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	 sales			 Help Desk		 All In One	
Tier	Starter	Professional	Enterprise	Starter	Professional	Professional	Enterprise
Pricing							
Monthly Price Per User (Annual)	\$10	\$20	\$30	\$10	\$20	\$30	\$42
Monthly Price Per User (Monthly)	\$14	\$28	\$42	\$14	\$28	\$42	\$58
Contact Management							
Contacts	✓	✓	✓	✓	✓	✓	✓
Organizations	✓	✓	✓	✓	✓	✓	✓
Profile scoring		✓	✓		✓	✓	✓
Engagement Score		✓	✓			✓	✓
Touchpoints/Contacts activity view	✓	✓	✓	✓	✓	✓	✓
Custom lists	✓	✓	✓	✓	✓	✓	✓
Tagging	✓	✓	✓	✓	✓	✓	✓
Best time to contact			✓				✓
Contact Enrichment		✓	✓			✓	✓

Action Center							
Activity Alerts	✓	✓	✓			✓	✓
Email tracking alerts	✓	✓	✓			✓	✓
Personal Inbox	1 Personal Mailbox	1 Personal Mailbox	1 Personal Mailbox			1 Personal Mailbox/User	1 Personal Mailbox/User
Team/Shared Inbox	1 Shared Mailbox	3 Shared Mailbox	10 Shared Mailbox			3 Shared Mailbox	10 Shared Mailbox
Document Tracking alerts	✓	✓	✓			✓	✓
Direct mentions and team alerts	✓	✓	✓			✓	✓
Record activity alerts	✓	✓	✓			✓	✓
Team activity alerts		✓	✓			✓	✓
Configurable smart alerts		✓	✓			✓	✓
Life cycle alerts		✓	✓			✓	✓
Task & Calendar							
Manage tasks & Personal to-dos	✓	✓	✓	✓	✓	✓	✓
Activities, Calls, Events	✓	✓	✓	✓	✓	✓	✓
My Calendar	✓	✓	✓	✓	✓	✓	✓
Shared Calendar	✓	✓	✓	✓	✓	✓	✓
Personal appointment pages	5	10	unlimited			unlimited	unlimited
Auto-assigned group appointment pages	1	2	unlimited			unlimited	unlimited
Group Events/Webinar appointment pages	1	2	unlimited			unlimited	unlimited
Email Functionality							
Email tracking & real time notifications	✓	✓	✓	✓	✓	✓	✓
Email templates	Unlimited	Unlimited	Unlimited	✓	✓	✓	✓
Related comments	✓	✓	✓	✓	✓	✓	✓

Inbox	1 Shared Mailbox and 1 Personal mailbox per user	3 Shared Mailbox and 1 Personal mailbox per user	10 Shared Mailbox and 1 Personal mailbox per user	1 Shared Mailbox and 1 Personal mailbox per user	3 Shared Mailbox and 1 Personal mailbox per user	3 Shared Mailbox and 1 Personal mailbox per user	10 Shared Mailbox and 1 Personal mailbox per user
2-way email sync(Gmail & IMAP providers)		✓	✓			✓	✓
Email Sequences	2 sequences per user 5 emails per sequence	10 sequences per user 5 emails per sequence	25 sequences per user 5 emails per sequence			10 sequences per user 5 emails per sequence	25 sequences per user 5 emails per sequence
Sales Process Management							
Leads	✓	✓	✓			✓	✓
Campaigns	✓	✓	✓			✓	✓
Round robin lead assignment	✓	✓	✓			✓	✓
Deals	✓	✓	✓			✓	✓
Deal revenue line items		✓	✓			✓	✓
Deal to contacts role	✓	✓	✓			✓	✓
Multi pipelines		✓	✓			✓	✓
Journey Templates		✓	✓			✓	✓
Sentiment Tracking			✓			✓	✓
Sales Pipeline		✓	✓			✓	✓
Sales Forecasting		✓	✓			✓	✓
Sales Quotas		✓	✓			✓	✓
Quotes	✓	✓	✓			✓	✓
Invoices		✓	✓			✓	✓
Tax Configuration	✓	✓	✓			✓	✓
Sales Insights		✓	✓			✓	✓
Multi Currencies			✓				✓
Support Management							

