

			STANDARD	PROFESSIONAL	ENTERPRISE	
Max Users			10	Unlimited	Unlimited	
	MODULES	FEATURES				
Marketing Automation	Email Campaign Management	Create Campaigns	✓	✓	✓	
		Create Multichannel Campaigns	X	✓	✓	
		Campaign Scheduling	✓	✓	✓	
		Import and Export Campaigns	✓	✓	✓	
		Capture Qualified Leads	✓	✓	✓	
		Real-Time Campaign Analytics	✓	✓	✓	
		Response Tracker	X	✓	✓	
		Tracking Opens, Clicks, and Bounces	✓	✓	✓	
		Personalized Notifications	X	✓	✓	
		Email Campaign Management	X	✓	✓	
		Sync Contacts	X	✓	✓	
		Contact Segmentation	X	✓	✓	
		Web to Lead	X	✓	✓	
		Email Template Creation	X	✓	✓	
		Pre-Built Templates	✓	✓	✓	
		Automate follow-up emails with Autoresponders	X	✓	✓	
		Built-in Unsubscribe Capabilities	✓	✓	✓	
		Email Dashboards and Reports	✓	✓	✓	
		SMS Marketing Campaigns	Create SMS Marketing Campaigns	X	✓	✓
			Create SMS Templates	X	✓	✓
	Build up Contact List		X	Available for purchase	✓	
	Segment Your Target Audience		X	Available for purchase	✓	
	Activate Auto-responders		X	✓	✓	
	Measure Campaign Results		X	Available for purchase	✓	
	Pre-Built Messages		X	Available for purchase	✓	
	Schedule On-Time		X	✓	✓	
	Set Reminders		X	✓	✓	
	Analyze Open Rate		X	Available for purchase	✓	
	Webforms	Create and customize webforms	X	✓	✓	
		Option to upload documents	X	Available for purchase	✓	
		Automatically assigning leads	X	✓	✓	
		HTML code for the webform	X	✓	✓	
		Prevent duplication	X	✓	✓	
		Monitoring website visitors	X	Available for purchase	✓	
	Social Media Module	Import and Export Data	X	✓	✓	
		Real-time Notifications	X	✓	✓	
		Activity Tracking	X	✓	✓	
		Create one message and post for all channels	X	Available for purchase	✓	
	Marketing Reporting	Manage Responses at one place	X	✓	✓	
		Real-time Notifications	X	✓	✓	
Create Custom Marketing Reports		X	✓	✓		
Schedule Report Generation		X	✓	✓		
Sales Automation	Lead Management	Custom Dashboards	X	✓	✓	
		Multiple Filters	X	✓	✓	
		Capture leads	✓	✓	✓	
		Lead Source	✓	✓	✓	
		Lead Scoring	X	Available for purchase	✓	
		Lead Distribution	X	✓	✓	
		Nurture Leads	✓	✓	✓	
		Convert Leads	✓	✓	✓	
		Duplicate Blocking	X	✓	✓	
		Lead Tracking	✓	✓	✓	
	Pipeline and Forecast Management	Real-time Notifications	X	✓	✓	
		360-degree View On Prospects	✓	✓	✓	
		Multiple Pipelines	X	✓	✓	
		Round Robin Lead Assignment	X	✓	✓	
		Sales Pipeline	✓	✓	✓	
		Sales Forecasting	X	✓	✓	
	Sales Target Management	Pipeline analysis and reports	✓	✓	✓	
		Revenue forecast reporting	X	✓	✓	
		Sales Target - Amount	X	✓	✓	
		Acheivement	X	✓	✓	
Lead Gen. Team Target setting - Numbers		X	✓	✓		
Acheivement - Numbers		X	✓	✓		
Create and Manage Contacts		✓	✓	✓		
Contact Categorization		X	✓	✓		
Account Management	Filters and Search	✓	✓	✓		
	Scheduling Tasks and Appointments	✓	✓	✓		
	Track Contact Activity	✓	✓	✓		
	Import and Export your Contacts	X	✓	✓		
	360-degree View of a Contact	✓	✓	✓		
	Create and Manage Multiple Accounts	X	Available for purchase	✓		
	Account Document Management	✓	✓	✓		
	Account Reports and Dashboards	✓	✓	✓		
	Real-time Notifications	✓	✓	✓		
