

Microsoft CRM - Comparison of Editions

Feature or Module	Sales Standard	Sales Professional	Customer Service Standard	Customer Service Professional	Suite Standard	Suite Professional
Account and Contact Management	✓	✓	✓	✓	✓	✓
Calendar	✓	✓	✓	✓	✓	✓
Notes and Attachments	✓	✓	✓	✓	✓	✓
Direct E-Mail	✓	✓	✓	✓	✓	✓
Activity and Task Management	✓	✓	✓	✓	✓	✓
Search (Advanced Find)	✓	✓	✓	✓	✓	✓
Reports	✓	✓	✓	✓	✓	✓
User and Business Management	✓	✓	✓	✓	✓	✓
Customisation Tools and Utilities	✓	✓	✓	✓	✓	✓
Opportunity Management	✓	✓			✓	✓
Lead Management	✓	✓			✓	✓
Correspondence/Mail Merge	✓	✓			✓	✓
Territory Management	✓	✓			✓	✓
Microsoft CRM Sales for Microsoft Office Outlook Client	✓	✓			✓	✓
Quotas		✓				✓
Quotes, Orders, and Invoices		✓				✓
Workflow		✓		✓	✓	✓
Product Catalogue		✓				✓
Sales Literature		✓				✓
Competitor Tracking		✓				✓
Sales Process Methodology		✓				✓
Lead Routing		✓				✓
Integration to Microsoft Great Plains 7.5 or 8.0		✓				✓
Case Management			✓	✓	✓	✓

Knowledge Base Management						
Activity and Case Queuing						
Contract Management						
Product Catalogue						
Data Migration						
Feature or Module	Sales Standard	Sales Professional	Customer Service Standard	Customer Service Professional	Suite Standard	Suite Professional