Cases				✓	✓	✓	✓
Work Orders							✓
Internal Tickets							✓
Knowledge base				✓	✓	✓	✓
Email to case(Ticket)				✓	✓	✓	✓
Round robin case assignment					✓	✓	✓
Organization matching with Email domain				✓	✓	✓	✓
Assets				✓	✓	✓	✓
Service Contracts					✓	✓	✓
Customer portal				50 per user	100 per user	100 per user	100 per user
SLA Policies				1	15	25	50
Business hours				1	25	25	50
Support Insights					✓	✓	✓
Agent level business hours					✓	✓	✓
Case satisfaction survey				✓	✓	✓	✓
Internal Tickets Insights							✓
Inventory management							
Products	✓	✓	✓	✓	✓	✓	✓
Services	✓	✓	✓	✓	✓	✓	✓
Price books		✓	✓			✓	✓
Subscriptions		✓	✓				✓
Payment tracking		✓	✓			✓	✓
Vendors		✓	✓			✓	✓

Purchase Orders		✓	✓			✓	✓
Sales Orders		✓	✓			✓	✓
Assets		✓	✓			✓	✓
Inventory add-on							
Credit notes		\$	✓			\$	✓
Bills		\$	✓			\$	✓
Receipt note		\$	✓			\$	✓
Delivery note		\$	✓			\$	✓
Social							
Twitter Integration		✓	✓		✓	✓	✓
Capture Leads from twitter		✓	✓			✓	✓
Creating Cases from twitter					✓	✓	✓
Social interactions with Leads & Contacts		✓	✓		✓	✓	✓
Project Management							
Manage Projects			✓				✓
Manage Project Milestones			✓				✓
Sub tasks		✓	✓				✓
Task Views - List, Kanban, Calendar		✓	✓				✓
Task dependencies(Finish to Start)		✓	✓				✓
Automated task end times(User business hours)			✓				✓
Project gantt view			✓				✓
Automated time tracking and billing			✓				✓
Project key metrics and analytics		✓	✓				✓

Project Templates		✓	✓				✓
Users & Access Control							
Users	✓	✓	✓	✓	✓	✓	✓
Organization hierarchy(Roles)			✓				✓
Field level access control	✓	✓	✓	✓	✓	✓	✓
User groups	✓	✓	✓	✓	✓	✓	✓
Global Sharing Rules		✓	✓	✓	✓	✓	✓
Profile limit	5	25	250	5	25	25	250
Role Limit	5	25	250	5	25	25	250
Multiple owners for records			✓		✓		✓
IP Whitelisting			✓		✓	✓	✓
Reports & Analytics							
Built-in Sales intellegence dashboard	✓	✓	✓			✓	✓
Customizable dashboards		✓	✓	✓	✓	✓	✓
Sales Insights		✓	✓			✓	✓
Custom report builder	50 Custom + 10 Schedule	100 Custom + 25 Schedule	250 Custom + 50 Schedule	50 Custom + 10 Schedule	100 Custom + 25 Schedule	250 Custom + 50 Schedule	500 Custom + 100 Schedule
Out-of-box reports & Charts	✓	✓	✓	✓	✓	✓	✓
Record level analytics		✓	✓			✓	✓
Custom schedule reports	✓	✓	✓	✓	✓	✓	✓
Vtiger sales analytics content pack(Power BI)			✓				✓
Document Collaboration							
Documents	✓	✓	✓	✓	✓	✓	✓
Document Library	✓	✓	✓	✓	✓	✓	✓

