

Dynamics 365

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Select the business area you are interested in to view pricing information

Marketing Dynamics 365 apps:
Marketing
Customer Insights
Forms Pro

Sales Dynamics 365 apps:
Sales
Customer Insights
Microsoft Relationship Sales
Sales Insights
Forms Pro

Customer Service Dynamics 365 apps:
Customer Service
Customer Service Insights
Customer Insights
Forms Pro

Field Service Dynamics 365 apps:
Field Service
Customer Insights
Remote Assist
Guides
Forms Pro

Marketing



Marketing	Price for organisations without any other Dynamics 365 app	Price for organisations with qualifying Dynamics 365 app
<u>Marketing</u>	From ₹ 99,145 Per tenant/month	From ₹ 49,570 ¹ Per tenant/month
<u>Customer Insights</u>	From ₹ 99,155.30 Per tenant/month	
<u>Forms Pro</u> ³	₹ 6,610 ⁴ Per 2,000 survey responses per tenant/month	

Marketing

Price for organisations
without any other
Dynamics 365 app

Price for organisations
with qualifying
Dynamics 365 app

Marketing

From ₹ 99,145
Per tenant/month

From ₹ 49,570 ¹
Per tenant/month

Customer Insights

From ₹ 99,155.30
Per tenant/month

Forms Pro ³

₹ 6,610 ⁴
Per 2,000 survey responses per tenant/month

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Sales

Price for

Price for

	user's first Dynamics 365 app	user's subsequent qualifying Dynamics 365 app
<u>Sales Professional</u>	₹ 4,295 Per user/month	₹ 1,320 Per user/month
<u>Sales Enterprise</u>	₹ 6,280 Per user/month	₹ 1,320 Per user/month
<u>Customer Insights</u>	From ₹ 99,155.30 Per tenant/month	
<u>Microsoft Relationship Sales</u>	From ₹ 8,052.95 Per user/month	
<u>Sales Insights</u> ⁵	₹ 3,305 Per user/month	
<u>Forms Pro</u> ³	₹ 6,610 ⁴ Per 2,000 survey responses per tenant/month	

Sales

Price for user's first
Dynamics 365 app

Price for user's
subsequent qualifying
Dynamics 365 app

Sales Professional

₹ 4,295

Per user/month

₹ 1,320

Per user/month

Sales Enterprise

₹ 6,280

Per user/month

₹ 1,320

Per user/month

Customer Insights

From ₹ 99,155.30

Per tenant/month

Microsoft Relationship Sales

From ₹ 8,052.95

Per user/month

Sales

Price for user's first
Dynamics 365 app

Price for user's
subsequent qualifying
Dynamics 365 app

Sales Insights ⁵

₹ 3,305

Per user/month

Forms Pro ³

₹ 6,610 ⁴

Per 2,000 survey responses per tenant/month

[Compare Sales Professional vs. Enterprise](#) >

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Customer Service

Price for
user's first
Dynamics 365
app

Price for
user's
subsequent
qualifying
Dynamics 365
app

Customer Service	Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Customer Service Professional</u>	₹ 3,305 Per user/month	₹ 1,320 Per user/month
<u>Customer Service Enterprise</u>	₹ 6,280 Per user/month	₹ 1,320 Per user/month
<u>Customer Service Insights</u>	₹ 4,960 Per user/month	
<u>Customer Insights</u>	From ₹ 99,155.30 Per tenant/month	
<u>Forms Pro</u> ³	₹ 6,610 ⁴ Per 2,000 survey responses per tenant/month	

Customer Service

Price for user's first
Dynamics 365 app

Price for user's
subsequent qualifying
Dynamics 365 app

Customer Service Professional

₹ 3,305

Per user/month

₹ 1,320

Per user/month

Customer Service Enterprise

₹ 6,280

Per user/month

₹ 1,320

Per user/month

Customer Service Insights

₹ 4,960

Per user/month

Customer Insights

From ₹ 99,155.30

Per tenant/month

Forms Pro³

₹ 6,610⁴

Per 2,000 survey responses per tenant/month

[Compare Customer Service Professional vs. Enterprise >](#)

