

Microsoft Business Solutions

Microsoft CRM Sales Features: Standard and Professional Editions

Microsoft CRM Sales Standard	Microsoft CRM Sales Professional
Lead management	All Standard Edition Features
Opportunity management	Lead routing
Correspondence/mail merge	Work flow
Account and contact management	Sales process management
Notes and attachments	Product catalog
Activity and task management	Quotes, orders, invoices
Search	Quotas
Direct e-mail	Sales literature
Territory management	Competitor tracking
User and business management	Integration to Microsoft Business Solutions for Financial Management
Calendar	
Set of reports	
Customization tools and utilities	

Microsoft CRM Customer Service Features: Standard and Professional Editions

Microsoft CRM Customer Service Standard	Microsoft CRM Customer Service Professional
Case management	All Standard Edition Features
Service request	Work flow
Knowledgebase Management	E-mail management
Direct e-mail	Contract management
Search	Routing
Queuing	Product catalog
Account and contact management	
Activity and task management	
Calendar	
Notes and attachments	
User and business management	
Set of reports	
Customization tools and utilities	