



Selecting the right Salesforce CRM edition

Whether you're interested in using the Sales Cloud, the Service Cloud, the Custom Cloud, or all three, salesforce.com's solutions work for any type and size of business.

Best of all, when your business grows—and when you're ready to expand the benefits of cloud-based computing beyond sales and marketing—you can simply upgrade to another edition of Salesforce CRM. There's no disruption to your business because we take care of the technical details.






This page provides a quick overview of the main decision points in choosing between editions. The detailed features available with each edition—with new ones introduced three times per year—are listed in the matrix on the following pages. For a sneak peak at new features, be on the lookout for the seasonal Release Preview.

- **Contact Manager** – A great way to get started. With Contact Manager Edition, you can manage your business contacts, customer interactions, and conversations in one place—the cloud. Contact Manager Edition works with any email application, including Microsoft Outlook and Gmail.
- **Group Edition** – Basic CRM for small groups. With Group Edition, you get the basic features to generate and manage leads through the sales cycle. You can also get desktop integration and one app from the AppExchange. Group Edition can only be used for a team of five people or less.
- **Professional Edition** – A complete picture of customer interactions. Choose Professional Edition if you want no user limits and a bunch of additional features—campaign management, email marketing, customisable dashboards, support case tracking, and privacy controls. You can also create more custom objects and use up to five AppExchange apps.
- **Enterprise Edition** – Customise and integrate CRM for specific business needs. Enterprise Edition includes many Salesforce CRM and Force.com platform features including workflow and approvals, so you can automate any business process you have, create complex sales territories, access additional AppExchange applications, and integrate with any system using our API. You also get extensive customisation capabilities—a key to user adoption. It's the edition used by most of our larger customers.
- **Unlimited Edition** – The name says it all. Unlimited Edition provides unlimited power to run CRM and your entire business. If you need more storage, a large number of custom objects, mobile access, and an unlimited number of custom tabs and custom apps, Unlimited Edition is for you. Plus, this edition includes 24/7 Premier Support.

“We upgraded to Enterprise Edition for workflow, integration, and customer support.”

Stacie Grueser
Sales Operations Manager
Yodle.com

Choose the edition that's right for your business

 Contact Manager £3 / user / month Manage your business contacts and customers	 Group £17 / user / month Get started with basic sales and marketing	 Professional £45 / user / month See a complete picture of customer interactions	 Enterprise £85 / user / month Customize and integrate CRM for your unique needs Our most popular edition!	 Unlimited £170 / user / month Get unlimited power to run CRM and your entire business
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Salesforce CRM Edition Feature Comparison

Feature	Contact Manager	Group	Professional	Enterprise	Unlimited
Sales Cloud					
Accounts & contacts	✓	✓	✓	✓	✓
Activity tracking & history	✓	✓	✓	✓	✓
Document attachments	✓	✓	✓	✓	✓
Google Apps integration	✓	✓	✓	✓	✓
Microsoft Outlook integration	✓	✓	✓	✓	✓
Microsoft Word & Excel integration	✓	✓	✓	✓	✓
Role permissions	✓	✓		✓	✓
Tasks	✓	✓	✓	✓	✓
Reports	✓	✓	✓	✓	✓
Opportunity tracking		✓	✓	✓	✓
Customisable sales process		✓	✓	✓	✓
Dashboards		✓	✓	✓	✓
Competitor tracking		✓	✓	✓	✓
Lead capture		✓	✓	✓	✓
Landing pages		✓	✓	✓	✓
Lead scoring, routing, & assignment		✓	✓	✓	✓
Google AdWords		✓	✓	✓	✓
Integrated third-party apps		✓	✓	✓	✓
Mass email			✓	✓	✓
Email templates & tracking			✓	✓	✓
Mobile Lite			✓	✓	✓
Customisable dashboards			✓	✓	✓
Customisable forecasting			✓	✓	✓
Analytic snapshots			✓	✓	✓
Ideas community			✓	✓	✓
Contract management			✓	✓	✓
Third-party sales methodologies			✓	✓	✓
Real-time partner collaboration			✓	✓	✓
Campaigns			£	✓	✓
Product tracking			£	✓	✓
Offline access			£	✓	✓
Mobile Premium – full customisation			£	£	✓
Integrated content library			£	£	£
Content genius			£	£	£
Approvals				✓	✓
Workflow automation				✓	✓
Process visualiser				✓	✓
Sales teams				✓	✓
Opportunity genius				✓	✓
Territory management				✓	✓
Call scripting				✓	✓
Partner channel management				£	£
Partner portal & community				£	£

