number of Users	20	200	200

Volume based pricing

Number of Appointments per month*	Volume-based Price (in USD)			
	Standard		Professional	
	Monthly	Annually	Monthly	Annually
60	30	300	45	420
100	50	480	75	720
150	75	720	110	1080
200	100	960	150	1440
300	130	1200	200	1920
400	160	1560	250	2400

500	190	1800	300	3000
750	240	2400	375	3720
1000	290	2880	450	4440
1250	340	3360	525	5160
1500	390	3840	600	6000
2000	490	4800	750	7440
3000	665	6600	1000	9960
4000	815	8040	1200	12000
5000	965	9600	1400	13920
6000	1085	10800	1550	15480
7000	1205	12000	1700	16920
8000	1315	13080	1835	18240
9000	1415	14040	1955	19440
10000	1515	15120	2075	20640
12500	1740	17400	2325	23160
15000	1965	19560	2575	25680
17500	2165	21600	2800	27960
20000	2365	23640	3025	30240
25000	NA	NA	3425	34200
30000	NA	NA	3825	38160

A quote can be requested from the [sales](#) team for anything more than 30000 appointments per month.

*The number of invoices available will be equal to the number of appointments

Complete Feature Comparison

Features	Edition		
	Free	Standard	Professional
Work Order Management			
Requests	✓	✓	✓
Estimates	✓	✓	✓
Work Orders	✓	✓	✓
Service Line Items	10/work order	20/work order	30/work order
Part Line Items	10/work order	20/work order	30/work order
Service Task Line Items		10/service line item	15/service line item

Service Task		5/service	10/service
Service Report	1/appointment	5/appointment	10/appointment
Record Templates			40/module
Gantt View	✓	✓	✓
Grid View			✓
Map View		✓	✓
Calendar View	✓ Day, Week views	✓ Day, Week views	✓ Day, Week, Month views
Trips	1/appointment	20/appointment	50/appointment
Time Sheet	10/appointment	10/appointment	15/appointment
Multi-currency		10/organization	20/organization
Multi-day appointments			✓
Maintenance Plans			
Scheduled Maintenances			✓ 200 active Total 500
Contact Management			
Customers	✓	✓	✓
Companies	✓	✓	✓
Customer History	✓	✓	✓
Notes	✓	✓	✓
Notifications	✓	✓	✓
Custom Notifications		✓	✓
Timeline	✓	✓	✓
Advanced Filters	✓	✓	✓
Contact Merge		✓	✓
Workforce Management			
Users	20	200	200
Equipments	✓	✓	✓
Crew		20/organization	50/organization
Skills	10/organization	20/organization	20/organization
Service Territories		20/organization	50/organization

Business Hours		✓	✓
Holiday	✓	✓	✓
Time Off		✓	✓
Field Agent Live Location Tracking		✓	✓
Service Management			
Services And Parts	✓	✓	✓
Asset Management			
Manage Assets			✓
Billing (Powered by Zoho Invoice)			
2-way sync between FSM and Zoho Invoice/Books		✓	✓
Invoices	✓	✓	✓
Payments	✓	✓	✓
Payment Gateway Integration	✓	✓	✓
Taxes (Specific to local currencies and tax laws) [†]	✓	✓	✓
Product Customization			
Module Custom Fields		Max 50/module	Max 100/module
Limits for each field type			
Single Line, Multi Line, Phone, Email, Pick List, URL, Multi-Select Pick List		18/module	36/module
Decimal, Currency		7/module	14/module
Date Time, Long Integer		10/module	20/module
Checkbox		5/module	10/module
Number		5/module	10/module
Date		5/module	10/module
Job Sheets			✓ 10 Active Total 20

Job Sheets Custom Fields			Max 200/job sheet
Limits for each field type in Job Sheets			
Single Line, Multi Line, Phone, Email, Pick List, URL, Multi-Select Pick List, Check List, Radio Choice			72/job sheet
Decimal, Currency			28/job sheet
Date Time, Long Integer			40/job sheet
Checkbox			20/job sheet
Number, Rating			20/job sheet
Date			20/job sheet
Image Upload			20/job sheet
FSM List Views	✓	✓	✓
Custom Views		5/module	10/module
PDF Templates		100/module	100/module
Business Messaging			
WhatsApp Templates			10/module
WhatsApp Notifications			10/module
Automation			
Workflow Rules	1 active/module Total 3/module	3 active/module Total 5/module	5 active/module Total 7/module
Time-based Workflow Rules			3 active/module Total 5/module
Custom Functions		3/module	5/module
Standalone Functions		3/organization	5/organization
Field Updates	1/module	3/module	5/module
Email Template	1/module	3/module	10/module
Email Notification	1/module	3/module	5/module
Webhooks		5/module	10/module
Reports			
Standard Reports	✓	✓	✓
Custom Reports		10/module Total 30	20/module Total 50
Dashboard	✓	✓	✓

Data Management			
Mass Update			✓
File Storage	1 GB/organization	10 GB/organization + 2GB/100 appointments	10 GB/organization + 2GB/100 appointments
Additional File Storage		15 USD/month for 25 GB	15 USD/month for 25 GB
Data Storage	100,000 records	500,000 records	500,000 records
Import Data	1000 records/batch	10000 records/batch	20000 records/batch
Export Data	✓	✓	✓
Import History	✓	✓	✓
Security and Privacy			
Custom Profiles		10/organization	15/organization
Data Encryption (EAR)	✓	✓	✓
Audit Trail	✓	✓	✓
GDPR Compliance	✓	✓	✓
Developer Tools			
APIs (Daily call limit)	5000/Day/Org	25000/Day/Org	25000/Day/Org
APIs Window Limit	2500/User/Min	5000/User/Min	5000/User/Min
API Concurrency Limit	5/Client/Org	15/Client/Org	15/Client/Org
Connections		✓	✓
Webforms		3 Active/module Total 100/module	10 Active/module Total 100/module
Mobile Support			
Mobile App for Field Techs	✓	✓	✓
Offline Data Access		✓	✓

*Available only if you have a paid edition (Standard and above) of Zoho Inventory

† The countries supported are Australia, Canada, India, Kuwait, Qatar, Saudi Arabia, United Arab Emirates, United States, and United Kingdom.

If you need to use the tax rules of a country that does not currently have a designated tax edition in Zoho FSM, then you can use the Global edition.

Add-Ons

Standard

Invoices Add-on

Each additional set of 50 invoices will cost 5 USD

FAQs

1. Does FSM offer a free edition?

Yes. In the FSM free edition, up to 30 appointments, and 30 invoices can be created for free in a month.

2. Is there a trial version for FSM?

When a user signs up for Zoho FSM, they will be on a 15-day, free trial of the Professional plan. They can [try out](#) the Standard trial too. They will be downgraded to the Free edition after the trial period.

3. How can the number of users be increased beyond 200?

You need to contact the [support](#) team to increase the number of users beyond 200.

4. Is Zoho FSM a part of Zoho One?

No, Zoho FSM is not a part of Zoho One.

5. Will the terminated and cancelled appointments be deducted from the appointments available for a month?

Yes, the terminated and cancelled appointments will be deducted from the appointments available for a month. Any service appointment created irrespective of their subsequent status will be considered for usage.