

Editions

	Standard Edition	Professional Edition	Enterprise Edition
Portal (formerly Business Units)	✓	✓	✓
Email Response Management	✓	✓	✓
Request sharing	✗	✗	✓
Request collaboration	✗	✓	✓
Business Rules	✓	✓	✓
SLA Management	✓	✓	✓
Automation Bundle			
Request Life Cycle	✗	✗	✓
Custom Trigger	✗	✗	✓
Custom Menu	✗	✗	✓
Field and Form Rules	✗	✗	✓
Support Rep Auto Assign	✗	✓	✓
Custom Schedules	✗	✗	✓
Contracts (automated billing)	✗	✓	✓
Billing Module	✗	✓	✓
Account and Contact Management	✓	✓	✓
Knowledge Base	✓	✓	✓
Product Catalog	✗	✓	✓
Customer Portal	✓	✓	✓
Active Directory Integration	✗	✓	✓
Import from CSV files	✓	✓	✓
Survey	✗	✓	✓
Fail-over Service	Add-on	Add-on	Add-on
Help Desk Reports	✓	✓	✓
Dashboard and Analytics	✗	✓	✓

API	✓	✓	✓
Live Chat	✗	✗	✓
Operating System Supported			
Windows	✓	✓	✓
Linux	✓	✓	✓
Database Supported			
PostgreSQL	✓	✓	✓
MS SQL	✓	✓	✓
App Support (iPhone and Android)	✓	✓	✓
Computer Telephony Integration (CTI)	Add-on	Add-on	Add-on
Remote Assistance (Zoho Assist)	Add-on	Add-on	Add-on
Zoom Integration	✓	✓	✓
Google Maps Integration	✗	✗	✓
Salesforce CRM Integration	✓	✓	✓
Zoho CRM Integration	✓	✓	✓
Zoho Analytics Integration	✓	✓	✓
No. of Support Reps	✓	✓	✓
No. of Contacts (Customer Logins)	Unlimited	Unlimited	Unlimited