Document Sharing	10/Month	50/Month	Unlimited	5/Month	10/Month	100/Month	Unlimited
Document Collaboration(Internal & External)	✓	✓	✓	✓	✓	✓	✓
Document Consumption Tracking	✓	✓	✓	✓	✓	✓	✓
Google Drive integration	✓	✓	✓	✓	✓	✓	✓
Drop box integration	✓	✓	✓	✓	✓	✓	✓
One Drive Integration	✓	✓	✓	✓	✓	✓	✓
Document upload - Max file size	25 MB	25 MB	50 MB	25 MB	25 MB	50 MB	50 MB
Conversations							
Group Inboxes	✓	✓	✓	✓	✓	✓	✓
Phone calls	✓	✓	✓	✓	✓	✓	✓
SMS	✓	✓	✓	✓	✓	✓	✓
Vtiger live chat		✓	✓		✓	✓	✓
Social		✓	✓		✓	✓	✓
Survey add-ons						\$	\$
Internal Collaboration							
Direct messages	✓	✓	✓	✓	✓	✓	✓
Attach files to direct messages	✓	✓	✓	✓	✓	✓	✓
Group messages	✓	✓	✓	✓	✓	✓	✓
Calendar Notifications	✓	✓	✓	✓	✓	✓	✓
Marketing Automation							
Email Campaigns	✓	✓	✓			✓	✓
Auto responder Campaigns		✓	✓			✓	✓
Automatic email personalization	✓	✓	✓	✓	✓	✓	✓

Campaign Scheduling	✓	✓	✓			✓	✓
Free Monthly Email Credits	10,000 or 1,000/User	20,000 or 2000/User	25,000 or 2,500/User			20,000 or 2000/User	25,000 or 2,500/User
Tracking Opens, Clicks, Bounces	✓	✓	✓			✓	✓
Subscriber List	✓	✓	✓			✓	✓
List segmentaton	✓	✓	✓			✓	✓
Unsubscribe from specific lists	✓	✓	✓			✓	✓
Email Opt-out	✓	✓	✓			✓	✓
Email Templates Library	✓	✓	Unlimited	✓	✓	Unlimited	Unlimited
Customizable Email Templates	✓	✓	Unlimited			Unlimited	Unlimited
Image storage	✓	✓	✓			✓	✓
Vtiger Branding removed from Emails	✓	✓	✓	✓	✓	✓	✓
SMS Campaigns							✓
SMS Reply Actions							✓
Integrations							
Google Calendar	✓	✓	✓	✓	✓	✓	✓
Google Contacts	✓	✓	✓	✓	✓	✓	✓
Google Drive integration	✓	✓	✓	✓	✓	✓	✓
Dropbox	✓	✓	✓	✓	✓	✓	✓
One Drive	✓	✓	✓	✓	✓	✓	✓
Digital Document Signing		✓	✓		✓	✓	✓
Payment Systems		✓	✓			✓	✓
Shopping Cart		✓	✓			✓	✓
Quickbooks		✓	✓			✓	✓

Office 365	✓	✓	✓	✓	✓	✓	✓
Xero	✓	✓	✓			✓	✓
Mail Chimp		✓	✓			✓	✓
Tally						✓	✓
Exchange Connector	\$	\$	\$	\$	\$	\$	\$
Outlook						✓	✓
Olark						✓	✓
Pie Sync						✓	✓
Sharp Spring						✓	✓
Customization							
Custom Modules		10	25		10	25	25
Custom Fields(Per Module)	25	50	100	25	50	100	100
Text Area Fields	5	10	10	5	10	10	10
Rich Text Fields	2	2	2	2	2	2	2
Items per Picklist	1000	1000	1000	1000	1000	1000	1000
Characters per picklist value	100	100	100	100	100	100	100
Custom Layouts	✓	✓	✓	✓	✓	✓	✓
Colors for Picklist	✓	✓	✓	✓	✓	✓	✓
Dependent page layouts	✓	✓	✓	✓	✓	✓	✓
Print Templates	✓	✓	✓	✓	✓	✓	✓
Logo	✓	✓	✓	✓	✓	✓	✓
Customizable record numbering	✓	✓	✓	✓	✓	✓	✓
Terms & Conditions	✓	✓	✓	✓	✓	✓	✓