	360-degree View of an Account	✓	✓	✓		
Quotation	Quotes Management	Segment Accounts	X	✓	✓	
		Track Transactions	X	Available for purchase	✓	
		Create and Manage Quotes	✓	✓	✓	
	Print and Share Quotes	X	✓	✓		
	One View with all information	✓	✓	✓		
	Syncing with deals	✓	✓	✓		
Tenders	Tender Management	Approvals	X	Available for purchase	✓	
		Convert Quotes to sales orders, purchase orders, and invoices	X	✓	✓	
		Customize templates	X	✓	✓	
		PDF Maker	X	Available for purchase	✓	
Deal / Opportunity	Deal / Opportunity Management	Status of Tenders	X	✓	✓	
		Tenders Reports	X	✓	✓	
		Organize and Store Deal Information in One Place	✓	✓	✓	
		Duplication-free Database	X	✓	✓	

		Define Deal Status	✓	✓	✓
		Define Deal Stages	✓	✓	✓
		Probability / Prioritizing Opportunities	✓	✓	✓
		Manage sales cycle history	✓	✓	✓
		Automate workflow processes	✗	✓	✓
		Convert Deals to Projects	✗	✓	✓
		360-Degree Deal Tracking	✓	✓	✓
		Reports and Evaluation	✓	✓	✓
Invoicing	Invoice Management	Create, Manage and Share Invoices	✗	✓	✓
		Multi Currency	✗	✓	✓
		Custom PDF Builder	✗	Available for purchase	✓
		Send Payment Reminders	✗	✓	✓
		Intuitive Reports	✗	✓	✓
		Invoice Queue	✗	Available for purchase	✓
		Subscriptions	✗	✓	✓
		Customize templates	✗	✓	✓
Inventory	Inventory Management	Create and Manage Product / Services	✓	✓	✓
		Create and Manage Product / Service Catalogs	✗	✓	✓
		Product / Service Categorization	✓	✓	✓
		Quick Search Options	✓	✓	✓
		Create Price Books	✗	✓	✓
		Manage sales orders	✓	✓	✓
		Track inventory stock levels	✗	✓	✓
		Maintain Re-order level	✗	✓	✓
		Stock Transfer	✗	✓	✓
		Multi Store stock maintenance	✗	✓	✓
		Tax Configuration	✓	✓	✓
		Stock Reports	✓	✓	✓
		Dead or missing or Breakage stock tracking	✗	✓	✓
Purchase	Purchase Management	Stock quality check	✗	✓	✓
		Create and Manage Vendors	✗	✓	✓
		Create Purchase Orders	✗	✓	✓
		Material Inward	✗	✓	✓
		Goods Receipt Note	✗	✓	✓
		Purchase Invoice	✗	✓	✓
		Purchase Returns	✗	✓	✓
		Custom Templates	✗	✓	✓
		Reports and Analytics	✗	✓	✓
		Supplier price lists	✗	✓	✓
		Product availability	✗	✓	✓
		Supplier Quotes	✗	✓	✓
Project	Project & Time Sheet Management	Create and Manage Projects	✗	✓	✓
		Project Categorization	✗	✓	✓
		Create Project Milestones	✗	✓	✓
		Create Project Tasks	✗	✓	✓
		Assign Tasks to Employees	✗	✓	✓
		Set Reminders and Stay on Track	✗	✓	✓
		Categorize Tasks and Assign Contact Persons	✗	✓	✓
		Assign Status and Prioritize Tasks	✗	✓	✓
		Receive or Trigger Real-time Notifications	✗	✓	✓
		Reports and Analytics	✗	✓	✓
		Timesheets	✗	Available for purchase	✓
		Kanban View	✗	Available for purchase	✓
Service Automation	Customer Support	360-degree View of a Customer	✗	✓	✓
		Customer Portal (Per User)	✗	100	100
		Managing Tickets	✗	✓	✓
		Customer Support Workflows	✗	✓	✓
		Set Custom SLA	✗	Available for purchase	✓
		Automate Response	✗	✓	✓
		Multi-Channel Assistance	✗	✓	✓
		Analyze Performance	✗	✓	✓
	SLA Management	Create Custom SLA Rules	✗	✓	✓
		Set-up Business Hours	✗	25	50
		Create SLA Events	✗	✓	✓
		SLA Templates	✗	✓	✓
		Configure Multiple SLAs	✗	✓	✓