[Download Dynamics 365 Licensing Guide >](#)

Field Service	Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Field Service</u>	₹ 6,280 Per user/month	₹ 1,320 Per user/month
<u>Customer Insights</u>	From ₹ 99,155.30 Per tenant/month	
<u>Remote Assist</u>	₹ 4,295 Per user/month	₹ 1,320 ⁶ Per user/month
<u>Guides</u>	₹ 4,295 Per user/month	

Field Service	Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Forms Pro</u> ³	<p style="text-align: center;">₹ 6,610 ⁴</p> <p style="text-align: center;">Per 2,000 survey responses per tenant/month</p>	

Field Service	
Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Field Service</u>	
<p style="text-align: center;">₹ 6,280</p> <p style="text-align: center;">Per user/month</p>	<p style="text-align: center;">₹ 1,320</p> <p style="text-align: center;">Per user/month</p>
<u>Customer Insights</u>	
<p style="text-align: center;">From ₹ 99,155.30</p> <p style="text-align: center;">Per tenant/month</p>	

Field Service

Price for user's first
Dynamics 365 app

Price for user's
subsequent qualifying
Dynamics 365 app

Remote Assist

₹ 4,295

Per user/month

₹ 1,320⁶

Per user/month

Guides

₹ 4,295

Per user/month

Forms Pro³

₹ 6,610⁴

Per 2,000 survey responses per tenant/month

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[Download Dynamics 365 Mixed Reality Licensing Guide >](#)

Operations	Price for	Price for
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Operations	
Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Project Service Automation</u>	
₹ 6,280 Per user/month	
<u>Layout</u>	
₹ 6,280 Per user/month	

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[Download Dynamics 365 Mixed Reality Licensing Guide >](#)

[Download Dynamics 365 Business Central Licensing Guide >](#)

Retail	Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Retail</u>	₹ 11,237 Per user/month	
<u>Customer Insights</u>	From ₹ 99,155.30 Per tenant/month	

Retail	
Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Retail</u>	

Retail

Price for user's first
Dynamics 365 app

Price for user's
subsequent qualifying
Dynamics 365 app

₹ 11,237
Per user/month

Customer Insights

From ₹ 99,155.30
Per tenant/month

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Talent

Price for
user's first
Dynamics 365
app

Price for
user's
subsequent
qualifying
Dynamics 365
app

Talent

₹ 2,644
Per user/month

Talent	Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Guides</u>	<p style="text-align: center;">₹ 4,295 Per user/month</p>	
<u>Forms Pro</u> ³	<p style="text-align: center;">₹ 6,610 ⁴ Per 2,000 survey responses per tenant/month</p>	

Talent	
Price for user's first Dynamics 365 app	Price for user's subsequent qualifying Dynamics 365 app
<u>Talent</u>	
<p>₹ 2,644 Per user/month</p>	
<u>Guides</u>	

Talent

Price for user's first
Dynamics 365 app

Price for user's
subsequent qualifying
Dynamics 365 app

₹ 4,295

Per user/month

Forms Pro ³

₹ 6,610 ⁴

Per 2,000 survey responses per tenant/month

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¹ 10 users minimum of qualifying Dynamics 365 app

² Sales Enterprise (20+ users), Customer Service Enterprise (20+ users), or Marketing

³ Included with Sales Enterprise, Customer Service Enterprise, Field Service, Project Service Automation, Marketing, and Talent. Additional capacity may be purchased separately.

⁴ When purchased as a standalone application or additional capacity.

⁵ Available for purchase with Sales Enterprise or Microsoft Relationship Sales

⁶ User must be licensed for Dynamics 365 Field Service to qualify for reduced pricing