Automation							
BCC Email to Archive	✓	✓	✓	✓	✓	✓	✓
Lead creation from Email	✓	✓	✓			✓	✓
Contact creation from Email	✓	✓	✓	✓	✓	✓	✓
Case creation from Email				✓	✓	✓	✓
Opportunity creation from Email	✓	✓	✓			✓	✓
Organization creation from Email	✓	✓	✓	✓	✓	✓	✓
Smart alerts & Followup rules	✓	✓	✓	✓	✓	✓	5
Push notifications	✓	✓	✓	✓	✓	✓	✓
Workflows	25	50	75	25	50	75	100
Multipath Workflows	2	5	10	2	5	10	10
Allowed actions / Workflows	6	8	8	6	8	8	10
Workflow Field Updates	✓	✓	✓	✓	✓	✓	✓
Scheduled Workflows	10	20	30	10	20	30	30
Hourly Limit	1	2	3	1	2	3	3
Daily Limit	5	10	15	5	10	15	15
Assignment rules		✓	✓		✓	✓	✓
Deals & Quote approval automation			5 Process/ Module and 5 Rules/Process				5 Process/ Module and 5 Rules/Process
Approval process automation(All Modules)							
Case Escalation rules				3	unlimited	unlimited	unlimited
Update Notifications(On Save Alerts)	✓	✓	✓	✓	✓	✓	✓
Webforms							
Web to Lead form	✓	✓	✓			✓	✓

Web to Contact form	✓	✓	✓	✓	✓	✓	✓
Web to Cases form				✓	✓	✓	✓
Web to Organization form	✓	✓	✓	✓	✓	✓	✓
Web to Opportunity form	✓	✓	✓			✓	✓
Web to Vendors form		✓	✓			✓	✓
Telephony Integration							
Click-to-call	✓	✓	✓	✓	✓	✓	✓
Incoming call contact popup	✓	✓	✓	✓	✓	✓	✓
Call Logging	✓	✓	✓	✓	✓	✓	✓
Call Recording	✓	✓	✓	✓	✓	✓	✓
Data Administration							
File Storage	✓	✓	✓	✓	✓	✓	✓
Data Export	✓	✓	✓	✓	✓	✓	✓
Data Import	✓	✓	✓	✓	✓	✓	✓
Storage	5 GB or 500 MB/User	7.5 GB or 750 MB/User	15 GB or 1.5 GB/User	5 GB or 500 MB/User	7.5 GB or 750 MB/User	15 GB or 1.5 GB/User	15 GB or 1.5 GB/User
Audit Logs	✓	✓	✓	✓	✓	✓	✓
Deduplication of data	✓	✓	✓	✓	✓	✓	✓
Mobile							
Mobile app for Android and iOS	✓	✓	✓	✓	✓	✓	✓
Manage Contacts, Leads, Organizations	✓	✓	✓	✓	✓	✓	✓
Manage Deals, Quotes & Invoices	✓	✓	✓			✓	✓
Contacts map view	✓	✓	✓	✓	✓	✓	✓
View onsite agenda and navigate					✓	✓	✓

Check-in and check-out feature					✓	✓	✓
Geo-fence configuration and detection					✓	✓	✓
Manage cases				✓	✓	✓	✓
Generate Invoice from a completed Work order						✓	✓
Add ons							
Gmail Add-on	✓	✓	✓			✓	✓
Webhooks		250 calls/user (25,000 max/ Day)	500 calls/user (50,000 max/ Day)		250 calls/user (25,000 max/ Day)	250 calls/user (25,000 max/ Day)	250 calls/user (25,000 max/ Day)
Vtiger Privacy Guard	\$	\$	✓	\$	\$	\$	✓
Automated consent management	✓	✓	✓	✓	✓	✓	✓
Encryption of sensitive data at rest	5 Fields per module	5 Fields per module	5 Fields per module	5 Fields per module	5 Fields per module	5 Fields per module	5 Fields per module
Access logs, Auditing and reports	✓	✓	✓	✓	✓	✓	✓
Automated data handling policies	✓	✓	✓	✓	✓	✓	✓
Sandbox			\$				\$
Security							
SAML based single sign on			✓				✓
Allowed IPs			✓				✓
Encryption at rest			✓				✓