		Set Definite Targets	✗	✓	✓
		Support Remote Clients	✗	✓	✓
		SLA Reports	✗	✓	✓
	Ticket Management	Assign Tickets to Service Reps	✗	✓	✓
		Track the Ticket Request Status	✗	✓	✓
		Ticket Reports and Dashboards	✗	✓	✓
		Assign Tags to Categorize	✗	✓	✓
		Auto-reply to Customers	✗	Available for purchase	✓
		Set-Up Notifications	✗	✓	✓
	Service Contract Management	Complete Contract Information	✗	✓	✓
		Status of the Contract	✗	✓	✓
		Contact Information	✗	✓	✓
		Review and Approval	✗	✓	✓
		Billing Information	✗	✓	✓
		Document Management	✗	✓	✓
		Contract Automation	✗	✓	✓
		Reports and Analytics	✗	✓	✓
	Service Report Management	Alerts to Manage Timelines	✗	Available for purchase	✓
		Generate Custom Reports	✗	✓	✓
		Report Sharing	✗	✓	✓
		Graphical Representations	✗	✓	✓
		Dashboard Customization	✗	✓	✓
		Schedule Periodic Reports	✗	✓	✓
		Monitor Workers' Activity	✗	✓	✓
		Ticket Tracking	✗	✓	✓
Customer Feedback System	FAQ Management	Manage Customer Feedbacks & Ratings	✗	Available for purchase	✓
		Configure different options like feedback invite template, feedback form etc.	✗	Available for purchase	✓

		Configure dynamic different questions with different types like multiple choice, textbox, email etc.	X	Available for purchase	✓
		Feedback Templates	X	Available for purchase	✓
Communication & Collaboration	Internal Collaboration	Direct Messages	X	✓	✓
		Attach Files to Direct Messages	X	✓	✓
		Group Messages	X	✓	✓
		Comments	X	✓	✓
		Reports for comments	X	✓	✓
	Document Library	Real-time Notifications	X	✓	✓
		Track the document engagement in real-time	X	✓	✓
		Google Drive Integration	X	✓	✓
		Dropbox Integration	X	✓	✓
		OneDrive Integration	X	✓	✓
Calendar	Tasks & Events Management	Document Upload - Max File Size	2 MB	2 MB	Available on request
		Activities, Calls, and Events Creation	✓	✓	✓
		Auto-assigned Group Appointment Pages	X	Unlimited	Unlimited
		Manage Tasks and Personal To-dos	✓	✓	✓
		Integrate with Google, Outlook, and more	X	Available for purchase	✓
My Admin	Approvals	Activities, Calls, and Events tracking	✓	✓	✓
		Automate approvals	X	✓	✓
	Attendance & Leave Tracker	Send notifications via WhatsApp	X	Available for purchase	✓
		Log-in / Log-out	✓	✓	✓
		Absence Management	X	✓	✓
Expense Management	Calendar View	✓	✓	✓	
	Leave Request Analysis	X	✓	✓	
	Overtime Tracking and Alerts	X	Available for purchase	✓	
	Create Expense - Multi-currency option	X	Available for purchase	✓	
	General Expenses	X	Available for purchase	✓	
Travel And Accommodation Management	Document Attachment	X	Available for purchase	✓	
	Reimbursements Process	X	Available for purchase	✓	
	Expense Approval	X	Available for purchase	✓	
	Team Outing Expense	X	Available for purchase	✓	
	Other Travel Expense	X	Available for purchase	✓	
System Administration	Internal Service Request Management	Assign Request Status	X	✓	✓
		Prioritize Service Requests	X	✓	✓
	Users & Access Control	Create Groups and Categorize Service Requests	X	✓	✓
		Automate Workflows	X	✓	✓
		Real-time Reports and Analytics	X	✓	✓
