



CRM Edition Feature Comparison

Which Edition Is Right for Your Business?

All salesforce.com Editions are world-class solutions. Each one includes a combination of powerful CRM features plus the relevant sforce infrastructure components in order to meet the unique needs of your company. As you'll see in the comparison chart below, the Edition you need depends on the size of your team, which CRM components you need, and the level of customization and integration you require.

Edition Feature Comparison	Team Edition	Professional Edition	Enterprise Edition
	Effortless CRM for five or fewer users	Full-powered CRM, without complexity	Flexible CRM for even the most complex enterprises
User Limit	5 users	None	None
<u>Training and Support</u>	Included	Included	Included
Salesforce.com CRM			
<u>Sales Force Automation</u>	Team	Professional	Enterprise
Account, contact, and opportunity management	✓	✓	✓
Activity management	✓	✓	✓
Forecasting		✓	✓
Territory management		✓	✓
Big deal alerts		✓	✓
Update reminders		✓	✓
Product catalog		Ⓢ	✓
Team selling			✓
Real-time alerts			✓
<u>Customer Service & Support</u>	Team	Professional	Enterprise
Case management	✓	✓	✓

Online case capture			
Knowledge management			
Case queues and auto-assignment			
Escalation and notification			
Auto-response emails			
Customer self-service portal			
Asset management		NEW! ¹	NEW!
Sforce telephony API (STAPI) toolkit (CTI)			NEW!
Marketing Automation	Team	Professional	Enterprise
Individual HTML emails			
HTML email templates			
Lead management			
Email marketing			
Online lead capture			
Auto-response emails			
Campaign management			
Contract Management	Team	Professional	Enterprise
Contract repository			
Approval management			
Renewal management			
Document Management	Team	Professional	Enterprise
Document library ²			
Notes and attachments			
Analytics	Team	Professional	Enterprise
50+ standard reports			

Custom reports	☒	☒	☒
Dashboards		☒	☒
<u>Desktop & Mobile Solutions</u>	Team	Professional	Enterprise
<u>Outlook and Office Editions</u>	☒	☒	☒
<u>Sync with Palm</u>	☒	☒	☒
<u>Offline Edition</u>		☒	☒
<u>Wireless Edition</u>		☒	☒
<u>Offline PDA Edition</u>		☒	☒
<u>Globalization</u>	Team	Professional	Enterprise
Multi-location and time zone support	☒	☒	☒
Dynamic multi-language and multicurrency delivery		☒	☒
Global translation workbench		☒	☒
Customforce.com			
<u>Customization</u>	Team	Professional	Enterprise
Custom fields per object	5	100	300
My salesforce.com customizable home page	☒	☒	☒
Drag-and-drop custom layouts	☒	☒	☒
Rename standard tabs		☒	☒
Custom tabs			☒
Web tabs			☒
Custom objects			☒
Custom record types			☒
Multiple page layouts			☒
Sforce Platform			
<u>Integration</u>	Team	Professional	Enterprise

Import / export utilities			
Custom links			
Connectors to Great Plains and QuickBooks			
Sforce Web-services API			
Real-time database mirroring			
Integration server, powered by TIBCO			
Security Controls	Team	Professional	Enterprise
Sharing controls			
Record-level security			
Setup audit trail			
Session controls			
Field-level security			
Profile-based departmental security			
Multi-departmental administration			NEW!
Business Process Controls	Team	Professional	Enterprise
Workflow automation			
Multiple business processes			
Custom Controls	Team	Professional	Enterprise
Sforce controls			
Sforce control library			



= Included in base user license.



= Additional fee may apply.

All Salesforce.com editions come with a base storage amount of the greater of 20MB per user or 1GB overall.

¹ Asset management is available to Professional Edition customers who have purchased the product catalog feature.

² Enterprise Edition customers also have an additional 250MB of complimentary document storage; Professional Edition customers get 50MB of complimentary document storage. Team Edition is limited to 25MB of document storage.