



Novo CRM Manager Comparison

Features	CRM Manager Workgroup	CRM Manager Enterprise
Web Based	◆	◆
Customer Support Portal	◆	◆
Ticket Workflow	◆	◆
Ticket Status & Priority Levels	◆	◆
Contact Manager	◆	◆
Product Manager	◆	◆
Automated Ticket Escalation	◆	◆
Email Notification of New Tickets	◆	◆
2 Click Email Distribution of Ticket History	◆	◆
Full Text Ticket History Search	◆	◆
Link Tickets to Knowledge Base Articles	◆	◆
Search Knowledge Base Articles from Tickets	◆	◆
Single Level User Security	◆	
Integrated KnowledgeBase 3.0 Workgroup Edition	◆	
Multi-level User Security/Roles		◆
Integrated KnowledgeBase 3.0 Enterprise Edition		◆
Multi-Department Ticket Management		◆
Internationalization/Multi-Lingual Support		◆
LDAP (Active Directory) Authentication Module		Option
Oracle Database Support		Option