		Organization Hierarchy (Roles)	✓	✓	✓
		User Groups	X	✓	✓
		Field-level Access Control	✓	✓	✓
		Global Sharing Rules	X	✓	✓
		Private Sharing	X	✓	✓
Record Level Sharing	X	✓	✓		
Workflows & Automation Management	Profile Limit	2	25	250	
	Role Limit	2	25	250	
	Multiple Owners for Records	X	X	✓	
	IP Whitelisting	X	Available for purchase	✓	
	Lead Creation from Email	✓	✓	✓	
	Contact Creation from Email	X	✓	✓	
	Organization Creation from Email	X	✓	✓	
	Smart Alerts and Follow-up Rules	X	✓	✓	
	Push Notifications	✓	✓	✓	
	Workflows	5	75	100	
Configuration & Customization	Assignment Rules	✓	✓	✓	
	Deals and Quote Approval Automation	X	✓	✓	
	Approval Process Automation (All Modules)	X	✓	✓	
	Escalation Rules	X	✓	✓	
	Update Notifications (On Save Alerts)	X	✓	✓	
	Custom Modules	X	25	25	
	Custom Fields (Per Module)	2	100	100	
	Text Area Fields	2	10	10	
	Date/Time Fields	2	2	2	
	Rich Text Fields	X	2	2	
Reports & Analytics	Items Per Picklist	X	1000	1000	
	Characters Per Picklist Value	100	100	100	
	Custom Layouts	X	✓	✓	
	Colors for Picklist	X	✓	✓	
	Dependent Page Layouts	X	✓	✓	
	Print Templates	X	✓	✓	
	Logo	✓	✓	✓	
	Customizable Record Numbering	✓	✓	✓	
	Terms and Conditions	✓	✓	✓	
	Customizable Dashboards	Limited	✓	✓	
Mobile App	Mobile CRM	Sales Insights	✓	✓	✓
		Custom Report Builder	X	250 Custom + 50 Scheduled	500 Custom + 100 Scheduled
		Custom Scheduled Reports	X	✓	✓
		Mobile App for Android and iOS	X	Available for purchase	✓
		Manage Contacts, Leads, and Organizations	X	Available for purchase	✓
Integration	Third Party Apps Integration	Manage Opportunities, Quotes, and Invoices	X	Available for purchase	✓
		Check-in and Check-out Feature	X	Available for purchase	✓
		Geo-fence Configuration and Detection	X	Available for purchase	✓
		Manage Tickets	X	Available for purchase	✓
		Generate Invoice from a Completed Work Order	X	Available for purchase	✓
		Google Calendar	X	Available for purchase	✓
		Google Contacts	X	Available for purchase	✓
Google Drive	X	Available for purchase	✓		
Dropbox	X	Available for purchase	✓		
One Drive	X	Available for purchase	✓		
Digital Document Signing	X	Available for purchase	✓		
Payment Systems	X	Available for purchase	✓		

Telephony (Call center /
IPPBX / IVR)

Integrated solution with CRM (VoIP /
GSM / PRI / SIP)

Shopping Cart	X	Available for purchase	✓
QuickBooks	X	Available for purchase	✓
Office 365	X	Available for purchase	✓
Mailchimp	X	Available for purchase	✓
Google Meet	X	Available for purchase	✓
Zoom Meet	X	Available for purchase	✓
Tally	X	Available for purchase	✓
Outlook	X	Available for purchase	✓
WooCommerce	X	Available for purchase	✓
REST API	X	Available for purchase	✓
One View with all information (CRM and Telephony Activities)	X	Available for purchase	✓
Click-to-call	X	Available for purchase	✓
Incoming Call Contact Pop-up	X	Available for purchase	✓
Call Logging - Incoming, Outgoing & Missed Calls	X	Available for purchase	✓
Call Recording	X	Available for purchase	✓
Call Reports	X	Available for purchase	✓
Voice Logger	X	Available for purchase	✓