✓ = Included in base user license £ = Additional fee applies

Feature	Contact Manager	Group	Professional	Enterprise	Unlimited
Service Cloud					
Email client integration	✓	✓	✓	✓	✓
Tasks	✓	✓	✓	✓	✓
Case management		✓	✓	✓	✓
Cross-company collaboration		✓	✓	✓	✓
Email & templates		✓	✓	✓	✓
Case queues		✓	✓	✓	✓
Case history tracking		✓	✓	✓	✓
Agent console			✓	✓	✓
Customisable console layouts			✓	✓	✓
Case auto-assignment			✓	✓	✓
Case escalation rules			✓	✓	✓
Case email auto-response			✓	✓	✓
Solutions			✓	✓	✓
Auto-suggested solutions			✓	✓	✓
Multilingual solutions			✓	✓	✓
Public solutions			✓	✓	✓
Twitter conversation search			✓	✓	✓
Twitter case capture			✓	✓	✓
Twitter knowledge solutions			✓	✓	✓
Customisable service dashboards			✓	✓	✓
Crowd-sourced answers			✓	✓	✓
Web & email case capture			✓	✓	✓
Customisable dashboards			✓	✓	✓
Analytics snapshots			✓	✓	✓
Global business hours			✓	✓	✓
Mobile case management			✓	✓	✓
Ideas community			✓	✓	✓
Asset management			✓	✓	✓
Agent chat integration*			✓	✓	✓
CTI				✓	✓
Case team collaboration				✓	✓
Workflow & approvals				✓	✓
Integration via Web services API				✓	✓
Facebook integration toolkit				✓	✓
Service entitlements				✓	✓
Knowledge usage analytics				✓	✓
Field service management*				£	£
Multidimensional knowledge base				£	£
Rich knowledge article templates				£	£
Knowledge collaboration				£	£
Public knowledge Web site				£	£
Customer portal				£	£
Partner service portal				£	£

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*Available as a downloadable application via the AppExchange

Feature	Contact Manager	Group	Professional	Enterprise	Unlimited
Force.com Cloud Platform					
Unlimited real-time customisation	✓	✓	✓	✓	✓
Programmable user interface	✓	✓	✓	✓	✓
Real-time analytics	✓	✓	✓	✓	✓
800+ integrated applications		✓	✓	✓	✓
Granular security & sharing			✓	✓	✓
Real-time mobile deployment			£	£	✓
Integrated content library			£	£	£
Programmable cloud logic				✓	✓
Real-time workflow & approvals				✓	✓
Real-time Web sites				500K pg views/month	1M pg views/month
Force.com Cloud Infrastructure					
Multitenant kernel	✓	✓	✓	✓	✓
Proven reliability	✓	✓	✓	✓	✓
ISO 27001 certified security	✓	✓	✓	✓	✓
Real-time query optimiser	✓	✓	✓	✓	✓
Real-time upgrades	✓	✓	✓	✓	✓
Three global data centers & disaster recovery	✓	✓	✓	✓	✓
Real-time scalability	✓	✓	✓	✓	✓
Salesforce to Salesforce	✓	✓	✓	✓	✓
Real-time integration				✓	✓
Real-time sandbox environments				£	✓
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Group Edition supports less functionality than the 30-day trial. Customers purchasing Group Edition from the trial will have all non-Group Edition functionality and data permanently deleted. Customers may export their trial data at no charge at any time during the trial.

Group Edition has 1GB of data and 1GB of file storage shared by all users. Professional and Enterprise Editions provide 20MB of data and 100MB of file storage/user. Unlimited Edition provides 120MB of data and 100MB of file storage/user. For all customers, the default minimum storage amount is 1GB of data and 1GB of files.



For More Information

Contact your account executive to learn how we can help you accelerate your CRM success.

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