



## 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
<b>Salesforce.com CRM</b>			
<u>Sales Force Automation</u>	Team	Professional	Enterprise
Account, contact, and opportunity management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Activity management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Forecasting		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Territory management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Big deal alerts		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Update reminders		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Product catalog		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team selling			<input checked="" type="checkbox"/>
Real-time alerts			<input checked="" type="checkbox"/>
<u>Customer Service &amp; Support</u>	Team	Professional	Enterprise
Case management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

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

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

= 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.

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

<sup>2</sup> 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.